



Parent Handbook

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Welcome to our early **LEARNING** centre

We welcome you and your child to what we trust will be an extension of your home. By working together we will provide an environment that promotes quality care and education.



Hours

The centre is open Monday to Friday from 7.30 am – 6:00 pm. We will be closed on public holidays.

We ask for your co-operation in dropping off 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 may apply if your child is left at the Centre after closing time.

Philosophy

The Tiny Tuis Team aim to provide high quality education and care. We endeavour to achieve this through offering a stimulating, challenging, supportive and nurturing environment.

Our educators are well qualified, highly motivated and skilled. They bring a wealth of Early Childhood experiences, cultures and philosophies which underpin the Tiny Tuis day to day practice. We strive to provide stimulating provocations that encourage risk taking and curiosity, additionally mistakes are viewed as learning opportunities.

We believe that partnership with parents is paramount and valued. We strive to bring out the best in children's individuality and uniqueness.

We celebrate each child's individual achievement and recognise that these are accomplished on their own and in their own

time. We also believe that quality Early Childhood experiences, both planned and spontaneous, promote the development of the child and will increase the opportunity for success through the child's life.

We will celebrate and recognise both the bi-cultural and multi-cultural diversity of our centre and the wider community.

Our centre will follow the Principles, Strands and Goals of Te Whaariki - He Whaariki Mataranga mo nga mokopuna o Aotearoa - The Early Childhood Curriculum.

- The Early Childhood Curriculum will reflect the holistic way children learn and grow.
- The Early Childhood Curriculum will empower the children to learn and grow.
- Children will be given the opportunity to develop knowledge and an understanding of the cultural heritage of both partners to Te Tiriti o Waitangi.
- The wider world of the family and community is an integral part of the Early Childhood Curriculum.
- Children will learn through responsive and reciprocal relations with people, places and things.

Our aim is for children to grow up as confident, competent, respectful learners and communicators, healthy in mind, body & spirit, and aware of their physical footprint on our environment. They will



be secure in their sense of belonging and in the knowledge that they make a valued contribution to society.

Orientation and settling

We ask that children visit the Centre prior to attending. 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 them into the Centre, and to demonstrate that they feel happy and comfortable with their new environment. Prior to starting, Tiny Tuis offer a home visit service, whereby one of your child's teachers visits you at home. This helps establish the three way relationship between the parent, the child and the teacher. It also greatly assists in the settling period.

Children are welcome to bring their own (named) 'cuddly' or blanket or special toy from home.

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

Parent involvement

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

Tiny Tuis has a Parent Liaison Group (PLG). The PLG consists of a parent representative from each room at Tiny Tuis, the PLG meets every two months with the Centre Manager and one of the Tiny Tuis Educators. The PLG assists with planning Centre Events (Christmas party, Fish and Chips nights etc). Whilst we encourage parents to approach team members if they have any concerns, the PLG provide another point of contact if parents have a concern that they do not feel comfortable approaching staff about.

Organisational structure

Tiny Tuis Early Learning Centres are proudly New Zealand owned and operated.

Adrian Rowan is the centre Licensee and has negotiated a charter with the Ministry of Education, which entitles us to receive bulk funding from them. Compliance with the Charter and the Education (Early Learning Centres) regulations 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

Tiny Tuis is an equal opportunities employer, committed to staffing the Centre with skilled caring people. The 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. The staff required to work with the children is 1 adult to 4 under 2 year old children and 1 adult to 9 over 2 year old children. We aim to provide better than this ratio at busy times of the day.

Students, volunteers and visitors

From time to time, you will 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 learning teacher training students are also supervised at the Centre during the practical component of their course.

Visitors to sign in on arrival and departure of centre.

Fees

Please refer to the Fees Schedule that is attached to your child's enrolment form. Invoices are issued weekly and all payments should be handed to the Manager with the remittance slip. For the smooth running of the

centre, it is very important that your fees are kept at least one week in advance.

20 ECE Hours

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 Learning 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 the Centre. The subsidy is subject to an income qualification. Contact Work and Income for further information and forms. Full payment of fees is the caregiver's responsibility and will be required until a subsidy has been approved.

Attendance

A responsible adult known to the Manager 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 the Manager 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 the Manager.

In the case of a non-custodial parent arriving to collect the child, the Manager 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 the 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 the Manager/staff.

Parents must give at least two weeks notice before withdrawing their child and at least one week's notice if you wish to change your session days. Session time changes must be in writing. Please ask the Manager for the appropriate form.

Programme

Our Centre provides child-centered 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 pace according to his or her unique, individual way. Programmes are evaluated on a regular basis and are founded on the guiding

principles of Te Whaariki, the Early Learning Curriculum of the Ministry of Education.

Our practices reflect the multicultural heritage of our community, and emphasize non-gender stereotyped behaviour. We recognize that early learning 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 central 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 over two year old children and under two year old children have their own areas that allow the programme to be tailored to the appropriate development levels, children may make visits to other areas with their caregivers.

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 encouraging 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 of the child's food and drink is provided by the centre. Our resident cook is trained in Health and Hygiene and provides nutritious meals.

A menu is available on the centre noticeboard.

It is important that any food allergies be advised to staff so they can be posted in the kitchen and strictly followed.

Toileting

Routine toileting times are provided

before meals and naps to encourage good habits and independence in children who are ready. During toilet learning, 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 provide a sufficient amount of wetbags.

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.

Clothing

All clothing, shoes, cuddlys and bags must be clearly named. Because play and exploration can often be wet or messy, children should be dressed in old or play clothes and a spare change should be packed everyday. In winter, rain attire and gumboots are essential, and in summer, sunhats are to be provided for outdoor play



and we recommend you apply sun block to your child before the start of every day.

WHAT TO BRING

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

Under Twos

1. Enough nappies for the day
2. Breast Milk or Formula – enough for the day
3. Complete spare set of clothes and extra singlets
4. Items the baby is attached to i.e. dummy, teddy bear, etc.
5. Sunhat / warm waterproof outside clothes in winter

Over Twos

1. Nappies if still needed
2. Complete change of clothes (more when toilet learning)
3. Special items for sleep i.e. cuddly, doll etc.
4. Sunhat / warm waterproof outside clothes in winter

Toys and other 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. Cuddly or security toys are welcome

but need to be clearly named. If you have any music 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 as the amount builds up. 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 child's 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 trained staff member. Children may be taken on small walks out of the Centre. Approval for these is given when completing the enrolment form.

Emergency and evacuation procedures

In case of an unforeseen emergency situation, every effort will be made to contact parents 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 in 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 hoses 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 practices include:

- The storage of chemicals in locked cupboards
- 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 renewed every two years.

Child health

We ask that any child or adult who is unwell be kept away from the centre especially at drop off and pick up of children/siblings, so illness does not spread through the Centre. The Manager may at his/her discretion refuse to accept any child deemed unwell enough to attend the Centre, as we do not have the specialist staff or the space for sick children. Children with severe coughs or colds, vomiting, diarrhoea, conjunctivitis, rashes or raised temperatures cannot be brought into the Centre. If symptoms develop during the day the parent will be contacted to arrange for the immediate collection of their child.

For further information refer to the Centre's Health and Safety Policy.

When is a child infectious?

Common infectious diseases

1. Measles

Infectious up to four days after rash has first appeared.

2. Mumps

Infectious up to three days after swelling has disappeared.

3. Chickenpox

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. Headlice

Please check your child's head regularly and treat immediately if headlice are found.

Once a child has been treated she/he may attend even if eggs are still present in the hair.

2. Threadworms

Difficult to prevent the spread. Usual signs are irritability and an itchy bottom.

3. Scabies

An itchy skin condition which 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, sores 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 a 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 him/her at home; give only fluid 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 or two days.

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

Medication

Please advise the staff if your child is taking any medication. All medicines must be kept in the kitchen and the medicine book, that is kept beside the sign in sheet, must be filled in before we can administer any medication. Only medication that has a label stating your child's name and expiry date will be administered. If on Anti-biotics children are required to stay at home for 24 hours after their first dose. This ensures that the medication has time to work and allows for important rest time for the child.

The Centre keeps a first aid kit, which includes some non-prescription and homeopathic medications for emergencies. Please advise the Manager 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 immunization 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 every day on the form provided at the front door. While verbal reminders on your child's needs and dispositions are appreciated any special notes can be made in the book to ensure nothing is overlooked. This is a legal requirement by the Ministry of Education and can be audited at any time to ensure compliance with our roll returns (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 of Centre activities through newsletters, notices posted at the door and information on the parent's notice board.

All absences to be notified to the Centre ASAP. The Centre has a 24 hour answer phone.

Parking

You are only permitted to park at the Centre whilst you are on site; dropping off your child, picking them up or meeting with teachers.

Concerns and complaints

Parents should feel free to discuss any queries or problems with the Manager. 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 the Manager at another time.

A policy for dealing with complaints is displayed on the parent's notice board. If you have any concerns or complaints relating to the operation of any Centre please refer the matter to:

Tiny Tuis Early Learning Centre Ltd
27 Lunn Ave, Mt Wellington, Auckland
1072 or phone 09 527 2222.

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





We wish you all an enjoyable and successful year.