

Kia ora and welcome to our Before School Care Programme

Introduction

Thank you for choosing Chipmunks OSCAR as the provider for your child's before school needs. Our team welcome the opportunity to look after them leaving you, the parent/guardian; with the piece of mind they are in good hands.

Before School care will be held on the lower level of Chipmunk with access from Bond St through the basement car park (under the karate sign) up the back stairs.

Enrolment

Enrolment is finalised upon completion of an enrolment form and, if applicable, a WINZ application for subsidy form. It is crucial we have up-to-date information so, in the event of any changes to your original enrolment details, do let us know. New enrolment forms must be filled out at the start of each term due to CYFS requirements.

Children are taken to school by either a Chipmunks vehicle or a Southern taxi. Your permission for your child to be transported by a taxi is automatically assumed upon enrolment.

Food

We can provide a healthy OSCAR breakfast should your child not have had it before arriving at Chipmunks. A small charge of \$2.00 will be incurred or your child can bring their own breakfast for use to prepare at no additional cost.

Sick days, public holidays, changes and cancellations

Once your child's name is on the roll, we expect them to arrive at Chipmunks by 8.15am unless we have been notified otherwise by the parent/caregiver. You can do this by calling us on 03 4776762 or 027 2318583 by 8am. We will be leaving the centre from 8.15am to take the children to school. If they are not there, we will do EVERYTHING we can to contact you. Your child's safety is paramount to us! However if a staff member needs to spend time locating a child due to not notifying us of a cancellation an extra fee of \$10.00 will be charged as we have other children to get to school on time.

As with other OSCAR providers absences will be charged for.

We require 7 days written notification of intended changes to your booked in days or cancellation, payment for the cancellation period is required.

Child safety

Our Programme has a detailed child protection policy, which includes the reporting of any suspected child abuse to the Department of Child, Youth and Family Services.

April 2010

Fees

Our Programme fees are \$10.00 1 child, \$19.00 for 2 children and \$28.00 for 3 children per day Casual \$15 per day per child (7.30am – 9.00am). This includes transport to school.* Schools more than 10km away from the centre will incur an extra \$5 drop off fee.

Snow days and late start days due to weather etc will incur an extra \$2.00 per child per hour or a full day at \$35. WINZ subsidies are available for those families that qualify.

You must pay for the days that your child is booked in whether they attend or not.

Invoices will be issued on a regular basis and ***we require that all fees be paid weekly***, unless pre arranged with management (all previous arrangements have expired due to new ownership. Please feel free to discuss any issues with us).

Any 3rd party debt recovery will be added to your outstanding account

Policies and Procedures

Please see management if you wish to view our Policies and Procedures manual. It contains detailed information on health and safety, making complaints, employment practices, etc.

Behaviour management

It is our goal to ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected. Every effort will be made to help your child settle into the Programme. However, if a child's behaviour is consistently harmful to the other children, parents will be asked to remove them from the Programme.

Emergencies

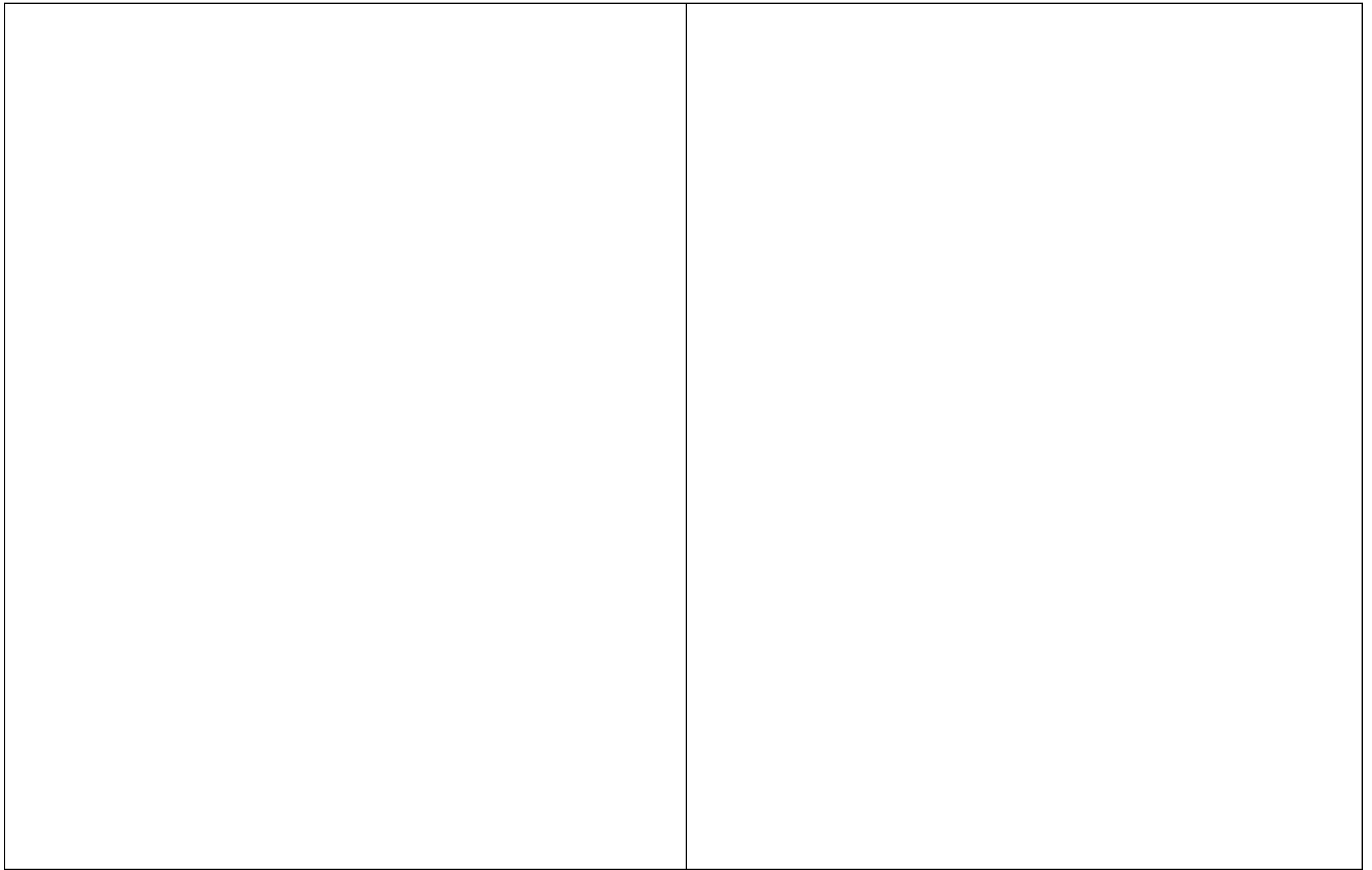
Chipmunk's staff are trained to deal with any emergencies. In the case of a serious accident involving your child staff will contact you immediately and take your child to the nearest medical facility. In a civil emergency the staff will remain at the centres until all children are collected.

Signing your child in

Each day it is essential that you sign your child in and record the time your child is collected, as we need to know that your child has arrived safely.home safely. If a child has not been dropped off by the time we are ready to leave the centre we will endeavour to ring parents/emergency contacts.

Complaints

The Programme has a complaints procedure. If you have any problems please approach the centre manager who will be happy to assist you with your concerns. Likewise, if you have any feedback, good or otherwise, this is welcomed, as it is with your valuable feedback that we can continually improve our programme.



Dropping off your child

Access to Before School is via our Bond St entrance (basement carpark) Children are to be escorted to the centre and signed in with time of arrival and school to be taken to.

Please remember that the Centre closes promptly at 8.15am to allow us to get the children to school. Should you be running late you must notify us by 8am so we can make alternative arrangements for your child.

Medication

If your child requires medication to be administered while they are in our programme you will need to fill out a Medication consent form. This details medicines required and the dosage and frequency. Medicines are kept in the office to ensure children do not have access to them and may be collected at the end of each day.

Photo Approval

From time to time photos of the children in our programme appear in various publications and are displayed around the centre. By enrolling your child into our after school programme you are automatically giving your permission for this to happen. However if for any reason you do not want your child to have any pictures displayed or published please let us know and we will be happy to comply.



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OSCAR Before SCHOOL CARE



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Dunedin
03 4776762