

Parent Handbook



Lil Champs Sylvia Park
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HK Childcare Ltd

www.lilchamps.co.nz/sylvia-park/

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Welcome Note

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.



Hours

The centre is open Monday to Friday from 7.30 am – 5:30 pm. We will be closed on public holidays.

We ask for your co-operation in dropping off and collecting children within our operating 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 may apply if your child is left at the Centre after closing time.

Centre Philosophy

Love, learn, laugh is at the heart of all we do. We pride ourselves in being a small boutique centre that provides a home away from home feel for every child that comes into our centre. At Lil Champs Early Learning centre our values, vision and beliefs within our management and teaching team align to create a magical and memorable learning journey for each and every child. We believe that children develop a love for learning through building strong relationships within their learning environment. We promote learning interactions to be caring and nurturing as children are developing their

sense of self throughout their early years. We believe that strong relationships provide children with a sense of belonging here at Lil Champs so they feel safe and secure to learn to their fullest potential each day.

Our centre culture places importance on supporting children to acquire a sense of responsibility, respect and care for their environment to support children in developing their sense of belonging to know that they have a place. This is their place. The environment reflects the children's authentic learning journey sharing their magical discoveries and ever evolving curiosity to learn about the world around them and their place in it.

We embrace cultural diversity of our centre and community through celebrating our children's cultural celebrations and traditions in the centre. We recognise Te Tiriti O Waitangi and take pride in offering a bi cultural curriculum where Te Reo Maori is alive and used in teachers daily practice through waiatas,

phrases, and learning experiences.

We recognise children as individuals with unique learning strengths. Our daily



programme is aligned with New Zealand Early Childhood Curriculum- Te Whariki as our daily curriculum. This is designed to cater to children's individual learning needs with a fine balance of encouraging group learning interactions through our investigations. Our transition to primary programme is an integral part of our preschool programme and we interweave literacy and numeracy within our daily practice.

We are honoured to watch the children of Lil champs grow throughout their learning journey with us to become competent and capable learners who will take with them a lifetime of love and laughter on their future learning journeys.

Our aim is for children to grow up as confident, competent, respectful learners and communicators, healthy in mind, body & spirit, and aware of their physical footprint on our environment. They will be secure in their sense of belonging and in the knowledge that they make a valued contribution to society.

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 discussions on the child's development, behaviour, sleeping and eating requirements are held upon enrolment.

Parents are encouraged to stay with their child to settle them into the Centre, and to demonstrate that they feel happy and comfortable with their new environment. Prior to starting,

Children are welcome to bring their own (named) 'cuddly' or blanket or special toy from home.

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

Parent involvement

We have an open door policy, where parents and family are welcome into the Centre at any time. 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 Centre. Be aware that a three-way relationship



between parents, caregivers and the child exists in this setting. Communication is a vital ingredient to the success of this partnership.

Organisational structure

Harinder Kaur is the new centre Licensee and And is responsible for all communication with the Office of Ministry of Education for all funding requirements.

Compliance with the Education (Early Learning Centres) regulations is monitored by the Education Review Office. Parents are asked to Contribute to policy development, review and decisions concerning their child's care and education on regular in accordance with these regulatory requirements.

Staff

Li'l Champs Sylvia Park is an equal opportunities employer, committed to staffing the Centre with skilled caring people. The Centre has experienced and caring staff of which five are fully qualified and two are supporting staff with ECE experience.

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 4 for under 2 year old children and 1 adult to 9 for over 2 year old children. We will strive to provide better than this ratio in the times to come as one of the improvements to the center

Relief staff and visitors

From time to time, you will see new faces at the Centre. Relief staff and service providers are screened before participating in our daily activities and must adhere to our philosophy whilst at the Centre.

All visitors are to sign in on arrival and departure of centre.

Fees

Please refer to the Fees Schedule that is attached to your child's enrolment form. Invoices are issued weekly and payments can be made through a bank transfer. For the smooth running of the centre, it is very important that your fees are paid on time.

20 ECE Hours

Our centre offers the 20 hours subsidy which is provided by the Ministry of Education to all children who are above the age of 3. To be eligible you must complete an Attestation form which confirms your attendance and that you are not attending another Early Learning



Centre at the same time as you have applied for funding at our centre. If you change your enrolment hours you must notify our centre.

You may apply for this subsidy from more than one centre, but you must indicate this on your form.

Childcare subsidy

Work and Income operates a subsidy for parents whose children attend the Centre. The subsidy is subject to an income qualification. Contact Work and Income for further information and forms. Full payment of fees are the caregiver's responsibility and will be required until a subsidy has been approved.

Attendance

A responsible adult known to the Manager 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 Manager in writing of any changes to the adult. An adult other than one known to the Centre requires identification (preferably photographic). Parents with custody orders must provide a copy to the Manager.

In the case of a non-custodial parent arriving to collect the child, the Manager 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.

Staff are always concerned about your child's welfare, so if you are aware of any intending absence could you please inform the Manager/staff. Parents must give at least two weeks' notice before withdrawing their child and at least one week's notice if you wish to change your session days. Session time changes must be in writing. Please ask the Manager for the appropriate form.

Programme

Our Centre provides child-centered developmental 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 Whariki, the Early Learning Curriculum of the Ministry of Education. Our practices reflect the multicultural heritage of our community, and emphasize non-gender stereotyped behaviour. We recognize that early learning 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 endeavour 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 although over two year old children and under two year old children have their own areas that allow the programme to be tailored to the appropriate development levels, children may make visits to other areas with their caregivers.

Children Behaviour management

Our child behaviour management policy is based on the importance of respect and dignity we acknowledge and accept children's feelings and encourage them to express these feelings in their unique ways. Our staff takes several steps to encourage respectful and considerate behavior at the center.

- Setting expectations for expected behavior by verbal communication
- Demonstrating use of Material and resources provided



- Encouraging and reinforcing good behavior with praise and other positive action.
- Discussing in appropriate behavior and reaching an amicable solution by offering reasoning that is understood by the child.
- Offering children choices and encouraging decision making.
- Setting expectations which are age and stage appropriate and clearly understood by the child.
- Children are constantly encouraged to always adopt non-violent behavior by the staff. We would request parents to reinforce the same at home.

Food

All the children's food and drink are provided by the centre. The food provided is prepared in our fully certified kitchen based on regulation by MOE (Detailed policy in place) A menu is posted right outside of the kitchen and changes every week.

It is important that any food allergies or restrictions Be advised to the staff so that this can be posted in the kitchen and strictly followed. The centre provides fruit and milk at the central over and above the regular meals. All the food is handled based on the

centre's food handling policy which is regularly audited internally and externally.

Toilet Training

Regular toileting times form part of the daily routine for the children during the day to support efforts made at home. We encourage parents to share their inputs for the same in order to help us improve our support for this training. We request parents to send enough changes so that the child can be changed and kept comfortable in case of any toilet accidents.

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

Sick child policy

We ask that any child or adult who is unwell be kept away from the centre especially at drop off and pick up of children/siblings, so illness does not spread through the Centre. The Manager may at his/her discretion refuse to accept any child deemed unwell enough to attend the Centre in order to prevent the sickness from spreading to others present at the centre. Children with infectious



symptoms like severe coughs or colds, vomiting, diarrhoea, 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.

For further information refer to the Centre's Health and Safety Policy.

When is a child infectious?

Common infectious diseases

1. Measles

Infectious up to four days after rash has first appeared.

2. Mumps

Infectious up to three days after swelling has disappeared.

3. Chickenpox

Infectious until last spot is covered by a scab.

4. Whooping Cough

Infectious until at least one month after onset.

5. Rubella (German Measles)

Infectious up to four days from when rash first appeared.

6. COVID-19

Highly infectious viral disease (Please refer to our COVID response policy for infection management.

Common contagious parasitic conditions

1. Headlice

Please check your child's head regularly and treat immediately if headlice are found.

Once a child has been treated she/he may attend even if eggs are still present in the hair.

2. Threadworms

Difficult to prevent the spread. Usual signs are irritability and an itchy bottom.

3. Scabies

An itchy skin condition which can be difficult to diagnose. A doctor should be consulted on any doubtful rash.

Infectious skin conditions

1. Impetigo

Bacterial skin infection, which is highly contagious. A doctor must be consulted on any multiple sores. If on the face, the child should stay at home until no longer infectious. If on other parts of the body, sores should be properly covered.

2. Ringworm

Fungal skin condition. Advisable to consult



a doctor for the confirmation of diagnosis and treatment. Please keep lesions covered when your child is at the Centre.

N.B. Any skin condition persisting for more than 24 hours requires a medical opinion.

Vomiting and Diarrhoea

Can be a serious health risk to babies.

A baby should be seen by a doctor immediately. If a child has diarrhoea: keep him/her at home; give only fluid for 24 hours (10 mls per 10 minutes is recommended); then gradually introduce a light diet. If the diarrhoea still persists, a doctor should be consulted. Usually it is a problem which lasts only one or two days. The Centre should be advised if the child has contracted a notifiable or infectious disease such as *Guardia*, mumps, chickenpox etc so that other parents can be advised. The child should be kept away from the Centre for the required length of time as per the communicable diseases chart which is on display in the Centre.

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. If on Anti-biotics children are required to stay at home for 24 hours after their first dose. This ensures that the medication has time to work and allows for important rest time for the child. The Centre keeps a first aid kit, which includes some non-prescription and homeopathic medications for emergencies. Please advise the Manager if you would prefer these were not given to your child.

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 enrol 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.

Rest

During the day all children are offered time to relax or rest during the day this ensures that this gives the children an opportunity get physical rest and time to gather their thoughts. As a policy we allow the children who have fallen asleep to continue sleeping till they are ready to wake up as they might need this rest and children who don't sleep will be quietly allowed to rest.

Clothing

The children clothing bags shoes etc should be clearly labeled and spare changes should be provided. Because playtime and exploration can often be wet or messy, In winter, rain attire and gumboots are essential, and in summer, sunhats should to be provided for outdoor play. We have a sunblock policy in place at the centre but we do encourage you to apply sunblock for the children at the start of the day.

List of things to be provided by the parents

Please provide these items in a labeled bag

Under Twos

1. Enough nappies for the day
2. Breast Milk or Formula – enough for the day
3. Complete spare set of clothes
4. Items the baby is attached to.
5. Sunhat / warm waterproof outside clothes in winter

Over Twos

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

We strive to provide play and Educational equipment for all the children at the centre and encourage children to share them while using and encourage them to not to take this home with them.

We would appreciate if the same behavior is encouraged by the parents.

Car seats

If the child is using a car booster seat we are happy to store it for you.



Lost property

In case we find unclaimed or lost items at the centre we will store them in the office for a period. You are most welcome to come by and check through the items if you have lost something. We would request you to kindly do that at the end of the day in the afternoons as the mornings can be very busy for the staff.

Excursions / trips

Whenever the excursions are planned the center will send all the detailed information to the parents. We will send a permission slip for the parents to sign providing all the details of the trip including the cost of transportation and adult to children ratios. We might ask for parent volunteers to help in these trips. All the trips will be planned and based on guidelines provided by the Ministry of Education.

Safety

Regular safety and hazard checks are conducted at the centre. The same is reinforced by various policies and procedures that have been put in place at the centre. Some of the checks that are regularly carried out include

- Checking the safety of sandpits and outdoor equipment
- The storage of chemicals in locked Cupboards safely. etc

We have staff that are certified in carrying out first aid at the centre. This certification is renewed every two years.

Emergency and evacuation procedures

In case of an emergency every effort will be made by the centre to contact parents to collect their child. The Centre is fitted with fire safety devices, that are maintained regularly. Regular fire drills are carried out at the centre as per the ministry guidelines. If you happen to be at the centre during one of these drills you will be required to follow instructions given by the personnel carrying out the drill. Emergency evacuation plans are displayed close to the exits at the centre and staff 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.



Communication

All parents are required to sign their child in and out of the Centre every day 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 any time 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 posted at the doors and walls of the centre.

Absences

All absences to be notified to the Centre ASAP.

Parking

You are only permitted to park at the Centre whilst you are on site; dropping off your child, picking them up or meeting with teachers.

Complaints process

Parents should feel free to discuss any queries or problems with the Manager. However, remember that busy drop off or pick up times 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 the Manager at another time.

A policy for dealing with complaints is displayed on the reception.

If you have any concerns or complaints relating to the operation of any Centre please refer the matter to:

Li'l Champs Early Learning Centre Ltd
73 Aranui Road, Mt Wellington, Auckland
or phone 09 525 4365.

Your participation in the running of the Centre is welcomed and will help to ensure your family enjoys their early learning experience.

Please note that we have detailed policy and procedure for all the policies mentioned in the parent book. We can provide you copies on request. We review these policies regularly and will request your participation for the process.

