

Love & Joy



Early Learning Centre

Parent Handbook

**LOVE & JOY EARLY LEARNING
CENTRE**

Welcome to Love & Joy

Love & Joy Early Learning Centre is purpose built centre located in Mount Roskill, Auckland. We have a maximum of 58 children at any one time for 10 under 2' and 48 over 2'. We take children from **3 months** old to **5 years** old.

Our centre hours are **7.30** am to **6.00**pm Monday to Friday excluding NZ public holidays. During the Christmas / New Year period, hours may vary according to families' requirements. Families will be notified sufficiently prior to this.

Our teacher ratios are excellent. On average we have a ratio of 1 teacher: less than 8 children for over 2' and 1 teacher: less than 4 children for under 2'.

We do request that you visit the centre before putting your child's name on the waiting list or making a decision about a place for your child.

At **Love & Joy** we aim to provide a warm, safe and educational environment. We have a close and friendly team who are committed to providing a homely and stimulating atmosphere for your child to learn in.

Childcare is our passion. We feel privileged to be part of your child's early learning achievements and aim to build a welcoming and supportive home away from home.

Our Philosophy

At Love & Joy Early Learning Centre, we aim to provide a safe, warm and respectful environment, full of love and joy, where educators and families work together to ensure each child develops to their full potential, regardless of race, gender, age, ability, social status or family structure.

We believe children will develop as independent thinker and learners through play and we strive to create a rich play based programme and learning environment where children are free to explore socialise, communicate and investigate.

We acknowledge parents and whānau as a child's first teachers and we want to collaborate with them in decision making, providing regular feedback and encouraging them to be actively involved in what we do. Our centre is situated in a multicultural community and we welcome children and families from many different ethnic backgrounds. Our teaching acknowledges and respects all cultures and beliefs. In particular, we are committed to upholding the principles of the Treaty of Waitangi and incorporate Māori Language and

culture into our learning programme.

Our Vision

Our vision is to create a 'home away from home' environment where all of our children, educators and families feel loved, respected and full of happiness.

Our Values

Love: Children thrive when they know they are loved . When children receive a firm foundation of love they are then able to go on to achieve higher level of learning.

Happiness: Children learn in a happy , fun, learning rich environments and are empowered to become confident and competent learners.

Respect: We respect and support all of our children, families and staff members in our centre. We respect every child's individual needs and encourage them to develop according to their own pace.

Diversity: We acknowledge our community's wide variety of cultures and backgrounds. This is embedded through all of our practices and learning programmes.

Programme

Our programme is based on *Te Whariki*, the national curriculum for early childhood education. We endeavour to provide a warm and friendly atmosphere at Love & Joy, with a stimulating programme and environment for every child.

Children are encouraged to make choices and are given opportunities to explore their world through play and activities. They are able to choose between indoor and outdoor play that is fully supervised. Both options have free play and provocations for the children to choose from.

Each child has a portfolio highlighting some of their learning at Love & Joy which is updated regularly by their teachers and features learning stories, artwork and photographs.

Parent Communication

Our philosophy is very much based on our ideal **Love & Joy** being a home away from home for all who attend. In light of this, we place high priority on maintaining strong positive relationships with each family.

We send parents newsletters every term detailing events and notices. We also

encourage parent feedback via day to day contact, in the children's portfolios and via email.

We welcome and strongly encourage parent and family involvement at **Love & Joy**. We have an open door policy at all times. ERO reports, financial statements and any relevant Ministry of Education information are available to view at the reception.

Settling Your Child

We require all new children to visit the centre at least one time with a family member before they start at the centre. These visits will be previously arranged with the centre manager/supervisor and documented to ensure that each child receives the best start to the centre.

The settling in time for each child could vary from a week to several weeks. Staff will observe each child's progress and discuss this with the family. A primary caregiver will be allocated to each child under two to welcome and care for him/her in the settling period. All teachers will oversee all aspects of your child's care and your child's portfolio

Parents are welcome to phone or email during the day for an update on their child and they will always be able to speak to a teacher, if not to the primary caregiver of their child.

Our aim is to have happy, secure children who have developed a relationship of trust with their teachers. We work closely with parents and children to establish a positive bond of trust to ensure each child and their families feel secure that **Love & Joy** is a great place to be!

Picking Up Your Child

It is important that you show consideration to, and respect for, our staff by picking up your child promptly at closing times. In the event that you are late picking up your child, you will be charged a late fee in addition to your regular fees.

When dropping your child off in the morning, it is also important that parents note our regulated hours of operation commence at **7.30** am. Therefore, unfortunately, we cannot have children dropped off before this time, even if staff are on the premises.

Absence

If your child is unable to attend the centre please telephone, text, or email us as soon as possible. Please let us know when your child is likely to be able to return to the centre.

Safety

The centre cannot accept responsibility for children being “dropped off” at the gate. Please ensure that your child is brought into the building, signed in and welcomed by a staff member.

It is important that you sign your child in and out each day on the sheets in the foyer, so that in the event of an emergency, we know exactly who is in the building.

Toileting

All our children who wear nappies are changed at least three times per day (mid morning, midday and late afternoon) and of course, at any time, outside of these times, as required.

For all children that are transitioning to toileting themselves, we work closely with their parents during this time to ensure we work out a toileting plan that is individual to each child and complements their practice at home.

Accidents

All accidents are recorded in the accident register and parent signatures are obtained at the end of each day.

In the event that your child has an accident that might leave a mark or bruise we will contact parents to inform them of the accident before pickup.

Health

We are required by law to keep a copy each child’s Certificate of Immunisation on file. Please bring this with you at the time of enrolment. Due to the risk of cross infection between children, please keep your child at home if he/she shows any of the following symptoms or illnesses:

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- | | |
|------------------|--------------------------|
| ● Chicken Pox | ● Infectious Hepatitis |
| ● Cold Sores | ● Measles |
| ● Conjunctivitis | ● High Temperature |
| ● Diarrhoea | ● Rubella |
| ● Head Lice | ● Severe Rash/ Infection |

- Ringworm
- Mumps
- Vomiting
- Coloured discharge from nose
- Impetigo

Please also contact us to let us know if your child has any of these symptoms. There will be a current trained First Aid Staff member on the premises at all times. All accidents will be recorded in our accident register and parents notified accordingly.

If your child is not immunised, in the event of the serious outbreak of contagious symptoms you will need to leave your child at home until the outbreak is cleared.

The centre will put out a notice in the foyer informing parents in the event of any contagious illnesses present within the centre.

Medicine

When a child is under medication from a qualified health professional, it is essential that you sign the medicine book and that the medicine be given to a member of staff and not left in the child's bag. It is vital that medication is clearly named and prescribed by a medical practitioner. No Medicines that are un-prescribed (e.g. Pamol) will be given to any child by staff.

Rest Time

All children are offered the opportunity 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. Some children may not sleep, but a quiet space will be available to them throughout the day.

Our children usually sleep after lunch time at around 12:30pm each day unless parents request otherwise.

We will discuss your child's individual needs and requirements with you. Your child may bring a comfort, such as a blanket or teddy bear to the centre for their rest times.

Meals

During you enrol your children with us, we ask you to read the copy of Ministry of Health: Reducing food-related choking for babies and young children at early learning services to avoid food choking at home.

In our centre, we provide Halal meal for children with morning tea, lunch and afternoon tea, all of which are healthy options such as fresh fruit, vegetables, protein, dairy and carbohydrates. A record is kept each day of all foods provided by the centre. A healthy food policy is in place and please respect that we are trying to establish healthy eating habits.

Centre Policies

Our centre policies are available for parents to read at the reception.

Summary of Development

Children are observed while at play and in learning times in order for the teachers to understand, appreciate and respond to the development of each child. These observations are then recorded in the form of learning stories, photographs, and samples of artwork. This information is collected in a portfolio for your child during their time here at **Love & Joy**.

Payment of Fees

Please refer to the Fees Schedule that is attached to your child's enrolment form. For the smooth running of the centre, it is very important that your fees are kept at least one week in advance. All overdue fees will be sent to a debt collection agency and the parents will be responsible for all fees charged by this agency.

The Ministry of Education licensing regulations require us to engage staff based upon the number of children enrolled. This is why we ask that you book your child in for a fixed amount of days per week. You are still required to pay fees if your child is absent for a day they are booked in and for statutory Holidays. No make-up days can be offered. We do offer a discount for siblings. Conditions apply.

Fees can be paid to the centre by automatic payment, cheque or cash. All the payments should be processed weekly, at the start of the week.

Extra days may be available when we have children absent. Please inform staff if you would like to bring your child in for a casual extra day and we will advise if we have space. All extra days are at the usual daily rate and are payable by cash or cheque only on the day.

Personal Items

All personal items brought into the centre must be clearly named. Each child is required to bring a bag so they can put their spare clothes, drink bottle in.

Personal toys can be easily misplaced or broken and we strongly suggest that they are not brought to the centre. However, a blanket or soft toy that your child uses as a comfort is welcomed as long as it is named.

Parents are also required to provide a sunhat for the summer periods and gumboots and a warm hat during the winter periods. These must also be named and kept at the centre.

During summer, sunscreen is provided by the centre. If your child has skin irritations, a sensitive sunscreen can be provided by parents and kept onsite.

What to Bring

Parents need to bring the following items in a named baby bag / schoolbag.

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- Drink bottle (water only)
 - Changes of clothes
 - Medicines must be prescribed by a doctor and left in kitchen with medical register completed
 - Nappies / pull ups as required
 - Nappy rash cream if needed
 - Optional comforter or toy to help child sleep if required
 - Sunhat, gumboots and winter hat to be left on site

All items must be clearly named

Behaviour Management

The staff and the children work together to set positive behaviour guidelines and rules which are reinforced each day at **Love & Joy**.

These include:

- Showing respect for ourselves, others and our environment.
- Using our “inside voices”
- Kindness to each other;
- Sharing and taking turns;
- Asking for help;
- Using our manners;
- Looking after things;
- Listening carefully

- ✧ We encourage parents and Whanau to actively encourage these behaviours at home.
- ✧ If conflict arises between the children, teachers will give children the opportunity to resolve their own conflicts peacefully. Teachers will step in if necessary and sort out the conflict for the children. Teachers will work to provide the children with possible solutions and discuss these with the children involved.
- ✧ By maintaining excellent staff to children ratio, teachers are involved with and available to children at all times.
- ✧ If a child is distressed or involve in a conflict situation, he/she may be asked to move away from area in which dispute takes place. The child may be asked to think about what they have done and why. This is referred to as “quiet time”. Once the child has become calm and is ready to join the group with appropriate behaviour, the child will be invited back. The child will be supervised at all times if they are in quiet time.
- ✧ The child may be asked to shadow a teacher if behaviour remains disruptive.
- ✧ We are committed to working in collaboration with parents and whanau to resolve any issues or disruptive behaviour. Parents are given honest, regular feedback from the staffing team whilst remaining positive in their outlook and commitment to positively eliminating inappropriate behaviour.
- ✧ We are aware that children all have different needs, skill levels and interests. We in turn provide a range of different activities throughout the day that will best meet these needs and encourage the children to be active, positive and engaged.

Contact Details

[Our address is:](#)

5 Denize Road, Mount Roskill, Auckland

[Our contact details:](#)

Phone: 09-6260681

Mobile: 0211623638

Email: loveandjoyece@gmail.com

Please feel free to send us an email or give us a ring to arrange a time to view the centre.

Parents Notes _____
