



CHILL OUT BEFORE & AFTER SCHOOL & HOLIDAY PROGRAMME PARENT INFORMATION

“The programme aims to provide a safe and stimulating programme that caters for the children’s different ages, gender and cultural backgrounds while attempting to meet the individual needs and interests. The safety of the children is the paramount consideration during programme provision”.

Programme Operation

The programme will provide a well-managed service that meets the needs of the local community. The Chill Out After School Care Programme and Holiday Programme is run from the Papamoa Community Centre.

Programme Hours

The programme will operate from 3.00pm – 6.00pm during the school term. Our School Holiday Programme runs during the weeks of the primary school holidays, normal operating hours are between 8am – 5.30pm. Neither will operate on Public Holidays.

Fees

All fees are paid directly to Tauranga Leisure. Payment will be one week in advance at the start of the school term and weekly or fortnightly from then on. For those who receive WINZ subsidy you will be informed in week two of the regular payment required (this will be the difference between weekly fees minus WINZ subsidy). It is our preference that a regular Direct Credit Payment be set up however Cash, Cheque or Eftpos can be paid via reception at Papamoa Community Centre.

Half way through the school term all accounts will be reviewed and parents advised if payments are ahead of schedule (due to cancellations etc.) and whether a stop on payments for a period is required.

All payments not received by the due dates may be referred to debt collection agency and you will be liable for all associated fees and any other costs associated with this debt collection.

After School Care

1 to 4 days per week: \$16.00 per day

5 days per week: \$14.00 per day

Fees for the School Holiday Programme remain at \$20 per morning or afternoon, or \$37 full day

If your child is not attending the after school programme on a day they are booked in for, you must notify Papamoa Community Centre in advance or full charges will apply.

Enrolment Procedures

Before a child can attend, an enrolment form must be completed in full and ALL rules and regulations must be thoroughly read and understood. If the applicant does not understand any of the rules or regulations they will be advised to consult a member of the Papamoa Community Centre team for further verification.

Confidentiality

All information on enrolment forms is collected and will be used in cases of an emergency. No information is shared except with the owner’s permission or as required by legislation e.g. health and safety act. All files holding confidential information will be secured and kept away from unauthorised persons.

Drop off and pick up

All children enrolled on the After School Programme will be picked up by Chill Out staff within 25 minutes of the schools finishing time. All children and each individual school will be notified of the pick up point prior to their first day booked. Parents, caregivers and nominated supervisors are expected to sign their children 'out' of the after school and holiday programme and 'in' to the before school and holiday programme. Parents, caregivers or nominated family/friends must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. Parents will be contacted before release.

The following steps will be taken if the child attending the after school programme is not at a pick up point within reasonable time of their school ending:

1. Staff will look around the pick up point area and at the school for the child, i.e. speak to child's teacher or check at school office.
2. Ring Papamoa Community Centre and check no messages have been left by parents and to make sure the child is attending that day. Also ring the Chill Out cell phone and speak to the Coordinator.
3. Parents, caregivers or nominated supervisors will be telephoned.
4. If parents are unavailable, emergency contacts will be telephoned.
5. If after contacting the parents, the school and the child care facility the child is still not found the police will be contacted by the parents of the child.

The following steps will be taken if a child is not picked up at the end of the after school and holiday programme:

1. Programme attendant will check with reception staff to see whether parent has called in.
2. Programme attendant will check enrolment form to see whether parent had made prior arrangements for child/ren to stay longer.
3. At all times a member of staff will remain with the child however must be accompanied by another person.

If there is no evidence of parent contacting the centre or making prior arrangements, the parent will be immediately contacted to find out reason for lateness and the time they will be in to pick child/ren up. For late pick up extra charges will apply, unless authorised by the Programme Coordinator.

Complaints

If a parent has a complaint about a staff member or the programme they should:

1. Approach the supervisor who will attempt to rectify the situation.
2. If the parent is still unhappy they should then contact the Programme Coordinator. The Programme Coordinator can be contacted in the first instance.
3. Further complaints must be made in writing and must contain details of the grievance and desired outcomes. Management will respond to the complaint within 14 days. Where possible, a mutually agreeable outcome will be sought. The Programme Coordinator will keep Management informed of all verbal complaints. Wherever possible the requests of parents will be incorporated into the programme planning and design.

Children with special needs

Papamoa Community Centre After School and Holiday Programmes cater for children with special needs. This is provided once the Programme Coordinator is confident that the child's need's can be met without negatively affecting the other children.

Full information about the child's requirements including medication, diet and supervision, must be provided by the parent/caregiver's at the time of enrolment. If the child requires further special aids, other than those already provided i.e. modified facilities, extra staff or staff training, management will make final approval on enrolment. Each case will be considered individually and every effort will be made to include the child within the Programme.

If a child with special needs is accepted into the programme the following guidelines will apply:

- The child will be buddied up with another programme participant to help a smooth transition into the programme.
- The child will be monitored initially on a daily basis and a weekly basis thereafter. This will ensure that the child's needs are being met.
- Strategies for dealing with behaviour issues will be discussed with the parent on enrolment and procedures put in place for staff to follow should the need arise. All strategies must be agreed upon with the parents and the parents must be informed of any issues.

Food

All children attending the after school programme will be provided with a nutritious snack. Water will be provided at all times for the children. Occasionally sweet treats may be given to the children as part of an activity for prizes. Parents, caregivers or nominated supervisors are expected to brief the staff fully on any food allergies or nutritional requirements that their children have.

Chill Out Programme Buddy System and Policy

Any new child to enrol on the Chill Out After School Programme will be buddied up where possible with a child from their own school or a supervisor who is familiar with the Chill Out procedures and rules. This system will continue for a period of two weeks or when the new child is at a point where they feel safe and comfortable on the programme. This system can also be adapted for younger members of the programme who attend regularly but still need occasional guidance and support.

Smoke Free Policy

A smoke free policy will be adhered to at all times. This is a Tauranga City Council Building, and being so no one is permitted to smoke inside the building or grounds at any time. Staff will not smoke when on duty, in uniform or when in sight of the children.

Sun Smart Policy

All children on the programme will be supplied with a Sun Screen of SPF 30+ during outdoor activities or excursions. Programme staff will endeavour to keep children in shaded areas during the hottest part of the day where possible. Children on the programme are encouraged to bring their own sunhat (no sunhat = no outdoor activity), protective clothing and a drink bottle each day they attend. Drinking water will be available for the children to fill their drink bottles.

Building and Facilities

Tauranga Leisure Ltd is responsible to ensure that a current building warrant of fitness is present and that it complies with all other relevant fire and safety requirements. Staff will ensure that all parts of the centre are kept clean and free of rubbish.

Accidents & Emergency Procedures

All accidents will be recorded by staff and reported to a health and safety committee meeting at the end of the month. Parents/caregivers will receive an Accident Form in the event of their child/ren getting injured. In the event of a serious accident parents/caregivers will be notified straight away. Emergency procedures will be followed as per the facility Health and Safety Manual.

Illness & Medication

Any child/ren that becomes ill on the programme will be separated from the group and taken to a quiet rest area and their parents/caregivers will be contacted. Parents/caregivers of children that require medication will be issued a form to complete with what the medication is, what it is for and how much is to be given. The programme staff will store the medication in a safe place away from children. Staff will issue the child/ren with the medication at the appropriate time of the day and fill out the medication form which will then be signed to say the medication has been given. All medication must be handed to staff and not left in child/rens bags.

Child Protection

In addition to the general safety policies outlined, the programme ensures that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with the children. A minimum of two staff will supervise the children at all times. For information about the prevention, detection and reporting of child abuse please refer to programme supervisor.

Behaviour Management

Positive, appropriate behaviour will be encouraged by using praise and rewarded with example. This can be seen in our Behaviour Management Scheme.

Action becomes necessary when:

- Any child displays inappropriate or unsafe behaviour that is intrusive on another persons enjoyment of an activity.
- Disruption to the activity being carried out, either by their own actions or by actions involving other children and/or damage to property is incurred.

Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

Consequences must be appropriate and may include:

- Being removed from the activity and put into time-out. This is the child will be made to sit away from the group in a clearly visible spot for a period determined by the supervisor (usually 1-5 minutes).
- Children put into time out each day will be recorded on a white board that is visible to parents. On the white board the name, duration, the reason why they were put into timeout and the name of the supervisor that placed them in time out will be displayed.
- Before the child is returned to the group the staff member will review with them what behaviour is expected.
When a child misbehaves or ignores programme rules staff will:
- Remind the child in an assertive but not aggressive manner what is expected of them and the consequences of disobeying.
- If the behaviour continues the child will be reminded again and warned of the consequences that will result.
- If the child continues to misbehave after two warnings the consequence will be enforced.
- If the child continually misbehaves the parent will be contacted. A meeting will be arranged to discuss a suitable behaviour management plan. A behaviour management form will be filled in daily by the supervisor and signed by the child and parent.
- If the agreed behaviour management plan does not work, the child can be suspended or expelled from the programme.
- At no time will punitive discipline be used. This includes punishing children by withholding food or drink, physical abuse, isolation or demeaning or condescending comments.
- Staff will maintain a fair, consistent and positive approach at all times.
- When children are in conflict with each other, staff will encourage the children to remedy the situation themselves. Staff will aid them by making suggestions on how to do this. If the children cannot resolve the situation themselves they will be removed from the situation.

Staff and Volunteers

Tauranga Leisure Ltd will ensure that quality care is provided through fair and consistent recruitment procedures and supervision and training of all staff including relievers and volunteers. All staff is police vetted before employment and no person with a conviction for sexual crimes or crimes of violence against a person may be employed at the centre. For more information please see the Programme Coordinator.

Pick Up Areas for Chill Out After School

The following is a list of schools the programme picks up from and the area where the children are to be picked up from:

Tahatai Coast

Te Akau Ki Papamoa

*****If the school your child attends is not on this list please discuss the possibility with the programme coordinator; otherwise they may still attend the programme however will need to be transported from school to the Papamoa Community Centre via pre-arranged Taxi or dropped off.***