

# Y-OSCAR IMPORTANT INFORMATION

**Welcome to Y-OSCAR After School Care. We anticipate your child(ren) will love it here. The following information is important in ensuring that your child(ren) get the best possible care, and so we can reduce any risks.**

**Please take the time to read it and feel free to call the After School Care Administrator on 07 578 9272 ext 700 with any queries.**

## After School Care Rules

There are risks associated with your child(ren) attending the After School Care programme. To help minimize these risks there are safety procedures as well as rules and boundaries for all children which must be complied with.

- Treat others the way you would like to be treated
- Use inside voices in the After School Care room
- Respect your own and other people's belongings
- Please sit down when eating or drinking
- Listen carefully when instructions are given
- Use the rubbish bins provided – a good kiwi is a tidy kiwi
- Keep all comments positive or constructive
- Walking speed only inside
- Children are not to go out of bounds without a staff member/volunteer

## Inclusion

The After School Care programme will not exclude a child on the basis of race, religion, culture, gender or background. Children with special needs will not be excluded from the programme (providing that the child's needs can be catered for) to ensure a positive experience for all. Every effort will be made to include the child within the limits of the resources in the programme. Staff receive training on inclusion activities for the benefit of all children in our care.

## Important Items to Bring

- We suggest parents of younger children provide a change of clothing to After School Care as accidents do occasionally happen.
- Children are required to bring a sunhat during term one and term four. YMCA Staff will apply sunscreen to children when necessary.

## Communication

- Parents/caregivers are required to notify the YMCA of an absence, for any reason, as soon as possible but no later than 1.00pm to avoid unnecessary concern and time in tracking your child's whereabouts. Absences phoned in after this time, as well as absences not phoned in at all, may incur a non-notification fee of up to \$20 which will be added to your account.
- Parents/caregivers and family are most welcome to spend time at the After School Care Centre and are encouraged to get to know staff.
- Should you have any queries, concerns or feedback, please feel free to speak with the After School Care Centre Supervisor. Feedback forms are available for any positive or constructive feedback you would like to give us.
- Parents/caregivers are responsible for ensuring the YMCA has up to date contact and medical information.

- If a child needs special attention (e.g. can't swim, tends to wander, is extremely prone to sunburn, etc.), parent/caregivers must inform the After School Care Supervisor prior to an activity.

## Pick up of Children

- Parents/caregivers must sign their child out of the programme daily (this affects our funding and ability to keep prices down).
- If a child is not collected at the end of the day the following procedure is followed:
  1. Two staff members remain with the child until picked up.
  2. Calls are made to parents/caregivers and then the emergency contact(s).
  3. Parents/caregivers will be charged a late pick-up fee.
- Parents/caregivers must inform the YMCA Office if their child is to be collected by a person not listed on the enrolment form. Staff will not release a child to a person who is not identified on the child's enrolment form until the parent/caregiver has been contacted. We must see a driver's license or other form of official identification to verify the identity of the person collecting the child.
- Written permission is required for a child to leave the programme unaccompanied and is subject to YMCA approval.

## Medication

- If any medication is required to be administered while at After School Care, a medical form must be on file. This form provides written permission for YMCA staff to administer medication.
- All medication is held by the Supervisor or support staff. Volunteers do not hold or administer any medication.
- All medication must be supplied in its original packaging clearly stating the child's name and dose as prescribed by the Doctor at the time. Only the prescribed dose will be given as per the medical instructions.
- Children 9 years and over can hold asthma inhalers.
- The YMCA Tauranga has your permission, if necessary, to arrange urgent medical treatment at your expense and to move your child(ren) in an emergency to a safer location. The YMCA will contact you as soon as possible in the event of an emergency.

## Inappropriate Behaviour

- Inappropriate behaviour is not tolerated and will be handled swiftly.
- If the inappropriate behaviour continues, the After School Care Supervisor will talk with the parents/caregivers and a behaviour management plan may be created and implemented.
- Behaviour that compromises the safety and well-being of the child, the staff or other children in the programme will result in the child responsible being suspended. No refunds are given in this case.

- If a child hits another participant in a “meant to harm” way, that child’s parents will be phoned immediately to collect their child. A one day stand down is issued (i.e. the rest of that afternoon + their next booked day) and upon return they are placed on a 5 day Behaviour Report. If the child hits again while on this report they will be stood down for longer, depending on the situation and how quickly it can be resolved.

### Complaints

- Any complaints should be directed to the After School Care Centre Supervisor who will endeavour to rectify the situation.
- All complaints are brought to the attention of the After School Care Coordinator as soon as practical.
- Complaints may also be made in writing and sent to our Office. This will be forwarded in the first instance to the After School Care Coordinator and if necessary to the CEO. All complaints are investigated, and the outcome discussed with the complainant

### Fees

Casual Days .....	\$19.00
Regularly booked days .....	\$17.00
Full term, regular days booked* .....	\$15.00

\*Paid via automatic payment

- **Casual bookings:** must be made by 1.00pm on the day required (space permitting). Bookings after 1.00pm can not be accepted.
- **Absences:** You are required to notify the office, either by phone or email, of any absence so that we avoid the inconvenience and worry of searching for your child.
  - Call 578 9272 ext 702 or email [recreation@ymcaturanga.org.nz](mailto:recreation@ymcaturanga.org.nz) to report an absence.
  - Absences notified after 1.00pm may incur a \$10 penalty fee. No notice may incur a \$25 penalty fee.

- **Vacations:** If you are planning a holiday for your child(ren) during the school term, we will not charge you if, and only if, we receive *written notification* at least two weeks in advance. A total of two weeks per year in one week blocks can be requested. If the holiday is longer than two weeks, a holding fee of 50% of your normal fees will be charged to secure your space in After School Care.
- **Cancellations:** Please note we also require two weeks *written notice* if you wish to cancel your child’s enrolment. You remain responsible for any fees up to the end of the last invoiced period.
- **Late pick up:** A fee will apply to children collected after your centre’s closing time. \$10.00 for the first 15 minutes and a further \$10.00 for every 15 minutes thereafter.
- **Overdue account:** If your account is overdue and requires debt collection, you will be liable for any and all legal and collection charges necessary to recover this amount.

### Invoicing & Payments

After School Care fees are invoiced in advance on a fortnightly basis.

- Payments are due the Friday prior to the commencement of the following two weeks.
- You can pay for your After School Care fees by cash, cheque, EFTPOS or credit card at the YMCA Office.
- Payment can also be made by automatic payment, telephone or internet banking. Contact our office for reference details. Account Number 03-0435-0467494-02
- No refunds or credits are given if your child is absent or if there is a public holiday on a day your child is booked in. If you receive WINZ funding you will still receive it for these days.

**NOTE: Attendance at After School Care is deemed as acceptance of all our policies.**

## Contact

### YMCA Tauranga

428 Devonport Road  
Tauranga 3112

**p.** 07 578 9272

**f.** 07 577 6475

### Office hours

Monday-Friday, 8.30am-5.30pm  
(office is closed on Public Holidays)

### After School Care Administrator

**Rebecca Hattie**

extension 700

**e.** [recreation@ymcaturanga.org.nz](mailto:recreation@ymcaturanga.org.nz)

### After School Care Coordinator

**Tamati Cameron**

extension 709

**e.** [asc@ymcaturanga.org.nz](mailto:asc@ymcaturanga.org.nz)

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**show your spirit...**