

# Parent's Handbook

# HARBOURSIDE kids

Harbourside Kids  
Childcare Centre

# Parents Handbook

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**Find more on our Website [www.hskids.co.nz](http://www.hskids.co.nz)**

**Telephone 0800 HSKIDS or 09 486 1655**

## At Harbourside we believe;

- That each child should have the opportunity to achieve his/her full God given potential.
- That the greatest gift we can give the children in our care is the love of learning.
- That our program should have an emphasis on nurturing, creativity, independence and individuality.
- That the children in our care should have the opportunity to grow into confident learners and communicators.
- In the importance of family and aim to strengthen the bonds of the family unit through the partnership between home and the Centre.
- That the children will be involved in the traditions and teachings of the Christian faith.
- That children regardless of ethnicity will be accepted as individuals with equal rights and equal needs.
- That we should respect the cultural and social diversity of our whanau's (families).
- We support on-going development of teachers to provide both personal growth for our staff and up to date practices for the centre.

## About Us-Some useful Information

Harbourside Kids Childcare Centre opened in 2010. We are a purposely built childcare centre with two separate childcare centres; the Under 2's and the Over 2's. These are separate facilities conveniently situated in the same location. This means we can provide childcare from 0 - 5 years. We are continually updating our facilities to ensure that they stay innovative, child-friendly and exciting for all to enjoy. Parents also feel safe dropping their children off at Harbourside Kids as our entrance is in a safe and quiet car park, well away from any busy roads.

### Under 2's

Our Under 2's Centre is filled with modern teaching aids and nursery equipment. We provide a calm environment that our young children feel relaxed in, making the transition from home to centre easier. Our sleep room is well ventilated and children are provided with medically designed mattresses to ensure sleeping safety. Indoors we have a variety of resources at children's height so that they can access a range of stimulating toys. Outside children enjoy learning all about their physical body on our specially designed play ground and our safety matting ensures that children are safe to crawl, walk, run, and even climb – with the space to do it all at their own pace.

### Over 2's

Our children experience an environment designed just for them and their needs! Age – specific activities are inspiring and challenging for children aged 2-5 years. We make sure they stay safe and secure as they test their developing bodies on our playground and outdoor facilities.

Inside we have a range of activities for children to choose from. We aim to introduce children to different activities and support them as they develop interests and skills as they learn through play. Our large indoor and outdoor environments give children the space to learn alongside others and independently.

There is a great development in children aged 2-5 so we cater to this by providing a sleep area for those who need it. During this time we enjoy giving the older children a challenge and preparing them for school through exciting literacy and numeracy focused games and activities.

We make the most of our convenient location by taking children on excursions in our local community. This includes bush walks, the Takapuna library, The Bruce Mason Theatre, and many more exciting locations.

## Curriculum

As a parent, you want to give your child the best possible start to their learning. Harbourside Kids Childcare Centre uses the New Zealand Early Childhood Curriculum – Te Whariki as a reference. Our programme planning is based on “emergent” curriculum which means that we look at what our children’s interests and strengths are and use that as a basis to write our weekly plans.

## Enrolment Information

### Hours

Harbourside Kids Childcare Centre is open from 7:30 am to 5:30pm. The minimum enrolment is 2 days per week. The longer hours give your child more time to engage in our programme and give you less stress and more time to get other things done. The Centre is also open during school holidays, but closed on statutory holidays. We are closed over the Christmas and New Year period from 5.30pm on 21/12/18 – 02/01/19. We reopen on 3rd January 2019.

### Fees and Payment

Harbourside Kids Childcare Centre fee structure reflects a commitment to providing quality early childhood education at affordable rate on Auckland’s North Shore. Harbourside Kids Childcare Centre is also delighted to offer “20 Hours ECE” so our parents can access the significant benefits available under the governments “20 hours” scheme.

The following is a list of our parent fees structure:

Days	Under 3’s	3 & 4Years Old *
2	\$134	\$102
3	\$201	\$153
4	\$268	\$204
5	\$283	\$212

(\* Price for 3 & 4 year olds who qualify for government 20 hours ECE, if you decide not to opt for the government subsidy you will pay the same fee as the Under 3’s )

For security reasons it would be better to set up an automatic payment directly into the centre's bank account. Automatic payment forms are available in the enrolment pack. However we do have EFTPOS machine in the office as an alternative payment option.

Receipts are issued on request.

Fees are to be paid for the 50 weeks that Harbourside Kids Childcare Centre is open each year. Fees are required regardless of statutory holidays, illness, family vacation times, or teacher only days.

A late fee will be charged if parents collect their child outside of the agreed attendance times.

Fees are paid one week in advance. If the fees are 1 month in arrears, we reserve the right to charge a 10% additional fee.

All reasonable steps will be followed by the Centre to recover outstanding fees. The following outlines the centre's procedures to recover debts.

- 1 week overdue: The centre will provide parents/caregivers with an invoice stating payment is due within 5 days.
- 2 weeks overdue: The centre will send the parents/caregivers a letter stating that payment is due within 5 days. If payment is not received, the centre will be unable to provide childcare the following week.
- Week 3: Childcare will be ceased until payment has been received. The centre will send a letter to parents/caregivers stating that payment is due within 5 days otherwise 10% interest will be incurred and further action will be taken.
- Week 4: if payment has not been received, 10% interest will be charged to the amount outstanding and a letter will be sent to the parents/caregiver stating the new balance and that their account will be forwarded to the debt collection agency, if payment not received within 5 days.
- If payment has not been received, the centre will forward the outstanding account to the debt collection agency.

Harbourside Kids Childcare Centre will be entitled to recover any fees incurred ( including debt collection fees payable to debt collection agency and legal fees) in relation to collection of the debt.

## **Work and income Assistance**

Assistance with fees is available from Work and Income NZ on application from the parent.

## **Late Pick Up Fee**

We allow a 5 minute "grace period" after closing hours and the times stated on the enrolment form for children enrolled for half days. After this time we charge a \$15 flat rate late fee for the first 15 minutes and \$5 per minute thereafter. Please pick up your child at the times stated (agreed upon) in your child's enrolment form.

### **Holding Fee**

A holding (holiday) fee, 50% of the child's normal weekly fee, is available for up to four (4) weeks annually providing application is made in writing, at least 7 days prior.

### **Withdrawing Your Child**

If for any reason you wish to withdraw your child from Harbourside Kids Childcare Centre, two weeks' notice in writing is required or payment of two weeks fees will be charged.

### **Change of Attendance**

Change of Attendance - If you wish to change your child's attendance time table, please fill in the change of hours form. If we have a vacancy we are happy to oblige you.

### **Immunisation**

We are required by law to sight a copy of the Certificate of Immunisation. Please bring this with you on the first day.

## Settling in at Harbourside Kids Childcare

*“A baby’s development is like the opening of a flower bud. It gradually unfolds. If we open its petals unnaturally we interfere with the growing process and the flower becomes distorted” (Marianne Herms-van Wanrooy, 2002).*

### **Intimate Relationship Connections**

Bottle fed babies deserve the same kind of full attention as breast fed babies. Whenever possible, we allow milk or food to be given without interruption. We also try to have the same person who has been with the baby feed them rather than handing a baby or toddler to another person to feed them – this will tend to be their Primary Caregiver or it may be someone else who the baby has built a relationship with. Baby’s preferences are always considered and if there is a carer with whom they are more comfortable with, we arrange for them to be together. This care giving time provides an opportunity for intimate one to one interactions between the baby and teacher, and it also helps strengthen the relationship between the child and their primary caregiver.

### **Freedom of Movement and Play**

We believe in having natural motor development, which means allowing babies to develop at their pace and time without being rushed. This means that we do not tend to put babies into positions that their bodies are not physically ready for or are unnatural positions. We will place babies on their back or their tummy to explore rather than in the sitting position, as this also restricts their ability to freely explore their own environment. We have noticed that placing children on their back or tummy increases the length of time and children’s confidence in exploring on their own. The caregivers in this environment arrange safe floor spaces suitable for each stage of the baby’s development and offers simple, natural and open ended objects that tend to be their favourite play things. These provide endless opportunities for creative exploration, problem-solving and their own discovery.

### **Resting and Relaxing**

All babies have their own cot; many of them bring items from home to place into their cot to make it more familiar for them. Babies may not seem attached to anything, but it is amazing how reassuring it can be to have a piece of home-life with them as they drift off to sleep. Preparing for bed is an important ritual and another opportunity to connect with their caregiver. There is no one person rostered on to be the sleep person, we follow each child we are with right through as many of their caregiving times as possible, making for a longer and more meaningful time together. We would never force a child to sleep unwillingly. When it happens this way, everything we do can be a pleasure.



## Settling in at Harbourside Kids Childcare

### **The Pleasure of Eating**

Our routines and care-giving times continue to be based on responsive, reciprocal, and respectful relationships. Mealtimes are a meaningful, positive and enjoyable time here which can be had inside or outside. With the infants, we feed them either on our laps or in the bouncer. When the babies are old enough to sit by themselves, then we will place them in the high chair as they like being up high to see what is happening in their environment. To be able to feed the babies on our lap, we have a couch so the carers can take their time with the feeding if the infant have just started solids and take a bit longer than other babies. This allows a close, full contact interaction between the adult and the baby which strengthens the relationship between them. The transition from the lap to the high chair is done gradually. When they show us signs they are ready, they can begin to have their food in the high chair. We aim to make mealtimes pleasurable for the babies feeding them if they accept the food. If the babies are not ready or hungry when offered their food, we respect their decision and it is saved for them to have later on.

### **Learning co-operation through care**

We show respect towards the babies by inviting them for a nappy change and talking to them about what we will be doing with them before we even begin to pick them up. We allow the children the opportunity to make a choice as to who they would like to change their nappy. When changing babies we focus our attention fully on them and engage them in the care moment by talking what is happening, rather than trying to distract them with other things. We invite their participation and their involvement during this time of togetherness.

It is helpful for children to have experienced these times prior to their start date to allow them to predict what may happen during their day at Harbourside. When you feel comfortable, your primary caregiver will ask you to pop out of the room or the centre for short times to allow your child to experience time away from you while in the care of their new teacher.

*Our hope is that you will feel comfortable within our centre and that it becomes an extension of your own home!*

If you would like to read up on more information, these sites are really useful and have lots of information on them:

- Resources for Infant Educators – [www.rie.org](http://www.rie.org)
- Pikler Institute – [www.pikler.org](http://www.pikler.org)

- Centre for Attachment – [www.centreforattachment.co.nz](http://www.centreforattachment.co.nz)
- Ministry of Education – [www.minedu.govt.nz](http://www.minedu.govt.nz)
- Brainwaves Trust – [www.brainwaves.co.nz](http://www.brainwaves.co.nz)



## Parents Induction Procedure

### **VISIT ONE-INTRODUCING/FAMILIARIZNG WITH THE CENTRE ENVIRONMENT**

- Introduce parents to all teachers
- Explain signing in and check all information is correct
- Kitchen (to make a cup of tea) and office
- Collect and enrolment forms
- How key care-giving works and what parents can expect
- Any questions?
- Show parent the policy book and encourage them to take it home to read
- PLAY! - Get to know the child.

Parent will do all routines for the child at this stage

### **VISIT TWO-GETTING TO KNOW EACH OTHER**

- What happens for their child at home? Routines?
- Show parents a profile book and explain how planning works
- Show an example of group planning
- Show and explain medicine and accident books
- Ask parents if they have any questions so far?
- Ask parents to share a bit about themselves and their family
- PLAY!- get to know the child

Parent will do all the routines for the child at this stage

### **VISIT THREE- GAINING TRUST**

- Talk about parent events
- Show them the “ where to next” and talk about daily communication
- Let them know teachers’ shifts and what non-contact time teachers have
- PLAY!- get to know the child

If the child seems comfortable start to do routines with the child from this stage onwards.

## Parents Induction Procedure

### VISIT FOUR-GETTING COMFORTABLE

- Show them where their child will sleep
- Discuss any specific sleep requirement and settling toys
- See if the child will have lunch
- Discuss the child having a sleep at the next visit?
- PLAY!

### VISIT FIVE- DO YOU FEEL READY TO LEAVE

- Get the parents to help the child to sleep while the teachers watch how they do it
- Discuss with the parent how routine times seem to be going and how comfortable the child seems at play
- Encourage another meal time
- Discuss with the parent how they think their child is feeling in this environment, decide together if the parent could have a coffee away from their child in the office
- Discuss any concerns and ideas to help the child settle
- PLAY!

### VISIT SIX- BEYOND

- From here you can decide with the parent how many more visits the child may need and how the parents can fit those in. Each child will be different but we recommend at least two weeks of visits before the child starts at the centre.

Please note this induction procedure is just a guide, it is flexible and can be altered to suit the needs and wishes of the parent and child.

The main point is to make you and child as comfortable in your environment.



## What to bring

Morning tea and afternoon teas and lunch are to be provided by parents. Please provide healthy, nutritious food sufficient for the entire time of the child's stay. Please label food containers and drink bottles etc.

Parents will need to provide spare clothes that are named, a hat (summer or winter), and spare underwear for children that are toilet training. If there are any prescriptions medications please inform the staff and we will record details of dosage etc.

