



## Welcome to our Centre

We welcome you and your child to what we trust will be an extension of your home. By working together we will provide an environment that promotes quality care and education to the individual child. Should you require translation of this Handbook, we will endeavour to provide this service.

Kallahra Child Care Centre is licensed under the Child Care Act 2002 and must comply with the Act and the Child Care Regulation 2003. The regulations state the requirements that all Child Care Centre's must abide by in relation to activities, experiences and programs, the child staff ratio's and staff members' qualifications. Kallahra has copies of both the Child Care Act and Child Care Regulations for your perusal.

The Office of Early Childhood Education and Care is responsible for the monitoring of Centre's to ensure that they comply with the Act and the Regulations. The telephone number for the Department's information service is 1800 637 711.

Kallahra Child Care Centre is open from 6:30am to 6:30pm 50 weeks per year (excluding public holidays). We close for two weeks at Christmas time. The Centre is currently operating under the following room configurations;

**Possum Room** – 15 mths to 2 1/2 years

Maximum children – 10

Child staff ratio – 1 : 5

Staff in Room – Melinda Niven

Group Leader

Qualifications – Diploma in Children's Services

Amanda Muggeridge

Assistant

Qualifications – Certificate III in Children's Services

**Koala Room** – 2 1/2 to 3 1/2 years

Maximum children – 16

Child staff ratio – 1 : 8

Staff in Room – Kelly O'Dell

Group Leader

Qualifications – Diploma of Children's Services

Desray Britton

Assistant

Qualifications – currently studying Certificate III in Children's Services

**Kangaroo Room** – 3 1/2 to 5 years

Maximum children – 24

Child staff ratio – 1 : 12

Staff in Room – Sonya Roberts

Group Leader

Qualifications – Certificate III in Children's Services

Currently studying Bachelor of Early Childhood Degree

Hayley Meehan

Assistant

Qualifications – Certificate III in Children's Services

**Schoolies Room** – 6 to 12 years

Child staff ratio – 1:2

Staff in Room – Jenny Marsh

Group Leader

Qualifications – Cert III in Children's Services

Currently studying Diploma of Children's Services

**Float**

Cath Muggerridge

Group Leader

Qualifications – Diploma in Children's Services

Currently studying Bachelor of Early Childhood Degree

Hayley Meehan

Assistant

Qualifications – Certificate III in Children's Services

### **Special Needs**

Jamie-Lee Tobane  
Assistant/ISS

Qualifications – Certificate III in Children's Services

### **Bus Driver**

Jennifer Marsh / Judith Clancy  
Bus Driver/Assistant

Qualifications – Certificate III in Children's Services

Notices stating current staff information are displayed in the foyer.

### **Programming**

The Centre's Programs are based on observations and the interests of the individual children and the group. Group Leaders display a "What We Did Today" book in their rooms and take photos and develop stories about the children and their activities. These stories are placed into each child's individual journal and these are available for parents to look at and on completion of the year or if the child ceases care the parent can take them home. This gives the children and their families a record of their time at Kallahra.

The Centre can provide on request from parents and guardians, information about the activities and experiences given by Kallahra, the Centre's Philosophy about learning and child development outcomes and the goals about knowledge and skills to be developed.

### **Priority of Access**

In some locations, the demand for child care sometimes exceeds supply. In these circumstances the Australian Government has Priority Access Guidelines that we as a long day care service must follow:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

## Centre Philosophy

### Kallahra – “building a foundation for learning”

At the heart of our philosophy is the CHILD, represented by multi-coloured blocks. The bright colours represent the fun, creativity and individuality of children. We believe children are strong and capable, each child showing uniqueness in their own special way. They each soak up information like a sponge and are able to express themselves uninhibitedly, free from the social restrictions of the adult world. They are resilient and adaptable to changes in their world. These precious children are our future.

The children's role in learning at Kallahra is represented in **RED** as they are the heart of our program, our focus. The Educators of Kallahra believe that children are partners in learning. As they explore and learn from their environment they also teach others, so adults and children are learning together. The interactions with each other and adults are respectful. We believe the children have the right to enjoy their time at the service and are free to create and explore.

Adults including parents, family members and Early Childhood Educators play a co-operative, supportive and guiding role represented in **YELLOW**. Kallahra Educators respect the children's role in learning, working in partnership with families and children to provide all children every opportunity to extend their knowledge. We keep communication lines flowing with children, families and the community, ensuring we are open to new ideas and change. The educator's role in our curriculum is one of guidance, support and fairness. We are responsible for building foundations to ensure each child develops a love of learning for life.

The Kallahra Educators believe in providing a clean, hygienic, safe . secure environment which is an extension of your home. It is represented by the colour **GREEN** to symbolise a calm, balanced and open environment. We work to represent all stakeholders in our community within the environment of Kallahra, ensuring we are inclusive and anti bias at all times. A well planned and stimulating environment becomes the “third teacher” encouraging children to engage in learning. The Educators of Kallahra believe supervision of children is paramount and our environment is planned so that safety of all concerned is reflected.

The role of Kallahra in our outside community is represented in **BLUE**, blue symbolizes the sky and “the sky's the limit!!” Our open door policy shows the willingness to work in partnership with the wider community, ensuring our curriculum is inclusive to all and rich with diversity. Maintaining good communication with and meeting guidelines of governing bodies including State Regulations and National Accreditation Council is vital. Kallahra Educators will continue to further their education, continually update skills and knowledge. Representing the Early Childhood Profession as a whole, raising awareness of the responsibilities and challenges faced by our profession.

## *Centre Goals*

*To incorporate the Early Years Learning Framework in the Program;*

- *Children have a strong sense of identity.*
- *Children are connected with and contribute to their world.*
- *Children have a strong sense of wellbeing*
- *Children are confident and involved learners.*
- *Children are effective communicators.*

*To grow and improve Centre Programming through Emergent Curriculum;*

- *Workshops, become educated in Emergent Curriculum*
- *Support each other*
- *Share Programming ideas*

*To grow as a team and strengthen our relationships;*

- *Support each other*
- *Respect each others ideas*
- *Communicate effectively*

*To meet Accreditation Guidelines and abide by State Regulations;*

- *Increase knowledge and confidence*
- *Create displays in rooms*
- *Professional Development and Training*
- *Reading and understanding*

*Please refer to the Centre Goals displayed in the foyer.*

## **Feng Holdings Pty Ltd**

Our Centre is owned by Feng Holdings Pty Ltd and managed by Qld Childcare Management Services. The Licensees are Sam and Pauline Feng (Phone – 0408156802) and our Regional Manager is Julie Watts (Phone – 0433449600). They are a small privately owned company that owns 8 Child Care Centres throughout Queensland. Feng Holdings firmly believe in providing quality care for every family that uses the service and also upholds a strong commitment to staff and professional development. Your thoughts and suggestions are greatly appreciated and valued by Management. They are open and honest and look forward to providing a stimulating, educational and enjoyable program that allows the individual child to grow and blossom.

## **Staff Information**

Our Centre has a policy of employing staff approved by The Department of Communities. Staff are encouraged to participate in professional development in order to broaden and upgrade their skills.

The Director is responsible for the overall management of the Centre. The Centre maintains correct staffing ratios as defined by the Child Care Regulations (State) 2003. Staff are responsibly trained in providing care and education programs in early childhood settings. Programs are continually evaluated to ensure they meet the developmental needs of the children in the group. All staff hold a current First Aid and CPR Certificate. We support the concept that child free preparation time is desirable. However, it is conditional on the availability of the Director to maintain child/staff ratios. Additional staff may be employed to assist children with Special Needs.

## **Students, Volunteers and Visitors**

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

## **Parent Involvement**

We operate an OPEN DOOR POLICY, where parents and family are welcome into the Centre at ANYTIME. Parent participation sends strong positive messages to your child that you support them and are part of the child care environment. There are many levels of PARENT PARTICIPATION and we appreciate that time is of a premium for all parents, but we will be willing to accommodate any form of

involvement you may desire to assist you and your child, which ultimately benefits the whole Centre. The staff sincerely wishes for you and your child to be happy and feel welcomed at our Centre. Be aware that a three way relationship between parents, caregivers and the child exists in this setting. Communication is a vital ingredient to the success of this partnership.

Parent involvement in the Centre can be accommodated to meet your availability and commitments. Such as: -

- Participate in Excursions
- Assist in Fund Raising
- Attend Special activities and functions in the Centre
- Volunteer time
- Suggestions for programming
- Feedback of Service
- Attend Parent/Teacher Nights

Siblings are always welcome in our Centre when children are being dropped off or picked up, however, the staff cannot assume responsibility for them.

### **Parent Concerns**

Parents are requested to raise any concerns they may have regarding their child's care with the Group Leader in the first instance. Speaking to the Director if the concern has not been satisfactorily resolved should follow this up. The Director will be pleased to discuss any aspect of your child's care and education. If you have any concerns or complaints *please* do not hesitate to consult with the Director, so that appropriate action can be taken. All concerns will be dealt with in a confidential and professional manner. If parents would like to contact the Management service about any unresolved or sensitive issue they may phone **040856802** and your concern will be passed on to the relevant Regional Manager. Further to this, parents are encouraged to contact the Licensees, which can be done by writing to Licensee Sam Feng, PO Box 4449, Eight Mile Plains, Qld, 4113. You have the right to contact your local Office of Early Childhood Education and Care in the event that you have a complaint about staff or the Centre. The address is Level 3, State Govt Building, 209 Bolsover St, Rockhampton, Qld, 4700. The phone number for the Office of Early Childhood Education and Care is 4938 4232.

### **Special Needs**

Before enrolling your child at our centre, it is important to discuss with us any special needs your child might have and how we can meet them.

Planning for children with special needs requires careful thought and often the assistance of specialists. It is important to know how the specific needs may or may not affect the child's learning and activities. This information will help us to meet the needs of the child and seek assistance from specialist and support workers. Please help us provide

good care for your child by bringing to our attention any special needs or problems your child may have.

### **Courtesy Bus Service**

The Centre offers a courtesy bus service to families that live in the vicinity of Kallahra. We can pick up children from their homes and drop them off to their homes at no extra cost. This service has set times that it runs so please speak to the Director for further information. The Centre also uses the bus to deliver children to school and pick them up from school. Please refer to our Bus Policy in the foyer.

**Centre Fees** – On enquiry at the Centre, you will be given information outlining the fee structure and the method of payment. Fees may be paid via Eftpos, Cash, Centrepay or through our Ezidebit system (please ask for a Direct Debit form). It is a policy of the Centre to have all fees paid weekly, fortnightly or monthly in advance. Failure to pay fees in advance may lead to cancellation of your child's enrolment. If you have trouble paying your fees, please do not hesitate to contact the Director, as we may be able to help. We require advance notice of any cancellation/change to your booking to enable us to fill the place in good time. Fees may be charged in lieu of notice. To aid in the payment of childcare fees, the Family Assistance Office (FAO) has provided access to Child Care Benefits. Registering with your local Family Assistance Office can activate this.

Parents please note it is your responsibility to apply for these schemes, to follow the relevant guidelines and to notify the Centre of any changes in your circumstances.

### **Fees**

Kangaroo/Kookaburra 36 -5 yrs	\$63.00/day and \$62.00/day for four or five days
Koala/Possum 15mths-36yrs	\$65.00/day and \$64.00/day for four or five days
Before School Care-	\$27.00
After School Care	\$32.00
Before/After School Care	\$37.00
Vacation Care	\$59.00

A \$100 discount per day applies if your child is booked in for four or five days. A bond of \$50.00 is required before a child commences at the centre which is returned on the child's vacating the centre provided no fees are owed.

### **Child Care Benefits**

Child Care Benefit is a subsidy provided by the Commonwealth Government to approved long day child care centres, family day care schemes, registered carers, outside school hours programs and occasional care services. This subsidy is then used to reduce the amount that parents are required to pay to the centre. Parents may apply for Child Care Benefits through their local Family Assistance Office. Child Care Benefits



are based on each family's income and the onus is on each family to ensure they have a current Assessment Notice in order to receive the benefit. Full fees will be charged if you do not have a current assessment. In order to receive Child Care Benefits, parents **must sign** each of their children **in and out EVERY day** they attend care. On return to the centre after any absence, parents also must sign the attendance sheets indicating a reason why the child was away to ensure that Child Care Benefits is given during the absence.

### **Allowable Absences**

Allowable absences occur when your service can charge a fee for care and claim Child Care Benefits when the child is not present. All families will be eligible for 42 days of allowable absences and absences caused by holidays or illness without a medical certificate. In addition, Child Care Benefits will be paid for all absences due to:

- Illness (with a medical certificate)
- Attendance at pre-school
- Pupil free days
- Rostered days off, or
- Rotating shift work

### **Child's Illness**

If a child is absent for one day at a time due to illness, full fees are payable for that day

### **Late Fee**

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. Staff can then allay your child's concerns and make plans for their own commitments. A late fee may apply if your child is left at the centre after closing time. The late fee is not subject to Child Care Benefits.

### **Public Holidays**

If your child's booked day falls on a Public Holiday then fees are still payable. The Centre also has a holiday rate that can be applied when you take holidays. The rate is half of your normal fee and each family is entitled to four weeks of holidays per year.

### **Changes**

It is Parents responsibility to notify the centre of any changes to the child's enrolment.

### **Attendance**

A responsible adult known to the Director and/or the Group Leader/Assistant must bring children into the centre. Only authorised persons (as indicated on the enrolment form) will be allowed to collect children from the centre. Please notify the Director either verbally or with a written note of any changes regarding the adult who is

collecting your child. An adult other than one known to the centre requires identification (preferably photographic). Parents with custody orders must provide a copy to the Director.

In the case of non custodial parent arriving to collect the child, the Director will contact the police and provide the copy of the order for the police to enforce. On no account will a child be allowed to go home with a parent/guardian in contravention of a custody/court order held at the centre. Such custody/court orders should be brought to the Director's attention on enrolment. However, in the even of a non custodial parent gaining access to a child, the Centre cannot be held liable.

Staff are always concerned about your child's welfare, so if you are aware of any intending absence could you please inform the Director/Staff.

### **Excursions**

Excursions and performances will be arranged from time to time as part of your child's experience at the Centre. Parents are encouraged to attend at any time and must sign and pay for their child to participate. The excursion slips will be on display for parents to complete when the need arises. Children who are unable to attend the excursion will remain at the Centre with another Group. The ratios according to Regulations are as follows: -

- 1 Adult for each 2 children age 0-3
- 1 Adult for each 4 children age 3-5
- 1 Adult for 8 children old enough to attend school

### **What to bring...**

#### **Toddlers (15mths - 3yrs)**

Parents of toddlers need to bring the following items in a bag: -

- 1. Enough nappies for the day (bottle for sleep time if necessary, drink/juice)
- 2. Enough food for morning tea, lunch and afternoon tea
- 3. Complete spare set of clothes
- 4. Items the toddler is attached to ie dummy, teddy bear, etc
- 5. Sunhat

#### **3-5 years**

Parents of children in this age group need to bring the following items in a bag: -

- 1. Lunch and morning and afternoon tea (including drink)
- 2. Sunhat
- 3. 2 changes of clothes; and
- 4. blanket (in cooler months)

Do not send children in good clothing. Play clothes that can become a little dirty, that enable uninhibited play and that can be easily managed by the child are best. Children should be dressed according to climate. For example, light cotton clothing that will provide protection from the sun and sandals are best in summer (not thongs please). In cooler months, warmer clothing layers that can be taken off as the day warms up, with shoes and socks, are most appropriate. Hats need to be brought and worn throughout the year. Parents might prefer to leave a hat at the centre to ensure there is always one available for the child to wear. A NO HAT, SHADE PLAY policy will be enforced and children without hats will miss out on outdoor playing times. Please ensure all items brought to the centre are CLEARLY LABELLED/MARKED. Whilst all care is taken, we will not accept liability for loss or damage.

### **Child Care and Development Concepts**

Our Centre provides child-centred developmental programs. The programming is based on observing children on a regular basis, evaluating their needs and planning activities from these observations. We aim to develop programs to meet the children's needs and therefore enhance individual development. Each child will be pace guided to develop at an individual pace according to his or her unique, individual way. Programs are evaluated on a regular basis. The skills that the curriculum is based on through the Centre are:

- Fine Motor (small muscle development e.g manipulation)
- Gross Motor (large muscle development e.g running, jumping)
- Social (learning to work cohesively with others)
- Emotional (self-esteem, self-worth)
- Cognitive (thinking, problem solving)
- Language (speaking, communicating)

The staff are developing programs that are supported by the Emergent Curriculum Guidelines. The curriculum starts with the children's interests and includes principles of respect, responsibility and community. Routines and programs are displayed in each room. They are available for you to peruse and we invite your contribution. Please speak to your child's Group Leader who can give you more information. For a more formal meeting do not hesitate to ask.

### **Implementation of Programs/Routines**

Indoor and outdoor experiences are an integral part of our program 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 aim to provide opportunities for boys and girls to play freely regardless of any stereotype roles they may choose. Videos will only be shown as part of the planned curriculum. Routines give

children a sense of the passage of time as they move through the day. Routines encourage independence and an understanding of personal hygiene.

### **Encouraging Good Hygiene Practices**

Staff model and encourage children to develop personal hygiene through washing hands after play, toileting, nose blowing and before eating. Children are encouraged to cover their mouth when coughing or sneezing. Staff use gloves for nappy changing and in the preparation of food. Please refer to our Hygiene Policy in the foyer.

### **Toileting**

Staff encourage children on all steps of maintaining good hygiene practices ie hand washing with soap and drying or wiping hands when complete. Children are encouraged to go to the toilet individually. During toilet training, staff will endeavour to support efforts made at home. Please feel free to discuss your special needs with staff.

Hygiene is very important to us...staff clean toilet and floor areas several times a day and specialists professionally clean the Centre outside operational hours. Please refer to our Toileting Policy in the foyer.

### **Nutrition**

There is now clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh, nutritional food and well balanced meals. Please support us by making healthy choices when packing your child's lunch and snacks for the day. Recommended foods include, sandwiches, cheese, cold meats, fresh or dried fruit, prepared fruit snacks, savory biscuits, fruit cake, yogurt and milk or fruit juice. For more ideas and guidelines, speak to your Director or Group Leader. Please refer to our Nutrition Policy in the foyer.

### **Rest**

All children are required 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... It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless requested by parents personally. Some children may not need sleep, but will be encouraged to rest their bodies on their beds for a short period. Quiet activities will be available for selection. Please refer to our Rest Policy in the foyer.

### **Behaviour Management**

Our child behaviour management policy is centred around the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed. Steps that we take towards establishing good behavior management include: -

- Setting and maintaining appropriate limits of behaviour
- Explaining the appropriate uses of materials and equipment

- Reinforcing positive behavior with praise
- Explaining why a behaviour is inappropriate or unacceptable and providing acceptable options
- Offering children choices and encouraging decision making, and
- Setting realistic expectations which are age and stage appropriate
- *It is often important to remember that what works for one does not always work for all.*

### **Biting**

Biting is not uncommon in young children. Children who bite usually do so because they are frustrated or angry. They often act impulsively and quickly, being too young and immature to think of other choices or consequences. They usually bite because their language skills are not good enough to say what they want. Teething may also be a cause of biting. Biting is most frequent in the 13<sup>th</sup> to the 30<sup>th</sup> month old age bracket. When biting occurs, it is often VERY distressing for Parents. If your child is bitten, you will probably feel angry. If on the other hand your child is the biter, you may feel uncomfortable. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the Group Leader and Director.

### **Strategies Staff/Parents May Consider**

The frequency of the occurrence, the time, the conditions and the environment at the time. The child being bitten, the circumstances prior to the occurrence. Staff also find biting very distressing, often feeling very guilty that they have been unable to eliminate the problem whilst maintaining the self esteem of all parties involved.

### **Aggression**

A certain amount of aggression is normal in young children. Many children cannot control their strong feelings and act impulsively. They are not able to understand the consequences of their actions. We try to empower children with skills in dealing with aggression by talking about it. For further information, please refer to our Behaviour Management Policy in the foyer.

### **Hygiene**

Staff who also encourage children to practice effective hygiene procedures implements universal hygiene precautions. Hand washing prior to eating, and after toileting is supervised. Staff either wear gloves and/or wash their hands after wiping children's noses to assist in prevention of infectious diseases. Posters display nappy change procedures and all information is covered in our Policies and Procedures Handbook. We

encourage you to read them and uphold them when visiting our Centre. Please refer to our Hygiene Policy in the foyer.

## Health

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella have been rare in Queensland in recent years because most people in the community have been immunized against them. These diseases do continue to exist in our communities and unimmunized children are not only at risk themselves, but also put other children at risk. National Health and Medical Research Council has endorsed the use of Hepatitis B vaccine (HBV) for all infants. HBV should be administered at birth, 1 month and then again at 6-12 months of age. If an outbreak of any of the above diseases occurs within a centre, unimmunized children will be excluded for the period of the outbreak. We feel sure you will agree that the problem occurs of sickness and infectious diseases is very serious where so many children are in constant contact with each other. It is extremely difficult for staff to provide the appropriate care for children who are ill, and still give attention to the rest of the group. When children are sick they need more attention, as well as quiet, warmth and rest. It is impossible to give a child who is placed in a group situation this type of care, as it requires staff members to lessen their involvement with the remainder of the group.

**THEREFORE, WE REQUEST THAT CHILDREN WHO ARE SICK ARE NOT BROUGHT INTO THE CENTRE.**

Please don't feel that we're going to phone you at every sign of a 'sniffle' etc, but if we feel your child is in need of medical attention or would benefit from being home or somewhere quiet, we will contact you to inform you of your child's condition. We do appreciate your need to be at work, therefore if you are not able to collect your child, please arrange for someone else to do it. The staff in the centre are not qualified to diagnose your child's condition, they can only voice their concern and suggest what the problem is, using their knowledge and experience from working with children.

## CHILD IMMUNISATION SCHEDULE

	Dip.	Tet.	W/Co	Polio	MMR	Pneumoc.	Meningoc.	HIB	Varicella	HepB	Rota-virus
Birth										*	
2m	*	*	*	*		*		*		*	*
4m	*	*	*	*		*		*		*	*
6m	*	*	*	*		*				*	*
12m					*		*	*			
18m									*		
4yr	*	*	*	*	*						

The following is a list of the most common infectious diseases and their exclusion periods: –

Condition	Exclusion of Cases
Campylobacter	Exclude until diarrhoea has ceased for at least 24 hours.
Chicken Pox	Exclude until all blisters have dried. This is usually at least five days after the rash first appeared.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Diarrhoea	Exclude until diarrhoea has ceased for at least 24 hours.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs; the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.
Glandular Fever (Mononucleosis)	Exclusion is not necessary.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary.
Human Immuno-Deficiency Virus	Exclusion is not necessary unless the child has

(HIV AIDS Virus)	a secondary infection.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a water-tight dressing.
Leprosy	Exclude until approval to return has been given by health authority.
Measles	Exclude for at least four days after the onset of the rash.
Meningitis (bacterial)	Exclude until well and has received the appropriate antibiotics.
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.
Ringworm, Scabies, Pediculosis (lice), Trachoma	Re-admit the day after appropriate treatment has commenced.
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of rash.
Streptococcal Infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for five days after starting antibiotic treatment.

### *Clearance Letter*

*A clearance letter from your child's doctor may be required if we have any doubt of your child's suitability to return to the centre.*

### *Diarrhoea and vomiting*

*Diarrhoea and vomiting are potentially contagious and it is our policy that if your child is suffering from either of these, regardless of the cause, they must be kept away from the centre. This means that if your child has a loose motion or vomits before leaving home in the morning the child is **NOT** to be brought to the centre. Our policy is that a child will be excluded for 24 hours from their last vomit or diarrhea. We can appreciate that it may be caused by something the child ate, but we can't be sure. We often find that a child who has been sick in the morning usually repeats this*



throughout the day or even becomes worse, and we have to contact you in any case to take the child to a Doctor. If you are in any doubt at all regarding your child's health, and unsure whether to bring your child, PLEASE DO NOT as they usually are not well enough to come. The following symptoms will alert you to the fact that your child could be unwell: -

- Unusual spots or rashes
- Unusual behaviour (your child is cranky or less active than usual, cries more than usual, feels general discomfort or just seems unwell)
- Feverish
- Conjunctivitis (tears, redness of eyelid lining, irritation, followed by swelling and discharge)
- Breathing trouble
- Mucus discharge from the nose (thick, green or bloody)
- Diarrhoea
- Vomiting
- Loss of appetite
- Sore throat or trouble swallowing
- Infected skin patches
- Severe, persistent or prolonged coughing
- Frequent scratching of the scalp or skin
- Headache, stiff neck
- Yellowish skin or whites of eyes; and
- Unusually dark, tea coloured urine

### What to do when a child has symptoms?

- Consult your Doctor
- Keep your child away from the centre so that others are not infected.
- Contact an appropriate staff member and enquire if other children are suffering similar symptoms; and
- Consult the centre handbook for exclusion times and procedures in relation to giving medication at the centre

It is important that you report any illness to appropriate staff as this allows them to;

- Watch for signs of illness in other children; and
- Alert other parents, particularly those who may be at risk themselves or who may have children who are at risk

### *What will staff do if your child develops symptoms?*

As soon as staff become aware that your child is unwell, they will contact you. As staff do not have the facilities to take care of sick children adequately for any length of time, and as infection can move swiftly through a group, we will ask you or your nominee to come as quickly as possible. Please refer to our Health Policy in the foyer.

Parents please ensure that the Centre has your correct contact phone number.

### *Injections*

Injections will not be administered whilst your child attends the centre as staff are unqualified to do so.

### *Medication*

All medication must be clearly marked with the child's name and the dosage clear on the pharmacist's dispensing label. Please do not leave medication of any nature in your child's bag. Instead, medication should be given to your child's Group Leader or the Centre Director upon your arrival at the centre, at which time it will be stored in a designated area out of reach of children. Medications requiring refrigeration will be appropriately stored. Please refer to our Medication Policy in the foyer.

### *Prescribed Medications*

Prescribed medications will only be administered if the pharmaceutical label is current and intact. Medication will only be administered following directions on the bottle when parents have signed an authorization form e.g. Dimetapp, Demizon and Panadol. Should this continue for three consecutive days, it would be advised that the Director ask for a Doctor's opinion rather than continue administering a non-prescription medication.

### *Management of Asthma*

Nebulisers/Volumatics will be only administered with your Doctor's written consent.

Medications will not be administered more often than 4 hourly.

Parents are asked to demonstrate to staff, with the child, the procedure before the initial dose.

In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the centre.

We have encouraged parents to speak with their doctor to discuss an asthma management plan, which includes regular review.

Should you wish to administer Paracetamol in circumstances other than these, written authorization is required.

### **Incidents/Emergencies**

In the event of a minor incident, first aid will be administered by staff and recorded. If a more serious incident occurs, parents will be contacted immediately. Please ensure the centre has current contact telephone numbers, both for parents and for emergency contact persons. Changes for that day may be left with the Group Leader or written on the attendance sheet when leaving the child. In emergency situations, should the person in charge determine the injuries are serious enough, an ambulance will be called immediately. The parent will incur the cost. Please refer to our Accident / Incident Policy in the foyer.

### **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 policies. Parents and visitors to the centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.

### **Safety**

Centre policies on safety precautions are continually re-enforced by staff and children. Such practices included:

- The storage of chemicals in locked cupboards
- Checking the safety of sandpits and outdoor equipment
- Children's awareness of personal safety, ie not throwing equipment, walking inside.

### **Noticeboards/Newsletters**

Important information will be displayed on notice boards through out the centre. Newsletters printed regularly provide current news on the centre and its activities.

### **Birthdays**

Birthdays are special times for children and the centre enjoys sharing the occasion. You may like to help in this regard by providing cup cakes, biscuits, packet cake (for the children to prepare) etc on your child's birthday or the closest day to it. To minimize cross infection we ask that cup cakes are provided to minimize the risk off cross-infection. Please consider the children in your child's group may be allergic to sugar, flour etc (you may like to consult your child's Group Leader first).

If your child has any special dietary requirements or restrictions, please convey these to the Director and Group Leader to ensure the child is correctly fed.

REMEMBER we can always arrange celebration time to coincide with your availability to join us. As children get older, they often have birthday parties at home with their friends from the centre. In order not to hurt feelings, the issuing of invitations is best handled quietly between parents outside of the centre.

### Visitors

From time to time, you will see new faces at the centre. Relief staff, students and volunteers are screened before participating in our daily activities and must adhere to our philosophy whilst at the centre.

At no stage will a voluntary worker be left in charge of a group of children. The Group Leader or Assistant will always be available. However, they will interact with the children, giving help and attention as needed.

### Toys and Other Treasures from Home

We've chosen a wide range of developmentally appropriate equipment and toys for our centre. It would be appreciated if parents can explain to their children that the toys 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. Cuddly or security toys are welcome but need to be clearly named. If you have any tapes that you would like to have played during rest time, please bring them in and we will be happy to play them for your child.

### Lost Property

At the Centre there is a container for unnamed and lost property. It would be appreciated if parents could check this regularly as the amount builds up. Items that are still uncollected after a period are donated to a local charity.

## Arts and Crafts Material

In our quest to extend each child's imagination and creativity, certain materials are useful. We can use any of the following:

Alfoil	toothbrushes
Pot plants	wood off cuts
Cotton reels	matchboxes
Pipe cleaners	sawdust
Seeds	old typewriters
Shells	old calculators
Paper	old cameras
Any old furniture	foil milk bottle tops
Lids	paddlepop sticks
Sandpaper	dolls, toys
Sheets	buttons
Cardboard	music – tapes, CDs
Hessian	material scraps
Old bedspreads	old phones
Old radios	old pots and pans
Wool	felt
Lace	wrapping paper
Cardboard boxes	DRESS UP CLOTHES
Tinsel	basically anything

Please collect these items for us. They would be much appreciated and well used. Before you throw them out please consider the centre first.

THANK YOU AGAIN FOR CHOOSING US TO CARE FOR YOUR CHILD.  
WE LOOK FORWARD TO A LONG AND HAPPY ASSOCIATION WITH  
YOUR FAMILY.

## Code of Conduct

### **For Staff**

- \* Staff shall behave honestly and with integrity.
- \* Staff shall avoid any act which may bring our profession into disrepute.
- \* Staff shall work in partnership with colleagues and community organisations to support the well being of families.
- \* Staff shall treat colleagues and families with respect and courtesy and without harassment.
- \* Staff shall maintain a professional relationship with colleagues and parents. Where staff feel a colleague/parents behaviour, competency or integrity is in question, they should discuss this with the colleague/parent. If no satisfactory outcome is achieved the complaint should be referred to those in position to correct the situation.
- \* Where a childcare worker receives a complaint from a parent, they should listen carefully to the nature and substance of the complaint. Give due consideration and full account to its content and advise the parent of the formal and informal avenues to obtain consideration of the complaint. If the staff member is in any doubt of the appropriate action, they shall seek guidance from senior staff.
- \* Staff shall not make improper use of -
  - o information imparted to them
  - o their duties, status or authority.
- \* Staff shall work in ways that enhance human dignity and carry out their duties in a professional and conscientious manner.

### **For Parents:**

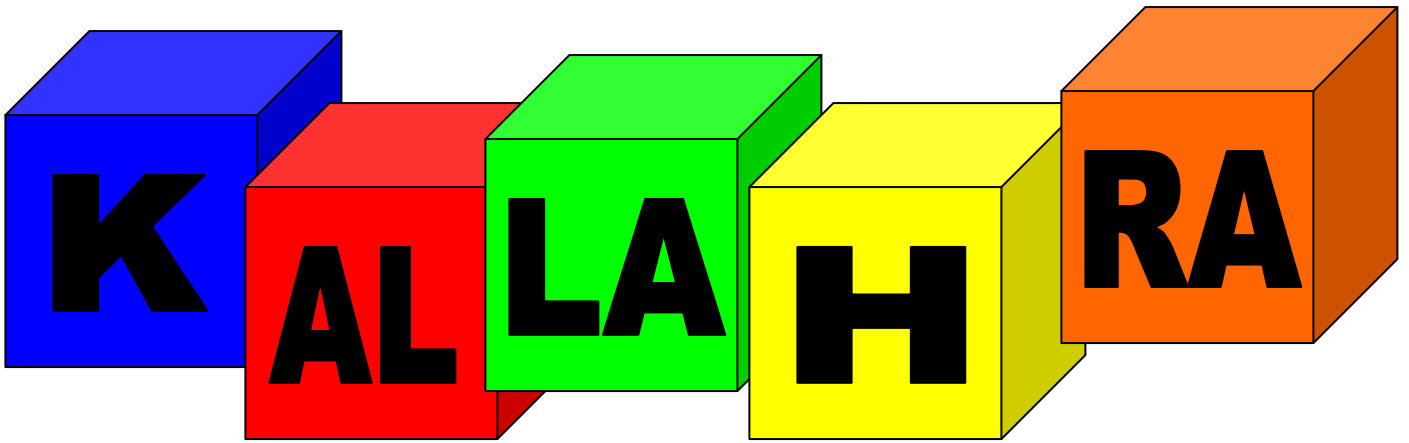
- \* Parents shall treat staff with respect and courtesy and without harassment.
- \* Parents shall become familiar with centre policies and procedures.
- \* Parents shall work collaboratively with their child's teachers to ensure the best possible educational outcomes for their child.
- \* Parents shall avoid behaviour which may be perceived as belittling or intimidating.

**Failure to comply with this code of conduct may result in your child's care being ceased or in the case of a staff member your employment being terminated.**

### **Behaviour considered a breach includes:**

- \* Inappropriate language such as swearing, using demeaning language, or non-supportive language, inappropriate written material, sexual material in any form on work premise or work functions.
- \* Inappropriate conduct such as the consumption of alcohol / drugs in the presence of children and young people.
- \* Inappropriate use of facilities and resources such as the company credit card, stealing work belongings or sending inappropriate emails.
- \* Inappropriate contact with young children- no parent or staff member shall strike a child as a method of discipline.
- \* Giving personal information about families / staff to people not authorized to have that information.
- \* Inappropriate gossip, malicious and negative talk and backstabbing is destructive and will not be tolerated.

**Reviewed Jan 2010**



PARENT

HANDBOOK