

A young girl with blonde hair is looking up at a large, colorful balloon (red, yellow, and blue) against a green background with bokeh light effects. The text is overlaid on the upper portion of the image.

After School Care

Parent information booklet

Introduction

YMCA of Auckland Inc. is a not for profit organisation that has served the people of Auckland for more than 150 years.

YMCA at the Mt Albert Community and Leisure Centre provides a convenient, all inclusive centre for people in the local community. Through fitness, recreation, child care, and the availability of pleasant meeting spaces, the local community gathers to stay healthy, meet, socialise, and have their children cared for and educated in sport, and recreation.

Part of the childcare we offer from Mt Albert is OSCAR (Out of School Care and Recreation) programmes. These include our on-site After School Care Programme, 3 Holiday Programmes and a satellite After School Care programme at Rosebank School

YMCA Values and Expectations

The YMCA bases all programmes on the four YMCA values; honesty, caring, responsibility and respect. They are integral to the YMCA vision of building strong kids, strong families, strong communities

Sun Smart

To ensure that all children and staff are protected from skin damage caused by the sun's harmful ultra-violet rays the following is to be implemented from the start of September to the end of April.

As part of general Sun Smart strategies, our service will:

1. Require children to wear hats whenever they are outside **NO HAT=NO OUTSIDE PLAY**
2. Encourage children to wear appropriate clothing i.e. Shirts with a collar and elbow length sleeves.
3. Provide SPF30+ broad spectrum, water resistant sunscreen for the staff and children to use and/or encourage children to bring their own sunscreen from home.
4. Encourage the daily application of sunscreen 20 minutes before going outside and encourage children to re-apply every 2 hours when outside.
5. Encourage children to use available areas of shade for outdoor activities.
6. Request staff and encourage parents to act as role models by practicing Sun Smart behaviour.

Avoid being in the sun for extended periods of time.

Food & Nutrition

The provision of nutritious snacks and food together with the education of healthy eating is an important part of the YMCA programming.

Respect for the food requirements of different religions and beliefs will be incorporated when discussing and preparing food for the children.

For health and safety reasons, where food is prepared and stored, it must be able to be kept free from contamination and to be stored, prepared and handled hygienically.

We have a rotating afternoon tea menu which consists of Fruit and two other options including sandwiches, cheese and crackers, popcorn, yoghurt, muesli bars, pretzels with dip, mini pizzas, sausages in bread.

Staff will keep a list of all children's allergies and food restrictions near the food preparation area to ensure all staff know of these.

Sick Child

The Coordinator, OSCAR Manager or Centre Manager reserves the right to refuse entry of a sick child to protect the health of all children and staff at the centre. This also includes refusing entry to a child who, due to illness, is unable to cope with the daily routine.

If the Coordinator or Manager considers any child too sick to remain at the centre, parents must make arrangements for the child to be collected as soon as possible.

Term Planning

At the beginning of each term the OSCAR Co-ordinator will have a plan prepared of the activities that will be available each day. There is always a copy on site and parents are welcome to view this at any time.

The daily plan includes:

Roll Call
Homework time
Afternoon tea
Daily Activity

As well as the above, free play activities will be offered. These may include but are not limited to:

| | | | |
|--------------------|-------------------|-----------------------|-----------------------|
| <i>Painting</i> | <i>Ball games</i> | <i>Sports</i> | <i>TV/DVD</i> |
| <i>Board games</i> | <i>Card games</i> | <i>Construction</i> | <i>Silent Reading</i> |
| <i>Collage</i> | <i>Play dough</i> | <i>Music</i> | |
| <i>Art</i> | <i>Dance</i> | <i>Crafts</i> | |
| <i>Jigsaws</i> | <i>Water play</i> | <i>Dress ups</i> | |
| <i>Clay</i> | <i>Lego</i> | <i>Imaginary play</i> | |

Complaints procedure

To ensure that all complaints are dealt with in an appropriate manner and quickly resolved with a positive outcome we regard all complaints as serious. A complaint could be seen as an opportunity for improvement.

If any parents have complaints about the programme or leaders then the following steps should occur:

- ❖ The complainant will be initially directed to the Programme Coordinator for action. If unable to rectify the problem then direct them to the OSCAR Manager.
- ❖ The person making the complaint is encouraged to complete a complaint form, if they wish not to, the staff member must:
 - Listen carefully to the complaint and document it in detail.
 - If the problem has not been rectified or if the parent / care giver feel it necessary they should complete an OFI Form (Opportunity for Improvement), and this will be dealt with by the Centre Manager who will investigate and attempt to rectify the situation. A response back to complainant at a later date will be given if necessary.

Behaviour Management

Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner & staff will use voice intonations, facial expressions and explanations as methods of discipline used to encourage desired behaviour. Shouting at children should be avoided. Positive behaviours will be encouraged by diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.

No child will receive any form of corporal punishment eg smacked, or be locked in a room alone, made immobile, frightened or humiliated in any way.

YMCA staff will demonstrate acceptable behaviours during the course of their interactions with all children. Their role modeling will encourage positive and responsible behaviour within the areas of:

- ❖ Socially accepted behaviour
- ❖ Interaction with peers
- ❖ Maintaining a safe and caring environment

Signing In/ Out of Children

We will sign your child in on arrival to the programme.

If a child is enrolled for After School Care and does not show up at the designated meeting area, the Co-ordinator will check with the school staff and their classroom, and if necessary contact the parents by phone. If parents are unable to be contacted and the school confirms the child's attendance, and the child is still missing, the police will be contacted.

All children must be signed out by a parent/ caregiver. Only authorised persons are to collect child/children.

If a child is taken home without being signed out by parents, they will be contacted to ensure a child is safe.

Late collection of a child

Parents / guardian / approved person who are unavoidably detained from collecting their child by the programmes closing time must contact the centre to advise of their lateness and their expected time of arrival.

If a child has not been collected within 30 minutes of the closing time of the programme, the coordinator will telephone the parent / guardian / approved person. In the event of not being able to contact the parent / guardian / approved person, the emergency contacts will be called.

If no one can be contacted and the child has not been collected 60 minutes after the programme closing time, the Police will be contacted, who will then assume responsibility for the child.

Late fees will apply if children are not collected prior to programme closing time (6.00pm).

Enrollments

All enrollments require the completion of an enrollment form. The enrollment form is completed at the start of each school year. If any details change during the year, a change of circumstance form needs to be completed. Enrollment and change of circumstance forms are available from reception or Rosebank school hall.

All enrolled children receive an attendance card which is stamped each time they attend. After 35 attendances they receive a badge, 50 attendances a certificate and 100 attendances they receive a YMCA 100 Club t-shirt.

Fees

Permanent bookings- \$15.50 per day

Casual bookings-\$17.50 per day

Unreported absence \$4

Payments

Permanent bookings- accounts need to be paid two weeks in advance

Casual bookings- must be paid on the day of attendance.

There are several ways payments can be made:

- Cash or Cheque
- Credit Card
- Automatic Payment (bank account details are available from reception)

Account balances are calculated two weeks in advance, and are available from reception (by request from OSCAR staff at Rosebank School).

Refunds

Refunds must be applied for by submitting a YMCA request for refund form which is available at request from the Manager. All refunds are at the discretion of the Centre Manager and are subject to a \$15 administration fee.

CYF Approval and WINZ Subsidies

(Child, Youth & Family and Work & Income NZ)

Mt Albert YMCA is CYF approved. Being approved means meeting expectations and adhering to standards and minimum Child, Youth and Family Requirements.

As parents/caregivers of children attending After School Care **you may be eligible to apply for a subsidy** to help with paying fees. Application forms are available from Reception or OSCAR staff at Rosebank School

Visit www.workandincome.govt.nz for more information about subsidies and use the working for families' calculator to check your eligibility.

Lost Property

We take every possible care to make sure the children put their items of property (such as shoes & jumpers) in or with their bags, but we take no responsibility for items that may go missing.

Absences

Please ensure that you let us know if your child is not at school. A message can be left with the centre receptionist. This avoids confusion and unnecessary phone calls at pick up time.

If we are not notified of your child's absence and a phone call is required, this will be charged at \$4.00 a call.

Staff to Child Ratios

| Ratio 1:10 | |
|-----------------|--------------|
| No. of children | No. of staff |
| Less than 10 | 2 |
| 11-20 | 2 |
| 21-30 | 3 |
| 31-40 | 4 |

There is a minimum of 2 staff rostered at all times. The number of staff may vary as the number of children varies but the ratio will remain the same or better.

Walking School Bus

A walking school bus operates to collect children from Mt Albert Primary and Marist School.

The meeting points are:

Mt Albert Primary- under the sunshade opposite the office

Marist Primary- In the tennis courts at the front of the school

Recreation Programmes

YMCA provide a wide range of challenging, stimulating and fun recreation programmes from gymnastics to dance, basketball, and more. Children who are enrolled in these programmes and require care either before or after class, can join the after school care on that day for a reduced cost of \$10.00.

Contact Details

General enquiries

Reception at YMCA Mt Albert Community and Leisure Centre

Ph: (09) 846 0788 option 1

OSCAR Manager

Zeebo Karouso

Ph: (09) 846 0788

Email: zeebo.karouso@ymcauckland.org.nz