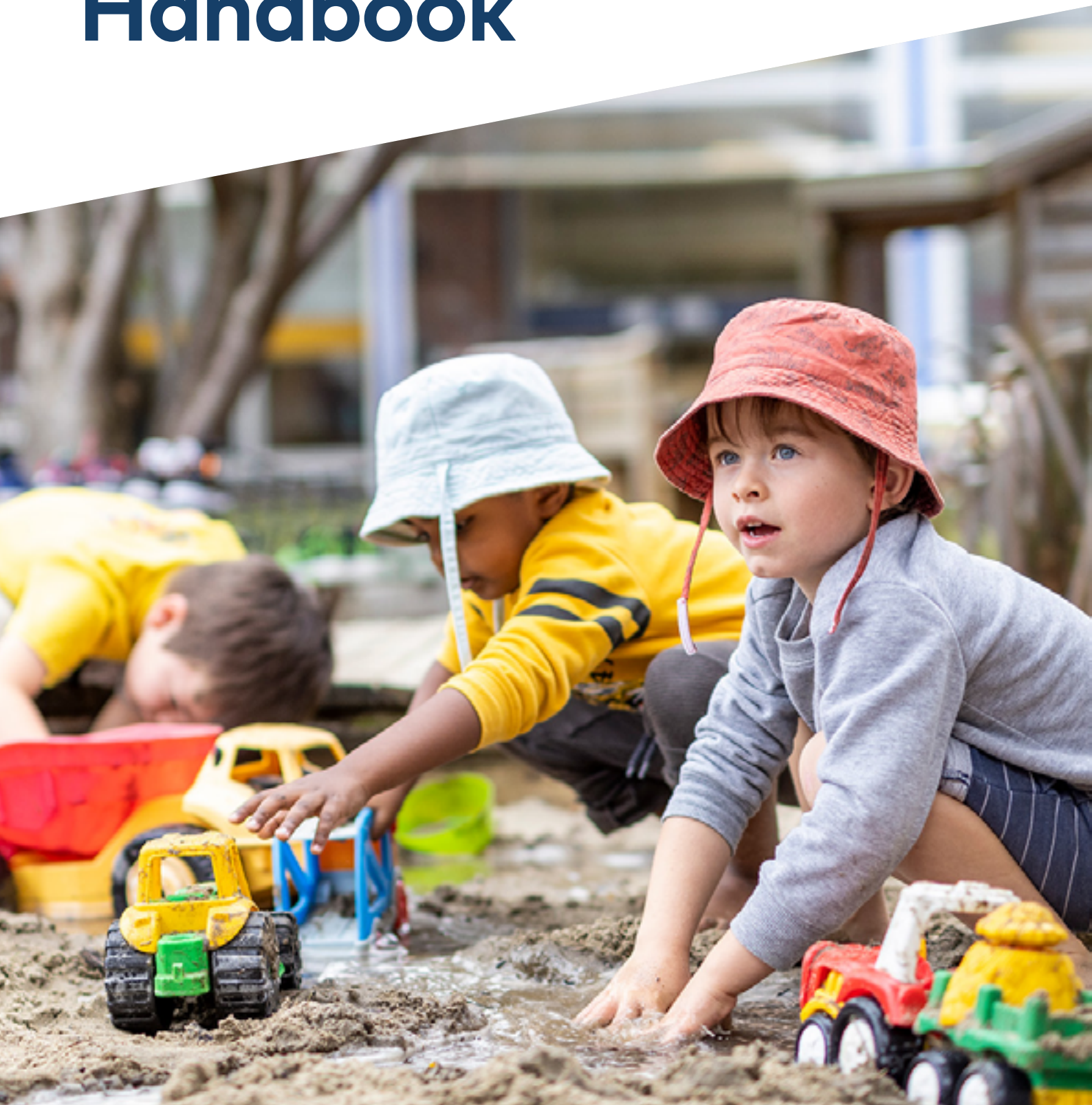


Parent Handbook





"We seek to create a caring and respectful environment where children's natural love for life and learning are encouraged, nurtured and intrinsically instilled."

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Welcome: Haere Mai Ki ACG Remuera

At ACG Remuera Early Learning School, our focus is to provide a home away from home for your child, creating a caring and respectful environment where children's natural love for life and learning are encouraged, nurtured and intrinsically instilled. We cater for children aged three months to five years old.





Hours of operation

ACG Remuera is open from 7:30am to 6:00pm, Monday to Friday. We offer full day or short day (seven hour) sessions. We remain open between Christmas and New Year, but close on statutory holidays.

Our beliefs

We acknowledge each child is unique. We support their emotional and social needs, empowering them to make their own choices and take risks. This care and guidance allows children to build their confidence and sense of belonging in a safe and trusting environment.

We believe in having a strong partnership with parents, whānau and the wider community to ensure we are providing the best start in your child's life. We believe in laying a solid foundation and instilling a love of learning in every child, which will prepare them well for their next step into primary school.

Our programmes

We deliver child-centred programmes that enable children to grow their knowledge through an appropriate range of activities. These cater to their learning and developmental needs, both socially and educationally, as well as building their self-esteem and cultivating a belief in themselves and in others.

Our inquiry and play-based curriculum, which provides opportunities for both structured and spontaneous activities, has been carefully designed to capture a child's natural curiosity, creativity and sense of wonder.

We evaluate our programmes regularly, and we believe in the foundations of Te Whāriki, the early childhood curriculum of the Ministry of Education. In addition, we offer a range of enrichment programmes for our young learners, including yoga, dance, playball and baby sensory classes.

Our purpose-built facility also boasts a vibrant playground area, an indoor gymnasium and outdoor soccer turf. Indoor and outdoor experiences are an integral part of our programme. Physical play is essential for young children in a number of ways. It benefits their growing bodies and motor development, enhances cognitive abilities, promotes creativity, supports problem-solving, and encourages positive social development when they play with others.

Additionally, contact with nature allows children to engage in rich learning experiences involving sights, sounds, scents, and textures of the outdoors. It also enables them to understand and appreciate the order, harmony and beauty in nature.

Our practices reflect the multicultural heritage of our community. Diversity is celebrated and the uniqueness of each individual is appreciated.

We respect and acknowledge the Te Tiriti O Waitangi in our centre. We have a commitment to learn more about Tikanga Māori, Te Ao Māori and Te Reo Māori. We will ensure there are equitable learning opportunities for all children.



Enrolment

At ACG Remuera, we have a minimum attendance requirement of three days per week. This policy helps your child settle into a new environment more easily. The enrolment commences from the first day your child officially starts in our centre.

Parents must give at least four weeks' notice (in writing) for cessation of enrolment and at least one week's notice (in writing) for any change of enrolled day or time. While we endeavour to meet all requests, an increase in your child's days attending the centre will depend on availability. We also request that you sign all the relevant paperwork.

Special needs

The needs of each child are of paramount importance. Therefore, our flexible programmes offer a positive learning environment to meet the individual needs of all children in our care. Children with special needs will not be excluded from any area of our programme unless requested by their parents. If we do not have the expertise required to enhance a particular child's development, the matter will be discussed with parents and it will be at the management's discretion to recommend a more specialist service.

Settling in

We recommend that children attend at least three transition visits with their parent(s) prior to commencement at ACG Remuera. This ensures our environment, routines and teachers are familiar to them on their first day.

Initially, when leaving your child at the centre, it can be a challenging time for you both. This is a normal stage of development. However, our expert staff will do everything possible to make it easier for you and your child. For added peace of mind, you are welcome to call us to check how your child's day is going.



Arrival and departure

An adult known to the staff must accompany children into the centre.

Your child will only be released to the person(s) authorised to collect them, as listed on their Enrolment Form. Your child may be released to a person not listed in the Enrolment Form if you have specifically advised the centre in advance (in writing) that you consent for them to pick up your child. If this person is unknown to staff, identification (preferably photographic) will be requested.

If there has been a custody change, ACG Remuera will need a copy of a court order to confirm this. Staff will then be advised of details that relate to the collection of your child.

Please let us know if your child is going to be away due to illness or holidays.

We ask for your cooperation in dropping-off and picking-up your child within their booked hours. If you have an emergency that affects your drop-off or pick-up times, please get in touch with the centre. Please note that a charge for early drop-off or late pick-up applies if your child is left at the centre outside their booked hours.

Sign-in and sign-out

All parents and caregivers must sign their child in and out of the centre on the daily sign-in sheets at reception. This is a legal requirement by the Ministry of Education and can be audited anytime to ensure compliance. In the event of an emergency, this sign-in record will be used to ensure all the children are accounted for.

Holidays

Once your child has attended the centre for a minimum of six months, you are entitled to up to four weeks of holiday per year, where you will be charged 50% of the usual weekly fee on a pro-rata basis. If you have used all of your holiday entitlement, you will be charged full fees as normal. A notice period of two weeks is required before the first day of your holiday. We reserve the right to charge full fees if this notice period is not provided.

The centre is closed on public holidays; however, fees are payable in full.

Meals

Your child's health and wellbeing are important to us. Our in-house chef prepares morning tea, lunch and afternoon tea for the children. Our menu is on a four week rotation and is displayed on the notice board.

We cater for children with special dietary needs. Any food allergies and special dietary requirements must be indicated on the Enrolment Form so the details can be posted in the kitchen and strictly followed. ACG Remuera maintains a nut-free policy which families must adhere to.

If you do decide to bring any food into the centre, please inform our staff, and ensure that you adhere to the new "Reducing Food Related Choking for Babies and Young Children" guidelines found in your Enrolment Pack. These can also be found on the Ministry of Education website.

Healthy heart menu

ACG Remuera is actively involved in the Healthy Heart Award programme, promoted by the New Zealand Heart Foundation. We appreciate your assistance in helping us achieve and maintain this aim by providing your children with food which is healthy, nutritious and suitable for a growing child. Please feel free to talk to our teachers if you would like any support in encouraging your child to choose and eat healthy alternatives.

Sleep and rest time

All children are offered the opportunity to have a quiet time to relax or rest during the day. Our children under two and our toddlers (over two years of age) have their respective sleep rooms where they are allocated their own cot or bed and linen.


Older children in the preschool areas who still require a sleep or rest time also have their own bed and sleeping blanket provided for an afternoon nap. Please inform us of your child's sleeping needs and patterns. We keep a record of your child's sleep times.

It is our policy that if children fall asleep, they are in need of a rest and will not be woken unless parents have requested otherwise.

Nappies and toileting

You will need to provide nappies for your child. If you would like us to use a specific cream for nappy rash, please inform our staff and provide them with the cream, clearly labelled with your child's name and the product's expiry date.

Routine toileting times are scheduled throughout the day to encourage good habits and independence in children who are ready. Please feel free to discuss any special needs with staff when your child is being toilet trained. We ask you to send extra sets of clothes during this time as a few accidents are expected.





"We have a team of passionate, dedicated and multicultural professionals who believe in extending their learning through ongoing professional development."



"Our inquiry and play-based curriculum, which provides opportunities for both structured and spontaneous activities, has been carefully designed to capture a child's natural curiosity, creativity and sense of wonder."

Belongings

Please bring a small bag labelled with your child's name for their belongings. We encourage parents to name personal items such as clothing, drink bottles, milk bottles, shoes, cuddly toys, etc.

If you bring medicine into the centre, do not leave it in your child's bag. Instead, please give it to your child's teacher with dosage instructions.

Please ensure to pack the following items:

Under 2s

- Sufficient nappies for the day
- Milk or milk formula - enough for the day
- Complete spare set of clothing and extra singlets
- Items the baby is attached to (such as a dummy, teddy bear, etc. for sleeping)
- In summer, a named sun hat
- In winter, a named warm hat, jersey or jacket to keep them warm, suitable outdoor shoes, rain attire and gumboots.

Over 2s

- Nappies if still needed
- A complete change of clothing (more when toilet training)
- Special items for sleep (cuddly toys, dolls, etc.)
- In summer, a named sun hat
- In winter, a named warm hat, jersey or jacket to keep them warm, suitable outdoor shoes, rain attire and gumboots.

Lost property

Please check the lost property box for any missing items. From time to time, if the box is overflowing, these items will be donated to charity.



Health and wellness

To ensure the health and wellbeing of all children and staff, we ask that any child who is unwell be kept at home. In general children need to remain at home if they show the following symptoms:

- Little energy; want or need to sleep or rest for long periods of time
- Unidentified rashes or spots
- Inflamed throat, eyes or ears
- A temperature over 38 degrees
- Vomiting or diarrhoea
- Constant cough
- Coloured discharge from child's nose

If symptoms develop during the day, we will notify you immediately to collect your child.

The centre has a first aid kit for minor injuries, and all injuries are recorded accordingly. In the unlikely event of a more serious injury, we will seek medical advice immediately. The child will be taken to a medical centre, or an ambulance will be called. We will directly contact parents or caregivers and always act within the child's best interests.

With regards to vomiting and diarrhoea, we request that your child does not return to centre for at least 48 hours after their last vomit or loose bowel motion. However, they may return earlier if you are able to provide us with a medical certificate or medical clearance stating that your child is fit to resume their day-to-day activities.

When is a child infectious?

Please let us know if your child has contracted a notifiable or infectious disease (such as mumps, chickenpox, etc.) so that other parents can be advised. Your child should be kept away from ACG Remuera for the required length of time as highlighted on the communicable diseases chart, on display in the centre.

Medicines

Please advise our teachers if your child is taking any medication. All medicines must be handed to a teacher and added to our Medication Register before we are able to distribute them. Only medications labelled with your child's name and the product's expiry date will be administered. Recent evidence has shown that frequent use of Pamol triggers asthma in young children, so staff will not administer this product. Parents or whānau must return to the centre if they wish to give their child Pamol.

Our first aid kit also includes homoeopathic medications. Please advise our Team Leader if you would prefer these were not given to your child.

Immunisation

We are required to keep an up-to-date list of all children's immunisation status. Please ensure that you submit a copy of their immunisation certificate when you enrol your child at ACG Remuera. Please also remember to update us when your child completes their subsequent immunisations at 15-months and at four-years-old.

If your child is not immunised, a letter confirming this needs to be attached to your Enrolment Form. In the case of any specific outbreaks at the centre, your child will be asked to stay away for the duration of the outbreak.

Parking

You are only permitted to park at the centre's car park during drop-off and pick-up times. When arriving and departing, please be very careful of pedestrians.

Communication

Communication is incredibly important to us. Parents are kept informed of centre activities through newsletters, Storypark (on online service), emails, and updates posted on our notice board.

We value open communication between parents, caregivers and staff. Changes in your child's life (such as house guests, a new baby, a move to a new home, separation of parents, etc.) can be very unsettling. If we are aware of the situation, we can be more responsive and understanding of any behaviours that may arise.

Concerns and complaints

Parents should feel free to discuss any concerns with our staff. However, please note that drop-off and pick-up times are normally very busy and may not always be an appropriate occasion to have detailed discussions about your child's needs. To ensure that we are able to give you our undivided attention, you may need to schedule an appointment at a more convenient time.

A policy for dealing with complaints is displayed on our notice board. If you have any concerns or complaints relating to the operation of the centre, please refer the matter to either the Centre Manager or ACG management.

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





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Fees

All meals and snacks are provided within the fee schedule.

When you enrol, you are required to pay a one-off enrolment fee of \$100. A re-enrolment fee of \$100 is also chargeable if your child ceases enrolment at ACG Remuera and subsequently returns.

To ensure your place is booked, you are required to pay for your fees two weeks in advance by Direct Debit. Please complete the ACG Remuera Direct Debit Form and return it to the centre.

Work and Income New Zealand (WINZ) subsidies may be available to help fund the fees, depending on your level of income. Please contact WINZ for further

information. Full payment of fees is the responsibility of parents until a subsidy has been approved.

A charge of **\$5 per five minutes** for early drop-offs will be added to your account if no prior arrangement has been made with the Centre Manager.

A charge of **\$5 per five minutes** (or part thereof) may be charged if you pick up your child after their booked hours.

If your child is frequently absent and this impacts our funding from the Ministry of Education, you will be charged the funding which is lost.

Fee schedule

Fees for children aged three to five years with 20 ECE hours

Number of days per week	Full days (7.30am to 6.00pm)	Short days (8.30am to 3.30pm)
3 days	\$254	\$228
4 days	\$285	\$259
5 days	\$311	\$279

Fees for under three-year-olds

Number of days per week	Full days (7.30am to 6.00pm)	Short days (8.30am to 3.30pm)
3 days	\$336	\$269
4 days	\$388	\$295
5 days	\$404	\$316

Fees need to be **paid two weeks in advance**. Any fees that fall behind by two weeks or more may be charged interest.



Early Learning School