Parent Info Book

Email: Huapaiplus@hds.school.nz Ph: 027 359 5026

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CONTACT DETAILS

Site Ph: 027 359 5026
Email: Huapaiplus@hds.school.nz

HOURS OF OPERATION

Before School:
Monday – Friday
7am-8:30am
7:30am-8:30am
8am-8:30am

After School:
Monday – Friday
3pm-4pm
3pm-5pm
3pm-6pm

Holiday Programme:
Monday – Friday
7am-6pm
8am-3:30pm
7am-12noon
12noon-6pm

Full-time, part-time and casual care available.

WELCOME

Welcome to Huapai Plus where the safety and care of your child is our number one priority. We are proud to be able to offer you and your family a safe, structured and fun environment for your before & after school needs.
If you have any questions please feel free to contact us at 027 359 5026 or huapaiplus@hds.school.nz

GENERAL OVERVIEW

Mission Statement

Our mission is to provide a fun, exciting, safe and secure environment for the care of all children at Huapai District School through a structured and well balanced programme.

Policies

The following policies and procedures apply to the operation of Huapai Plus. Your "acceptance of the terms and conditions" on the ENROLMY online booking system confirms you understand and accept these policies and procedures. This booklet summarises the main Policies and Procedures you need to be aware of. The full Policies and Procedures document is available to view onsite at Huapai Plus or by scanning the QR code on our information board.

Families and Communities

Parent participation and community involvement is encouraged at the programme. Parents are welcome to make suggestions in the development of the programme. From time to time, the programme will work in collaboration with the school community for better programme outcomes.

Cultural Diversity

Huapai Plus programmes will be mindful of cultural differences and the needs of the children in care. Consideration will be given to the diverse needs of children from various backgrounds when planning programmes, and children are encouraged to learn about the cultural differences of their Huapai Plus friends and to respect those differences.

Daily Routine

In order to ensure that the programme is a happy and safe environment for the children who attend, and runs smoothly, the Huapai Plus programme follows a structured routine. A 'typical' After School Care day is as follows:

Daily Format

3.00 pm – 3.30 pm
Children arrive at school hall, put away school bags and spare items of clothing, Roll call/notices, wash hands and have afternoon tea.

3.30 pm - 4.00 pm
Homework time/Group activities

4.00 pm - 5.00 pm
Free play time, in playground weather permitting, Secondary activity

5.00 pm - 5.30 pm
Inside activities and tidy up.

5.30 pm – 6.00 pm
Finishing projects and clean-up time.

ADMINISTRATION

Bookings

The Enrolmy online booking system is used to determine the staffing ratios for the programme each day. It is important that any additional bookings or cancellations are made with plenty of notice to maintain safe staff ratios.

Regular Booking – Full-time/Part-time
Regular bookings are ongoing bookings made for a term, whether for 1 day or 5 days.

Casual Booking
A casual booking is when you only require care on irregular days, or for a short period. A casual booking should be made with as much notice as possible. Due to staff ratios a casual booking may not be able to be taken on short notice, all efforts will be made to accommodate a booking.

It is important that any additional bookings or cancellations to part-time or full-time registrations are made with plenty of notice. If you require a change to your arrangements on the same day, please notify the programme manager **before 10am**. We will not be held responsible for changes to bookings after 10am on the same day.

Please remember it is your responsibility, as the parent/caregiver, to advise us immediately should any information provided on the original enrolment form change; for example, contact details, custody arrangements, medical conditions etc.

Your information and privacy

We will only collect information to be used for the purposes of establishing and maintaining appropriate records required to perform our obligations under a contractual relationship with you and to comply with our legal obligations as a service provider.

Information collected will be managed in accordance with the Privacy Act 2020, the Vulnerable Children's Act 2014, The Children, Young Persons and their Families act 1989, and other relevant legislation.

Information collected by Huapai Plus may be accessed by the Ministry of Social Development, relevant Government departments and other Audit organisations. You may view your child's and family's information at any time by accessing your Enrolmy Parent Portal, and you can directly correct or update any information on your account

Orientation Process

Each child will undergo an orientation process when starting at Huapai Plus for the first time, this includes Holiday Care. Staff members will ensure the child is introduced to all of the other children and shown around the venue.

Signing In & Out

Parents/Guardians dropping off any child/ren to before school care or holiday programmes are required to sign child/ren into the programmes smart device. If unable to sign in using the smart device please inform a Huapai Plus staff member as to who you are dropping off.

Parents/Guardians picking up child/ren must use the programme smart device to sign the child/ren out at the time of pick-up. If unable to sign out using the smart device please inform a Huapai Plus staff member as to who you are picking up.
This is for both the safety of the children and to ensure correct invoicing for the services.

Children arriving or departing unattended are defined by the following:
"Any child/ren arriving/departing without an adult. This includes but is not limited to parents picking up or dropping off children in the school car park"
"Any child/ren that are not signed in/out by a parent or caregiver will be considered unattended".
For child/ren that will be arriving or departing Huapai plus unattended a permission form is required to be fill out before the first day they are due to arrive/depart unattended. These can be found online via a link from our Enrolmy booking site or a QR code at the sign in/out table.
Were prior arrangement or permission slip is not cited by the programme manager Huapai Plus may not release a child/ren until permission is obtained.

Only approved persons will be able to pick up a child as registered on the online booking system or as advised by parents and/or guardians on a specific day. Parents will be contacted if a non-registered person tries to pick up a child/ren. Child/ren will not be released till contact with a parent is made.

Late Pick Up

Late Pick up fees
Huapai Plus closes at 6pm. Any children who have not been picked up will incur a late fee of $10.00 for every 10 minutes (or part thereof) that the child is not picked up. After school care children booked until 5pm and collected late will be charged at the 6pm session rate.

Where a child has not been picked up by 6.10 pm and staff have not been notified of the circumstances, they will proceed to contact emergency contacts to arrange for someone to pick up the child/ren. If no emergency contacts are able to be contacted local police will be contacted.
At no time will a child be abandoned, however, the programme manager is authorised to take all necessary steps to ensure the safety and well-being of the child.

Please note:
- **For After School Care children booked until 4pm/5pm and collected later than there booking, the booking will be changed to the next available session time.**
- **The same applies for a holiday programme booking where a child/ren is picked up later than the booking end time.**

ACCOUNTS AND FEES - BOOKING

Payment of Fees

For your child/ren's safety we do not take cash payment of fees on site

7 Day Payment Required
Invoices are issued a week in arrears on the first Monday after attendance and must be paid within 7 days of the issue date. No cash will be accepted onsite by Huapai Plus staff or by the Huapai district school office. Your account must be kept up to date at all times.

Additional sibling
Each additional sibling will receive a 10% discount on their programme fees.

Overdue accounts
Any overdue invoices of 3 weeks or more, will result in emailed notification and an immediate account suspension until the debt is paid off in full. We reserve the right to not have your child on programme until either the outstanding amount is paid or an agreed payment plan is entered into.

No further bookings will be able to be made at Huapai Plus while the account is suspended, and existing upcoming pre bookings may also be cancelled.

Debt collection
Accounts 60+ days overdue will receive emailed notification and be moved to a debt collection agency within 7 days, which will incur additional costs and may negatively affect your credit rating. If full payment is made within the 7 days prior to moving to a debt collection agency, the account will be immediately reactivated.

Recovery of costs
We will add any reasonable expenses, including debt collection expenses, late payment fees, interest, admin fees, legal and recovery costs to the amount outstanding for any accounts in relation to the collection of all overdue money.

Cancellations
To cancel or change a day/s please contact us at 027 359 5026 or huapaiplus@hds.school.nz.
Canceling a booking requires a 2 business day's notice period to qualify for a full credit or no change.
Cancellations received less than 2 days up to 7am the day of the booking will be charged a 50% holding fee.
Full fees will be charged for any cancellations after 7am day of booking.

Withdrawn from program
To withdraw from Huapai Plus two (2) week's written notice must be given to the programme manager. Any/all outstanding fees must be paid prior to the last day of attendance.

Fee Structure

Casual Bookings will be taken if space permits. There is **no guarantee of placement** for these bookings, all efforts will be made to accommodate a booking. You will only pay for the sessions booked and attended.

Each additional sibling will receive a 10% discount on their programme fees to **Regular full-time and part-time bookings**.

Please note: With a regular booking you pay for the 'booking' NOT the attendance.

Work and Income OSCAR Subsidies

Huapai Plus is an OSCAR approved programme by the Ministry of Social Development and thus parents may be able to apply for Work and Income OSCAR subsidies towards the cost of their childcare.

Forms and further information are available from the programme manager.

Granting of an OSCAR subsidy is between the parent and Work and Income New Zealand. Huapai Plus cannot guarantee that any parent will be approved for this, however we will assist with application as required.

Payment Disputes

Where there is a dispute over payments received or not received, Huapai Plus will provide statements to demonstrate monies received and banked. Parents will be required to provide proof that payment was made to the **correct** designated account.

Where this cannot be provided, the parent will be required to complete payment to Huapai Plus.

No cash payments can be accepted at the programme.

Damage to Property

If it is proven your child intentionally damaged or wilfully created a situation that incurred a financial cost, such as deliberately setting off the fire alarm, we reserve the right to request those funds be paid, in full by you.
Parents/caregivers may be liable for replacement costs of equipment or property damaged by their child/ren.
Huapai Plus will take no responsibility for toys, phones etc brought to the programme should they be broken or misplaced. All children are encouraged to leave anything of value at home to avoid disappointment.

WELLBEING, HEALTH AND SAFETY

We aim to provide a healthy environment for all children in our programmes. We are in contact with a variety of organisations to advise and assist us in this area. At all times we will comply with all relevant health and safety legislation.

Where applicable, if a child has a medical condition, parents must provide the programme with a Medical or Health Management Plan (Protocols sheet). This can be uploaded to the child's profile Enrolmy.

Code of Conduct

Huapai Plus is about providing a caring environment for your children and we wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the programme.

Any issues or if you need further information please speak with the Programme Manager. Our staff "Code of Conduct" is kept in the On-Site Folder.

Behaviour Management

Huapai Plus behaviour management procedures are in line with the out-of-school-care industry approved policies and are similar to the policy of Huapai District school. This is documented and available to view on site.

Our policy is to ensure our environment is a safe and happy place for everyone involved. We maintain an emphasis on being polite, considerate and co-operative. Our rules and codes of conduct, which we expect the children to follow, are regularly explained to the children.

If we experience behavioural problems with a child we follow a process whereby if unacceptable behaviour is unchanged or escalates to become a risk to the child, other children, staff, or is damaging property, the parent will be contacted and consulted. If a parent has any questions or issues with how a child's behaviour is being managed, please contact the programme manager:

Please note: We reserve the right to refuse or terminate a child's enrolment if there are unresolved behaviour issues.

Sick Children

If a child attending Huapai Plus becomes unwell or upset, we will contact the authorised people listed on the child's Enrolmy profile for them to pick up the child as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facility to look after sick children.

If a child has been booked into the programme but will not attend due to sickness, please contact the Programme Manager before 2.00pm that day.

Please note our absentee policy applies for sickness.

Exclusion periods may apply for certain symptoms or diseases:

Disease	**Exclusion Period**
Chicken Pox	At least five (5) days after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school/after-school-care.
Hand, Foot & Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house should be treated at the same time as the affected person. Linen and headwear should also be washed.
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice

Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm & Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

Accidents and First Aid

At all times there is a fully stocked first-aid kit onsite and a first aid trained staff member present on site. However, if we are concerned about a child we may call a parent to pick their child up.

If a serious accident should occur we will attend to the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to parents, doctors or hospitals.

All accidents and incidents are recorded in our Accident book or Incident register and will be kept on file.

Important notes and records of children's administration of medication are also recorded.

Parents/caregivers will be asked to sign entries in these books confirming that they have read staff reports.

Medical Requirements

Please advise the programme of any medication that is to be administered by the programme staff. Talk through the specifics with the Programme Manager or the appropriate staff member. A "permission to administer medication" form must be completed by parent or guardian. This can be completed online via a link from the Enrolmy website or a QR code at the sign in/out table.

You will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage and use by date.

Infectious Diseases

Measures will be taken by management and programme staff to control the spread of infection. Hygiene practices to be followed will be from relevant health authorities. Guidelines will be put in place for children to observe a safe and healthy environment; for example, washing hands, daily cleaning, food safety, how to deal with contact with blood and body fluids and nose wiping.

Emergency Procedures

Evacuation procedures will be displayed, followed and drills practised at least once a term and twice during each Holiday Programme. These procedures will be aligned with the policies of Huapai District school.

Only bags containing medication, will be evacuated with the children. If this is relevant to your child, please inform Huapai Plus via the online booking system (e.g., regular medication) and by speaking with the programme manager so that we can store these bags separately. Please also ask for the policy on “Children Carrying Medication” and go over it with your child.

All emergency procedure drills will be recorded.

Distraught Children

Where a child is distressed or upset and indicates that they may require comforting, our staff will reassure them which may involve a short hug. Our staff will always conduct themselves in a safe, public and professional manner, but will not turn away a child that needs comforting.
Were a child cannot be comforted parents or caregivers will be contacted and may be asked to pick up their child/ren.

Please ask for more information or discuss with the Programme Manager if you have any questions or requests in this regard.

No Smoking

Schools are smoke-free zones.

We do not allow staff, parents, visitors or others to smoke in or around the vicinity of any programme activities at any time when they are held on our programme site or within our sphere of control. There will be signs on display to remind everyone of this requirement.

Child Protection

Huapai Plus is are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. Huapai Plus staff will respond to suspicions of child abuse by maintaining a good relationship with the child, recording all observations, impressions and communications.

If it is deemed necessary to make an official report, advice will be sought from the appropriate authority, such as the Police or the local office of Oranga Tamariki. Instructions given by the appropriate authority will be followed and acted upon.

Clothing & Footwear Policy

To ensure the wellbeing and safety of all children, we aim to ensure that children are dressed appropriately and comfortably at all times for indoor and outdoor play.

This includes:

- Appropriate clothing to ensure that children are dressed for indoor and outdoor play
- Summer: As outlined in the SunSmart Policy, all children are required to wear hats during the summer holidays, Terms 1 & 4 during outside play
- Winter: Outdoor play is an integral part of our programme. We encourage parents to provide coats, warm jumpers and hats, so we can fully utilise our outdoor facilities
- Appropriate footwear and clothing that enables children to safely run, climb and engage in experiences is encouraged
- We encourage parents to pack spare clothes for children of all ages
- During holiday programmes, it is important to dress your child appropriate to the activity that is on for any particular day
- We encourage the use of protective clothing for messy play
- Children should be changed immediately from clothing which is wet or soiled or has excessive paint, food or uncomfortable, unhygienic containments.
- Parents must name all clothing, including socks and shoes
- Staff will model appropriate clothing at all times
- Staff display a sensitive approach to each child's comfort and their self-help attempts in getting dressed and undressed
- Staff are sensitive to cultural differences in both attitudes to dress and in dressing procedures
- Huapai Plus will not be held liable for any damage to clothing or footwear
- Unnamed lost property left on site will be handed into the school regularly to add to their lost property.
- Holiday programme lost property will be kept for up to 3 weeks after the end of a school holiday programme, after 3 weeks it will be donated.

SunSmart Policy – Summer Holidays, Terms 1 & 4

Children are required to wear hats which protect the face, neck and ears when they are outside between the months of October and April or at any time the weather conditions dictate the necessity for sun protection.

"No Hat, No Play"

Children without a hat are only permitted to play in supervised /allocated shaded areas. All children will provide their own hat for use at the programme. SPF 30+ Broad Spectrum sunscreen will be made available to all children and staff, but if your child requires special sunscreen please provide this and speak with staff.

Outdoor activities will endeavour to utilise shade for children and staff at all outdoor events and activities between the months of October and April or at any time weather conditions dictate the necessity for sun protection. If no shade is available, provision will be made for breaks within a shaded area.

Plenty of water will be made available for children to drink at all times.

SERVICES

Homework

We designate approximately 15 minutes per day for homework help and reading assistance.

We do not do the homework for the children.

If research material is required, the children will need to bring it with them. As we do not have free run of the school grounds and children are at all times supervised, they will be unable to access the school library after 3.00pm.

We are only able to help the children if we know what their homework is, that they have homework or assignment sheets and the relevant material required to complete their homework. We are not held responsible for the completion of homework, checking bags, etc. where a child insists they do not have homework.

If there are any issues regarding homework please contact the Programme Manager outside of programme hours.

If a child needs special assistance with homework, please ensure the Programme Manager is aware of this.

Food

For breakfast/afternoon tea or other snacks within the programme time, children may be involved in preparing and serving of food. The food is prepared using food and safety guidelines from Food Standards New Zealand.

If your child has any allergies or you do not want your child to participate, please include this in the child's details on the online booking system. All allergy conditions will be noted and considered when preparing food.

Visitors and Excursions

We will, at different times, invite a visitor to the programme to run an activity for the children. This will always be advertised in advance. If you have any objection to your child being involved, please speak with the programme manager. There will always be a staff member supervising these activities. If someone other than a parent or school representative wishes to visit the programme, this must be arranged with the programme manager.

All visitors will be asked to sign a visitor log book upon arrival at the programme.

From time to time, especially during the holiday programmes, the programme manager will arrange to take children on off-site excursions. Information will be provided on the nature of the excursion and anything the children need to bring on the day e.g. togs, hats. This will be advertised on the Holiday Programme flyer and when booking online.

Lost Property

Huapai Plus staff endeavour to remind and assist children with their personal belongings. We encourage the children to take responsibility for their own belongings and we cannot accept responsibility for any items of clothing or otherwise lost or left in the school grounds. Unnamed property left on site will be handed into the school regularly to add to their lost property.

Feedback and Complaints Procedure

We welcome the feedback of any parent, caregiver or member of the Huapai Plus community. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. Feedback forms are available for parents to make positive comments about staff members, the programme content and the enjoyment of the children.

Should the need arise to register a complaint with us, please notify the programme manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. A form for this purpose is available onsite at the programme. The programme manager will follow up as soon as the matter is brought to their attention outside of the programme hours.

STAFFING

Ratios

Our programme ratios are 1 staff member for every 10 children. At all times there will never be fewer than 2 staff members on duty.

Approved off-site excursions require a lesser ratio of children to staff, which is usually 1 staff member for every 8 children depending on the nature of the excursion. Parents will be kept fully informed when such events occur.

Staff Recruitment

All Huapai Plus staff undergo a recruitment process that involves Police Vetting (updated every 3 years) along with at least two referees being contacted prior to a person being employed. We conduct a 'Risk Assessment' on any new employee to ascertain that they are a safe person to work with children.

Staff Training

All staff undergo a training process that involves First Aid Training, Health and Safety, Child Protection, Behaviour Guidance, Huapai Plus systems and performance reviews.

If there are any questions or comments regarding Huapai Plus staff please contact the programme manager.