

Karratha Leisureplex Crèche Guidelines

The information contained in this policy is designed to provide both parents and staff with direction and guidance in relation to expectations and services provided by the Karratha Leisureplex (KLP). We trust this information assists all parties concerned in experiencing a positive Crèche experience. These guidelines should be read in its entirety and any questions should be directed towards the KLP in writing.

Mission

To provide a high quality, clean, safe, exciting and stimulating care service, which aids a child's development.

- Provide children with a variety of fun educational activities and a safe environment to play.
- To encourage social, physical and intellectual development.
- To promote mutual respect and respect for your surroundings.
- To provide staff with ongoing development and training.
- To provide children of all backgrounds and abilities the chance to engage and develop.

Through our mission we aim to provide children with the opportunity to develop;

- Socially
- Emotionally
- Physically
- Intellectually and
- Independently

Personal Information

The City of Karratha requires information in order to provide the best possible care for your children. The information gathered is kept in accordance with the Information Privacy Act 2000. All information is stored safely and as a confidential document is only accessible to staff with authorisation.

Location

Karratha Leisureplex
Dampier Highway
Karratha WA 6714
T: 9186 8556

The KLP Crèche is an unlicensed child care service and operates under the **Children Services- Crèche Regulation WA 2006**.

Responsibility of Parent/Guardians

To enable the City of Karratha to provide the best possible service to parents and guardians using the Crèche and for the *KLP* to meet the requirements associated with unlicensed Crèche regulations. We rely on the cooperation of parents and guardians to complete several tasks.

Parents/Guardians are required to:

- Remain within the building at all times and be able to attend to their child's needs if required.
- Immediately return to the Crèche if requested by staff.
- Complete a Crèche enrolment form.
- Sign their children in and out of crèche for each session attended.
- Inform Crèche staff if the children has any allergies or medical conditions.
- Inform Crèche staff if their children requires food/bottle/sleep at a particular time.

Parents are required to notify KLP if the following occurs:

- Your children's details have changed or are incorrect.
- If the child has or has had an illness.

Access to the Crèche

There is no need to pre-book your child to attend Crèche and all parents and guardians using the KLP facilities with children aged 8 weeks to 11 years of age are encouraged to utilise the Crèche facility.

Payment Method and Fees

Payment must be made upon arrival at reception. Prior to entering the Crèche, a card will be given to the parent which is to be presented to Crèche staff when signing your child in. All Fees and charges are approved by Council and are as follows:

- \$5.00 – per child per 90mins
- \$7.80 – per child 180mins
- The 3rd & 4th child in an immediate family is at no charge.

NB: * Late pick up fees will apply.
* These fees and charges are subject to change.

Enrolment Forms

Parents must fill out the Crèche Enrolment Form before the child enters care. The enrolment form and medical information must be completed in full. If any particulars on the enrolment form change, such as address or phone numbers, Crèche staff must be advised immediately.

Please note: Crèche staff are not able to accept a child unless they have a copy of the enrolment form completed and signed by a parent/guardian.

Arrival & Departure Procedure

Under the Crèche Regulation WA 2006 and City of Karratha guidelines, parents/guardians over the age of 18 years **must** sign their child **in and out** of the Crèche each day with their full name.

It is a requirement that any Persons collecting their children must be authorised on the enrolment form. In the event of someone else coming to collect the child, the parent or guardian must have notified staff prior and completed the necessary paperwork. In the case of an emergency where the parent or guardian cannot be contacted, the names and contact numbers on the enrolment form may be used and that person may collect the child. Any changes must be advised in writing to the Crèche by the custodial parent.

If there is an order by court, magistrate or an officer of the Police Force that exempts a particular individual having access and/or communication with the child a copy of the order must be provided to the Coordinator to protect the safety and care of their child.

Settling Children In

Every attempt will be made by Crèche staff to make the settling in experience as positive as possible. To assist children and their families to adjust to the transition that is involved with coming to the Crèche, staff will ensure that they offer a safe, secure and clean environment that welcomes the children and the family.

Whenever possible a new child should be introduced to the Crèche gradually. Short visits or stays before the children is due to stay longer in the Crèche will help them to become familiar with the crèche staff and the crèche environment. When a child first starts Crèche staff are encouraged to speak to the parents about the following;

- Specific routines, for example, if the children is toilet training and needs to be taken at certain time intervals.
- Strategies for settling the child down, especially for babies. Crèche staff will encourage parents/guardians to say goodbye to their children calmly and confidently. Parents are encouraged to remind their children where they are going and when they will return. Parents are advised not to leave without notifying their child and to ignore protests from the child.

Crèche staff are aware that it can be a very hard experience for parents to be separated from their child, therefore, every effort will be made to help parents and children during this period. Parents are encouraged to discuss any areas of concern with the Crèche staff and be confident that all discussions will be kept confidential.

Visitor Access

Visitors cannot access the Crèche unless they have permission of the parents and/or Crèche staff. If not authorised on the enrolment form, other family members and friends may only visit the crèche if they are present with the child's parent or legal guardian.

On rare occasions the crèche may offer student placements to high school students or students training in Early Childhood or Child Care, who wish to gain work experience as part of their school, TAFE or University program. This placement will only take place if the school, TAFE or University has initiated the placement. If a student is present in the crèche, a note introducing them will be placed in clear view of the parents/guardians. All students will only be accepted after an interview with the Crèche Coordinator.

What to Bring

To ensure that your child has a smooth and enjoyable time at crèche please make sure that they bring the following;

- A bag for belongings.
- Appropriate clothing and footwear.
- Spare clothing.
- Disposable nappies, wet ones or underwear.
- Bottles and/or drinks, preferably water.
- Snacks – *Please see the section Nut Free Policy.*
- Dummy, if required.

Please make sure that all of your children belongings are clearly marked with his/her name in black permanent marker or with a label.

Guiding Children's Behaviour

All Crèche staff will model good behaviour and praise children. In the Crèche it's through redirection of inappropriate actions and positive reinforcement of desirable behaviour. If a child does not respond to redirection of behaviour, Crèche staff will gently take the child to the side of the group to settle the child and use the time to reflect, depending on the age. Parents will be notified of the behaviour being displayed whilst in the Crèche.

If negative behaviour cannot be modified within a reasonable time, and Crèche staff has justifiable concerns for the child, the Child Care Coordinator and Crèche Team Leader will discuss the action that may need to be taken.

Immunisation / Illness

As Crèche is not the place for sick children, we regret that we are unable to care for sick children or children with a contagious illness or communicable disease. A child cannot be accepted into our care with signs of a communicable disease or any condition that may prejudice the health of others. Children will be excluded from the crèche if they are ill. If symptoms become apparent at the crèche, the parent or guardian will be contacted to collect the child.

To prevent any cross infection any child not immunised will be placed on a register and excluded from the Crèche should a break out of any communicable disease arises at the sole discretion of KLP staff.

Also no child can be admitted to the Crèche suffering from any of the following;

- A temperature above 38C
- Diarrhoea (runny, watery or bloody stools)
- Vomiting more than once in the previous 24 hours
- Body rash, skin lesions or herpes simplex (cold sores)
- Sore throat with fever and swollen glands
- Nose, eye or ear discharge (thick mucus draining from the nose, ear or eye)
- Head lice or nits (eggs)
- Severe coughing with obvious discomfort

Crèche Regulation WA 2006 and City of Karratha guidelines do not permit children with an infectious illness to attend the Crèche. A child with an infectious illness/condition jeopardises the health of other children, Crèche staff and other families. A medical certificate may be required before a child can return to the Crèche after an infectious illness. The decision to exclude or re-admit a child who has been ill will be the responsibility of the Crèche staff.

Nut Free Policy

To protect the children in our care who may have allergies to peanuts and similar nut products, we have put into place a Nut Free Policy. Products such as peanut butter, Nutella, nut food bars and any other products which have nuts listed as an ingredient are not permitted in the Crèche. This is to prevent allergies arising and to protect everyone who enters the Crèche environment who may have an allergy to nuts. If a child brings a product containing nuts into the Crèche, they may not be allowed to eat it until they have left the Crèche. Parents of children who have a known allergy to nuts should inform crèche staff at time of enrolment and each time they book in. The severity of the child's allergy, the symptoms and the emergency procedures are to be discussed in detail with staff prior to admission.

Please note EpiPens are the only medication that will be administered by staff in an emergency. Please inform Crèche staff where to locate a child's EpiPen each time you visit the crèche. In the case of an allergic reaction, Crèche staff will alert the parent and start emergency procedures.

Feedback and Enquires

The City of Karratha welcomes all types of feedback and enquiries from families on any aspect of the Crèche. Any complaints raised will be taken seriously and will follow the Complaints Handling Procedure. If parents have a concern relating to the Crèche, it should be discussed in the first instance with the Crèche staff members. Enquiries regarding the City of Karratha Crèches can be directed in writing to the KLP front reception.

Tips to help your toddler manage their separation anxiety

It is important that you try not to get upset or angry by your child's behavior. It is flattering that your child loves you so much that he or she cares that you are leaving even for a short time. But no matter how complimentary it is, you still want to help your toddler to transition effectively through this stage.

Here are some basic pieces of advice to assist you and your toddler to travel through this normal phase with less stress and tears.

Keep your own emotions in check.

If your child senses that you are upset about leaving them they will react to your response. Display confidence in yourself, your child, and the person that will be caring for your child, regardless of how guilty you may feel.

Prepare your child in advance.

Talk about the event ahead of time. If your child is spending the morning in Crèche, start talking about it at least the day before. Continuously remind your child of all the fun things he/she will do and see.

Do not draw out the "goodbye".

It is important that you leave your child without drawing out the scene unnecessarily. It is OK for your child to cry when you leave as it teaches him or her coping skills for the future. Cooing and cuddling your crying child is likely to exacerbate the problem and you may also end in tears yourself! Be firm but kind – give your child a quick kiss and a positive statement about when you expect to return, then leave.

Play "Peek-a-boo".

Babies love this game – it is fun for people to move out of their vision then return. As they get older, you can increase this to you moving away and hiding behind a couch then "popping back". Over time as they get older, you can leave the room briefly then return to reassure your child that you are still around. But ALWAYS let your child know what you are doing – do NOT just sneak out of the room!

NEVER sneak away to avoid the tantrum.

Sometimes it seems easier as a parent to leave without the child knowing, however this reinforces the toddler's belief that if they cannot see you, you are no longer there for them. They are not going to let you out of their sight if they know that you might disappear at any moment! This will prolong the child's issues with separation anxiety and is therefore extremely problematic in the long run.

Take a teddy.

Often having a transitional object (eg. a teddy or a favorite blanket) will help them feel safe and comfortable. Your child can bring it and cuddle it when the need arises

Establish a "goodbye" routine.

This works exceptionally well for toddlers. Some people have a fun little routine such as saying "See you later, Alligator" and the child replies with "In a while, Crocodile"

Persistence is the key.

For those parents who seem to face the same heartbreaking tears day after day at the door of the Crèche, be persistent. If you give in even once to the tantrum, you are teaching your child that a tantrum SOMETIMES leads to getting their own way, but NOT having a tantrum NEVER leads to getting their own way. Make sure that they are not hungry or overly tired and that they have a clean nappy/underwear, then just follow the above strategies. With persistence your child will learn to accept the routine! And you will too! Remember, your child feeling really sad when you leave is a normal emotion. You probably feel just as sad. But this experience gives your toddler the opportunity to learn to cope with difficult situations and will lead to a healthier and happier child and adult in the future!