Based at Mt Pleasant School

**Enrolment Information**

***To enrol, please phone Kath on 02102220877 or email markath@xtra.co.nz***

1. **All families must complete an enrolment form before your child can participate in the programme.**

* Enrolment forms to be posted to: 38 Mt Pleasant Road, Christchurch or handed in at Mt Pleasant Oscar.
* It Is the parent’s responsibility to inform the supervisor of any changes on the enrolment form such as address, contact numbers, change of work place and emergency contacts
* The parents are responsible for keeping the programme informed of any custody or access to the children arrangements.
* A new enrolment form will be completed each year.
* Any special needs, medical conditions, behavioural or cultural needs will be identified on the enrolment form and discussed with the parents if required.
* Any medication requirements must be advised in writing and signed by the parent or caregiver.

**2. Collection of and assess to children, including signing in and out of children for holiday programmes, and the signing out of children during the after school programme.**

* Parents are expected to contact the supervisor before the beginning of the programme if their child will not be attending.
* Parents are expected to inform the supervisor if they will be dropping children off late or picking them up early. If the group is not in the Centre (eg. outdoors in playground) parents must make sure that the staff know their child has been dropped off.
* Parents are expected to sign their children in and out of the holiday programme, and out of the after-school programme on Sign- In/Out forms provided unless you have texted us that your child is allowed to walk home
* Roll call taken with in 5 minutes of programme starting to ensure all children enrolled are present.

**3. Children Not Arriving at a Programme.**

* Parents are expected to contact the supervisor before the beginning of the programme if their child will not be attending.
* The following steps will be taken if a child does not arrive at the programme by 3.10pm.
* \* The classroom and playground will be checked.
* \* The school will be contacted for absence information.
* \* Parents will be telephoned.
* \* If parents are unavailable, emergency contacts will be telephoned.
* \* Local police will be contacted if we cannot confirm where the child is
* Parents are expected to inform the supervisor if they will be dropping children off late or picking them up early.
* An additional $15 fee to cover staff time taken to carry out the steps detailed above will be charged if notification of absence is not given.

**4. Children not collected at the end of Programme.**

* If a child is not collected at the end of a programme, the following procedure will be followed:
	+ Two staff members will remain with the child. Parents are charged for this time ie the wages of 2 staff members in 15 min increments or part thereof
	+ Parents and emergency contacts will be contacted.
	+ If there has been no contact with the parents within one hour of the programme closing, the child will be taken to the nearest police station. A note will be left at the Centre indicating where the child has been taken and the co-ordinator will be informed.
* Parents 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. We will accept a phone call or a text with the information.
* If an unauthorised person comes to collect the child, parents will be contacted.
* Written permission must be given for children to leave the programme unaccompanied.

5. **Transporting of Children**

* Children will not be allowed to participate on an excursion unless parents/caregivers have given permission.
* Parents will be notified in advance of all activities planned away from the centre and a planned schedule will be posted at the centre.
* Parents will be informed of the mode of transportation.
* Parents will be informed before their children are transported in private vehicles.
* Vehicles used to transport children must comply with all mandatory legal requirements.
* All drivers must hold a current, clean driver’s licence and must agree to drive safely.
* There must be enough seatbelts for all in the vehicle.

**6. Complaints**

* In general if any parents have complaints about the programme or staff members they should:
	+ Approach a programme manager who will attempt to rectify the situation.
	+ f the parent is still unhappy they should then contact the owner.
	+ Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The manager/owner will respond to the complaint within 14 days. Where possible a mutually agreeable outcome will be sought.
* The programme owner will keep records of any complaints received.
* Wherever possible the requests of parents will be incorporated in programme planning.
* For serious concerns parents may wish to contact Oranga Tamariki directly phone: 0508 326459.

**7. Behaviour Management will ensure that children and families experience an environment where they are safe, secure, respected and their dignity is protected.**

* Programme rules will be based on respect for each other, staff and equipment.
* Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying.
* Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.
* Children will be supervised by a staff member at all times.
* When a child misbehaves or ignores programme rules staff will:

\* Remind the child in an assertive but not aggressive manner what is expected and the consequences for disobeying

\* If a child continues to misbehave after a warning the consequences will be enforced. Consequences must be appropriate and may include:

a.) Being removed from the activity

* they may be asked to play in a different area of the playground with some different people for a chance to reset and cool down – they may be able to return after a 30 min break from whatever was upsetting them
* they may be asked to come and sit inside and use some of the inside equipment so inside staff can more easily see them, talk with them and try to come up with a solution that is acceptable to all
* “time-out”, where the child will find somewhere onsite just to get away from things, have some cool down time and join us when they are feeling better or are willing to help fix things. Before the child returns to the activity staff will remind them what behaviour is expected. (eg for disruptive or aggressive behaviour).

b.) Having physical play boundaries reduced (eg when a child continuously leaves the defined boundaries).

c.) Not being allowed to play with a certain piece of equipment (eg when a child continuously misuses that piece of equipment).

\*Notes will be kept on these issues

\* If a child continuously misbehaves, parents will be notified when they pick up the child and will be asked to support the staff in their attempts to encourage the child to behave. If disruptive behaviour continues, parents will be asked to meet with staff to plan a course of action.

\* If a child continuously behaves in a manner that endangers themselves or other children, despite the above measures, parents will be notified by the supervisor and asked to remove the child.

* At no times will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, abusive, demeaning or condescending comments.
* At all times, staff will maintain a fair, consistent and positive approach to children’s behaviour.
* We will be solutions driven – to try and solve the problem in a way that is acceptable to all
* When the children are in conflict with each other, staff will encourage the children to resolve the situation themselves and aid them by making suggestions on how to do so. E.g one person speaking at a time. If children cannot resolve the conflict they will be removed from the situation, for example they will not be able to play with the toy or each other.
* Children will only be physically restrained if their immediate safety or someone else's is at risk and verbal commands have failed. We will try to remove all other children in the first instance if possible.