

WELCOME TO OUR EARLY LEARNING CENTRE

We welcome you and your child to what we trust will be an extension of your home. By working together we will provide an environment that promotes quality care and education.

ORGANISATIONAL STRUCTURE

Our centre is privately owned by Ida Zhou and operated by Fang. Fang will work with staff and parents to ensure the Early Childhood Regulations are met, as well as striving to achieve excellent educational outcomes for the children.

Feathers have negotiated a charter with the Ministry of Education, and receive bulk funding from them. Compliance with the Charter and the Education (Early Childhood Centers) regulations is monitored by the Education Review Office. Copies of all these documents are held at the Centre and are available for parent's inspection. Parents are asked to contribute to policy development, review and decisions concerning their child's care and education.

FEE POLICY

All figures include GST

Under 3 year old children

Short Day	8:30am – 3:30pm	\$42.00 Per Day	\$185.00 Per Week
Full Time	7.30am – 5.30pm	\$52.00 Per Day	\$200.00 Per Week

Over 3 year old children

Full Time 7.30am-5.30pm	5 Days	4 Days	3 Days	2 Days	
After 20 free hours	\$115.00	\$103.00	\$81.00	\$54.00	
Sessions: 7.30am-12.00pm / 12.30pm-5.00pm			\$40.00 for 5 mornings or afternoons		

Your child will be booked for minimum of 2 days per week

BOOKING FEE

A non-refundable booking fee of \$30.00 is payable when enrolling your child to secure their position. This Fee covers administration set up costs including your child's Portfolio folder and Stationery costs.

ENROLMENT/WITHDRAWAL

Once a child is enrolled and confirmed of a start date is given, all booked sessions will be charged, regardless of whether a child attends or not.

Two weeks written notice is required if your child is leaving the Centre. Fees are payable during this notice period.

PAYMENTS

Invoices are issued when needed (in your child's pocket). Our preferred methods of payment are Automatic payments or internet banking as this minimizes the amount of staff time required to process payments. Correct cash & cheques will be accepted & all payments should be handed to Fang & Corinna.

Fees are paid on the week for the week. If no payment is made for three weeks with no explanation a phone call will be made to the person named on the invoice. If there is no response from this within 24 hours a letter will be sent, if there is still no response the resulting debt will be sent to Baycorp collection agency. The cost of recovering the debt will be added to your invoice.

LATE FEES

For children who are picked up after the Centre's specified closing time, a late fee of \$2 per minute shall be payable directly to the staff member on duty.

CHILDCARE SUBSIDY

Work and Income operates a subsidy for parents whose children attend the Centres. The subsidy is subject to an income qualification. Full payment of fees is the caregiver's responsibility and will be required until a subsidy has been approved. Any credit held will be refunded directly to the parent where applicable. It is the parents' responsibility to ensure all paper work is processed and received by WINZ on time. Any delays will result in the parent having to pay full fees until the subsidy is received.

HOURS

Our centre is open from Monday to Friday from 7.30 a.m. – 5.30 p.m. We will be closed on public holidays. We ask for your co-operation in dropping off and collecting children within our opening hours. If at any time you have an emergency and are going to be delayed, please contact the Centre. Staff can then allay your child's concerns and make plans for their own commitments. A late fee will apply if your child is left at the Centre after closing time.

FAMILY DISCOUNT

Where there are 2 or more children from the same family attending full time at the centre, a discount of 10% off the second child's fee is available.

HOLIDAYS/STATUTORY HOLIDAYS/SICK DAYS/ABSENCES

Fees are charged when your child is absent due to sickness or any other reasons. Fees will be charged for all statutory holidays. Once your child has been attending Feathers continuously for 6 months they are entitled to 2 weeks holiday with a 50% discount on fees. Additional holidays will be charged full fee.

ORIENTATION AND SETTLING

We ask that children visit the Centre prior to attending. We ensure that at least one staff member greets the child and creates a relationship with the family and the child. Detailed discussion on the child's development, behavior, sleeping and eating requirements are held upon enrolment.

Parents are encouraged to stay with their child to settle him or her into the Centre, and to demonstrate that they feel happy and comfortable with their child's environment. Children are welcome to bring their own (named) 'cuddly' or blanket or special toy from home during this settling period. However, all care but no responsibility taken.

We enjoy visits from grandparents, younger and older brothers and sisters, and friends once your child has settled.

PARENT INVOLVEMENT

We operate an open door policy where parents and family are welcome into the Centre at anytime. Parent participation sends strong positive messages to your child that you support them and are part of the child care environment. The staff sincerely wishes for you and your child to be happy and feel welcomed at our setting. Communication is a vital ingredient to the success of this partnership.

ATTENDANCE

A responsible adult known to the Centre Director and staff must bring children into the Centre. Only authorized persons (as indicated on the enrolment form) will be allowed to collect children from the Centre. Please notify the Centre Director in writing of any changes to the adult. An adult other than one known to the Centre requires identification (preferable photographic). Parents with custody orders must provide a copy to the Centre Director.

In the case of a non-custodial parent arriving to collect the child, the Centre Director will contact the police and provide the copy of the order for the police to enforce. A child will not be allowed to go home with a parent/guardian in contravention of a custody/court order held at the centre. However, in the event of a non-custodial parent gaining access to a child, the Centre cannot be held liable.

Staffs are always concerned about your child's welfare, so if you are aware of any intending absence could you please inform the Centre Director or Staff.

If you require additional days either temporarily or permanently, please see the Centre Director to discuss. We are not able to offer any 'in-lieu' or 'make-up' days. If your child has been absent and you require additional days, we can only offer paid additional days subject to space availability.

STAFF

Feathers is an equal opportunities employer, committed to staffing the Centres with skilled, caring people. Our centre has fully qualified staff and staff who are in training. Staff also participate in professional development.

Our adult child ratio is regulated by the Ministry of Education. The staff required to work with the children is 1 adult to 5 under 2 year old children and 1 adult to 10 over 2 year old children. We aim to provide better than this ratio at busy times of the day.

STUDENTS, VOLUNTEERS AND VISITORS

From time to time, you will see new faces at the Centre. Relief staff and volunteers are screened before participating in our daily activities and must adhere to our philosophy whilst at the Centre. At no stage will a volunteer be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed. Early Childhood teacher training students are also supervised at the Centre during the practicum component of their course.

PROGRAMME

Our Centres provide child-centered development programmes. The programming is based on observing children on a regular basis, evaluating their needs and planning activities from these observations. We aim to develop programmes to meet the children's needs and therefore enhance individual development. Each child will be guided to develop at an individual pace according to his or her unique, individual way. Programmes are evaluated on a regular basis and are founded on the guiding principles of Te Whaariki, the Early Childhood curriculum of the Ministry of Education.

Our practices reflect the multicultural heritage of our community, and emphasize non-gender stereotyped behavior. We recognize that early childhood education facilitates the development of confidence, independence, and an interest in learning for our children. Indoor and outdoor experiences are an integral part of our programme and routine. Play is central to children's development by providing opportunities for both structured and spontaneous activities. Play is a child's unique way to learn about their world. It is also a means of expressing knowledge from previous experience. We aim to provide opportunities for boys and girls to play freely regardless of any stereotype roles they may choose. Routines give children a sense of the passage of time as they move through the day. Routines encourage independence and an understanding of personal hygiene.

We endeavor to provide an atmosphere that is warm, accepting and welcoming to both children and their families. Our emphasis on maintaining a home like environment means that over 2 year old children and under two year old children have their own areas that follow the programme to be tailored to the appropriate development levels, children may make visits to other areas with their caregivers.

BEHAVIOUR MANAGEMENT

Our child behavior management policy is based on the importance of respect and dignity for the child, acknowledge and accepting children's feelings and encouraging these feelings to be expressed. Steps that we take towards establishing good behavior management include:-

- Setting and maintaining appropriate limits of behavior
- Verbal redirection
- Explaining the appropriate uses of materials and equipment
- Reinforcing positive behavior with praise
- Explaining why a behavior is inappropriate or unacceptable and providing acceptable options
- Offering children choices and encouraging decision making
- Setting realistic expectations which are age and stage appropriate
- All staff encouraged to model non-violent behavior for the children's interaction with each other

If the staffs are concerned about a child's behavior, they will speak to the parent and a strategy may be put in place that ensures continuity between home and the centre.

FOOD

There is now clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh, nutritional food and well-balanced meals. We have a cook that provides morning tea, a hot lunch, and afternoon tea. The menu is attached to the parent notice board.

It is important that any food allergies be advised to staff so they can be posted in the kitchen and strictly followed.

TOILETING

Routine toileting times are provided before meals and naps to encourage good habits and independence in children who are ready. During toilet training, staff will endeavour to support efforts made at home. Please feel free to discuss any special needs with staff. Please make sure you send plenty of changes of clothes during this time, as a few accidents are unavoidable.

Parents must supply sufficient nappies for their child's day (this may vary from 4 to 8) as the Centre keeps only a limited emergency supply on hand. All nappies must be disposable.

REST

All children are offered the opportunity to have a special time to relax or rest during the day; it enables them to gather their thoughts and strength for the rest of the day. It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless parents have requested otherwise. Some children may not need sleep, but quiet activities will be available for selection.

CLOTHING

All clothing, shoes, cuddlys and bags must be clearly named. Because play and exploration can often be wet or messy, children should be dressed in old or play clothes and a spare change should be packed everyday. In winter, rain attire and gumboots are essential, and in summer, sunhats are to be provided for outdoor play and we recommend you apply sun block to your child before the start of everyday.

What to bring:

Parents need to bring the following items in a named baby bag/schoolbag.

Under Two's

1. Enough nappies for the day
2. Milk or milk powder – enough for the day
3. Complete spare set of clothes and extra singlets
4. Items the baby is attached to i.e. dummy, teddy bear, etc.
5. Sunhat/gumboots or warm waterproof outside clothes in winter

Over Twos

1. Nappies if still needed
2. Complete change of clothes (more when toilet training)
3. Special items for sleep i.e. cuddly, doll etc.
4. Sunhat/warm waterproof outside clothes in winter

TOYS AND OTHER TREASURES FROM HOME

We have chosen a wide range of developmentally appropriate equipment and toys for our Centres. It would be appreciated if parents can explain to their children that the toys at the centre are for everyone to share and that they cannot be taken home. It would be appreciated if your child could be dissuaded from bringing in toys. Cuddly or security toys are welcome but need to be clearly named. If you have any tapes that you would like to have played during rest time, please bring them in and we will be happy to play them for your child.

CAR SEATS

We recognize that for safety in a vehicle your child needs to be restrained in a standards approved car seat. This is required by law. If different vehicles are to be used to transport your child to and from the Centre, you can bring the car seat into the centre and placed out the back beside the back door.

LOST PROPERTY

At the Centre there is a container for unnamed and lost property. It would be appreciated if parents could check this regularly as the amount builds up. Items that are still uncollected after a period are donated to a local charity.

EXCURSIONS/TRIPS

Excursions out of the Centre will be arranged from time to time as part of your child's experience. Parents are encouraged to be part of the outing. Excursion slips outlining the trip, transport, cost and adult/child ratio will be given to all

parents to complete prior to an outing. Children who are unable to attend the excursion will remain at the Centre with a trained staff member. Children may be taken on small walks out of the Centre. Approval for these is given when completing the enrolment form.

EMERGENCY AND EVACUATION PROCEDURES

In case of an unforeseen emergency situation, every effort will be made to contact parents to collect their child. The Centre is fitted with safety devices, which are maintained regularly. Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate. Emergency evacuation plans are displayed in the Centre. Staffs are familiar with evacuation procedures and policies. Parents and visitors to the Centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.

SAFETY

Centre policies on safety precautions are continually reinforced by staff and children. Such practices include:

- The storage of chemicals in locked cupboards
- Checking the safety of sandpits and outdoor equipment
- Children's awareness of personal safety, i.e. not throwing equipment, walking inside

There is always someone trained in first aid on site; first aid certificates are renewed every two years.

CHILD HEALTH

We ask that any child who is unwell be kept at home so illness does not spread through the Centre. The Centre Director/ Team Leader may at his/her discretion refuse to accept a child deemed unwell enough to attend the Centre, as we do not have the specialist staff on the premise for sick children. Children with severe coughs or colds, vomiting diarrhea, conjunctivitis, rashes or raised temperatures cannot be brought into the Centre. If symptoms develop during the day the parent will be contacted to arrange for the immediate collection of their child.

MEDICATION

Please advise the staff if your child is taking any medication. All medicines must be kept in the kitchen and the medicine book that is kept beside the sign in sheet must be filled in before we can administer any medication. Only medication that has a label stating your child's name and expiry date will be administered. The Centre keeps a first aid kit, which includes homoeopathic medication for emergencies. Please advise the Centre Director/Team Leader if you would prefer these were not given to your child. Children who have been unwell and are now on antibiotics they need to have been on them for 12 hrs before returning.

IMMUNISATION

We are required to keep an up-to-date list of all children at the Centre and their Immunization status. Please remember to bring your Well Child Book and a copy of your Immunization certificate with you when you enroll your child at the Centre. If your child is not immunized a letter confirming this needs to be attached to your enrolment form. In the case of an outbreak of such a disease your child will be asked to stay away from the Centre for the duration of the outbreak.

COMMUNICATION

All parents are required to sign their child in and out of the Centre everyday on the form provided at the front door. While verbal reminders on your child's needs and dispositions are appreciated any special notes can be made in the book to ensure nothing is overlooked. This is a legal requirement by the Ministry of Education and can be audited at anytime to ensure compliance with our roll returns (the bases of bulk funding). It is also a safety requirement in case of emergency evacuation of the Centre therefore a very important part of your drop off and pick up routine.

Parents are kept informed of Centre activities through newsletters, notices pasted at the door and information on the parent's notice board.

PARKING

You are only permitted to park at the Centre in order to leave and collect your child. If parking in the driveway, please be very careful of pedestrians.

CONCERNS AND COMPLAINTS

Parents should feel free to discuss any queries or problems with the staff. However, remember that busy drop off or pick up may not always be an appropriate time to have detailed discussions on your child's or your needs, and you may need to schedule an appointment with him/her at another time. If you have any concerns or complaints relating to the operation of any Centre please refer the matter to **Fang at feathersele@yahoo.co.nz**. Your participation in the running of the Centre is welcomed and will help to ensure your family enjoys their early childhood experience.