

Welcome to Willows!

We welcome you and your tamariki to our centre. We hope that your whānau find our centre a welcoming and safe environment. By working together we will ensure that a quality care and educational environment is provided.

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Our Philosophy

At Willows we are committed to providing a safe warm and caring environment that provides 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, discovery and encourage tamaiti curiosity and the desire to learn in our natural environment.

We believe that positive reciprocal relationships with tamariki, whānau, caregivers and the wider community are essential for tamariki holistic development.

We believe that developing inclusive education where we recognise the diversity of whānau and celebrate and promote each tamaiti individual culture and heritage.

Our team works collaboratively to provide quality learning and teaching based on the tamaiti own interests and uniqueness, so they can thrive to become socially competent learners.

We highly value the importance of learning through play and understand it as the tamaiti work.

We acknowledge the importance of biculturalism and the Treaty of Waitangi, and promote te reo and nga

tikanga māori into our everyday practice.

professional development to ensure we are meeting the needs of all our tamariki and whānau.

We are committed to ongoing internal evaluation and

Willows local Curriculum

Our local curriculum focuses on six learning areas that foster learning relationships within our centre and wider community. We believe that our local curriculum strengthens tamariki learning and celebrates our place. They are responsive to the needs, identities, languages, cultures, strengths and aspirations of our tamariki and whānau. The local curriculum is guided by the NZ Early Childhood Curriculum Te Whāriki where tamariki have the opportunity to learn independently and alongside their kaiako and peers.

Sense of Purpose

The strengths and interests of our tamariki will be supported by kaiako as they learn to value their immediate and wider community.

We will encourage tamariki to develop respect for each other, our kaiako, our natural world and the routines, rituals and resources of the Willows environment and our wider community.

Community of Learners

Tamariki will build strong reciprocal relationships where they experience trust with their kaiako, peers and wider community of learners.

Taking Responsibility

We will inspire tamariki to build confidence in becoming leaders in their play by making positive choices, being great role models, taking responsibility for their own learning and supporting their peers.

Learning Through Play

Tamariki will be supported as they engage with their peers, the Willows environment and the world around them. They will be encouraged to explore, and learn through play by using their senses, physical attributes, curiosity, prior knowledge and inquiry learning.

Creative Arts, Early Literacy and Numeracy

Tamariki will experience a learning environment rich in creative arts, early literacy and numeracy that is delivered through multiple mediums of communication.

Care and Nurture

Organisational structure

Willows Early Learning Centre is proudly locally owned and operated. Company Directors are Cheryl Minehan, Sally Cameron and James Westgate. Sally is the Teaching Manager and James is the Business Manager and Centre licensee.

The below information gives the operating information of Willows, but at times this may change due to events outside our control e.g. a pandemic. Willows will keep all whānau informed and up to date of our daily operating procedures changes.

Our Centre

We take pride in our building and outdoor area at Willows. The building is a purpose built childcare centre,

with 3 separate indoor areas, Seedlings Room, Saplings Room, Willows Room. Our outdoor is a large open space which is split into 2 areas – the under 2 area and the 2 to 6 year old area.

Willows ELC provides a tamaiti centred programme. Our day to day running is based on observing tamariki, evaluating their needs and planning learning experiences from these observations. We aim to develop our days at Willows to meet the tamariki needs and therefore enhance individual development. Each tamaiti will be guided to develop at an individual and unique way. Programmes are evaluated on a regular basis and are guided by Te Whāriki, the Early Childhood Curriculum & our Local Curriculum.

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 tamariki. Indoor and outdoor experiences are an integral part of our programme and routine. Play is the centre to tamariki development by providing opportunities for both structured and spontaneous activities. Play is tamariki unique way to learn about their world, and is also a means of expressing knowledge from previous experiences. We aim to provide opportunities for tamariki to play freely regardless of any stereotype roles they may choose. Routines give tamariki a sense of passage of time as they move throughout the day, it looks after their wellbeing, encourages independence and an understanding of personal hygiene.

We endeavour to provide an atmosphere that is warm, accepting and welcoming to tamariki and their whānau. Our emphasis on maintaining a home like environment means that the tamariki have their own area that allows the programme to be tailored to their ages.

Hours

The centre is open Monday to Friday from 7.30 am – 5:30 pm. We are closed on Public Holidays and 2 weeks over the Christmas period, the dates will be advised in October each year.

Starting at Willows

Whānau who are interested in enrolling at Willows are more than welcome to visit the centre at any time. But we do ask that you contact us to let us know you are coming. It is essential for a tamaiti to have at least 3 settling visits to the centre prior to their enrolment starting at Willows. These visits are essential for the kaiako to get to know your tamaiti and for the whānau to get information on how the centre operates and get to know the kaiako. The whānau must stay on site during these 3 visits.

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Enrolment

When your tamaiti enrolls at Willows, you will be asked to complete and provide the following •

Enrolment form

- Provide identification - birth certificate / passport
- Immunisation certificate (if they have them)
- Allergies
- Medical information / consents

If you have any queries, just ask a Willows team member – we are more than happy to help.

What to bring:

At Willows we provide the following:

- Morning tea, lunch, afternoon tea and late snack for those tamariki who are here at 5pm. (all dietary requirements are catered for)
- Cow's milk for bottles
- Nappy wipes
- Sunblock

What you need to bring

- Named weather appropriate clothing plus spare clothing in their bag
- Wet bag for wet / dirty clothing
- Spring & Summer– summer clothes, t shirt (no singlets) and sunhat (compulsory) •
Autumn & Winter – warm clothes, jacket and warm hat.
- Change of clothes – we do a lot of messy play
- Spare named shoes, socks, pants and underwear if toilet training
- Nappies, bottles and formula as required
- Formula must be supplied in its original tin
- Cuddly or soothing toy for sleep / comfort times, if required
- Named drink bottle

Orientation and settling

Whānau are encouraged to stay with their tamaiti to settle them into the centre, and to demonstrate that they feel happy and comfortable in their new environment.

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

Whānau involvement

We operate an open door policy, where whānau are welcome at Willows at any time. The Willows staff wish for you and your tamariki to be happy and feel welcomed at Willows. As a parent you know your tamariki best. We would like you to share relevant information with us so that we can provide a programme that suits your tamariki individual needs, interest and skills.

Individual Learning Journals are maintained for all tamariki at Willows. These books are available at all times in their rooms. You are welcome to take these home and contribute to the books about your tamaiti learning and development at Willows or highlights of what they may have been up to at home - ie: whānau holidays, birthdays, special celebrations etc.

Complaints

Anyone with concerns about the centre programme or procedures should approach the manager. If possible, concerns involving an individual kaiako should be firstly discussed with the kaiako concerned. If the concern about the kaiako is not resolved, then the manager should be approached. There should then be an ongoing consultation between the manager, kaiako concerned and the whānau to resolve the situation. If the matter is not resolved satisfactorily with the above process, the complaint should then be put in writing or phone our local Ministry of Education Contact: 414 Moray Place, Private Bag 1971, Dunedin 9054. Phone: 03 471 5200. Email enquiries.dunedin@education.govt.nz

A copy of our complaints procedure is on our whānau information wall at reception, along with the MOE

Regulations and Licencing Criteria. All our policies and procedures are available at all times to our whānau.

Signing tamariki in and out of the centre

Willows have an electronic tablet system for signing tamariki in and out of the centre. You will receive an individual pin number to use. Everyone on the pick-up / drop off list will receive individual pin numbers – please pass the pin number on to them. If you need to add another person to the drop off / pick up list you must complete a form available at reception or email the centre and a pin number can be generated. Please ask at reception if you are unable to remember your pin.

Food

All meals are provided and are made on site. We are guided by the Heart Foundations Healthy Heart programme to ensure a healthy balanced diet for your tamariki while at the centre.

Whānau are to inform the centre management of any allergies when enrolling their tamaiti. Water and cups are provided by the centre but it is advised to bring your own named drink bottle. Bottles and formula are to be supplied by the whānau.

Birthdays

You are more than welcome to bring along a cake or ice blocks for your tamaiti room on their birthday. We must have a copy of the ingredients of the food being bought into the centre.

Toileting

Routine toileting times are provided throughout the day to encourage good habits and independence in tamariki who are ready. During toilet training, kaiako will endeavour to support efforts made at home. Please feel free to discuss any requirements with kaiako. Please make sure you send plenty of changes of clothes during this time, plus a wet bag, as a few accidents are unavoidable.

Whānau must supply sufficient nappies for their tamaiti 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

Tamariki are offered the opportunity to have 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 tamaiti falls asleep, they are in need of a rest and will not be woken unless whānau have requested otherwise. Some tamariki may not need sleep, so will carry on with their day at Willows.

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

Lost Property

In each room of the centre there is a lost property. It would be appreciated if whānau could check this regularly. Items that are still uncollected by the end of each month are donated to a local charity.

Excursions

Tamariki may be taken on small, local walks out of the centre. Approval for these walks is given when completing the enrolment forms. For excursions which require transport, whānau will be required to complete a permission form. Whānau are more than welcome to join us on our excursions and there may be times that we require help so we can go on excursions.

Wandering Willows:

Our 4 year olds head out on fortnightly excursions throughout the year. The Wandering Willows go to a

variety of local locations to explore e.g. different areas of work, farming, Goldfields and Cromwell Primary Schools, the different reserves and parks near Willows.

Emergency procedures

In the event of an emergency situation at Willows, every effort needs to be made to collect your tamariki. Regular emergency drills are practiced regularly at Willows and are necessary for regulation purposes. If you are present at an emergency drill, you are required by law to participate. Emergency evacuation plans are displayed at reception. All Kaiako are familiar with evacuation procedures and policies. Whānau and visitors to the centre will be asked to make themselves familiar with the evacuation plan. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the tamariki. Regular emergency drills give the tamariki an opportunity to become familiar with the routine and planned evacuations.

Tamariki health

The illness and infectious diseases policy has been developed in conjunction with the Ministry of Health's Infectious Diseases Information and Exclusion List. It is our aim to keep all tamariki safe and healthy at Willows. If whānau follow this policy it will decrease the occurrence of passing on illnesses to other tamariki and kaiako.

Whānau need to notify the centre as soon as possible if their tamariki are sick and unable to attend either via email, phone or dropping into the centre.

Tamariki suffering from any of the following symptoms will be required to leave the centre AS SOON AS POSSIBLE and meet the requirements to be able to return to the centre. Whānau will be asked to collect their tamariki from the centre if this policy is not being met.

	Tamariki may return to Willows if the following has been met:
Fever (38 degrees C),	<p>If a temperature is 38 degrees or above. Temperature is taken at 10 minute intervals to see if there is a change over a 20 to 30min period. Whānau will be phoned to collect the tamariki after the temperature is 38 degrees or above and if the tamariki is not themselves, crying, difficulty breathing, persistent coughing, green mucus or other signs of possible illness.</p> <p>Tamariki can return to the centre once they are able to participate in all aspects of the programme at the centre.</p> <p>If a 40 plus degree temperature occurs whilst at Willows an ambulance will be called for the tamariki.</p>
Diarrhoea and or Vomiting	Whānau will be contacted to take the tamariki home if there has been 2 loose bowel motions or / vomit at centre. Tamariki/kaiako must be excluded from the centre for 48 hours after the last incident of vomiting or diarrhoea.
Conjunctivitis	Return to Willows once either the infection is treated and has cleared. All discharge must be gone before the tamaiti can return.
Tuberculosis	The tamariki Doctor or the Public Health Service advises that the tamaiti is non-infectious.
Impetigo, School Sores	Return to Willows 24 hours after treatment has started and sores have dried up.
Strep throat	Return to Willows 48 hours after treatment has started, and fever stops.

Head lice, or threadworm	Return to Willows once treated. Treatment for lice and threadworm should begin immediately by whānau. The tamariki may return once all live lice have gone and treatment for eggs has begun.
Scabies	Return to Willows after treatment has been completed.
Chickenpox	Return to Willows 1 week after onset of rash and all the lesions have dried and crusted.
Whooping cough	Return to Willows five days of appropriate antibiotic treatment. If no antibiotic treatment then 21 days from the onset of the illness or until no more coughing - whichever comes first.
Mumps	Return to Willows 5 days after glands started swelling.
Hand / Foot / Mouth	Return to Willows once all blisters have dried.
Measles	Return to Willows 5 days after the appearance of the rash.
Head Knocks	If a head knock occurs - Kaiako is to assess the situation and tamariki reaction to the head knock. Whānau will be phoned to inform them of the head knock. Tamariki will be monitored by kaiako or to be collected by whānau. If tamaiti is sleepy, let the tamaiti sleep - waking them every 15 mins. If tamaiti can not be woken an ambulance is to be called and whānau contacted.

Any tamariki suffering from any disease (not covered by the statement above) or from any ailment, illness or condition that affects the tamariki health and their ability to participate in all everyday activities at Willows, may be unable to attending the centre at the discretion of the centre management or designated representative, for any appropriate period of time.

If tamariki that are enrolled at the centre has been given antibiotic treatment for an illness - the tamaiti will be excluded from the centre until 24 hours of antibiotic treatment has occurred at home.

Paracetamol, ibuprofen and pamol will not be administered by Willows staff. We do not hold any of this onsite.

If a tamaiti requires Paracetamol, ibuprofen or Pamol for a specific reason, the whānau must provide a doctors certificate to indicate this. The Paracetamol, ibuprofen or Pamol provided by the whānau must have the tamaiti name, prescription requirement (quantity, times etc for administering) and expiry date on the bottle. The tamaiti temperature will be taken prior to administering the relief fever reducing medication to ensure that their temperature is not over 38 degrees celsius. If the temperature is above this level then the whānau will be phoned to collect their tamaiti.

Medication

Please advise the staff if your tamariki is taking any medication and fill in the medicine book that is kept in your tamaiti room. The medicine book must be filled out before we can administer any medication. Only medication that has a label stating the tamariki name and expiry date will be administered. All medicines must be kept in the kitchen. Willows ELC will not accept out of hour prescriptions that are not named.

The centre keeps a first aid kit, which includes some non-prescription and homeopathic medications for emergencies. Please advise on your enrolment form if you would prefer these were not given to your tamaiti.

Immunisation

We are required to keep an up-to-date list of all tamariki at the centre and their immunisation status. Please remember to bring your 'Well Child' book and a copy of your immunisation certificate (if your tamaiti has them) with you when you enrol your tamariki at the centre. A register of un-immunised tamariki is also kept. If Willows is notified by the Ministry of Education of a notifiable disease in our centre, whānau of all tamariki will be advised and given the choice if they wish to keep their tamariki at home.

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Carpark

The carpark at Willows is for the whānau use. Please ensure that you use this space responsibly. Speed is to be reduced when using the car park and all vehicles must be turned off when parked in the carpark.

The Willows car park hazards and responsibilities are:

Carpark Hazard:

- Vehicles entering and exiting the carpark
- Tamariki and adults in the car park
- Pinot Noir Drive – this is a busy road

Whānau responsibilities

- Once the tamariki is signed out at reception it is the adults responsibility that the tamariki enters their vehicle safely
- No adult is to let a tamaiti outside the safety gate outside reception unless it is the tamaiti they are collecting
- Adults are to ensure that they hold their tamaiti hand when walking to a vehicle •

Adults are aware of the hazards surrounding the use of the carpark

All whānau are asked to sign a form stating they understand the above hazards and responsibilities as part of the enrolment to Willows.

Fees Schedule & Policy

Our fees's will be reviewed annually and if any changes occur whānau will be given one months notice before the change occurs.

All figures include GST

Tamariki under 3 years	Per Day	Full time (5 days)
Full time (Daily rate - over 6 hrs)	\$57	\$270
6 hours per day	\$49	\$242
4 hours per day - includes lunch	\$37	
4 hours per day - excludes lunch	\$34	

(4 hours per day - depends on the enrolled times if lunch is included or not included - no lunch boxes are allowed)

Tamariki over 3 years 20 ECE hours	Per Day (1-3 days)	4 days	Full time (5 days)
Full time (hours over 20 ECE allocated hours)	\$23	\$116	\$168
6 hours per day (20 ECE hours allocated)	Free	\$49	\$107
4 hours per day - includes lunch	Free	Free	Free
4 hours per day - excludes lunch	Free	Free	Free

(4 hours per day - depends on the enrolled times if lunch is included or not included - no lunch boxes are allowed)

Rates include

- All morning tea, lunch, afternoon tea and late snack - which ever is relevant to the tamaiti enrolled times.
- All disposable wipes and cow's milk are included.

ECE 20 hours

- Once your tamaiti has turned 3 they will be eligible for 20 hours ECE subsidy
- Please ensure that you have completed and signed the attestation form before they turn 3 confirming the days and hours you want to claim as 20 Hours ECE
- No more than 20 hours per week or 6 hours per day may be claimed as per Ministry of Education regulations.

Discounts:

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

Enrolment/Withdrawal

- Once a tamaiti is enrolled and confirmation is given, all booked enrolments will be charged, regardless of whether a tamaiti attends or not.
- Two weeks written notice is required if your tamaiti is leaving the centre. Fees are payable during this notice period.

Holidays/Statutory Holidays/Sick Days/Absences

- Each tamaiti, will be able to claim 3 weeks absent days within a 12 month period at a 50% discount rate of normal weekly fees. This is on a pro rata system e.g. tamaiti is enrolled for 5 days per week, 15 days will be allocated; tamaiti is enrolled for 2 days per week, 6 days will be allocated.
- Discounted absent days will not be carried over to the next year.
- Discounted days can be used for holidays or for sick days.
- If an absence is un-notified it will be charged at full fees. Absences that are notified can use their discount days.

- Fees will be charged on Statutory holidays - except when Willows is closed for 2 weeks at Christmas
- No fees will be charged while the centre is closed over the Christmas period, including the statutory holidays.
- For an extended period of leave, whānau may use their 50% discount days for the first 3 weeks. After 3 weeks as per the MOE regulation, the tamariki will be unenrolled from Willows. To retain your tamariki space their weekly fees will need to be paid for the duration of the absence.

Payments

- Invoices are distributed on a weekly basis and fees are to be paid weekly in advance
- Automatic payment and internet banking are our preferred methods of payment. However the correct cash are also accepted.

Late Fees:

- A late fee will be incurred if your tamariki attends the centre outside of centre open hours (before 7.30am and after 5:30pm). The fee is set at \$10 per 15 mins.
- Tamariki, who overstay their booked hours e.g. 9 to 3pm are granted 15 minutes grace either side of their enrolled times.
- An early drop off fee and late pick up fee over the above 15 minutes grace will be incurred if this occurs without prior approval (outside of their actual enrolled times). E.g. over 4 hours will be charged at the 6 hour fee; over 6 hours will be charged at the full day rate; over the full day enrolled time will be charged at \$5 per every 15 minutes.
- Tamaiti care accounts are required to be kept in credit at all times
- Where accounts are more than 3 weeks in arrears, Willows Early Learning Centre reserves the right to refuse entry to a tamaiti until overdue fees are paid in full. All costs of debt collection will be added to the sum owed.

Late Fees:

- A late fee will be incurred if your tamaiti attends the centre outside of centre open hours. The fee is set at \$10 per 15 mins.
- Tamariki, who are overstay their booked hours are granted 15 minutes grace either side of their enrolled times.
- An early drop off fee and late pick up fee over the 15 minutes grace will be incurred this occurs without prior approval. The fee is set at \$10 per every 15 minutes.

Quick List information

Phone number 03 445 8100

Bank Details 02 0673 0133377 000

Email admin@willowsec.co.nz

20 Pinot Noir Drive, Cromwell 03 445 8100

Owners

James Westgate and Paige Phillips