



# Parent Handbook





## Welcome to Rutherford sKids

The team at sKids are very pleased to be able to take care of all your out of school care requirements. “We care when you can’t be there” is our motto and we pride ourselves on providing an environment where children love to be.

As a working parent, my first introduction to out of school care programmes was as someone who needed this service to care for my daughter. I soon realized how essential this service is to schools and their parent community and believed I could make a difference for families and this is the reason I joined sKids. I know first-hand how a great programme can remove a lot of stress from families, by making sure children are safe, cared for and happy.

As a mother and an education professional, (I hold a Masters Degree in Education) I am able to understand the demands on parents and ensure our programmes, as well as being fun, are educational and focused around the needs of the child. I am also skilled in mentoring and training the adults that work within sKids and enjoy making a contribution to their professional development.

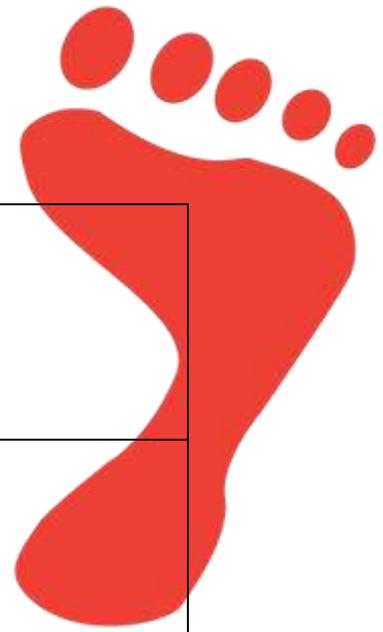
I am very passionate about quality provision of out of school care programmes and community contribution. I love providing fantastic programmes for our school communities. The sKids team and I look forward to being of benefit to you in the near future.



Lisa Walker



## Contact Numbers



Site Contacts	Owner/Operation – Lisa Walker Phone – 0800 79 79 00 Office: 833 1040 Onsite Mobile: 022 61 SKIDS Email – <a href="mailto:rutherford@skids.co.nz">rutherford@skids.co.nz</a>
West Auckland Area Manager	Master Franchisee – Lisa Walker Ph 021 819181 Office: 833 1040 Email: <a href="mailto:west@skids.co.nz">west@skids.co.nz</a>
sKids Head Office Contacts	P O Box 259262, BOTANY, Auckland 2163 Phone – (09) 576 6602 Email – <a href="mailto:admin@skids.co.nz">admin@skids.co.nz</a>

## Hours of Operation

### Term Time

After School Care

Monday to Friday: 2.50 pm - 5.30 pm

Care outside of these hours may be arranged. Please contact us to discuss.

### Holiday Programme

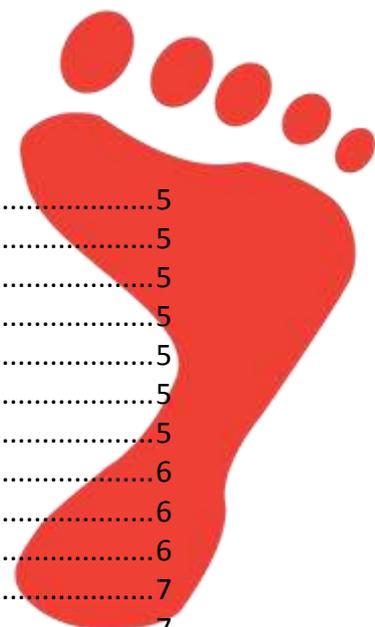
Please come and talk to us about your holiday programme requirements.

Permanent, Part time and Casual care available

The programme is closed over the Christmas/ New Year period.



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# General Overview



## Mission

To provide a safe and secure environment for the care of school aged children through a structured and well balanced programme.

## Policies

The following policies and procedures apply to the operation of the sKids programmes. Your signed Enrolment Form confirms you understand and accept these policies and procedures. Please read this document carefully.

## Families and Communities

Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. From time to time, the programme will work in collaboration with the school community for better programme outcomes.

## Cultural Diversity

sKids programmes will be mindful of cultural differences and the needs of the children in care. Consideration will be given to the diverse needs of children from various backgrounds when planning programmes.

# Daily Routine

In order to ensure that the programme is a happy and safe environment for the children who attend and runs smoothly the sKids programme follows a structured routine. A 'typical' After School Care day or week is as follows:

## Daily Format

3.00pm – 3.30pm

Children arrive at designated area, put away school bags and spare items of clothing, wash hands and have afternoon tea.

3.30pm – 4.00pm

Children begin homework, reading, work sheet or other quiet activity



4.00pm - 4.30pm  
Free play time, in playground weather permitting

4.30pm - 5.15pm  
Special activity time

5.15pm – 6.00pm  
Finishing projects and clean-up time. Small group activity until child picked up by parent(s) / guardian or other authorised person(s).



## Specific Projects

Monday	Arts and Crafts
Tuesday	Music and/or Drama
Wednesday	Sport
Thursday	Science/ Cooking /Technology
Friday	Fun Activities

Weekly themes are incorporated into the daily format. The daily format is an indication, only, of the types of activities the children will be involved with at any given time. However, depending on the children’s enthusiasm and interest, it may be varied at the discretion of the staff.

## Administration

### Bookings

The Enrolment form is used to determine the staffing ratios for the programme each day. It is important that any additional bookings or cancellations are made with plenty of notice to maintain safe staff ratios.

Permanent bookings are regular bookings for each week whether for one day or every day. A casual booking is when you only require care on irregular days.

It is important that any additional bookings or cancellations to part time or full time registrations are made with plenty of notice. If you require a change to your arrangements on the same day please notify the programme manager or franchisee before 12noon. We will not be held responsible for changes to bookings after 12noon on the same day.

You may incur the cost of mobile phone calls and other associated costs to verify a booking and / or to establish the whereabouts of your child(ren).



A casual booking should be notified 24 hours prior to the day required. However, in an emergency situation we can accept bookings up until 12 noon on the day required.

Please remember it is your responsibility as the parent/caregiver to advise us immediately should any information provided on the original application form change e.g. contact details, custody arrangements etc.

## Orientation Process

Each child and parent will undergo an orientation process when starting at a programme for the first time. This includes Holiday Care as well. Staff members will ensure the child is introduced to other children and shown around to get familiar with others and the environment, although most children will be familiar with school based programmes.

## Signing In & Out

The adult assigned to picking up the child(ren) must complete the online roll sheet or daily roll sheet by signing the child(ren) out at the time of pick up. This is for both the safety of the children and for payment records.

Only approved persons will be able to uplift a child as notified by the Enrolment form or advised by parents and / or guardians on a specific day.

You will also be required to sign your child into Before school and Holiday care programs.

## Late Pick Up

We are open until 5.30pm daily. Children must be picked up by this time.

We have a **late pick up fine of \$1.00 per minute**. Where a child has not been picked up by 5.45pm and staff have not been notified they will proceed to contact people on the 'Child Information and Registration' sheet for someone to pick the child up. **At no time will a child be abandoned**, however, the programme manager is authorised to take all necessary steps to ensure the safety and well-being of the child.



# Wellbeing, Health and Safety



We aim to provide a healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area. We will at all times comply with all relevant health and safety in employment legislation.

Where applicable, parents must provide the programme with a Medical or Health Management Plan.

## Code of Conduct

sKids is about providing a caring environment for your children and we wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme.

Any issues or information should be discussed in the first instance with the Programme Manager or the Franchisee. Our 'Code of Conduct' is kept in the 'On-Site' Folder.

## Behaviour Management

sKids behaviour management procedures are in line with CYFs OSCAR approved procedures and similar to the policy of the host primary school. This is documented and available to view in the on-site folder.

Our policy is to ensure our environment is a safe and happy place for everyone involved. We maintain an emphasis on being polite, considerate and co-operative. Our rules and codes of conduct, which we expect the children to follow, are explained to the children.

If we experience behavioural problems with a child the parent will be contacted and consulted in regards to behavioural management. If a parent has any questions or complaints on this subject please contact the franchisee, do not discuss these matters with staff members while the programme is in progress. We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues.

## Sick Children

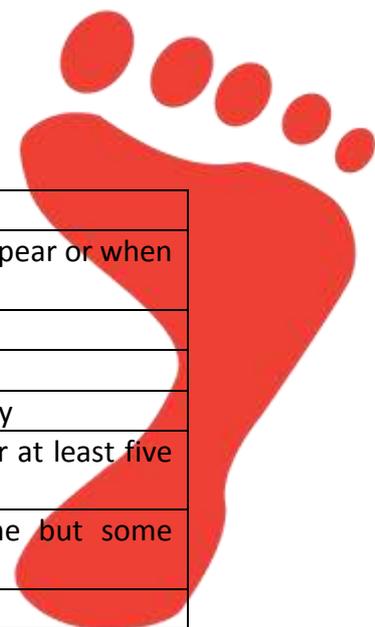
If a child attending the programme becomes unwell or upset we will contact the authorised people listed on the 'Contact' sheet for them to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facility to look after sick children.

If a child has been booked into the programme but will not attend due to sickness, please contact the Programme Manager before 2.00pm that day.



**Exclusion periods may apply for certain symptoms or diseases:**

<b>Disease</b>	<b>Exclusion Period</b>
Chicken Pox	At least five (5) days after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.



## **Accidents and First Aid**

At all times there is a fully stocked first-aid kit and a trained staff member present on site. However, if we are concerned about a child we may call a parent to pick their child up.

If a serious accident occurs our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help



is sought before the parent is called. We do not transport children to parents, doctors or hospitals.

All accidents and incidents are recorded in our Accident and Incident book. Important notes and records of children that are taking medication are also recorded in this book.

## Medical Requirements

Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or the qualified staff member. A permission to administer medication form must be completed by parent or guardian.

You will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage and use by date.

## Infectious Diseases

Measures will be taken by management and programme staff to control spread of infection. Appropriate hygiene practices will be employed from recognised health authorities. Processes and guidelines will be put in place for children to observe a safe and healthy environment for example washing of hands, daily cleaning, food safety, contact with blood and body fluids and nose wiping.

## Emergency Procedures

Evacuation procedures will be displayed, followed and practised once a term. These procedures are directly linked to the Primary School. Only bags, which contain medication, will be evacuated with the children. If this is relevant to your child please inform sKids on the enrolment form (regular medication) and verbally to the programme manager, so that we separate these bags. Please ask for the policy on "Children Carrying Medication" and go over it with your child.

The practice of emergency procedures will also be conducted once per term and will be recorded in the Accident and Emergency Book.

## Distraught Children

Where a child is distressed or upset and indicates that they may require comforting, our staff may touch your child(ren) in a reassuring manner. Our staff will always conduct themselves in a safe, public and professional manner, but will not turn away a child that needs comforting.

Please ask for more information and or discuss with the Programme Manager if you have any questions or requests.



## No Smoking

We do not allow staff, parents, visitors or others to smoke in or around the vicinity of any programme activities at any time when they are held on our programme site or within our sphere of control. There will be signs present in the programme to remind everyone of this requirement.

## Child Abuse

All of the sKids services are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. sKids Head Office staff and programme staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications.

No one staff member will act alone, with any action taken only after consultation with the franchisee. Advice will be sought from the appropriate authority, such as the Police or the local office of Child Youth and Family Services in your region. Instructions given by the appropriate authority will be followed and acted upon.

## SunSmart Policy - Terms 1 and 4

Children are required to wear hats which protect the face, neck and ears when they are outside between the months of October and April or at any time the weather conditions dictate the necessity for sun protection.

**"No Hat, No Play"**. Children without a hat are only permitted to play in supervised/allocated shade areas. All children will provide their own hat for use at the programme. SPF 30+ Broad Spectrum sunscreen will be made available to all staff and children.

Outdoor activities will endeavour to utilise shade for students and staff at all outdoor events and activities between the months of October and April or at any time weather conditions dictate the necessity for sun protection. If no shade is available, provision will be made for breaks within a shaded area.

## Services

### Homework

We designate approximately 30 minutes per day for homework help and reading assistance. **We do not do the homework for the children**, and if research material is required then the children will need to bring it with them. As we do not have free

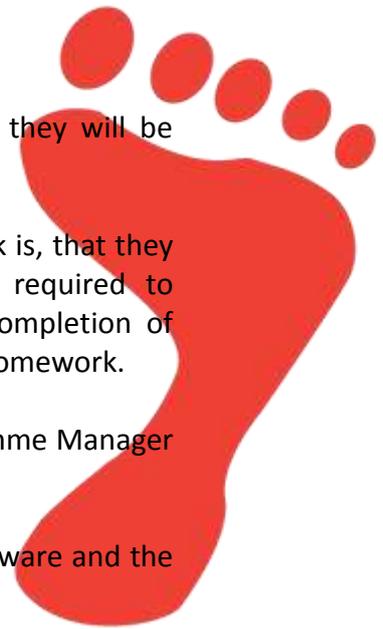


run of the school grounds and children are at all times supervised, they will be unable to access the school library after 3.00pm.

We are only able to help the children if we know what their homework is, that they have homework or assignment sheets and the relevant material required to complete their homework. We are not held responsible for the completion of homework, checking bags, etc., where a child insists they do not have homework.

If there are any issues regarding homework please contact the Programme Manager outside of programme hours.

If a child has special needs please ensure the Programme Manager is aware and the information is included on the Enrolment form.



## Food

Afternoon tea is provided and is included in the fee structure. Generally the food provided will be a sandwich with spread, fresh fruit and juice or water and is prepared using the food and safety guidelines from the Food Standards New Zealand. This can be changed, particularly where there is the opportunity to adjust it to fit with a theme day, for example a theme about dinosaurs may result in dinosaur biscuits. On the days that a variation occurs the food normally provided will still be available.

If your child has any allergies or you do not want your child to participate please include this on the 'Enrolment or Registration Form or advise the Programme Manager. All allergy conditions will be taken seriously.

## Visitors and Excursions

We will, at different times, be arranging for people of interest to visit our programme. If you have any objection to your child being involved please contact the programme manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the programme manager.

From time to time the programme will take children on excursions away from the base site. Parents will be notified prior to the event happening and permission sought. Information will be provided on the nature of the excursion and contact numbers.

## Lost Property

sKids staff endeavour to remind and assist children about their personal belongings. We encourage personal responsibility by the children and cannot accept responsibility for any items of clothing or otherwise lost or left in the school grounds.



Unnamed property left on site will be handed into the school to add to their lost property at the end of each week.

## Complaints Procedure

As a franchise organisation we welcome the feedback of any parent, care giver or member of the sKids community or host of our programme. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision.

Please notify the programme manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. The programme manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the programme manager in the first instance it should be escalated to the Franchisee. If you are still not satisfied with the response please contact the S.K.I.D.S. West Master Franchisee Lisa Walker by telephoning (09) 833 1040 or emailing west@skids.co.nz

## Staffing

### Ratios

Our programme ratios are 1 staff member for every 10 children, with the ratio reducing to 1 staff for every 4 children when water sports or activities are involved. At all times there will never be less than 2 staff members on duty.

Approved off-site excursions may also require a lesser ratio of children to staff dependent on the nature of the excursion. Parents will be kept fully informed when such events occur.

### Recruitment

All sKids staff undergo a recruitment and training process that involves Police Vetting (updated every 2 years), First Aid Training, Health and Safety, Behaviour Management, sKids systems and performance reviews. At least two (2) referees must be provided.

If there are any questions or comments regarding sKids staff please contact your Franchisee or sKids head office.



# Accounts and Fees



## Payment of Fees

**For your child (ren)'s safety prefer not take cash payment of fees on site.**

For those that wish **to retain a regular booking** payment is required two (2) weeks in advance. Shorter-term payments may be arranged by automatic payments or via internet banking directly to the programme bank account. Please see the programme manager and obtain the appropriate form.

Casual bookings must pay at the end of each session. However, if more than one session is booked for a week than payment may be made on the last session attended for that week.

Fees are to be paid in advance to secure your child (ren)'s place. Any problems with the payment of fees or a variation to the standard method of payment is required, please contact the Franchisee to discuss.

Late payment may incur a finance charge of 10% and non-payment will result in notice being given of your child (ren)'s enrolment being cancelled. If there are difficulties in meeting payment of fees, please contact the franchisee so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action.

Any queries regarding your account or payment of fees must be made to the Franchisee not the school. The matter may be referred to sKids head office. Late payments may be handed to our collection agency that will actively seek all monies owed, including seeking legal redress.

The rate charged is dependent on a 'firm' booking. When a child attends extra days, which are outside of the confirmed booking, these may be charged at the casual rate. The 'early pick up' rate is only payable for confirmed early pick up bookings.

Two weeks notice, in writing, must be provided if a child is to be withdrawn from the programme or there is a change required to the days of care, otherwise a 2-week fee is payable based on the previous booking.

**No Refunds** are given for absences and all public holidays are charged at the applicable rate for bookings normally required that day.

## Fee Structure

You will need to confirm fees with your individual programme.



**Casual Bookings** will be taken if space permits and there is **no guarantee of placement**. You will only pay for the sessions booked and attended.

A discount applies to **Permanent Bookings**. You will be charged for all bookings including absences. Placement is guaranteed.

## Work and Income subsidies

All our programmes are approved by CYFs and thus parents may be able to apply for Work and Income OSCAR subsidies towards the cost of their childcare.

Forms and further information is available from the Franchisee or the programme manager.

## Payment Disputes

Where there is a dispute over payments received or not received, sKids will provide statements to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated place.

Where this cannot be provided the parent will be required to complete payment to sKids.

## Damage to Property

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren).



