

Tree Bears Nursery and Preschool Information for Families Handbook



6B Fraser Close, Hanmer Springs

Phone: (03) 315 7749

dandimac@xtra.co.nz

<http://www.treebears.co.nz/>

What We Believe In

- ▶ At Tree Bears we strive to provide a fun filled, environment for you and your child.
- ▶ We recognise the importance of communication between Parents/ Whānau, Children and Teachers.
- ▶ Families are actively encouraged to be involved within Tree Bears Preschool environment.
- ▶ We plan our program to meet children's individual needs using all areas of the core curriculum Te Whāriki. The New Zealand Curriculum for Early Childhood. Tree Bears is a purpose-built early learning facility, catering for children 0-6years.

Operating Hours

We are open:

- ▶ 8:30 am – 3:30 pm
- ▶ Monday – Friday

We are closed on:

- ▶ Public Holidays
- ▶ 2-3 weeks over the Christmas/New Year holiday period.



Tree Bears Fee Schedule

Fees are charged on booked hours
Minimum 2-day booking. Children aged 0-2 years are required to attend a minimum of 2 days. This can be made up of two separate half day bookings.

0-3 Years

Fee Schedule		0-3years		Fee's as of 22 nd June 2015	
		1 Child	Siblings	Casual Enrolments	
Weekly		\$202	\$195	\$230	
Daily		\$47	\$45	\$55	
Hourly		\$7.50	\$6.70	\$10	

20 Hours ECE

20 Hours ECE Fee Schedule Fee's as of 22 nd June 2015			
<p>Available to Children aged 3 to 5 years who have completed Attestation in Enrolment Form</p> <p>Children aged 3 years and over are required to attend a minimum of 3 full days, which amounts to 18 hours ECE.</p> <p>20 Hours ECE is 20 hours per week in total, maximum 6 hours per day can only be claimed as per ministry requirements.</p> <p>When a child has used their 20 hours, or 6 hours per day, there is a \$7.50 per hour charge for any hours used over.</p>			
Minimum of a 3 Full day bookings.	3 full day booking 18hrs- ECE Plus 3hrs	4 full day booking 20hrsECE Plus 8hrs	5 full day booking 20hrsECE Plus 15hrs
	\$ 22.50 per week	\$60.00 per week	\$112.50 per week

Administration Fee

All families are charged a \$50 non-refundable fee for administration costs
This is a one-off charge payable before enrolment starts.

Childcare Subsidy

Work and Income application forms are available from office

Financial Management Policy

Reg 47 – Criterion (GMA3,9)

- ▶ We hire an accountant who, in conjunction with the Director handles all income and MOE expenditure.
- ▶ Annual budgets are completed by the centre Director with input from and head teachers.
- ▶ The centres financial year ends on 31st December and audited financial accounts are made available on request.
- ▶ Parent fees and government bulk funding are paid into our accounts via automatic payment authority.
- ▶ Cash payments for late fees or outings are banked regularly.
- ▶ Receipts for fees are produced as money is received and a receipt for tax purpose is given annually at the end of the financial year or by request.
- ▶ Fees are to be paid 1 week in advance weekly or fortnightly. Please enquire about payment option.
- ▶ Direct credit option is available.
- ▶ Non- Payment of fees: in the event that accounts are not paid a process begins of debt Management and Recovery. If the situation cannot be resolved a debt collection agency may be notified and collection costs will then also be incurred.
- ▶ Casual bookings are to be paid when child is dropped off.
- ▶ Fees are to be paid for the weeks that we are open each year regardless of statutory holidays, absentness due to illness.
- ▶ A late fee of \$30 per child when parents are late to collect their children.
- ▶ Parents agree their child is not enrolled in any other early childhood service on the same day they attend our Centre.
- ▶ Any fee changes will be entirely at the discretion of the management. At least three months' notice will be given when an increase is to occur.
- ▶ WINZ subsidies are available.
- ▶ We reserve the right to request at least 2 weeks' notice before a child is withdrawn from the Centre.
- ▶ A \$50.00 non-refundable Administration is charged to all families.
- ▶ Two weeks written notice or email is required for change in booking.

Financial Management Policy Continued

Reg 47 – Criterion (GMA3,9)

Holidays:

- ▶ No charge while Centre is closed 2-3 weeks over Christmas holidays and one week to be used during the year at 50% with 2 weeks prior written notification. Additional days are at full rate,
- ▶ All public holidays are at full charge except when the Centre closes over the Christmas/New Year period.

Payment Options:

- ▶ Cheque
- ▶ Direct Debit (Please use family name as reference)
- ▶ Account Name: Just4Kidz
- ▶ ANZ - 06 - 0817 - 0403373 - 00

Medical Attention

- ▶ The health and wellbeing for all child/ren is of utmost importance.
- ▶ As required by the Early childhood NZ regulations, Tree Bears has a well-equipped first aid kit to cope with emergencies. Parents/caregivers are informed of any misadventures via our accident/incident register. In the unlikely event of a child requiring the immediate attention of a Doctor, or the administration of medicine, your wishes should be noted on child's enrolment form.
- ▶ If your child requires any nonprescription or prescription medication please ensure that it is written in the medication register and signed, authorising teachers to administer.



Play Clothes

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Cancellations, Absences, Sickness and Public Holidays

- ▶ In order to cover staffing costs, absences and sickness including public holidays must be paid for in full. There are no refunds for absence, sickness or statutory holidays; however, you may be able to change your booking to another day with in the same week (if there is space available).

Kai Times

- ▶ We promote healthy eating for the children.
- ▶ Please ensure that your child is provided with a healthy and substantial lunch with lots of variety. If your child's lunch requires cooling or heating please name containers including yoghurt and place in the fridge. Please remember the kitchen is an adult only zone. Children under 3 including Nursery children will not be given Popcorn, Tiny teddies, raw carrots, raw apple or other small hard foods to prevent choking. As recommended by the Ministry of health (foods that pose a higher choking risk for children under five)
- ▶ We are also a **NO NUT PRODUCT ZONE**; this is to protect children who may suffer from an allergic reaction.
- ▶ Please do not send fizzy drinks, pure juice, lollies or chocolate in your child's lunches.

Parent Induction Policy

Reg 47 – Criterion (GMA2,3,4)

Rationale:

- ▶ Parents and children need to feel welcome and comfortable in their new environment. Our teachers will encourage and support parents' children and whānau by building meaningful and reciprocal relationships. Providing a safe, stimulating environment. We offer extra support during transition times.

Procedures

- ▶ The parents/caregiver and child are introduced to all teachers with a special emphasis on the teachers working with their child.
- ▶ Teachers understand the importance of making children and whanau feel comfortable and welcome. Showing families and children where to put belonging's and a tour of the preschool is part of how we support this.
- ▶ Parents are advised how to access information on their child
- ▶ The service's operational documents (such as philosophy, policies, and procedures and any other documents that set out how day to day operations will be conducted).
- ▶ Access to info care secure server & Story Park secure server.
- ▶ The most recent Education Review Office report regarding the center.
- ▶ The Education (Early Childhood Services) Regulations and the Licensing Criteria for Early Childhood Education and Care Centres 2008.
- ▶ The Centre's current license certificate.
- ▶ Contact details for Director in Information for Families.
- ▶ The procedure people should follow if they wish to complain about non-compliance with the Regulations or Criteria.
- ▶ Written information to accompany the child when they make their transition includes:
 - ▶ 1. An individual information sheet which covers sleep time patterns, comforters, food likes and eating habits, interests, toileting, language etc.
 - ▶ 2. The individual child's learning evaluation and planning.
 - ▶ 3. The individual child's enrolment details and confidential file.

Tree Bears Nursery Transition Policy

Our aim is to support children to experience a smooth transition from Nursery to Preschool

Guidelines

We believe that each child is unique, and their transition from the Nursery to Preschool will be approached individually.

We aim for transitions to be smooth, gradual and led by the needs of the child.

We value parents' wishes and aspirations regarding their child's transition.

We aim to build strong relationships with the children so that they feel supported and secure as they enter the preschool environment.

To ensure continuity for children, their movement through the system and transition from one setting to another should be seen as a journey.

Procedures

Children who are approaching their second birthday will be encouraged to participate in mat times and Kai times in the preschool.

One teacher has the specific role of supporting Nursery children who are transitioning.

Children who have turned two can be dropped off in the Nursery or preschool, depending on the needs of the child and the wishes of parents/caregivers.

Children who have transitioned are always welcome to return to the Nursery for some quiet time.

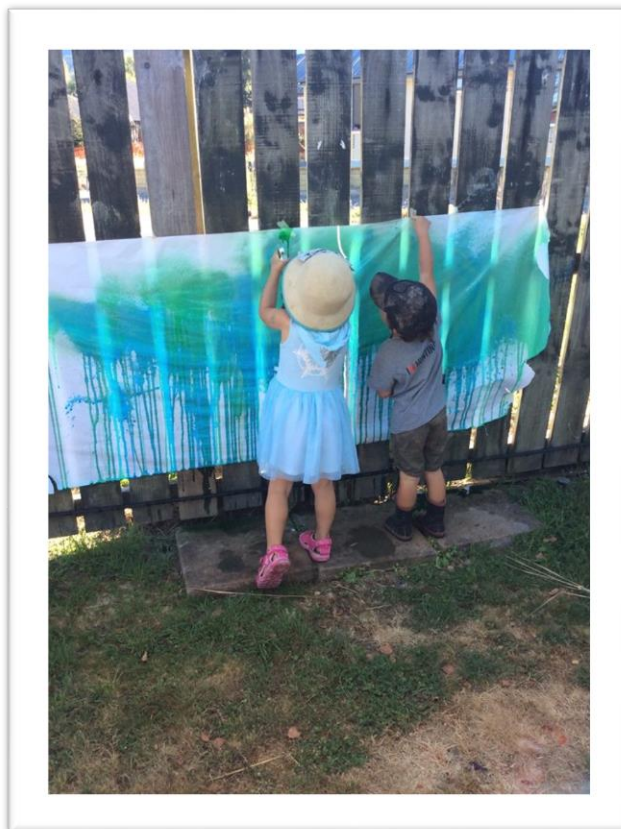
Children's sleep and feeding routines will be taken into account when they transition into the preschool.

Tree Bears Nursery and Preschool is an integrated centre for your children to grow and learn. Each child shall be treated with respect and consideration as they transition.

- ▶ In preparation for transition teachers encourage children to master the skills necessary for success in the child's new environment.
- ▶ Any security toy/blanket/cuddly can be brought from home, but teachers will encourage children to put these somewhere safe at meal and organised group times.
- ▶ Before a child transitions from the Nursery to the Preschool, Parents are introduced to all the teachers and shown around, they are given information about the preschool's daily routines and

encouraged to pass on information about their child to their new teachers.

- ▶ Written information to accompany the child when they make their transition includes:
- ▶ An individual information sheet which covers sleep time patterns, comforters, food likes and eating habits, interests, toileting, language etc.
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Sleeping Procedures

- ▶ All children are provided with their own individual sleeping space and bed linen. Their bed linen is washed weekly and beds are aired regularly.
- ▶ Sleep spaces are positive and peaceful to ensure undisturbed rest.
- ▶ Adequate space is provided for children's beds to ensure safety and hygiene.
- ▶ There is a teacher present in the sleep space whenever possible, five-minute checks are carried out for sleeping children and records of sleeps are maintained.
- ▶ Teachers are guided by children's individual rhythms and routines and are relaxed and unhurried.
- ▶ Parents are encouraged to bring any special sleeping cuddlies/toys their child may have.
- ▶ In accordance with government regulations children will not be put to bed with a bottle.
- ▶ For reasons of cultural sensitivity children are encouraged not to stand on pillows and children sleeping near each other are positioned head to head rather than head to feet.
- ▶ Children who are able to stand will be put to sleep in the bottom cots or on a stretcher if old enough.
- ▶ Children will not be put to bed in prams.



Complaints Procedure Policy

Rationale

- ▶ In dealing with complaints we will be consistent in terms of fairness and procedures. We believe parents and whanau should feel able to forward any concerns and be assured that their issues are acknowledged and dealt with.

Procedures

- ▶ Issues should be taken directly to the teacher involved first. If there is no resolution at this point, then the following procedures apply.
- ▶ Complaints will be received in writing only and should be directed to the centre Director. They will be acknowledged verbally on acceptance.
- ▶ Documentation relevant to the issue at hand will be gathered and accurately recorded by the centre Head teachers.
- ▶ Advice will be sought from the Director before responding to the complainant.
- ▶ Issues will be addressed in writing as soon as practically possible (within 5 working days.)
- ▶ A discussion will take place between the centre Director and the complainant. Necessary actions will be taken if valid.
- ▶ Total confidentiality will be maintained throughout by management (and teaching team if necessary.)



**Noncompliance of the license can be reported to
The Director 021 064 2963 Or Ministry of Education (03) 378
7300**

Tree Bears Nursery and Preschool tries to provide you and your children with the best service that we can. Occasionally we get it wrong. If you feel there is something not right, please let us know.

We value your concerns because it helps us to improve our service. You have no need to feel embarrassed or intimidated.

A point of contact for parent/caregivers with questions or concerns about the centre is initially the Head Teacher.

Or

Debbie McCabe, Centre Director

Phone: 021 064 2963