



Princes Street Childcare Centre Policies and Procedures

At Princes Street Childcare in Auckland Central, our children are at the heart of everything we do. Our experienced and loving team are supported by detailed policies and procedures so you can understand our approach in caring for your child.

Our policies and procedures are reviewed on an annual basis by the Princes Street Childcare Trustees. They are available for parents and staff to review and provide feedback.

Included below are a selection of our policies and procedures. If you have any questions, or would like a full set of our policies, please contact Management@princesstchildcare.co.nz

-Date: 18/11/2021

-Date for next review: 1/12/2022

Contents:

Positive Guidance Policy	2
Parent Involvement Policy	5
Food Nutrition Policy	6
Sleep Policy	7
Fee Policy	9

Positive Guidance Policy

Rationale

To ensure all staff, volunteers and students are aware of how to deal with children's behaviour, and to make parents aware of positive and alternative methods to use with their children.

At This Centre

- Every child is given respect and dignity.
- Every child is given positive guidance prompting appropriate behaviour with regards to the child's stage of development.
- Every child is given positive guidance using praise, encouragement and avoiding blame or harsh language.
- Children will be given guidance, but such guidance will never involve any form of physical ill treatment, solitary confinement, immobilisation or deprivation of food, drink, shelter or protection.

Purpose

- Ensuring consistency between employees in dealing with children's behaviour.
- To create a positive environment where children can take responsibility for their own actions and respect others.
- To ensure all children are treated in an appropriate manner and feel safe.
- To ensure parents are aware of positive and alternative methods of discipline, so staff and parents can work together in order to ensure consistency between the Centre and home.

Guidelines

Parent Support

Senior staff members will be aware of where to access information on positive methods of behaviour guidance. They will be able to make this information available or refer parents to this upon request.

If staff are concerned about an aspect of a child's behaviour which has been occurring over a period of time, a senior staff member will discuss the issue with the child's parents or whānau to determine any underlying causes. An agreement will be made between parents or whānau and the Centre Management on managing the child's behaviour to enable consistency between the Centre and home.

Staff Training and Support

Employees will be encouraged to attend courses in managing children's behaviour. All new employees, visitors, and students will be given clear guidelines on how to manage children's behaviour in an acceptable and positive manner. All teachers will have time for discussion (at staff meetings) on issues that have arisen regarding child management to ensure staff can be consistent in dealing with children's behaviour, and feel supported by each other.

Surrounding employees will not interfere, unless asked to help, when another staff member is managing a child's behaviour, unless the child is in danger of being hurt physically or emotionally. If a staff member is not happy about the method of behaviour management being used by another staff member, student or volunteer, they may approach the staff member involved or alternatively they can approach management without delay with their concerns so it can be dealt with in an appropriate manner.

Employees are aware that any information about a child's behaviour is confidential between the teachers and that child's family.

Encouraging positive behaviour in children:

- At this Centre children will have clear boundaries and limits. Instructions will be clear, and children will be given advance warnings of things such as meal times, tidy up time, time to move inside, etc...
- Children will be encouraged to set their own limits and staff will value mistakes as learning opportunities
- Teachers will use redirect children to more acceptable behaviour and offer choices to a new activity when necessary.
- Listening when children talk about their feelings and frustrations.
- Guiding children to resolve conflicts and modelling skills that help children to solve their own problems.
- Patiently reminding children of rules and their rationale as needed.
- Role modelling peaceful conflict resolution.
- Positively guide behaviour in consultation with parents and whānau.
- Staff will provide a stimulating environment, thus eliminating negative behaviour that may come from a child being 'bored.'
- All employees will recognise they are role models for the children.
- Employees, students, visitors, parents and whānau will not use any form of corporal punishment, hitting, smacking, biting, teasing, shaking, pushing, kicking, poking, pulling etc., nor must they ridicule, frighten, humiliate, neglect, threaten, or confine any child whilst in the Centre, or on a Centre outing. Breaching the conditions of this Policy will be considered serious misconduct and will result in disciplinary action.
- Students and volunteers will not be required to deal with managing a child's behaviour until they, and management, feel they are ready, and then only under close supervision and guidance from a teaching staff member.
- Teachers and those dealing with children's behaviour will always focus on the positive aspects of the situation.

Adults will actively intervene to prevent non-accidental injury and abuse. This intervention will be reported to the Centre Manager immediately.

Biting Procedure

To ensure that children who bite are closely monitored and that specialised help is obtained if there is an on- going pattern of biting that is occurring.

Biting, like hitting, grabbing and pushing are often the result of a child's inability to adequately express themselves verbally. While we try our best to prevent biting, it is a frequent problem for groups of children in early childhood settings. Naturally, this method of initiating play or expressing oneself can be quite upsetting for parents and can cause frustration and anger.

Guidelines

The child who bites is not necessarily malicious. Biting is often an experimental way to initiate play, express frustration or adjustment, express intimidation and even teething can cause a child to bite. It is important for parents to note that physical punishment techniques only teach more aggressive behaviour to children. Close monitoring and intervention is a more appropriate model.

Children who bite at the Centre are closely monitored and often separated from close proximity to other children. The child who has been injured will be comforted and attended to. As these incidents occur as part of the developmental process, the teachers will do their best to assist the social learning process by supplying language, re-directing behaviour and working with the parents of the child concerned. If Children, who are over three years old, are persistent biters and cannot be successfully redirected, then staff will work with parents to seek guidance and support from outside agencies.

We are focused on minimising biting among our children and the staff will keep in close contact with the families involved. Children who regularly bite will be placed on a programme to monitor their behaviour and this will be discussed with parents along with strategies for improvement.

To ensure the safety of all children and teachers at the Centre, if there is no visible improvement, the parents of the biter may be asked to keep their child away from the Centre for a stand down period of up to three weeks. The parents will be given 48 hours notification of the enforcement of the stand down period. In extreme cases the child's enrolment may be terminated.

Parent Involvement Policy

Rational

Parent involvement is underpinned by the belief that to ensure a quality environment for children a level of collaboration between parents and adults is essential. This will result in positive outcomes for children and families.

Purpose

We want to ensure that parents are well informed about the services operation, their child's education and the input they are able to have in the Centre.

Guidelines

- We operate an open door policy. Parents can feel free to visit the Centre at any time of the day.
- We acknowledge that early childhood education is a partnership between parents, families and the Centre. All management and employees will ensure that parents have both the right and opportunity to share in decisions about their child's care and education.
- The decision making process will reflect sensitivity to different cultural customs of the families attending the Centre.
- We will provide an opportunity, when the child enrolls at the Centre, for parents and families to communicate any special needs and aspirations they have for their child. This information will be recorded and kept with the child's file and communicated to those staff who will be working with the child.
- Policy, procedure, philosophy and service reviews occur regularly within the Centre and parents are asked to contribute to the reviews. We value the opinions of our parents.
- The Centre has a strong self-review process in place to ensure that we are revisiting operational aspects of the Centre regularly.
- The Centre has developed methods and systems that include opportunities for parents and families to record and express their level of satisfaction with the way in which the Centre is meeting the needs and aspirations they have for their child, and opportunities to record and express any suggestions that may improve this level of satisfaction.
- The fee schedule is displayed on our web site.
- Statements of the use of Government funding and Education Reviews can be obtained from the management staff.
- Parent input into children's learning is valued; we enjoy receiving parent input and feedback through daily conversation and Storypark.
- The Centre Manager and teaching team are always available to talk with parents about their child.
- A specific meeting can be requested at any time should parents want to have a discussion.

Food Nutrition Policy

Rationale

Providing healthy food and drink is essential to the growth and wellbeing of all children.

Purpose

- To ensure the health and growth of the children by providing healthy food and drink from the four major food groups.
- To teach the children about the links between eating healthy and being healthy.
- To inform parents of the Centre's healthy eating practices.
- The Centre has a role in helping to create a culture of healthy eating and to help children.

Guidelines

- All staff and children will use good food hygiene practices, as per our hand washing procedure.
- Procedures and processes should be in place to manage children affected by food allergies or intolerances. Parents/caregivers are consulted and given the opportunity to express dietary preferences for their children. A team approach with the child's family, doctor and/or dietician is used to ensure the child does not receive allergens while at the Centre.
- The menu provides foods which fit with the food and beverage classification system with *everyday foods* dominating the menu. *Occasional foods* and drinks that are high in energy, saturated fat and/ or salt should be limited. When considering the variety of foods provided for the children the Food Safety Guidelines will be considered. Foods that may be deemed unsafe will be prepared and served in a safe manner. Total supervision is given to all children whilst they are consuming food and drink.
- Staff will encourage children to serve their own food with adult help.
- Fruit will be served with morning and afternoon tea with water/ milk. Water is available to the children throughout the day and with each meal. Cups are provided for children under two years of age, they will be monitored and assisted as required.
- Staff will sit with the children at meal times and encourage children to taste all food to encourage healthy eating practices.
- The menu is posted for the coming week on Storypark and is displayed for parents to view and a diary of all food prepared and served is to be kept daily.
- Centres are required to maintain a record (for up to three months after the food is served) of all food provided by the service, showing the type of food provided to the children. This record is available for inspection on request.

There are special considerations for babies and toddlers (0-2 years):

- Until an infant is six months old, breast milk or infant formula will supply all the nutrients they need. Breast milk or infant formula remains the most important nutrient source for the first year of life. Complementary foods are introduced when children are deemed ready.
- The variety and texture of foods offered should be increased as the child develops.
- This is done in conjunction with parents.

Sleep Policy

Rationale

The comfort, safety and wellbeing of all children while sleeping are of prime consideration.

Purpose

- To ensure there is a system in place for monitoring sleeping children.
- To ensure parents approve of the system for monitoring sleeping children.
- To ensure the comfort, safety and wellbeing of children while sleeping.
- To comply with Education (Early Childhood Services) Regulations 2008.

Guidelines

Spaces and Facilities

Cots or stretchers will be placed so there is adequate space between children to ensure their safety, hygiene and means of access is maintained at all times.

Staff will take all reasonable steps to ensure that play and/ or distracting activities in locations or areas (by other children, staff or other adults) adjacent to the designated sleep area will be kept to a minimum during the time when children are sleeping or resting.

Cots or stretchers purchased and used will meet the following criteria; will allow the child to lie down and stretch out to their full length without exceeding both ends, and will have a surface made of a fabric and materials that is impervious to water and can be cleaned by wiping with bleach solutions so it can be kept in a sanitary and good condition.

Children aged 0-18 months will have a separate sleep room undisturbed by play.

Routines

Infants are on their own individual routines. Their sleep requirements will be accommodated at all times. All sleep times are recorded on a chart, which is available for parents to view each day.

Children over two years will sleep after lunch if required by their routine. Parents have the option of whether their child sleeps or not. Children are encouraged to fit their sleep patterns into this schedule, however if the child needs a sleep at an earlier or later time we will accommodate this as best we can. Quiet time is offered to non-sleepers.

Children will not be given food while they are in their cot or on a stretcher. When assisting a smooth transition from home to the centre requires a bottle to sleep then they will be supervised at all times and the bottle will be removed from the sleep area when finished.

Supervision

Children will always be monitored while sleeping. Where there are at least four children sleeping, or where adult to child ratios can still be maintained outside the sleep room, there will be at least one staff member present in the main sleep room if possible. Where it is not possible to have a staff member present in the sleep room children will be checked regularly. Adult to child ratios must be maintained at all times and staff must be on duty to count as part of these ratios.

The staff member located in the sleep room or sleep area may leave the room when getting children up from their sleep to change their nappies and dress them.

If a child is known to be unwell, particularly with breathing problems, or they have a history of cot death in the family, staff will be informed of the circumstances, enabling them to take extra precautions. These precautions may include checking the child more frequently, or staying with the child in the room. Parents may provide a breathing monitor if they wish.

The staff member present in the sleep room or sleep area will be able to view all children. Staff will regularly check and record the children are breathing and not too hot every 5-10 minutes. Sleep records are available for parents to check each day. Parents will notify the Centre of any requirements regarding the child's sleep patterns, and these routines will be followed where possible. A staff member may sit with the children for comfort.

When there is only one staff member in the sleep room that staff member will always be visible to other staff as per the Child Abuse Protection Policy. The blinds to the sleep room will be left slightly open (if there are any).

Bedding Allocation

Children will either sleep in a cot, or on a stretcher on the floor, depending on the child's age, and their sleeping arrangements at home. Children will generally move to a stretcher when they are walking. This is done in consultation with parents before the transition is made.

Children use the same individual cot or bed and bedding each day and their bedding is washed after one week.

Clothing and Jewellery

All jewellery (including teething necklaces, greenstones, etc.) worn by children will be left on while sleeping unless specified by parents.

Clothing, bags or other objects will not be left in or draped over the side of the cot while children are sleeping.

Parent Authorisation

Parents are required to read and approve the Sleep Policy upon enrolment.

Fee Policy

Rationale

To inform parents of the Centre guidelines for fee payment and the collection of unpaid fees. To ensure the smooth operation of the Centre.

Purpose

To ensure all fees are paid and kept up to date at all times.

Guidelines

Enrolment Fee

An initial enrolment fee is not charged.

Fee Payment

The Centre has a schedule of fees across all age ranges and is calculated across 52 weeks of the year. Holiday fees, sick days, and public holidays have been calculated into the fee for ease of weekly payment and administration. We do not offer fee retainers or reduced fees for holidays as these have been calculated into the weekly fees.

All fees must be paid in advance. Fee payment is due upon enrolment, then by the Monday of your child's first week and every consecutive Monday. The minimum advance period of one week is strongly enforced. You will be asked to bring your fees into line, should you fall behind. If parents wish to pay fees fortnightly then they need to pay their fees to ensure that they remain one week in advance at all times upon their child's commencement at the Centre. All fees are to be paid by direct credit or bank debit as we do not provide eftpos or banking facilities at the Centre.

Late Fee Payment

A personal cheque may not be used to clear arrears as history has shown that these may be dishonoured. Failure to pay the missed fees will result in your child/ children's positions being terminated. All debt collection costs are the responsibility of the parents or caregivers. All collection costs will be added to the outstanding fees.

Late Pick Up

Any time after the Centre's official closing time is considered late. This is not negotiable for any type of excuse. We do not charge a late pick up fee, however if you are continuously late to pick up your child you will be issued with a written warning letter, if this still persists it will be followed by your child being taken off the roll.

"20 Hours ECE" Explained

From 1st July 2010, all three, four and five year old children were able to get an additional subsidy at early childhood education (ECE) services. This is limited to six hours per day, 20 hours a week. *20 Hours ECE* applies to all teacher-led ECE services. It has been fraught with confusion.

We offer *20 Hours ECE* and have opted in because of the substantial subsidy for parents. We apply 20 hours to the first six hours per day (and daily thereafter) of your child's enrolment. We charge a fee outside the six hours per day. If you are eligible for *20 Hours ECE* and you have completed the attestation on your child's enrolment form we will ensure that you get this subsidy. If your child is not yet three years old, please leave the section on your enrolment form relating to *20 Hours ECE* blank and we will prompt you to complete this when you become eligible to ensure that you receive this subsidy.

Fees Additional to "20 Hours ECE"

ECE services cannot charge fees for the *20 Hours ECE*, but they can charge for your child's other enrolled hours outside the six hours. We have set our fees on a daily rate basis to ensure these additional fees can be charged so that we can continue to deliver high quality early childhood education and care.

These additional charges cover specific features above the regulated services funded by the Government. These include; significantly higher adult to child ratios (additional staff), food, and superior resources to name a few.

When enrolling at the Centre you are committing to pay these charges outside the 20 hours scheme, as we will continue to deliver a high quality service to families. Opting in to 20 hours is totally up to the individual family if they want the additional Government subsidy.

Childcare Assistance (WINZ)

Work and Income New Zealand provide a childcare subsidy to help pay for part of your fee costs if you qualify. If this information is of interest to you, please do not hesitate in asking your Centre management for further information. Please check to see if you are eligible as many people are unaware of their entitlement.

<http://www.workandincome.govt.nz/individuals/a-z-benefits/childcare-subsidy.html>

Christmas Closure

The Centre closes at Christmas for approx. two weeks, there is no charge for this period. The Centre is closed on all public holidays and charges remain in place for public holidays as this is accounted for in the set fee as noted above.

Notice Period

Four weeks' notice is required if your child is leaving the Centre. No refunds are given.