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Parent Information Booklet

Creating lasting impressions for your child's future

Subject to change. Printed as correct on April 2020

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Philosophy

We believe that trusting, reciprocal relationships are paramount to tamariki sense of belonging. We value the partnerships that our key teachers create with whanau, ākonga and the community, allowing for open communication and the opportunity to share information. We are respectful of both our tamariki and parents/whānau and community's need for continuity and consistent caregivers/teachers. As such we have a full team of teachers in each room, and permanent relievers who are well known to all within the centre. We value the relationship that we have built with the community and its members. We are actively involved within the community of Pirongia, and have built strong ties with the local school and community services.

We believe that the environment should encourage meaningful encounters and promote the empowerment of each child. We aim to provide an outdoor environment that is spacious, rich with resources, is challenging, and encourages risk-taking and independence within a safe setting. We strive indoors to provide a clean attractive and visually appealing learning environment with open spaces for play. We encourage ākonga desire to learn, and want that journey to be full of investigation, excitement and challenge for each child to thrive. At Impressions we recognise and support individual development and assist ākonga and whānau in their learning goals with individual educational plans.

Fees Schedule

Hourly - \$6.75 (casual)

½ Day (4 hours) - \$27.00

6 Hours - \$40.50

All Day \$52.00

Weekly \$220.00

***20hrs ECE (3-5) year olds optional**

charge of \$1.50 per hour

\$6.75 per hour after that. (min of ½hr charge)

**All casual bookings made are subject to charge unless
cancelled with a minimum of 24hrs notice.**

Full Fees are charged for all absences

No charge for public holidays

***20hrs ECE is available for a maximum of 6hrs per day and a
maximum of 20hrs per week**

**If accounts become too far overdue contracted times will be
reassessed and if no attempt is made to pay, your overdue account
will be placed in the hands of a debt collection agency and any costs
incurred will be passed onto you the account holder.**

Introduction

Impressions Childcare Centre is privately owned by Kim and Ryan Bardsley. Impressions cater for children from birth to five years. We operate under one licence with four rooms, a Nursery, Toddlers, Juniors and a Preschool. We are licensed by the Ministry of Education and we strive for high quality care and education. Impressions are open Monday to Friday 7.30am to 5.30pm.

Nursery

The nursery is staffed with above regulation staff ratios and caters for children 2 years and under. (Ages are approximate and may vary due to availability) We provide quality care and education for all children while working alongside the families/whanau. We support the individual changing routines and requirements of every child ensuring we stay as close to possible to their home routines.

Toddlers

The toddlers room is also staffed with above regulation ratios, and caters for children 2 years to 3 years old. (All ages are approximate and may vary due to availability) We provide a stimulating resourceful environment. All children's developmental needs are catered for and educational opportunities are provided constantly and self help skills supported and encouraged in a positive environment

Juniors

The juniors room is also staffed with above regulation ratios, and caters for children 3 years to 4 years. (All ages are approximate and may vary due to availability) We provide a challenging, stimulating environment. All children's developmental needs are catered for and educational opportunities are provided constantly to encourage confident, competent learners and creating lasting Impressions for your child's future.

Preschool

The preschool is also staffed at above regulation ratios. We focus on developing independence and beginning to take responsibility for their own learning. There is a focus on preparation for school. The children have a huge range of activities available for them to do all the time. The outdoor environment promotes gross motor skill development and exploring a wide range of educational opportunities.

Transition from centre to centre

Once your child is enrolled at Impressions with permanent contracted hours they will automatically transition through to the next area.

We will transition your child as per age, stage and individual requirements.

Aims and Purposes

Impressions Childcare Centre aims and purposes are to ensure that the centre's programme is implemented in ways that meet the learning and developmental needs of all children. We do this by providing a mix of structure and free play activities and a mix of child initiated and teacher directed activities.

Curriculum

We provide a structured and a child initiated programme which caters for all needs, as individuals and as a group. The children have some structured time throughout the day; this could be through mat time, music time or game time. During this structured time children are learning to be part of a group, to follow instructions, to have turns and to experience different areas. The rest of the time there are different activities out for the children to be involved in or they can choose to play in a different area. Our programme is based on the Te Whaariki Early Childhood Curriculum.

Information and Communication

We realise that what happens at the Centre during the day, ties in with what has happened at home. Experiences that a child has had are carried through into their day at the centre. We see parental involvement as vital in the planning and provisions of experiences.

We value open communication with parents and caregivers, and we will strive to maintain good communication opportunities. If you have any queries please feel free to ask any staff member.

We have a whiteboard in the entrances which will keep you updated with what's happening and any relevant information.

All children will have a named parent pocket. Pockets are located beside the entrance door in the Juniors and Preschool, in the entrance hall of the Toddler's and in the bathroom of the Nursery. Please check these regularly as this is where you will find any written notices or information we wish to get to you as well as accounts.

Please take your time to look at the different things around the walls, you will see evidence of learning and fun that has been going on daily.

The most effective way of informing parents of children's progress and achievements or simply about their day is on a one-to-one or personal basis. You will find that there is someone who will be able to give you feedback about your child's day. A more formal meeting can be arranged if you wish to discuss in depth anything about your child's progress or to discuss their portfolios.

Staff/Teachers

All staff at Impressions Childcare Centre are fully qualified with Early Childhood qualifications or are in training to become fully qualified. All staff hold a current First Aid certificate.

We operate at above required teacher, child ratios and regulations. Our staff are continually taking part in professional development to stay up skilled and up to date with on going developments in the Early Childhood Education sector.

We also have a Centre Manager who takes care of fees and other administrative duties which relieves the teachers from these required duties and enables them to concentrate on teaching.

Our cook holds a certificate of Food hygiene and safety.

Students

From time to time there will be students working at Impressions. These students will be from different educational institutes and they will be working towards Early Childhood Education qualifications. There will be a photograph and story about each student placed on the staff board when they start. All students will be under the guidance of a qualified staff member and will only perform tasks suitable to their level of training.

Education Review Office

The most recent ERO report was done in 2019. There is a copy kept on the notice board in the entrance and is also available online through the Education review office website. www.ero.govt.nz These reports are done on childcare facilities, standards of quality and are a public document. Please feel free to check it out.

Portfolios/ePortfolios

All children that attend the centre will receive an eportfolio on a web based system. We use the Educa online platform. These profiles document your child's progress. They contain samples of artwork, photos, and observations, and are an excellent way for us to work in with parents in planning and goal setting for individual children.

The eportfolios are a link between home and Impressions, parents are able to access and share them whenever they wish. We also value family/whanau contributions in the portfolio, so feel free to contribute with photos or stories.

Settling In

The parent or caregiver is welcome to stay with the child if they feel this is appropriate. Allow time to talk with the staff about routines before your start date. We have a sheet that you fill in with all routine and settling information. This is vital information for us.

Saying goodbye is sometimes hard and we understand this. When dropping off your children it is important not to mention your intention of leaving until you are ready to go. It is also helpful to give your child an idea of when you will be back e.g. Just after afternoon tea.

A staff member will be there to comfort and reassure your child if they get upset. This is a normal process.

You are welcome to ring anytime during the day for a progress report on your child.

It is very important that you say goodbye to your child as you leave, because if you don't it may be even harder the next time.

Signing in and out

When you bring your child into the centre you must sign them in and sign them out when you go home. Please sign in/out the exact times regardless of your booked times.

A staff member will be able to show you this process.

There is also a communications diary in reception that you may write any notes like future absence's etc in.

What to bring:

Bottles of formula (or breast milk) made up

Enough nappies for the day – or we have them at \$2.00 each

Nappy cream (if needed)

Comforters or cuddlies (if needed)

2-3 changes of clothes (appropriate for season and NAMED)

Footwear

Hats

NO good clothes, we provide lots of messy play

NO toys from home (We take no responsibility for lost or broken toys)

In summer please apply sunblock before they come to Impressions and we will reapply throughout the day.

Please ensure everything is named clearly

Meals

We provide meals for the children during the time they are at Impressions. Daily food includes Morning tea, Afternoon tea, Lunch and late afternoon snack. Our cook will provide nutritious, wholesome meals. Seasonal fruit offered with every sitting.

Children in the nursery will be catered for according to their age and eating abilities.

Special dietary requirements will be dealt with on an individual basis.

Water is served at all meal times and available at all times during the day.

All food supplied is recorded on a daily basis please feel free to ask what they have had or are having if you are interested.

*Children on 20hrs ECE are entitled to meals providing the optional charge is paid.

Birthdays

We love to celebrate birthdays. If your child attends Impressions on their birthday and you wish to supply a cake to share then you are more than welcome to but this is completely up to you. If you intend to bring in a cake please let us know so we can be prepared.

Scholastic Book Club

Regularly we will give out book club pamphlets for you to order quality books at great prices. It is easy just bring the order form back to us with payment or even easier you can now order online and books will be delivered to Impressions. When you place orders through us we receive free books.

Additional services

From time to time we will have other things available as a service to our parents. Things like Calendars, Chalk orders, Pie sales etc.

These are all provided as a service to you and under no circumstances should anyone feel obligated to purchase any of these things.

Illness/Medication

Children must be kept away whilst sick with any conditions that could affect other children or staff. Please let us know if your child is going to be away sick.

Children with vomiting and diarrhoea must not return to the centre until there has been 24 hours clear from the last bout.

If your child becomes ill while attending the centre, parents will be notified and will be required to come and collect their child, or arrange for someone else to do this.

In the case of serious concern, your child will be taken to the Te Awamutu Medical Centre. Every effort will be made to contact the parent/whanau or emergency contact first.

We will keep you informed of any prevailing illnesses in the centre community. An infectious disease chart is available for viewing.

Any **accidents** occurred by children will be recorded in the accident register and you will be informed and required to sign this book.

If your child is sent home sick this will be recorded in our sickness register.

Immunisations – It is a Ministry of Education requirement that we keep a register of children's immunisations. We need to know if your child has been immunised or not. A copy of child's immunisation certificate will be taken at enrolment.

Medication – If your child requires medication during the day, you will need to fill in the medication book. Each administration will be recorded and signed.

If children are unwell keep them at home. It not only puts staff and other children at risk but is very unpleasant for a child that is feeling unwell and miserable to try to keep up with others during the day.

For more information refer to our policies.

Administration

Fees

Administration fee - \$25.00 (payable on confirmation of booking)

A discount of 10% applies to second and subsequent child/children.

*20hrs ECE (3-5 year olds) optional charge of 1.50c per hour. (Optional charge entitles children to meals, sunscreen, and excursions and enables us to provide above regulation ratios) \$6.75 per hour applies after that.

**20hrs ECE is available for a maximum of 6hrs per day and a maximum of 20hrs per week*

Full fees are charged for all absences. With the exception of public holidays.

Late fee: There is a late fee of \$2.00 per minute after 5.30pm as it breaks our Ministry of Education license to have children on the premises after 5.30pm and this could result in a fine.

Children collected later than their contracted time and prior to 5.30pm will be charged at the casual rate for extra time, minimum charge of 30 minutes.

Paying Accounts

Accounts are produced fortnightly during the current week and one week in advance.

Our preferred method of payment is automatic payment or internet banking however you may pay by cheque or cash if this suits. **Payments should be made in advance.**

Failure to abide by this may result in your child's booking to be cancelled.

Bank account number is :

Impressions Childcare 06 0393 0010276 00

Subsidies

Our service qualifies for WINZ subsidy. Please contact your local WINZ office to find out what you are entitled to. Most people are entitled to something and the payment is made directly to our centre. WINZ subsidies are the parent/caregivers responsibility as the charges are still yours.

Contact WINZ on 0800 559 009

Absentees

Full fee is payable.

We do not charge for public holidays unlike most other centres. If your child normally attends on a day that falls on a public holiday this day will not be charged on your account.

Please notify us if your child will be absent.

Termination of Contract

If you wish to cancel your child's booking two weeks notice must be given in writing. If you fail to give two weeks notice you will be required to pay for two full weeks after termination.

Policies

We have a number of centre policies and regulations, these are kept in a folder in the office and available on request at any time. We encourage you to read these, ask a staff member. Policies are put out for consultation and reviewed annually.

Complaints Procedure

At Impressions Childcare Centre we encourage clear channels of communication, to present any concerns that families may have about their child, the Centre or staff.

If you have a complaint be assured it will be handled confidentially and will receive a fair hearing from Centre Management.

The steps you may take are:

Make an appointment to see the Centre Manager to discuss areas of concern. If you do not receive satisfaction, then you are able to make a written complaint to the ministry of Education.

Any complaint we receive will be promptly and thoroughly investigated. Feedback will be given as soon as this is completed.



Complaint policy

Rationale:

Impressions Childcare Centre will provide a system for parents/caregivers and staff to raise a concern or complaint.

CONCERN:

Where a person's ability to competently perform their duties, or to follow policies, bylaws or regulations is being questioned.

COMPLAINT:

Where an allegation is made that a person has acted contrary to their duties, regulations, bylaws, Impressions Childcare Centre policies or charter requirements.

Procedure:

- Concerns can be submitted verbally or in writing to management.
- Complaints must be submitted in writing (dated and signed) to management.
- You will be advised that your concern/complaint has been received and management will advise on the outcome after an investigation.
- Management reserves the right to seek council from the Ministry of Education or other advisory groups before responding to any complaint.

Non-compliance with license conditions will be directed to the Management first.

Parents can also contact the Ministry of Education – 07 858 7130.

Parents will have access to a copy of the Education (Early Childhood Centres) Regulations 2008 and to the Education Review Office reports on the centre. These are stored in the office.

Links to Documentation:

Regulation 47 GMA.1.

Reviewed : February 2020

Excursion policy

Rationale:

Trips away from the centre will be organised from time to time to support the children's learning experiences. Trips away from the centre, both impromptu and planned, will be organised as follows.

Objectives:

To ensure that trips away from the centre are educational, safe and enjoyable. Field trips are an opportunity to extend our programme, and to link up with Te Whaariki's aim for children to experience the wider community.

Procedure:

This policy will be used in conjunction with the excursion guide.

1. A risk analysis for the trip will be completed and adult to child ratio will be determined.
2. The trip permission slip must be signed to allow the child to attend any pre planned trip.
3. Traffic laws and regulations will be followed at all times and where traffic regulations do not apply it is up to the person responsible.
4. Parents have the option of signing a permanent authorisation on children's enrolment form to be involved in impromptu walking trips only. These outings will be recorded in the Centre's outing book. Adult to child ratios will adhere to Centre License.
5. Adult to child ratios will be in accordance with the Centre license for the children who remain at the Centre and on the trip.
6. A trip checklist will be completed before leaving the Centre – First aid kit, plastic bags, tissues, water, change of clothes, nappies if required, camera, mobile phone and appropriate footwear etc as per excursion guide.
7. All children will be required to wear appropriate footwear. Any child requiring medication will be attended to as stated in the Child health policy.
8. If the Centre is left unattended a notice will be placed on the door explaining where the children are and a means of contact.
9. If there are insufficient ratios to meet the risk element of the trip it will be cancelled.
10. All Centre policies apply when children are out on trips.
11. All trips must be approved by management and details presented as per budget requirements.
12. A description of Parent/Caregiver role will be given to adults who are helping on outings. This form requires a signature to verify they will maintain our rules and if taking a vehicle it is registered and warranted and they have a current full driver's license.
13. No parent will be left alone with any children at any time.
14. All vehicles carrying children other than those with their parents/guardian must have two adults.
15. Every excursion requiring travelling in a vehicle/s must have one additional full licensed driver able to drive in unforeseen circumstances.

16. A staff member holding a current full first aid certificate will be on all excursions and impromptu walks as well as remaining at the centre if children remain behind.
17. All excursions will have a Record of Outings/Excursions form completed and kept on file with all appropriate and relating paper work.

Links to Documentation:

Regulation HS17.

Traffic Regulations 1976, Reg.29A).

A trip permission slip will be created and will cover the following:

- * The nature of the trip
- * The date, time of departure and return
- * The mode of transport
- * Any costs involved-(parents will be required to meet the cost of any special outings)
- * Requests for parent help if necessary
- * Risk analysis
- * Adult to child ratio (appropriate ratios will be maintained with children's ages and abilities in mind and will not exceed government regulation ratios)
- * Parent signature (to be retained)

Health and safety practices criterion 17

Whenever children leave the **premises** on an **outing or excursion**:

- assessment and management of risk is undertaken, and adult-child ratios are determined accordingly. Ratios are not less than the required adult-child ratio;
- the first aid requirements in criterion **HS25** are met in relation to those children and any children remaining at the premises;
- **parents** have given prior written approval to their child's participation and of the proposed ratio for:
 - o regular outings or excursions at the time of enrolment; and
 - o special outings or excursions prior to the outing or excursion taking place; and
- there are communication systems in place so that people know where the children are, and adults can communicate with others as necessary.

When children leave the premises on a regular or special outing or excursion the outing or excursion must be approved by the Person Responsible.

Reviewed: February 2020



Accounts receivable policy

Rationale:

To ensure the centre receives all fees owing.

To ensure parents know when fees are due, and the options available to pay the fees, which is in the parent information booklet.

Objective:

To ensure everyone understands the fees schedule, the paying process and fee collection practices.

Procedures:

All parents will have access to a copy of the fees schedule, which is in the parent information booklet, on the website and on the parent notice board.

Preferred method of payment is by internet or cheque.

Cash will be accepted but you must sign receipt book, which will be completed by staff at the time of payment.

Any disputes with payments must be backed up with evidential receipt otherwise we will not honour dispute.

When there is debt recovery, it will be undertaken by management or a person delegated by management.

Overdue accounts will be actioned with warnings. On the third warning a debt collection agency will be notified. Any collection charges incurred will be passed on to the account holder.

Reviewed: February 2020



Pamol Policy

Rationale:

To ensure that the health, safety and well-being of every staff and child is protected.

Objective:

To ensure the child is cared for to the best of our ability and with as little discomfort as possible.

Guidelines:

Children must stay away when sick with any condition that may affect other children and/or staff.

If children require Pamol while at the centre, authorisation must be signed for in the medication register, and the Pamol must be provided from home.

Parent/caregiver will be asked the reason for Pamol being required.

Pamol must be in the original bottle and have a legible label stating dose. The bottle can be direct from the Pharmacy or prescribed by a Doctor. Pamol will not be administered above the printed dosage.

We will not hold Pamol on the premises – unless it is required for a chronic illness for a specific person, such as for febrile convulsions etc.

If a child becomes ill while at the centre and has a temp above 38° C WE WILL ONLY GIVE THEM PAMOL that has been signed in, in consultation between management and team leaders. A decision will be made for the best course of action and whether or not parent will be called to collect.

Management has the right, at their discretion, to ask for a child to be collected.

*A temperature of 38° or higher usually indicates the child is fighting infection. For this reason and the safety and wellbeing of other children and staff, a decision will be made if the child can remain at the centre.

We will follow Ministry of Health “Infectious Disease” guidelines

Reviewed: February 2020

Child behaviour management policy

Rationale :

To provide an environment that is safe and supportive, where children are not harmed or at risk physically, socially, spiritually, or emotionally, and where children do not experience abuse or discrimination.

Objective :

To ensure appropriate positive guidance strategies, which give the child respect, dignity, praise and encouragement are used. To ensure the safety and well being of all children and staff.

Procedures :

Managing a child's behaviour will be developmentally appropriate and staff will give special consideration to each child's age and stage of development.

Every child is given respect and dignity.

Every child is given positive guidance promoting acceptable behaviour, having regard for the child's stage of development.

Every child is given positive guidance using praise and encouragement, and avoiding blame, harsh language and belittling or degrading responses.

Children are given guidance and control but no child receiving guidance and control is subject to any form of physical ill-treatment, solitary confinement, immobilization, or deprivation of food, drink, warmth, shelter, or protection.

Children are redirected if their behaviour is seen to be inappropriate or interrupting a group or another child's activity, prior to being removed from the situation.

In the event that patterns of inappropriate behaviour develop, an individual plan will be designed in consultation with parents/caregivers, and where appropriate outside agencies.

Staff/Adults:

- We have an understanding that children have sound reasons and motives for their actions.
- We do not assume that children know what behaviour is acceptable within the centre.
- We guide and encourage children positively.
- All staff to apply rules consistently through role modelling etc.
- We respond positively to children's initiatives and see this as an opportunity to further their learning.
- We give children strategies for solving conflict in peaceful ways.

- Children are respected for their individual differences and capabilities. At **no** time will another child's positive behaviour be used as an example to compare or belittle another child.
- Staff will have an understanding of child development.
- Staff will ensure there are opportunities for children to talk about their feelings and frustrations.
- Where required staff will develop a behaviour management plan.
- There will be open communication between staff and parents about child's day and events happening in the child's life.

Staff Children:

- Staff will ask for support when their child's behaviour is disrupting an activity or impeding the opportunities of other children.
- Staff are to deal with situations in their own area, but are not to move area's to solve conflict for their own child.

Children:

- Children will learn acceptable boundaries of behaviour within our centre.
- Children will have opportunities to set their own boundaries as appropriate.
- Children's mistakes are valued as learning opportunities.

We aim to work as a co-operative team, to use communication, awareness of each other's feelings, individual needs, rights and respect to learn from each other. To create an environment where positive attitudes, encouragement and guidance are our support for the children and each other.

Centre Rules:

Physical or verbal abuse is not acceptable from children or adults.

No child will be put in solitary confinement, or deprived of food and drink.

Children will not be allowed to hurt each other or staff physically or verbally.

Children will be encouraged to be respectful of others play and learning opportunities which will be role modelled by staff.

Children will not be allowed to damage equipment or property.

Children who bite:

When faced with this situation you are to apply first aid to the child who has been bitten, allowing the child who has bitten to take part in this process. Allow the child who has bitten time to apologise when appropriate and redirect both children in to an activity. If the problem reoccurs, seek out team support on dealing with the child who has bitten.

All bites and attempts will be recorded on the biting register.

Reviewed: February 2020

Sleep policy

Rationale:

Children who have their sleep needs met are better able to grow, develop and utilize the centre environment.

Objectives:

To provide a safe and comfortable environment for children while sleeping.

Procedure:

- All children are provided with their own individual sleeping space, bed/cot and linen. The bed linen is washed weekly or more often if required, as per individual room procedure.
- Sleep spaces are positive and peaceful to promote undisturbed rest however they are not silent spaces.
- For reasons of cultural sensitivity children sleeping near each other will be positioned head to head, or feet to feet.
- Children will be encouraged to fall asleep on their own, however teachers will ensure they fall asleep in a peaceful way.
- A sound accurate monitoring system will be in place by teachers at all times. There is a teacher present in the sleep room when ever possible five minute checks are carried out for sleeping children and records of sleeps are maintained.
- Children are encouraged to bring any special sleep aids/toys or comforters they may have for sleeping at home.
- Parents may request a child be woken after a specific time however out of respect for a child's needs the minimum sleep will be 1 hour. Any specific permanent requests contrary to this will be discussed on a case by case basis with management.
- If a child is not asleep within 1 hour of going to bed they will be considered as having rested and will be gotten up.
- Children's sleep lengths will be monitored and as children begin to wean themselves off day sleeping the staff will communicate with parents and have them removed from the sleepers list when appropriate.
- In accordance with government regulations children will not be put to sleep with a bottle. No bottles will be given in beds or cots.
- As children wake up they will be comforted and the staff will complete necessary routines for changing and nutrition

Reviewed: March 2020

*Refer: Comforter Procedure

*Refer: Nursery Comforter Procedure