

Mission Statement

'Forging positive, enriching and lasting memories for children'

Client Experience — Kidz Patch

Howick

"Thank-you for providing such a child-focused business"

"It is always nice to know your child is in an environment where they are happy, safe and educated"

"I can only say amazing things about Kidz Patch. My child was taken care of in the most professional manner and the staff went above and beyond to ensure her learning and education was at a high level"

"We have seen our child grow in confidence and thoroughly enjoys her time at Kidz Patch"

"My children are always happy to go to Kidz Patch"

"I always enjoyed being at Kidz Patch and having fun, Sandy was always approachable and I could talk to her about things or issues" (child)

Contact:

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Managing Director
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The Team at Kauri Flats looks forward to getting to know your family!

KAURI FLATS

After School Care Programme



Before Signing your contract.....

ENROLMENT: All enrolments are subject to the Director's approval. Signing parties are required to obtain full & comprehensive understanding of their obligations & responsibilities before signing & applying for approval into the Programme.

POLICIES & PROCEDURES: A complete copy of the '*Policies & Procedures Operations Manual*' & the '*Emergency Evacuation Lock-Down & Natural Disaster Response Manual*' are available to view on request.

CHILD PROTECTION: The Programme has a robust '*Child Protection*' Policy which includes reporting any suspicions, allegations or disclosures of abuse & neglect or any situations that may raise concern about the safety of a child or children to the appropriate agencies as stated *under the Children, Young Persons, & their Families Act* 1989.

UVR SUN PROTECTION: The Programme is '*SunSmart OSCAR*' accredited & is dedicated to sun safety practices. You are expected to provide suitable sun protection for your child during September-April.

COMPLAINTS: The Programme has a '*Complaints Procedure*'. Any concerns or on-going issues you may experience should be forwarded immediately to Management. It is **not** acceptable to approach other Staff regarding serious issues or become abusive at any point.

ABSENCES: You are expected to inform Staff of any absence from the Programme. If an absence is **not** reported & your child **does not** arrive on their scheduled day, Staff will do absolutely everything to locate them. If you need to be contacted to confirm an absence a \$5 '*Lost Child Fee*' will be added to your account.

DROP-OFF/COLLECTION: It is **NOT** acceptable to collect your child/ren after 6pm. If for any reason you cannot collect your child/ren on-time, a courtesy call or text is expected. Late collection will incur a \$10 'Fee' per quarter hour.

SIGNING IN/OUT: All caregivers are expected to sign out on departure using their initials & noting the time accurately. Caregivers **MUST** be over 16yrs & previously nominated by the signing parties. Any person without authorisation will be denied access until clearance has been made with the signing party. It is your responsibility to contact Staff to inform them of alternative collection arrangements.

ILLNESS: **Do not** send ill children to the Programme as we **do not** have the facilities or expertise to take care of them adequately. If your child does become ill during programme hours, Staff will contact you & you will be expected to collect them asap. **No** medication can be administered without your consent & the signing of a '*Medication Consent Form*'

Your Child's Safety is paramount to us!

During Programme Hours.....

BEHAVIOUR MANAGEMENT: A '*Behaviour Management Programme*' is implemented at the Programme, using specific techniques to encourage safe & appropriate behaviour. The Programme has '*Zero Tolerance*' for violent & abusive behaviour & work collaboratively with parents to manage & develop appropriate behaviours.

DEVICES: The Programme has a '*Devices in Care*' Policy & Consent, which must be signed on enrolment & Staff monitor internet use. Any inappropriate use of devices or the internet will result in **access** being removed.

MEALTIMES: The Programme provides '*Afternoon Tea*' & children participate in food-prep & clean-up duties to promote self-care skills & a sense of belonging. Special or alternative dietary requirements will be your responsibility.

ACCIDENTS/EMERGENCIES: Programme Staff are trained in First Aid & Emergencies. In the case of a serious accident or medical emergency, you will be contacted & the best means of assistance will be employed to provide your child with care. Staff will transport or accompany your child to a medical facility, but you will be expected to take-over care asap. In a Civil Defence emergency Staff will remain with children until they can be safely collected. This may mean an overnight stay or relocation & Management will contact you as soon as possible.

