

Parents Handbook 2017

Pakuranga Learning Centre



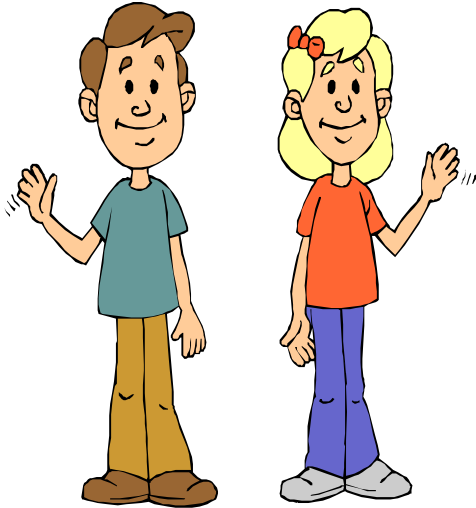
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Welcome to Pakuranga Learning Centre



Early childhood is a time of rapid growth and development and we believe should be a time of exploration, learning and fun. Children in their early years need to be cared for in an environment where they are safe, feel a sense of belonging and are exposed to a wide range of enjoyable learning experiences. At *Pakuranga Learning Centre*, teachers provide an environment which offers children choices and learning opportunities through play whilst promoting a strong commitment to early literacy and numeracy development.

We hope you and your child enjoy your time with us, and we look forward to building a long lasting relationship with your family.

CENTRE VISION

To provide a kete full of meaningful connections and experiences from which the children can learn to make sense of their world and the space around them.

The Centre:

Opening hours: 7:00am – 6:00pm

Days Open: Monday – Friday

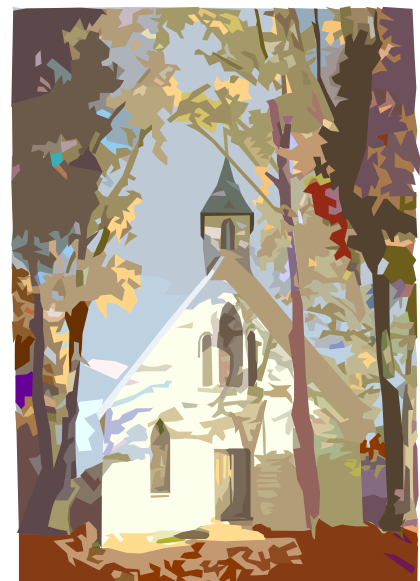
The centre is closed on all public holidays.

If your child starts early in the morning you are welcome to bring breakfast to be eaten at the centre.

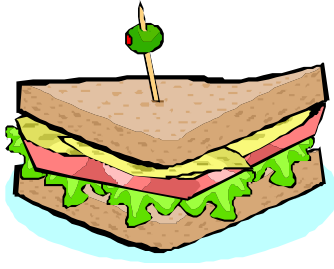
If you wish to change the hours your child is enrolled in the centre please see a staff member and complete the “Change of Enrolment” form at least two weeks in advance. We are required to document all changes to children’s enrolments for the **Ministry of Education**.

The centre closes at 6.00pm. If you are going to be late collecting your child, please contact the centre as soon as possible. While we understand that emergencies arise from time to time, lateness will incur a late fee of \$15 for every 15 minutes after 6.00pm. This fee will be collected immediately.

Early drops and late pickups from the enrolled time will incur a charge of \$10 for first hour, \$1 per minute thereafter.



Meals:



A healthy morning tea for all children is provided. You will need to bring your child's lunch and afternoon tea in a named lunch box. We also recommend that your child has a drink bottle at the centre so that they can access own drinking water at all times. We will ensure it is washed and refilled with clean water each day.

Please place your child's lunch box in the fridge on arrival at the centre. If your child has any food allergies, please document this clearly in your child's enrolment forms.

At *Pakuranga Learning Centre*, we aim to support healthy eating which will promote children's health and well being. We have enclosed our Food and Drink policy and some suggestions for healthy lunch box food which we appreciate your support with.

As part of developing self help skills and taking responsibility, children are encouraged to participate in preparation for meal times and to help clean up after meals. Your child will be shown where the 'Helping Roster' is displayed so that they can participate in these routines if they choose to.

For infants and toddlers who require formula or milk in a bottle, please ensure there are always enough supplies at the centre for your child. We will ensure your child's bottle is kept clean and hygienic.

Parking:

There is plenty of parking available. You are responsible to park your car safely in the car park to drop off and collect your child. This is for your child's safety and is also a requirement of the Auckland City Council. There is a handicapped car park available for cars displaying the appropriate sticker or card.



Allergies and Medication:

If your child has any allergies or ongoing illness, please record this clearly on your child's enrolment forms. Please also discuss this with a teacher when your child starts.

If your child has asthma, we will need to discuss and document an asthma plan to ensure we are able to care for your child appropriately in the centre.



If your child requires antibiotics or other medication at any time, you will need to document this in the centre's medications register to enable us to give this to your child throughout the day. Please place your child's medication on the kitchen bench and notify a staff member of this. For safety reasons do not leave medication in your child's bag. Please read the Centres Illness and Exclusion, Medication Policy.

Fee Payment Policy:

- All fees are required to be paid by internet banking **at least one week in advance**.
- An annual administration fee of **\$50** is required to be paid in addition to the first week's fee before the child starts at the centre.
- Fees are required to be paid **for all days** a child is enrolled regardless of attendance which is affected by health, personal reasons or public holidays.
- Any **extra day will be charged** at the casual day rate applicable for the child. A child not enrolled for a particular day of the week but attending will be treated as a casual for that day. **Day swapping is not permitted.**
- Late pickup will incur a late fee of \$15 for every 15 minutes after 6.00pm. Early drop offs and late pickups from the enrolled time will incur a charge of \$10 for first hour, \$1 per minute thereafter.
- The centre will be closed on all public holidays. However **fees are still required to be paid** for these days as staff needs to be paid.
- Please ensure child's fee is paid on time. Late payment of fees can place a considerable strain on the centre and on the Centre's ability to deliver the excellent service we pride ourselves on. **Overdue fees will incur a 10% penalty** on fees overdue by 14 days.
- Any fee overdue by a month will be handed over to a debt collection agency. All costs incurred in collection of any debt owed to the centre, such as legal costs, court fees, debt collection fees and commissions etc. will be **borne by the parent**.
- Families are required to notify the centre **at least two weeks in advance** prior to the child finishing at the centre.
- **Work and Income** subsidies are available for families who qualify for this. The centre will **charge full fees until a subsidy has been approved** and the centre has been paid or notified in writing by WINZ. Any subsequent credit due to the family will be credited to the child's future account.
- **Families receiving WINZ subsidies are responsible** for ensuring their subsidy is maintained and reviewed as necessary. **If the subsidy changes or stops, the family will be liable for all fees owing.**
- **Any delays or under payment by WINZ** as a result of family neglect of the subsidy will be charged directly to the family.
- Families will be required to advise the centre in writing **at least one week in advance** of any changes to their child's enrolment hours.
- **Additional charges** may be requested for extracurricular activities such as excursions etc.
- The **fee schedule will be reviewed annually** to ensure the centre is able to meet the needs of the budget and stay in tune with inflation and current market expectations.
- Where there are two or more children from the same family, a **10% sibling discount** is available from the older child's fee.



Our Program:

At *Pakuranga Learning Centre* we aim to promote the learning and development of all children by providing a planned program of play based learning activities. We have a focus on promoting the development of early literacy and numeracy skills and knowledge. A wide range of equipment and resources are provided both indoors and outdoors and children are encouraged to make choices about where, when and who they play with. Children are invited to participate in activities and to share their ideas, passions and interests with others.



Our qualified and experienced teachers observe and assess children on a regular basis and this information is used to inform plans for the daily program. Individual learning and development records are kept for all children and these will be shared with you. Children, parents and whanau are included in decision making and planning for learning. Please feel free to read your child's personal portfolio at any time.

Our program includes opportunities for children to participate in individual, small group and sometimes large group learning activities which aim to build children's cognitive, social, cultural and physical skills, knowledge and understandings of the world. Excursions into the wider community are planned regularly to maintain children's connections with their local community and areas of interest.

Trips and Excursions:

We believe that it is important for children to experience and contribute to the wider community as part of their learning and development journey. From time to time we will plan trips outside of the centre. You will be notified of these planned trips and written permission will be requested. We may also request a small fee and parent help for some trips.

From time to time we may also take small groups of children for a walk outside the centre to explore the local environment, to the local library, or to the supermarket with a staff member. You have been asked to provide written permission for these excursions on your child's enrolment forms. We consider that these everyday experiences are an important part of the early childhood curriculum, and as such are valuable learning opportunities.



What to bring:

At *Pakuranga Learning Centre* we believe that children learn best when they are able to experiment and explore with all their senses. We will aim to provide aprons for paint and messy activities, but your child may still get wet and dirty from time to time. We therefore ask that you provide your child with at least **3 full changes of clothing every day** so that we can keep them warm and dry.

We suggest that you send old clothes that you don't mind being stained so that your child can become involved in messy activities without fear of damaging their clothes. All wet or soiled clothing will be sent home for washing.

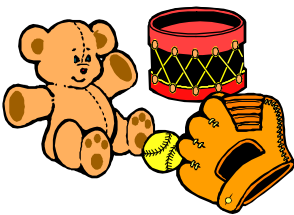
In the warm months please provide a sun hat and apply sun block before coming to the centre in the morning. We will apply more sun block throughout the day. Children will not be permitted to play outdoors without a sun hat during summer.

In the cooler months please provide a warm hat that covers your child's ears. We also recommend your child bring a pair of gumboots, a rain coat, water proof pants and plenty of warm clothing. We will play outdoors in winter (weather dependant) and your child may get wet. They may also like to have their slippers to wear inside.



For children who require nappies please provide enough nappies each day to ensure we are able to change your child at appropriate intervals. Most families bring a whole packet to the centre each week, and we will advise you when these are almost gone. We advise that you provide at least 4 nappies per day to allow for bowel movements and unexpected use of nappies e.g. water play.

Things from home:



We prefer if children **do not bring toys from home** as they can get lost or broken. If your child wants to bring something special to share, please speak to a staff member so that we can discuss how to manage this together. Children may however bring a special item they use for comfort at the centre.

If your child uses a 'dummy' or 'pacifier' it is helpful to leave one at the centre and we will ensure it is kept clean and hygienic for when your child needs it.

Communication:

Open communication is vital to ensure high standards of care for children and their families. We will endeavour to talk to you every day as we aim to build relationships with children, their parents, family and whanau that enable us to provide the best possible care and education for all children.

In addition to this we will:

- Email a newsletter
- Display incidental information on the board at the front of the centre
- Make centre policies and funding information available to the parents
- Provide a complaints procedure that ensures your concerns can be heard and addressed as much as possible.
- ERO report is available at www.ero.govt.nz/review-reports/pakuranga-learning-centre-06-05-2016.



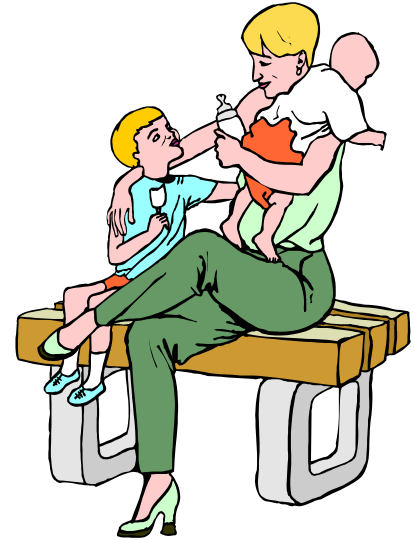
Parent Responsibilities:

At *Pakuranga Learning Centre* we value our relationships with parents and whanau. Your family's aspirations for your child are paramount, and we aim to work towards achieving these in conjunction with our centre philosophy and curriculum goals.

Parent information and education evenings are planned throughout the year and social family gatherings are encouraged to build relationships with other families and your child's friends in the centre.

We also ask that you take responsibility for the following things:

- Please sign your child in and out correctly every day. This is vital for safety and is a legal requirement of the Ministry of Education.
- If your child is unwell or has head lice, please keep them away from the centre until they have been free from symptoms for at least 24 hours. Please contact us to let us know that your child is unwell.
- Please inform us if someone different is collecting your child as we will not release children with anyone that we are not familiar with for safety reasons.
- Our centre policies and procedures are reviewed on an ongoing basis as part of our quality management. These will be displayed at the sign in area from time to time, and we ask that you read these and contribute your thoughts and comments.
- Please ensure child's fee is paid on time. Late payment of fees can place a considerable strain on the centre and on the Centre's ability to deliver the excellent service we pride ourselves on. Overdue fees will incur a 10% penalty on fees overdue by 14 days.
- Written notification is required from families for child absence of three weeks or more for health, holiday or any other reasons.
- Please keep your child's enrolment details up to date. If any details change e.g. address, contact details, custody arrangements and enrolment days – please advise us.
- Please ensure you close the front gate securely every time you use it.
- Kindly go through the Centre Policies which are available for your viewing. Ask a staff member for the Policy folder.



Parent Teacher Communication:

Please talk to us informally every day, but if you have any questions or would like to discuss your child's care privately please talk to a staff member and we will make time to meet with you.



Settling into the centre:

How a child settles in an early childhood centre is an individual process, and will vary for all children. Some children settle quickly and with little fuss, while others require more support over a long period of time. If you are concerned that your child is not settling, or you are finding this process difficult please talk to a staff member as we may be able to offer some strategies and more support.

As the main caregiver for your child, you will know your child best and how they prefer to be comforted during times of stress or discomfort. We aim to work in partnership with parents and whanau to establish settling routines that ensure your child's physical and emotional needs are met.



When settling your child we recommend the following:

- Before your child first starts at the centre, you may choose to visit with them as much as you like. We recommend that you visit with your child at least two times so that they can become familiar with the people, environment and routines.
- Establish a routine for arrival and departure from the beginning. Talk to your child about coming to the centre before you get here. When you arrive at the centre, help your child to put their bag away, put their lunch box in the fridge and then choose an activity they would like to do. Some parents find it helpful to spend a little time with their child in the centre before leaving, while others find it easier to leave fairly quickly.
- Please **do not ever sneak away** without saying good bye. Although this may seem easier for you and your child at first, your child may lose trust in you and can eventually become more clingy and upset as they will anticipate that you are going to disappear.
- Your child may like to bring an item from home that provides them with comfort e.g. a blanket or soft toy.
- Do talk to us about your preferences for settling your child. Some children enjoy a hug with a staff member, while others like to wave to you through the windows.
- Call us soon after leaving the centre if you want to check that your child is ok. We will always be honest about this, and are happy to let your child speak to you on the phone if this does not upset them.

Conclusion:



Please be assured, we are experienced at settling and supporting parents and children through separation in the centre.

Your child's emotional well being is critical, and we will always provide the love, comfort and support that is best for your child.

Welcome to the *Pakuranga Learning Centre* family!