



# Kidz On The Avenue

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## Early Learning Centre

## Parent Handbook

Part 2 of 2: Guide to daily practices

# Welcome to Kidz on the Avenue ...

We look forward to having your child at our centre and ensuring he/she has the best possible experience each and every day.

## Starting childcare

The introduction into long day care can be difficult for children and parents. Children's welfare and happiness are the priority for staff when welcoming new children to the Centre and when assisting the family to settle into the centre environment. It is recognised that family's needs will vary greatly in the orientation process and individual needs will be met as best as possible.

To support you and your child through this process we suggest you do some of the following:

- thoroughly read your Parent Handbooks to ensure you understand how the centre operates
- start your child at the centre at least one week before returning to work as it is hard for both parents and children to cope with this big change at the same time
- plan your child's first few days to be shorter where possible
- make the most of your orientation visit; ask questions, ensure your child meets his/her carers and ensure your child knows his/her way around the room (especially toddlers and pre-schoolers) including knowing where the bathroom is and where to store personal belongings
- program the centre phone number into your phone in case you want to call the centre during the day
- expect changes in your child's eating and sleeping routine and speak to educators which let you know how much your child has slept, eaten etc.
- Parents are encouraged to spend time in the centre to show your child that you enjoy being in there and are comfortable with the carers
- answer your child's questions openly and honestly and reassure them (for toddlers or pre-schoolers)
- expect your child to pick up some germs in the first month or so of care, however feel confident that once your child builds up a resistance he/she will be less likely to pick up bugs when in preschool (even with strict hygiene policies children pick up germs by being in contact with other children)
- provide the centre with a family photo for our family tree to help make the environment personal to your child
- ensure you feel comfortable with the centre / staff and your decision as children pick up on parent anxiety
- Please feel free to call and check on your child during the day however be assured we will also call you if your child is unusually upset.

# Helpful Information about day to day care

## Other notes about starting childcare

The following outlines some helpful hints for parents on settling their child into care:-

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with we recommend half a day for the first 2 weeks as settle in period we encourage you to bring your child at 8.30am and pick up no later than 12.30pm this allows them to see the morning routine we found this helps children settle more into day-care environment.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Interactions between staff and parents or staff and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Try to talk at home about child care. Mention the names of the staff and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the staff about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset, only confuses them. Reassure your child that everything is alright and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.

## Arrival and Departure

We aim to help each child feel happy, secure and relaxed during his/her time in care and ensure a child's safety and security upon arrival and departure.

When dropping off and picking up children, parents must make contact with a staff member in their child's room.

Staff will be in the rooms to welcome children and parents, share information about how that child has been the previous night and earlier that morning and ease the child into care.

Parents must sign their child IN and OUT each day and record arrival and departure times.

This is an essential requirement for parents to be eligible for Child Care Benefits.

If time allows, parents are encouraged to show interest in or participate in learning experiences during drop-off and pick-up times. The children will appreciate your interest in their activities and will also feel more secure in the childcare environment if they know you enjoy spending time there. When dropping off children, parents need to complete any necessary medication forms and provide alternative contact numbers if they will be away from their usual place of work. At this time, parents should also advise staff if an alternative authorised person will be collecting their child later that day.

When it is the right time for the parent to leave, they are encouraged to say goodbye, not to walk away when their child is not looking as this may confuse and upset the child.

## Collection of Your Child

On enrolment, parent/s (or child's primary guardian) must provide a list of adults authorised to collect their child from care. Staff members strictly adhere to this list. Children will not be permitted to leave the centre with any person whose name does not appear on the Collection Authority in the Child Enrolment Form, or with a person under 18 years of age, or with anyone who appears to be under the influence of any substance.

Prior arrangements must be made with the centre if somebody who is not authorised on the child's Collection Authority in the Child Enrolment Form is to collect the child. If the person collecting the child is not known to staff, but is authorised to pick up the child, photo identification must be provided (i.e. driver's license or passport). If this is not possible, the child will not be permitted to leave the centre with that person.

## Communication and Parent Information

Parents are asked to read noticeboards/Kinderloop App on a daily basis to obtain current information about the centre.

Each child also has a parent pocket where parents can collect invoices and other notices to ensure you are kept up to date with what is going on in the centre. Please make sure you know where your child's pocket is and that you check it regularly. Helpful Parent Information available in the foyer providing up-to-date information about the care of children all located in the Parent Library.

## What to bring

Parents are encouraged to bring their child's clothing in an appropriate sized bag that is clearly labelled. Bags are stored in lockers.

Parents are asked to supply:

2-6 years

- A change of clothing that is weather appropriate (toilet training- will need extra changes).
- Centre Hat
- A security item for rest time
- Centre bed sheet
- Nappies (if required).
- Milk bottle and/or drinking cup

Additional pairs of underwear are required for children who are toilet training. If your child is toilet training, please ensure he/she is dressed appropriately to allow them quick and easy access to the toilet i.e. no overalls.

Parents are asked to label all items of clothing. A waterproof marker or sew-on label is good for this purpose.

Staff encourage children to wear smocks for 'messy' play and art/craft activities but occasionally children still get dirty and sometimes clothes can be stained. To protect the clothes without inhibiting your child's play and creativity we ask you to dress your child in sensible 'play' clothes each day – not 'best' clothes.

## Children's Belongings and Lost Property

Toys and items of value should remain at home. Staff cannot take responsibility for items that children bring to the centre.

Staff members make all efforts to take care of all items of clothing that are clearly labelled. Your child may also bring a comforter for sleep time.

At times it may be appropriate to bring special items from home for use in the centre's programs. Suitable items may include books, CD's, DVD's, photographs etc. Such items must be clearly labelled with the child's or family's name and handed to a staff member in the child's room.

Lost property items are usually placed on top of the lockers in the foyer, or on the book shelf in the Bees & Butterflies Room.

# Health, nutrition and wellbeing

## Meals

Meals are provided in relaxed atmosphere where children engage in conversation with carers and peers. Carers role model acceptable social behaviour through participation at meal times.

Staff members interact with the children – encouraging good eating habits, the appreciation of different food tastes and the correct use of eating and serving utensils.

Information relating to each child's daily eating habits will be made available to parents. Weekly menus are displayed for parents to help you plan your child's meals at home.

The centre provides morning tea, lunch, afternoon tea, and late afternoon tea. All food served at the centre has a high nutritional value; please consult the Weekly Menu for more information.

## Lunch

Daily menus offer a range of nutritious meals for children balancing all five food groups and following the dietary guidelines.

Lunch consists of simple dishes which allow children some choice - and alternatives if they refuse the main meal.

Sandwiches are provided for some lunches following Department of Community Services guidelines. These are a healthy alternative that children are almost guaranteed to eat.

## Drinking Water

Drinking water is available throughout the day for children.

## Allergies and Intolerances

All allergies and intolerances are considered by staff when preparing meals.

If your child has an allergy or intolerance on enrolment, please be sure to mention this to the centre staff and include this information in your child's enrolment form.

If your child develops an allergy or intolerance during his/her time in care please see staff.

We will endeavour to accommodate your child's specific needs within the centre and ensure appropriate documentation is completed as per our Allergies and Anaphylaxis policies and procedures.

## Rest and Sleep

We ensure we meet each child's basic need to sleep and rest. We adapt routines to meet the individual needs of children ensuring sleep time is safe and supervised.

We follow Paediatric and Child Health Division guidelines to prevent Sudden Infant Death Syndrome (SIDS). Information about SIDS is available for parents in the foyer area or by asking staff.

We provide bedding for children in the nursery and ensure it is only used by one child before washing.

Children in all the other rooms are provided with bed sheets upon enrolment. Bedding is to be taken home at the end of their child's weekly enrolment and is to be washed regularly in an attempt to control infection.

Children are often very active and stimulated throughout their busy day in childcare. Daily routines for preschool children provide time for sleep or rest and all children are provided with a stretcher for this purpose. If a child chooses to sleep while in care a staff member must allow him or her to sleep even if a parent specifies that their child doesn't require a midday nap.

If a child chooses not to sleep, books and quiet activities are provided at rest time.

## Sun Protection

We follow practices recommended by the Cancer Council in relation to sun protection for staff and children. We encourage the wearing of hats and shirts with collars and sleeves that are made from closely woven natural fibre. Staff apply SPF 30+ broad-spectrum sunscreen to exposed areas of children's skin before morning and afternoon outdoor play.

Room routines schedule outdoor activities before 11am or after 2pm (3pm during daylight savings).

The centre has a NO HAT—PLAY IN THE SHADE policy whereby children without hats remain in covered/shaded areas during outdoor play.

Our 'Sun Protection' Policy operates throughout the year.

## Child Illness

We aim to create a safe and hygienic environment that will promote the health and wellbeing of the children. As a general principle, children should not be brought into the centre unless they are able to cope adequately with the normal centre routines and activities. A sick child needs the special one-to-one care only possible at home.

Staff can only administer medication to a child as prescribed specifically by a doctor.

Staff monitor the health and wellbeing of each child throughout their day/s in care.

If a child is acting out of character or is showing signs/symptoms of illness carers will take the child's temperature and complete a Child Illness Report.

If a child shows signs or symptoms of a medical condition this is to be reported to the Authorised Supervisor.

If a child develops a temperature of 37.8+oC whilst at the centre, staff will take appropriate measures to reduce it. All efforts will be made to reduce the fever naturally by removing excess clothing and/or sponging the child. However, sometimes reducing a fever involves administering Paracetamol to the child - if this happens the child must be collected within

1 hour.

Parents will be notified immediately when their child becomes ill.

## Medication

At the time of enrolment, parents must complete the Paracetamol Permission section of the Child Enrolment Form if they wish to allow staff to use Paracetamol to control a high temperature. Paracetamol will not be administered without parental authority. Staff can administer one recommended dose of Paracetamol for treatment of temperature with appropriate authority.

Appropriate Medication Authorisation Forms are available from the Bees & Butterflies room parents to complete if necessary. Parents must ensure this form is filled out correctly and signed.

Parents should hand medication over to staff on arrival. Medication should never be left in a child's bag.

Only medication in the original packaging and with the chemist label will be administered.

Medication will not be given if it is out of date.

Where medication is for the treatment of long-term conditions or complaints such as asthma or epilepsy, parents are required to fill out the Long term medication form. Staff and families update these forms regularly.

Staff members have the right to refuse a parent's request to administer medication. In this case, parents are invited to visit the centre and administer the medication themselves. Over the counter medication cannot be administered without written authority from the child's doctor stating the name of medication, date, child's name, illness being treated, dosage amounts, times and dates to be administered.

## Infectious Diseases

Centre staff follow guidelines on health care for children as detailed in Staying Healthy in Childcare.

Parents are notified of any infectious disease identified at the centre. The name of the illness, its signs and symptoms will be displayed. Other relevant and current health information is provided for parents in newsletters and displayed on centre noticeboards.

All staff members follow the guidelines outlined in the 'Nappy Change',

'Toileting', 'Hand Washing' and 'Hygiene' Policies and Procedures to reduce the risk of infection. Staff are regularly trained and reminded of these procedures.

If a child has been vomiting or has had diarrhoea within 12 hours before arrival, the child is not to be brought to the centre.

If the Centre Manager is uncertain if a child has a contagious illness the parent will be required to provide a doctor's certificate from the child's doctor stating that the child is not contagious and may return to care.

Parents need to inform staff if any medication including Paracetamol has been administered to the child before arriving in care.

Staff and families should regularly update the medical history information kept for each child.

## Immunisation

In relation to the Public Health Act, 1992, childcare centres have a responsibility to ensure parents enrolling their child provide approved evidence of immunisation status.

The immunisation status of all children will be held on record for the prescribed period of time. The Centre Manager will maintain and update the Immunisation Register. If no evidence is shown of immunisation, then the child is considered to be not immunised against any of the vaccine-preventable diseases.

In the event of a vaccine-preventable disease occurring in the centre, the Public Health Unit and parents will be notified. Vaccine-preventable diseases include:

- Measles
- Pertussis (Whooping Cough)
- Mumps
- Rubella (German Measles)
- Diphtheria
- Tetanus
- Polio

Non-immunised children will be excluded from the centre for the duration of the outbreak on the direction of the Public Health Unit. Normal childcare fees apply during child's absence from care

## Parent responsibilities in relation to administration

### Absences

In the event of absence from care, parents are asked to call the centre to inform staff.

### Additional Casual Days

Additional casual days of care are often available for children already attending the centre. If you require additional casual days please contact the Centre Manager. If you pick up an additional casual day, your child's name will be added to the attendance records and you will be invoiced for that day in the next billing period.

### Updating Information

It is a parent's responsibility to inform the centre of changes that affect the service we can provide. Any changes to contact phone numbers, addresses or authorised persons to collect your child must be provided to the Centre Manager in writing.

### Other information for parents

#### Transitioning Between Rooms

We aim to make transitions as stress-free as possible to help your child feel secure within the physical and emotional environment of the centre.

Once a child in the **younger** room is of appropriate age and development and a vacancy exists, after consultation and approval is given by the parents/guardian the child will be transferred to the **older** room.

Short visits to the new room will be introduced until staff are happy that the child is ready for transfer so minimising any distress that the transfer may cause to the child or the new room.

#### Transitioning to School

We aim to prepare children and families for the child's transition to school by supporting the development of skills, confidence and independence.

We support learning through implementing a range of planned and spontaneous activities that are developmentally and culturally appropriate and based on individual and group needs.

Early Childhood professionals provide activities and experiences that help children build solid foundations for later learning. Activities and learning experiences cover all key learning areas and help prepare children for the transition to school.

Information on local schools will be made available to assist parents/guardians.

An excursion to the local school is arranged towards the end of each year so the children can experience the school environment.

Parents/Guardians will be given a Readiness checklist in October/November for their children who are eligible to commence school in the following year.

To aid with the transition children will be asked to bring a packed school lunch during their last

weeks at the Centre. Parents/Guardians are provided with details of suitable foods to include.

### Christmas Closure

The centre is closed for two weeks during the Christmas break. Please ensure you read newsletters for closing dates so holidays can be planned around these dates.

### Birthdays

We love to celebrate birthdays at KOTA but in a bid to promote smooth celebrations without interruptions to the centres activities, we ask that Lolly Bags, balloons or party hats are **NOT** permitted at the centre.

If you would like to celebrate your Child's birthday please feel free to bring in some individual **cupcakes/donuts/muffins** or an **Ice-cream Cake** to share with your Child's Class. Please ensure they are **NUT FREE** as per our Policy.

Please take particular note that our centre is a peanut-free zone.



### Parent feedback or grievances about the day-to-day running of the Centre

To help us provide a service that meets the needs of families within the centre we rely on constructive parent feedback. Centre staff are available on a daily basis to discuss day-to-day care and education of your child.

If you would like additional time to discuss concerns with your child's Room Leader and/or the Centre Manager we are happy to make an appointment at a mutually convenient time.

We need to hear if you have any concern or complaint. If you are unhappy in any way please bring it to our attention so we can make every attempt to resolve the issue.

### Contacting the Centre

Parents are welcome to visit or call the Centre at any time.

### Parent Involvement

This is vital to ensure maintenance of a quality service. Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in Music, Craft, Cooking and Storytelling etc to enhance your child's program at the Centre. Please advise staff if you're are interested.

### Emergency Drills

Throughout the year the Centre will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Also staff will be trained in using the fire extinguishers that are in the Centre. An emergency escape plan will be in every room.

## Orientation Evaluation

Name (optional) \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Overall how would you rate the orientation? (Please circle one)

Very Satisfied   Satisfied   Neither satisfied   or   dissatisfied   Dissatisfied   Very Dissatisfied

yes no N/A

Were you giving an orientation to familiarize you and your child with the daily routine and activities?

yes no N/A

Were you reassured that most children settle in quickly to their new environment?

yes no N/A

Did the Director arrange for you and your child to attend the centre to visit and meet the staff, and familiarise with the environment?

yes no N/A

Did the staff offer your child to participate in the activities if they so desired?

yes no N/A

Were the daily timetable and program discussed, as well as routines and any special requirements for your child?

yes no N/A

Were you encouraged to send any special comfort items (teddy etc) to help your child in the initial settling in period?

yes no N/A

Were you invited to ring and check on your child at any time?

yes no N/A

Were you told what to bring? (birth certificate, immunisation record and medicare number )

yes no N/A

Did staff explain modes of fee payment and communication (newsletters, pockets, communication box etc)?

yes no N/A

Did staff explain the importance of labelling personal items and also shown the parent library where they can access the centre policies and other resources?

yes no N/A

Did the staff discuss how best to tailor your child's settling in period?

yes no N/A

Did staff encourage you to say goodbye when dropping off – and reassured that if the child remains distressed over a period of time, that staff will contact you?

yes no N/A

Were you able to stay as long as needed to reassure your child?

yes no N/A

Were you told you will be kept informed about how your child is settling in on collection and are welcome to discuss any aspects with the director at a convenient time?

What could we improve on?

What did we do well?

Thank you for your time!

Thank you for choosing  
Kidz on The Avenue  
Early Learning Centre.

We look forward to welcoming your child to  
our centre.

Please view our website for  
more information about our centre  
[www.kotakids.com.au](http://www.kotakids.com.au)



## HURSTVILLE

84 The Avenue, Hurstville NSW 2220  
Hours:

Monday to Friday 7.30am - 6.00pm

For more information  
about the centre,  
please see our  
website



[www.kotakids.com.au](http://www.kotakids.com.au)  
or call 9570 5359