

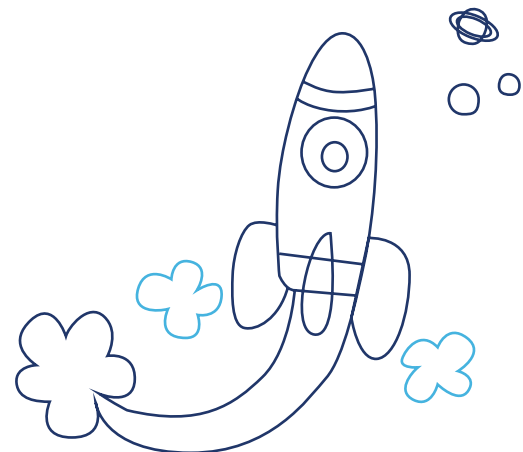
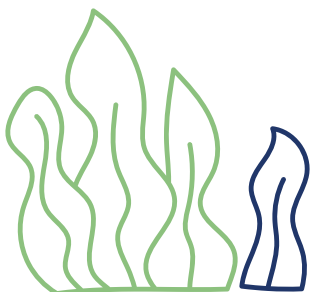
Neemo

Childcare Centre

Nurturing confident self learning



PARENT HANDBOOK





WELCOME

We are pleased to welcome you to Neemo Childcare Centre as part of our Parent Community.

This handbook contains answers to some of the commonly-asked questions from parents, along with an outline of key points of our learning programme and schedule.

Should you have any queries around this, or areas that are not covered by this handbook please do not hesitate to email us at info@neemochildcare.co.nz

OUR PHILOSOPHY

Our View of a child

We believe every child is a unique and special individual. We aim to encourage each child to be confident and self-motivated and to provide a strong foundation for their learning journey to become life-long learners.

Our Environment

At Neemo Childcare Centre we provide a safe and secure environment to enable children to inquire and explore from the very start. We believe that when children feel safe and secure they develop a sense of belonging and gain the confidence to branch out,, explore and investigate.

The Role of Educators

It is our role as educators to provide children with the opportunity to participate in activities that will help them to recognise and express their individual needs as well as understand and be empowered by their uniqueness.

The Neemo team aims to foster each child's Hauora (being mindful of each individual's mental and emotional well-being, social well-being, spiritual well-being and physical well-being). The needs of each child are identified through observation and

documentation of their interests, development, progress and parental input. In this way, the Neemo educator will strive to respond to and extend children's experiences, learning and projects.

Partnership with parents and whanau “It takes a village to raise a child”

We believe children's lives are influenced by the adults around them. We value building strong partnership with our families/whānau as the first teachers of children. We believe in honest, open communications while working in partnership with families/Whanau.

Acknowledging bi-culturalism and each child's culture

We believe that the bi-cultural heritage of New Zealand is very important. We acknowledge Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand, and are committed to embracing our bi-cultural heritage.

We believe in supporting the individual heritage and cultural identity of every child and family.

We welcome and respect all families in our Centre.

OUR MISSION

Our prime goal is to facilitate and accept children with their individual uniqueness and provide them with opportunities to become confident lifelong learners. We aim to provide children with an environment which is safe and secure. Our experiences and enthusiastic teaching team encourage children at all times to think for themselves, make their own decisions, build past experiences and give them opportunities to have their learning relate to their world around them, explore the environment to make an inquiry and build the capability to work towards their own solutions. We see our children as creative, capable of exploring and discovering for themselves, with both the intention and the right to make meaning in many different ways in a rich and meaningful environment.

POLICIES

The centre policy folder detailing all Neemo Childcare Centre policies is available in the foyer for personal reading.

HOURS

The centre is open throughout the year except public holidays. Our operating hours are Monday to Friday from 7 am – 6 pm.

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. A late fee shall apply if your child is still at the centre after closing time.

ADMINISTRATION

The centre is a purpose built place and is privately owned. The centre is operated by the owners who are committed to working with staff and parents to ensure the Early Childhood Regulations are met, as well as striving to achieve high quality educational outcomes for children. We operate an open door policy where parents are asked to contribute to policy development, review and decisions concerning their child's care and education.





ORIENTATION AND SETTLING YOUR CHILD

Settling your child in a new environment can be difficult. Children may take time to settle in a new environment. We ask that children visit the centre before their start date. This will help the children to adjust slowly to the centre and they will build confidence and become familiar with the environment. We prefer that children visit the centre at least 2 - 3 days if possible for at least 2 hours during each visit. This can be arranged on the date of finalising the enrolment process. The Neemo team will also help your child settle and the teachers will observe each child's progress and communicate daily with the parents. These pre-visits are very valuable for the child and will help towards a smoother transition and will give the teachers an opportunity to start building a relationship with your child.

PARENT/WHANAU INVOLVEMENT AND COMMUNICATION

We value our relationships with parents/whanau. We believe in having a strong relationship between parents and teachers, which will help the child to thrive during their time at Neemo's. This is possible by having regular communication between both parties.

We have various ways of communicating your child's progress as well as their day-to-day activities. Such as:

- Parent evenings
- Portfolios
- Daily diary

- Email
- Educa
- Brief conversations during the pick-up and drop-off times

Parent participation sends strong positive messages to your child that you support them and are part of the childcare environment. The staff sincerely wishes for you and your child to be happy and feel welcomed at our centre. A three-way relationship between parents/whanau, educators and the child exists in this setting. Communication is a vital ingredient in the success of this partnership.

SPECIAL NEEDS

If your child has special needs a meeting will be organised between the Manager, yourselves and the appropriate agencies so that we can put in place an appropriate plan, so your child's needs are met whilst in the centre. This can take some time to organise and therefore, if you have any concerns about your child's behaviour, speech, etc please talk to a member of staff. The sooner we can arrange help, the better the outcome for your child (and yourself).

STAFF

Here at Neemo we are committed to staffing the Centre with the finest educators available. We employ fully qualified staff as well as staff who are in training. All our teachers participate in professional development.

Our adult to child ratio is regulated by the Ministry of Education, and although the ratio of staff to child required for over 2's is 1 adult to 10 children (1:10) and ratio for under 2's is 1 adult to 5 children (1:5). We strive to have lower ratios so your children gets the attention they need and deserve.

STUDENTS, VOLUNTEERS AND VISITORS

From time to time, you will see new faces at the centre. Relief staff and guest presenters are screened before participating in our daily activities and must adhere to our philosophy whilst at the centre. At no stage will a guest be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed.

We support in training professional educators, so there might be times where we will have an Early Childhood teacher training students on practical with us.. They too will adhere to our centre policies and philosophy and will be supervised at the centre at all times.

Please note all visitors are required to sign in on arrival and departure of the centre, clearly stating the reason for their visit.

FEES

Please refer to the Fees Schedule that is attached to your child's enrolment form. Invoices are issued weekly and for the smooth running of the centre, our policy requires you to keep your fee payments current at least one week in advance. For more information please refer to our fee policy.

20 HOURS ECE & SUBSIDIES

Our Centre offers the 20 hours subsidy which is provided by the Ministry of Education to all children aged 3-5 years. To be eligible, you must sign an attestation which confirms which hours you are claiming under the subsidy. If you change your enrollment hours, you must sign a new form. The Neemo team will help you with this very easy process and answer any questions you may have.

CHILDCARE SUBSIDY

Work and Income (formerly WINZ) operates a subsidy for parents whose children attend early education centres. The subsidy is subject to an income qualification. Full payment of parent's Fees is your responsibility and will be required until any subsidy has been approved. Contact us for further information and forms. However it is the parent's responsibility to ensure a complete application to WINZ is made on time. Delay in this process will result in parents paying the full fees until the subsidy is received.

ATTENDANCE

A responsible adult known to the manager and the 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 these. 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.

The staff is always concerned about your child's welfare, so if you are aware of any intended absence, please inform the manager.

Parents must give at least two weeks notice before withdrawing their child. Any changes to the child's schedules must be given in writing. We will not be able to offer any in-lieu or make-up days. In case your child has been absent and you require additional days, we can only offer paid additional days subject to availability.





LEARNING EXPERIENCES

Our centre provides child-centered learning experiences where individual interests are developed into in-depth group experiences and projects. We aim to develop learning experiences 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. Learning experiences are evaluated on a regular basis and are founded on the guiding principles of Te Whaariki, the early childhood curriculum of the Ministry of Education and Reggio Emilia.

Our teaching practices reflect both the bicultural and multicultural heritage of our learning community and provide equal learning opportunities. We recognize that early childhood 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 see children as creative, capable of exploring and discovering for themselves, with both the intention and the right to make meaning in many different ways in a rich and meaningful environment.

Routines give children a sense of the passage of time as they move through the day. Routines also encourage independence and an understanding of personal hygiene around meal times and nappy changes / toileting.

We endeavour to stimulate an atmosphere that is warm, accepting and welcoming to children and their families/Whanau. We aim to provide a home-like environment that allows the learning experiences to be tailored to the appropriate development

levels, where children may venture out, explore and investigate through excursions or join the other fun learning opportunities in the surrounding rooms.

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.

Here at Neemos, we believe children need continuity. Therefore we strive to have one way of dealing with all behaviours.

We like to take the PB4L approach. Which is 'positive behaviour for learning'. In short, we believe that by highlighting good behaviour, unacceptable behaviour will sort itself out. We do this by rewarding good behaviour either through reinforcing words, pom pom jars and surprise treats. If this does not work, we will make a plan to sit down with the child and the parent to come up with a goal/plan to correct the behaviour.

If you have any questions at all about the PB4L approach please feel free to talk to us in person.

NUTRITIONAL MEALS

We follow the Ministry of Education requirements and provide healthy, nutritious meals at the centre. Our cook prepares fresh meals every day. The children will be served with morning tea, cooked lunch and afternoon tea and a late snack.

Fresh seasonal fruits and vegetables will accompany all the meals for the day.

The menu will be available on the notice board by the kitchen.

It is important that any food allergies, special requirements 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 for those children who are ready. During toilet training, staff will endeavour to support efforts made at home. Please feel free to discuss any special needs with the 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.

REST AND QUIET TIMES

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. Quiet and independent activities are available for all children.

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 every day. In winter, rain attire and gumboots are essential, and in summer, sunhats are to be provided for the outdoor play and we recommend you apply sunblock 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 (4 - 8), if needed we can store them at the centre
2. Milk powder – enough for the day
3. Two complete spare set of clothes and extra singlets
4. Items that the baby is attached to i.e. dummy, cuddly blanket, teddy bear, etc.
5. Sunhat / warm waterproof outside clothes in winter and appropriate clothing in summertime.

Over twos

1. Nappies if still needed
2. Two complete change of clothes (more when toilet training)
3. Special items for sleep i.e. cuddly, doll etc.
4. Sunhat / warm waterproof outside clothes in winter & appropriate clothing in summertime.

LEARNING RESOURCES

We have chosen a wide range of developmentally appropriate equipment and resources for our centres. It would be appreciated if parents can explain to their children that the resources 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 from home. A cuddly or security toy is welcome but it needs to be clearly named. If you have other things, which may help your child sleep, rest or settle well, please bring them and we will be more than happy to use these for your child.



CAR SEATS

New Zealand requires all children to be restrained in standards approved car seat. 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

A container for unnamed and lost property will be provided. It would be appreciated if parents could check this regularly as especially at the end of every month uncollected items will be donated to a local charity at the start of every month.

EXCURSIONS

Excursions will be regular arranged following children's interest, projects and experiences. Parents are encouraged to be part of the 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.

SAFETY

Centre policies on safety precautions are continually reinforced by staff and the 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 are permanent trained teachers and staff that are trained in first aid on site; first aid certificates are renewed every two years.

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 the policies.

Every effort will be made to make evacuation procedures practices enjoyable rather than stressful events for the children. Regular emergency drills (procedures) give the children an opportunity to become familiar with the routine and planned evacuation.

CHILDREN'S HEALTH

We ask that any child who is unwell be kept at home so illness does not spread through the centre. The Centre Manager may at her discretion refuse to accept any child who is unwell to attend the centre, as we do not have the specialist staff or the space for sick children. Children with severe coughs or colds, runny nose, vomiting, diarrhoea, conjunctivitis, rashes or raised temperatures cannot be brought into the centre. If symptoms develop during the day the parents will be contacted to arrange for the immediate collection of their child.

WHEN IS A CHILD INFECTIOUS?

Common infectious diseases

1. MEASLES

Infectious up to four days after the rash has first appeared.

2. MUMPS

Infectious up to three days after swelling has disappeared.

3. CHICKENPOX

Infectious until the 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 the rash first appeared.

Common contagious parasitic conditions

1. HEADLICE

Please inform teaching staff if head lice / eggs are found or you are currently treating them, so that we can ask other parents to check and treat their child's hair also. This is how we can stop the cycle of contamination / infestation.

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. If your child has both diarrhoea and vomiting the exclusion period is a minimum of 48 hours.

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 that is on display in the centre.





MEDICATION

Please advise the staff if your child is taking any medication. All medicines must be signed before it can be administered. The medicine bottle needs to show the expiration date and name of the child before administered. Parents must specify any allergies or other medical conditions a child may have on the enrolment form and inform staff members of the conditions. All the medications given to a staff member are kept out of reach of the children and/or in the kitchen refrigerator. Please never leave a medicine bottle or cream in your child's bag. Like other medicines, we are unable to administer paracetamol unless prescribed by a doctor as it may mask a more serious illness.

The centre keeps a first aid kit which includes some non-prescription and homeopathic medications for emergencies. Please advise the supervisor if you would prefer these were not given to your child. Children who are unwell and are on antibiotics need to be away for 12 hrs before returning to the Centre.

Long term medication forms are also available if required.

IMMUNISATION

We are required to keep an up-to-date list of all children at the Centre and their immunisation status. Please remember to bring your Well Child Book and a copy of your immunisation certificate with you

when you enrol your child at the Centre. If your child is not immunised, 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.

PARKING

You are only permitted to park at the centre when dropping or picking up your child.

CONCERNS AND COMPLAINTS

We provide a community atmosphere. Please feel free to discuss ideas, concerns and suggestions. However, remember that busy drop off or pick up times may not always be an appropriate time to have detailed discussions about 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, suggestions or complaints relating to the operation of the centre please refer the matter to: The manager at info@neemochildcare.co.nz.

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

OUR CENTRES

ROLLESTON

Our centre is located right in the heart of the high growth area in Rolleston.

The centre approach brings together our philosophy and the aspirations of our community. This coupled with advanced technology and going back to our farming roots within the environment creates an added advantage for confident life long learners.

Our Rolleston centre has four areas for infants,



toddlers and pre-schoolers which comprises of 4 rooms and well planned outdoor environment where children will be offered endless opportunities to explore, learn and investigate to be lifelong confident learners. The Centre is licensed for 150 children, including 30 under two years of age.

This centre is a unique place with a carefully thought – out layout for children and natural aspects all woven together and housed in a special style of cathedral architecture offered to the community.

HILLCREST

Our centre is in the heart of the Hillcrest suburb with the beautiful Hillcrest Creek flowing beside the centre, where the local primary school is just across the road. A great convenience for families having older siblings. Our centre is a purpose built childcare facility designed keeping the child at the heart of the matter. The centre is beautifully laid with open plan and plenty of natural surroundings for children to experience. Our teachers are highly inspired by the Reggio Emilia Approach.



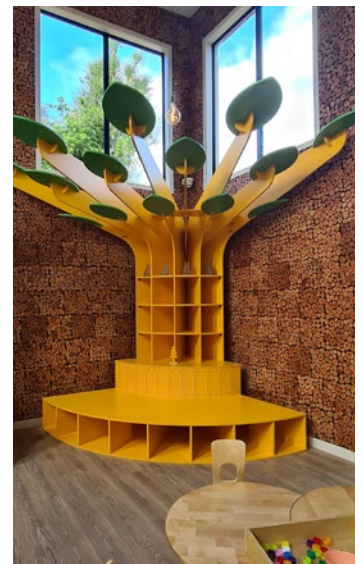
Our centre environment is uniquely designed as the third teacher for the child. It is a home away from home where children develop a sense of belonging and teachers value every child's individual needs.

The centre is licensed for 58 children, including 18 children under two years of age. The children at the centre have the opportunity to spend time in the Koru Room (0-2 years), and Kaponga Room (2 – 6 years)

GREENHITHE

Our centre is just across the road from the beautiful Greenhithe pony club and the breath-taking views of Wainoni park. Our Greenhithe centre is a uniquely architectural designed space focusing on learning great experiences for our children and their whanau.

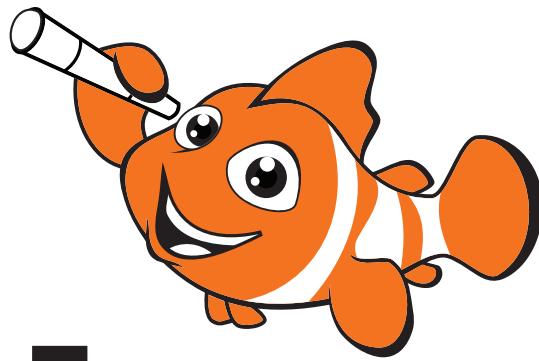
Our centre approach is aligned with our philosophy and the aspirations of our community. This centre is a unique piece of architecture where you will see a combination of futuristic and natural aspects all weaved in together to make a difference and make the community of Greenhithe proud of this masterpiece.



The centre is licensed for 64 children, including 24 children under two years of age.

TO ENROL YOUR CHILD

PLEASE GO TO www.neemochildcare.co.nz/enroll/



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