



Parent Handbook

Location	Newmarket, Auckland
Centre Contact Details	Level 1,8 -12 Morrow Street, Newmarket, Auckland Ph: 09 520 0540 E: contact@kidscove.co.nz
Enrolments/ Enquiries	Online application: www.kidscove.co.nz Ph: 09 520 0540 E: contact@kidscove.co.nz
Hours	7.30 am - 6.00 pm Monday - Friday, excluding public holidays.
Payment of Fees	Fees are to remain paid (2) two weeks in advance. Payment made by direct credit or eftpos.
Holidays/ Absences	Fees are payable for enrolled days including public holidays, leave and absences.
Pram Storage	Available undercover on site.
Parking	Reserved parking available for Parents on Level 1 of Eden car park, next to entrance into the centre.
Entrance	From Morrow street and Level 1 of Eden car park.
What to Bring	Dress children in comfortable clothing and suited to season. Extra changes of clothing daily and nappies. Toys from home are not encouraged.
What we Provide	We supply morning tea, hot lunch, afternoon tea, late afternoon snack, nappy cream, 30+ sun screen, linen for under 2's and separate named beddings for all sleeping children.
Change in Attendance	No exchange of days on one off basis. Reducing days/ ceasing care subject to two weeks' notice in writing.
Additional Days	Additional days subject to availability. Contact Centre Manager.
Celebrations	Various celebrations incorporated into our program. Birthday muffins provided by Centre.
Illness	Exclusion periods apply for contagious illnesses. Parents notified of rising temperature and signs/ symptoms of illness. Medical clearance requested in most cases before returning to care.
Allergies	Kids' Cove is a "nut free zone". Please do not bring food into the centre or leave snacks in children's bags. We cater for children's allergy and dietary requirements.
Administration of medication	If child's temperature above normal and rising, Panadol (children's paracetamol) may be administered by team members with written permission. Only prescribed medication (no over the counter medication) administered.
Safe Sleeping	Safe sleeping recommendations followed. Monitoring sleeping children procedure strictly followed.
Emergencies	Well rehearsed evacuations procedures in place. Parents/Visitors during evacuation to follow direction of Centre team members.
Child care subsidy/ Benefit	Contact work and Income to register. Provide centre with your Customer Reference Number.



Our Mission:
To provide our children with the highest level of Care, learning and development

Dear Parents

We welcome you to Kids Cove, a place where TRUST, LEARNING AND DEVELOPMENT is always happening. We are a privately owned entity. Driven by our passion of providing the highest level of care and developmental opportunities to our children, we share our vision to create a wonderful learning environment.

We have a team of passionate and dedicated professional teachers who are friendly, fun and exciting individuals.

Our philosophy is to uphold the uniqueness of each child and through child led and teacher supported programmes, encourage children to be socially competent and at the same time enjoy their individual gifts.

To provide excellence in what we do, we encourage parent's participation in day to day care and learning activities of our children. We have an open door policy, where you are welcome to discuss and provide your valuable feed back to us. We encourage you to come and meet our staff any time and also participate in the learning activities of your child - do a story book reading or a paint session and come share lunch with your child.

Kids Cove Early Learning will cater for 70 children and the children are cared for in our Infant Room (3mth -2yrs), Toddlers Room (2yrs-3yrs) and Preschool Room (3yrs-5yrs). All rooms lead out to our wonderful landscaped outdoor area. We are conveniently located in the heart of New market business district.

We welcome you to come visit us and see for yourself the rich and supportive environment we have to offer.

Sincerely,
Jassu Gill



We know that the most important factor in our contribution to your child's happiness and education is the quality of our team.

Our Team

The Kids' Cove team is governed by our core values both culturally and practically in our day-to-day operations. Complete commitment to these values provides the platform of our high-quality childcare service.

These values are inclusive of all our children, parents, staff and management.

SAFETY

Physical and emotional wellbeing

HAPPINESS

Joy, fun and play for all

PROFESSIONALISM

Striving for excellence in everyday actions and contact

HARMONY

Throughout our environment

RESPECT

Every person's individuality and beliefs

Programmes

0 - 2 years: Nursery and Toddlers Program

2 - 3 years: Junior Pre-School Program

3 - 5 years: Pre-School - Transition To School Program

We welcome parent involvement as a natural extension of the home environment

Orientation

In order to gently introduce your child to the Centre we book an initial orientation visit prior to your family commencing care. During this time we can introduce you and your child to their new surroundings, their careers and peers. We encourage you to discuss your child's needs, your expectations to establish the foundations of a successful partnership. If you would like for your child to attend prior to your first day to assist with transition then please request an "extra day" with our Centre Manager.

Children will quickly pick up on your signals. Be positive and confident when leaving. Always say goodbye and leave decisively. Parents are welcome to call during the day to check on their child's progress.

Parent Involvement

At Kids' Cove we have an Open Door Policy. We welcome you to the Centre throughout the day to share in the experiences your child is participating in, to enjoy lunch with your child or to join in cultural celebrations or special events.

We encourage you to raise concerns you may have with your child's Room Leader. We appreciate your feedback. If necessary you may escalate any matter to the Centre Manager.

We encourage regular and thorough discussion between parents and carers. Our team appreciates discussing individual children with their parents and will always make the time to be available. We also use communications boards and newsletters are released quarterly and emails being used as distribution channels for these and other notices.



Security

Our centre has security swipe access. Parents must advise the centre with as much notice as possible if another person will collect their child. Photo identification will be requested.

What to Bring

During the day we will take care of your child's needs including meals, water bottles and sunscreen. We ask that parents provide a change of clothes and if necessary a pacifier with a cap or container for safe storage. If your child is on nappies, you'll need to provide enough nappies for the day. Your child should be dressed in clothing that allows for easy movement, is suitable for the season and practical for fun and sometimes messy experiences. If you require infant formula please bring your own made-up bottles each morning. Please label all of your child's belongings.

Arrival and Departure

Our team will greet you and your child each morning. Your child will be provided with a cubby to store his/ her belongings in, excluding any medication. Bottles made up with formula can be stored in the nursery bottle fridge. It is a legal requirement that you sign your child in and out of the Centre. Our team will give you guidance on our Centre's procedures during orientation. If your child is not attending the Centre on a scheduled day we appreciate you calling to let us know.

To maintain consistency of care between your home and the Centre we appreciate any information about your child's night sleep, or needs to be shared with us on arrival. In the evenings our team will communicate with you about your child's day including meals, rest taken and educational experiences enjoyed.

You are asked to complete a section in our enrolment form allowing relatives or friends to collect your child from the Centre,, if a person is not listed on the form and you would like them to collect your child please complete "authorisation to collect" form. We will check individuals' identification before allowing them to leave with your child.

Toys and Valuables

Kids Cove is fortunate to have an outstanding array of stimulating and educational toys and equipment. Please do not bring toys from home. Your child is also welcome to bring photos, mementos and other items for 'mat time' with the group.

Excursions

Subject to your prior consent in writing on each occasion, we offer children over the age of three the opportunity to visit various local places of interest and children's entertainment events. Parent helpers are welcome and excursions are conducted under regulatory requirements and strict supervision.

Birthdays and other Celebrations

Upon your request, the Centre will bake muffins to celebrate your child's birthday. Please do not bring your own cake/sweets due to allergy. Nutritional concerns. We celebrate birthdays at afternoon tea time and we welcome you to join your child for his occasion. We acknowledge and respect all celebrations relevant to your family culture and beliefs. We welcome parents/ guardians to inform our team of any special celebrations you would like us to incorporate into our programme.

Meals

We provide appetising and nutritious meals prepared by trained cooks from locally sourced natural ingredients that provide over 50% of your child's recommended daily intake of all nutrients. We follow a 4 week cyclic menu and aim to include food from various cultures and welcome your suggestions. Parents are able to view our changing weekly menus displayed on the notice board.

If your child has a specific dietary requirement please inform the Centre prior to enrolment so we can provide suitable meals for your child. Parents with babies on formula are asked to provide bottles for the day made up and clearly labelled.



Social competence

The development of appropriate social behaviour is encouraged throughout our Early childhood programs. Your child will be encouraged to resolve conflict without the uses of negative actions. When a carer is required to intervene, your child will be given a clear explanation as to why their behaviour is inappropriate and will be gently guided accordingly. We keep our guidance consistent, focusing on the positive behaviour of your child.

Toilet Training

Toddlers who indicate their readiness to train will be encouraged and given the opportunity to progress towards independence. Our team is happy to give you guidance during this transition time. Our Team will work in partnership with you to ensure consistency for your child.

Child Protection

Our team will act in the best interest of each child in our care at all times and are required to report any concerns to the appropriate person in charge.

Children's Health

Please do not bring your child to the Centre if he or she has any contagious illness, consistently high temperatures, diarrhoea, excessive discharge from eyes/ ears/ nose, productive cough (bringing up mucus), throat infection, chicken pox, vomiting, conjunctivitis, head lice, ring worm, rashes you cannot identify or your child needs one-one attention. Please inform the Centre manager if your child has contracted or been exposed to any infectious disease for the safety of other children, our team and pregnant mothers. If your child has been absent as the result of an infectious disease, please present a clearance signed by a Medical Practitioner on return.

Hygiene

Our Centre follows strict hygiene, health and safety procedures. Team members model and promote correct hand washing procedures during the day. We encourage parents to be good role models too. Dental hygiene is also interwoven into our daily program through songs, discussions and stories.

Immunisation

We are required to keep up to date immunisation records of each child enrolled at the Centre. Please provide a photocopy of your child's immunisation record each time it is updated. In the case of an outbreak of an infectious disease (such as whooping cough or measles), Parents of non-immunised children will be asked to keep their children at home.

Medication

If your child had been prescribed medication by a doctor our team members will be able to administer the appropriate dose as set out on the label. We will provide you with a permission slip to sign and ensure the medication is stored safely. At Kids Cove we do not administer Panadol to mask symptoms of colds or illness, however if your child's temperature rapidly reaches 38C we will attempt to bring the temperature down with cold water sponging while we wait for you to collect your child. If there's too much time gap, we'll resort to panadol to bring the temperature down.

Accident Policy

Our indoor and outdoor environments have been custom designed for your child's safety. If however they receive any injury we have first aid trained staff that will immediately attend to your child. In the unlikely event of an ambulance being necessary a team member will accompany your child at all times and you will be contacted immediately. You and the Manager will be informed of any injury via an incident report which we ask you to sign to ensure that you are aware of the details.



Emergency Procedures

Emergency Evacuation Procedures are prominently displayed in each room. Evacuation wardens and other team members are trained in quarterly drills which include evacuating the children.

Sun Protect

We believe it is our responsibility to role model sun safe practises. Please apply your own 30+ sunscreen to your child prior to dropping them off at the Centre. We apply further SPF 30+ sunscreen as necessary throughout the day. Please notify our team on enrolment of any allergies to sunscreen. Whilst playing outside children will wear their own legionnaire style hat.

Quality Assurance - ERO

Kids' Cove day care receives bulk funding from the Ministry of Education. This funding is used to provide a quality programme for the children. The Education Review Office will review the centre within the first 2 years of operation and regularly thereafter to ensure quality of education and compliance with regulation. Copies of our policies are held at the Centre and are available for parent inspection. Parents are asked to contribute to policy development.

Change of information

Please advise the Centre Manager/ Director of any change of circumstances which relate to our records, change of address, telephone numbers etc. It is important that we maintain up to date records as this information will be used in case of an emergency.

Payment Structure

You child's day fees are payable weekly or fortnightly and need to be maintained one week in advance. You may be eligible for child care subsidy from Work and Income, please discuss this with the Centre Manager or visit www.workandincome.govt.nz. Parents may claim tax credits for childcare. Please contact Inland Revenue and your accountant to verify details.

Notice Period

Reduced days or withdrawal from the centre are subject to 2 weeks in writing. The notice period is required to ensure a smooth transition into the centre for new families.

In Conclusion

We aim at all times to provide the highest standard of care and education for your child. We look forward to contributing to this important period of their lives and working in collaboration with you.

On behalf of all of our dedicated team of educators, welcome to your Centre!