



Willows

EARLY LEARNING CENTRE



Welcome to Willows!

We welcome you and your child to our centre. We hope that your family finds our centre a welcoming and safe environment for your child. By working together we will ensure that a quality care and educational environment is provided.

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Our Philosophy

Relationships

At Willows we believe that developing positive reciprocal relationships with tamariki, family/whanau, caregivers and the wider community as essential to tamariki's holistic development. As a team we aim to nurture and grow relationships that embrace respect and open communication, the tamariki will develop trusting and respectful relationships with their teachers and the environment.

Identity

At Willows we provide a safe warm and caring environment where diversity and inclusive education is supported. We acknowledge the importance of biculturalism and the Treaty of Waitangi, and promote Te Reo and nga tikanga Maori into our everyday practice. We recognize the diversity of families and celebrate and acknowledge each child's individual culture and heritage.

Play is a tamariki's work

At Willows we highly value the importance of play. Our team works collaboratively to provide quality learning and teaching based on the tamariki's own interests and uniqueness. The tamariki are empowered to take leadership in their learning, develop their social skills and the confidence to make their own choices, take risks and express themselves.

We use NZ Early Childhood Curriculum Te Whāriki to guide our planning for each individual child. This is an emergent curriculum and encourages tamariki to learn through free play both independently and alongside their teachers and peers. We are committed to ongoing evaluation and professional development to ensure we are meeting the needs of all tamariki / whanau.

Peaceful natural environment

Our centre is set in a rural community and we value our unique rural culture and embrace the natural environment around us, we believe this helps tamariki to learn respect for their surroundings and each other. We are committed to preparing an authentic learning environment so tamariki can investigate, explore and discover the wonders of the world in which we live. We aspire to promote wonder and discovery and encourage tamariki's curiosity and the desire to learn.

Learning Priorities

Below are our learning priorities for tamariki at Willows Early Learning Centre, these are linked to our centre Philosophy.

Confidence

- Children will build confidence to trust their teachers, themselves and each other. They will build confidence to take risks, express themselves and seek solutions.

Leadership

- We will inspire children to build confidence in becoming leaders in their play.

Responsibility

- The children will be encouraged to take responsibility for their learning, choices, their own well-being and that of others.

Independence

- We will encourage the children to build confidence in taking risks, completing tasks, and making their own decisions in play and learning.

Socially competent learners

- The children will build strong reciprocal relationships and develop skills for communicating, contributing and co-operating with each other.

Valuing interests and uniqueness

- We will value the children's interests and personal identity and use this as a foundation for learning and planning.

Respect

- For routines & rituals of the centre, for the environment and for each other.

Allowing choice

- Trusting children to choose how they spend their time and how they engage the world results in play, learning and curriculum.

Natural Environment

- Respecting and learning about our natural environment.

Hours

The centre is open Monday to Friday from 7.30am – 6.00pm. We will be closed on public holidays and 2 weeks over the Christmas period.

We ask for your co-operation in dropping 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 will apply if your child is left at the Centre after closing time or after their enrolled pick up time.

Fees

Please refer to the Fees schedule that is on page 7 of the Parent Handbook. Invoices are issued weekly and all payments should be handed to a Centre Director with the remittance notice. Note that fees will be able to be payable online. For smooth running of our Centre, it is important that your fees are paid one week in advance. All overdue fees will be sent to a debt collection agency and parents will be responsible for all fees charged by this agency.

Organisational structure

Willows Early Learning Centre is proudly locally owned and operated.

Sally Cameron and Kelly Spittle are the centres Managing Directors and Licensees. Willows is licenced under the Ministry of Education Early Childhood Regulations (2008), which 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.

Staff

Willows Early Learning Centre is an equal opportunities employer, committed to staffing our Centre 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 Regulations 2008 . We aim to provide better than their ratio throughout each day.

Orientation and settling

It is good if parents and children are able to visit the centre prior to attending, to meet staff and orientate themselves with our Centre. 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 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 is taken by the Centre for this belonging.

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

Parents Involvement

We operate an open door policy, where parents / caregivers and family are welcome into the Centre at any time. Parent's participation sends strong 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 teachers, parents/ caregivers and the child exists in this settling time. Communication is a vital ingredient to the success of this partnership.

Students / volunteers and visitors:

From time to time, you may 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 worker 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 practical component of their course.

20 Hours Free

Our centre offers the 20 hours subsidy which is provided by the Ministry of Education to all 3 and 4 year old children. To be eligible you must complete an Attestation form which confirms your attendance and that you are not attending another early childhood centre at the same time as you have applied for funding at our centre. If you change your enrolment hours you must complete another form. You may apply for this subsidy from more than one centre, but you must indicate this on your form. You may apply for the 20 hours subsidy and receive money from work and income, but we recommend that you discuss this with your case worker.

Childcare Subsidy

Work and Income operates a subsidy for parents whose children attend centres. This subsidy is subject to an income qualification. Contact Work and Income for further information and forms. Full payment is the responsibility of the parent / caregiver and will be required until a subsidy has been approved.

Attendance

A responsible adult known to centre management 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 Centre Management 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 Centre Management.

In the case of a non-custodial parent arriving to collect the child, the Centre Management or Supervisor 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 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 Centre Management.

Parents must give 2 weeks' notice before withdrawing their child and at least one week's notice if you wish to change your session days. Please ask centre management for the appropriate forms.

Programmes

Our Centre provides child centred 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 and unique way. Programmes are evaluated on a regular basis and are founded on the guiding principles of Te Waariki, the early childhood curriculum of the Ministry of Education.

Our practices reflect the multicultural heritage of our community and emphasize non-gender stereotyped behaviour. We recognise 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 centre 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 the children under 2, the 2 year olds and 3 to 5 year olds have their own areas that allows the programme to be tailored to the appropriate development levels of the children.

Behaviour Management

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

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

Food

All food is provided and will be made on site. We are guided by the Heart Foundations Healthy Heart Programme to ensure a healthy balanced diet for your child/children while at the centre.

Parents/caregivers are to inform the Centre Management of any allergies when enrolling their child/children.

Water and cups are provided by the centre but it is advised to bring your own named drink bottle that will remain at the centre. Bottles and milk / powder are to be supplied by the parents.

We will not accept any lollies or chocolate coming to centre as part of your child's daily meals. These are treat foods that may be accepted only for a special celebration ie; Easter, Christmas and birthdays.

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. If you are using reusable nappies please supply a bag for these to be put into to take home.

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.

A sleep room is provided with cots for children under 2 and child stretchers for children over 2. This is a quiet room which is monitored on a 5 minute basis.

Clothing

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

What to bring

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

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 singlet's
4. Items the baby is attached to i.e. dummy, teddy bear etc.
5. Sun hat / warm waterproof outside clothes in winter.

Over two's

1. Nappies if still needed
2. Drink Bottle - named
3. Complete change of clothes – more when toilet training
4. Special Items for sleep i.e. cuddly, doll etc.
5. Sun hat / warm waterproof outside clothes in winter.

Toys & treasures from home

We have chosen a wide range of developmentally appropriate equipment and toys for our centre. 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. Cuddlys or security toys are welcome but need to be clearly named. If you have any CD's 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 recognise 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 inside to be stored.

Lost Property

At the centre there is a container for unnamed and lost property. It would be appreciated if parents could check this regularly. 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 children 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 fully trained staff member.

Children may be taken on small walks out of the centre. Approval for these is to be given when completing the enrolment form. Ratios for these small excursions is as follows: Under 2's – 1 adult : 2 children. Over 2's 1 adult : 4 children.

Emergency procedures

In case of an unforeseen emergency situation, every effort will be made 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 at the centre. 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 extinguishers 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 practises include:

- The storage of chemicals are kept in secure cupboards away from the play areas.
- 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 to be renewed every 2 years.

Child health

We ask that any child who is unwell be kept at home so illness does not spread through the centre. Centre Management may at their discretion refuse to accept any child deemed unwell enough to attend the centre, as we do not have specialist staff or the space for sick children. Children with severe coughs, or colds, vomiting, diarrhoea, conjunctivitis, lice, rashes or raised temperatures cannot be brought to the centre. If symptoms develop during the day the parent will be contacted to arrange for the immediate collection of the child. During the time for the parent to arrive the child will be put in isolation to decrease the risk of spreading the illness.

When is a child infectious?

Common infectious diseases

1. **Measles**
Infectious up to four days after the rash has first appeared
2. **Mumps**
Infectious up to three days after swelling has disappeared
3. **Chicken pox**
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

Common contagious parasitic conditions

1. **Head lice**
Please check your child's head regularly and treat immediately if head lice are found. Once a child has been treated they may attend even if the eggs are still present in the hair.
2. **Thread worms**
Difficult to prevent the spread. Usual signs are irritable and itchy bottom.
3. **Scabies**
An itchy skin condition that 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, sore 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 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 them at home; give only fluids 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 to two days.

If a child has vomiting or Diarrhoea then they need to stay away from the Centre for 24 hours after the last episode. If they have both vomiting and diarrhoea together, it is 48 hours after the last episode.

The centre should be advised if the child has contracted a notifiable or infectious disease such as Giardia, mumps, chickenpox etc. so that the other parents can be advised. The child should be kept away from the Centre for the required length of time as per the communicable disease chart which is on display at the centre.

Medication

Please advise the staff if your child is taking any medication and fill in the medicine book that is kept in your child's room. The medicine book must be filled out before we can administer any medication. Only medication that has a label stating the child's name and expiry date will be administered. All medicines must be kept in the kitchen.

The Centre keeps a first aid kit, which includes some non-prescription and homeopathic medications for emergencies. Please advise Centre management 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 immunisation 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.

Communication

All parents are required to sign their child in and out of the Centre everyday on the form provided. While verbal reminders on your child's needs and dispositions are appreciated any special notes can be made in this book to ensure nothing is over looked. This is a legal requirement by the Ministry of Education and can be audited at any time to ensure compliance with our roll returned (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 in Centre activities through newsletters, and notices posted on the notice board.

The car parking on site is a staff car park. If there are spaces available when you drop off or pick up your child you can use this space. Parking on the road side is permitted for pick up and drop offs.

Concerns and Complaints

Parents should feel free to discuss any queries or problems with Centre Management. 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 one of the Centre Management staff at another time.

A policy for dealing with complaints is displayed on the notice board. If you have any concerns or complaints relating to the operation of Willows Early Learning Centre please write to either one of the directors or phone 03 445 8100 and we will endeavour to alleviate any concerns you may have.

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

Fees Schedule – Willows Early Learning Centre

All figures include GST

Children under 3 years of age

	Per Day	Full time (5 Days)
Full time (all day)	\$45.00	\$205.00
6 hours per day (9-3pm)	\$38.00	\$185.00
AM (8.30 – 12.30pm) Includes Lunch	\$28.00	
PM (1.00 – 5.00pm)	\$25.00	

Children over 3 years of age

	Per Day (1-3 days)	4 Days	Full time (5 Days)
Full time (hours over ECE allocated hours)	\$18.00	\$88.00	\$131.00
9am – 3pm	Free	\$34.00	\$85.00
AM (8.30 – 12.30pm) Includes Lunch	Free	Free	Free
PM (1.00 – 5.00pm)	Free	Free	Free

ECE 20 hours

- Children claiming 20 hours ECE can only claim a maximum of 6 hours per day.

Discounts

- A discount of 10% will apply if you have two children attending Willows Early Learning Centre. 10% will be deducted from second child's fees, if the child is booked for over 30 hours per week.
- A discount of 15% will apply if you have three or more children attending Willows Early Learning Centre. 15% will be deducted from third child's fees, if the child is booked for over 30 hours per week.

Enrolment/Withdrawal

- Once a child is enrolled and confirmation 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.

Holidays/Statutory Holidays/Sick Days/Absences

- Each child, excluding those receiving 20 hours ECE, will be able to claim 5 sick or absent days within a 12 month period at a 50% discount rate of normal weekly fees.. These will not be carried over to the next year.
- No fees will be charged while the centre is closed over the Christmas period.
- Where a child is absent for a consecutive period of 1 week or more (outside of the Christmas holiday period) a holding fee of 50%of the child's normal weekly fee is payable.
- Fees will be payable if your child is enrolled for a day that falls on a statutory day

Payments

- Automatic payment and internet banking are our preferred methods of payment as this minimises the amount of staff time required to process the payments. However cheques and the correct cash are also accepted.
- Fees are to be paid at least one week in advance. Failure to keep fees up to date may result in a child's enrolment being forfeited and the debt being passed on to a debt collection agency, for which the parent will be responsible for any associated costs incurred.
- WINZ childcare subsidies are available for fee assistance depending on the level of your total family income. Please talk to staff regarding this. This subsidy is only part payment for fees and parents must meet the balance. Full fees will be charged and must be paid until the Centre receives the WINZ subsidy.

Late Fees

- A late charge of \$5.00 per ¼ hour will be charged to your account if you have not made arrangements for your child to be collected on time or for them to stay longer than their booked time or if they are dropped off earlier than their booked time.

Quick List information

Phone number 03 445 8100

Bank Details 02 0673 0133377 000

Email willowsele@yahoo.co.nz



Willows

EARLY LEARNING CENTRE

20 Pinot Noir Drive, Cromwell ■ 03 445 8100

Owners

Sally Cameron ■ Kelly Spittle ■ Cheryl Minehan

