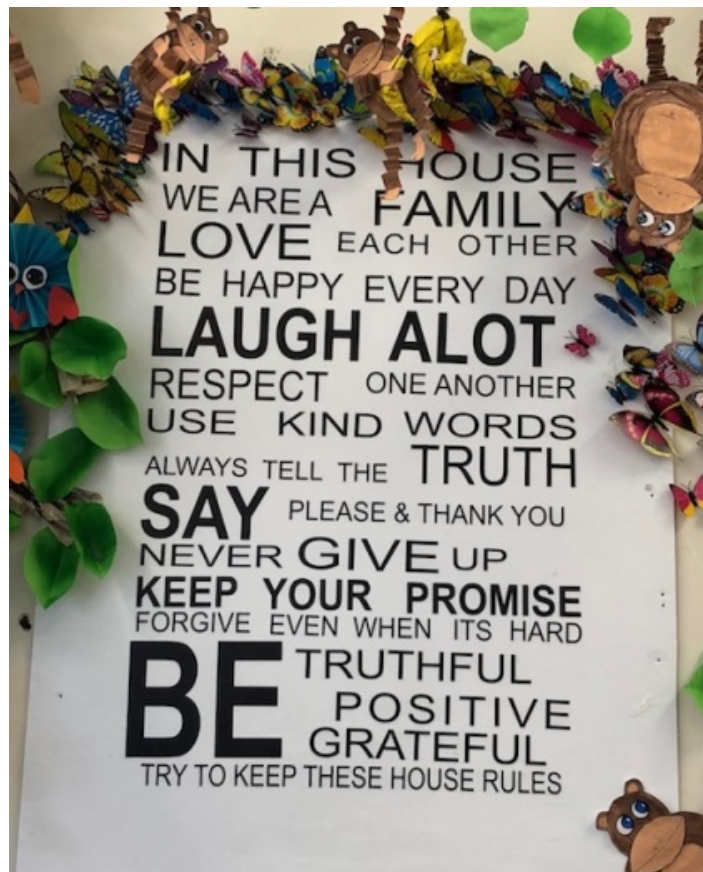


THINGS TO KNOW

WHEN STARTING AT A KD CENTRE



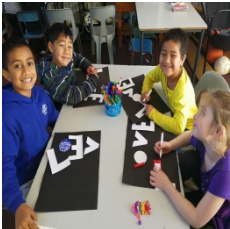


INTRODUCTION



The Story Behind Our Name.....

We wanted a name that made the children feel like it was “their place” “their sanctuary” “their 2nd home” - KIDS DOMAIN



KIDS DOMAIN has been operating as an OSCAR Approved Level 3 accredited out of school care and recreation provider since 2002. We have 2 locations – Stokes Valley and Lower Hutt. Both centres provide before school care, after school care and school holiday programmes



KIDS DOMAIN centres are the home away from home to approximately 195 children (permanent and casual enrolments) Most of our families live in the Lower Hutt community, but we also have children from as far as Napier and Christchurch attend our school holiday programmes.



Our staff are police vetted, have experience with managing children with special needs; attention deficit hyperactivity disorder (adhd), attention deficit disorder (add), aspergers syndrome, autism



We provide a mixture of free play and structured activities. All children get a choice of what they would like to do while in KIDS DOMAINS care, and are encouraged to participate. The service will provide a safe, varied and stimulating programme that meets the developmental, emotional, intellectual and physical needs of the children.



We are flexible - changing to meet the needs of individuals, families and communities



PROGRAMME HOURS

STOKES VALLEY CENTRE:

BEFORE SCHOOL CARE	7.15am	
AFTER SCHOOL CARE	3.00pm to 6.00pm	
HOLIDAY PROGRAMME	Half Day 8.30am to 3.30pm	Full Day 7.30am to 5.30pm

LOWER HUTT CENTRE:

BEFORE SCHOOL CARE	7.30am	
AFTER SCHOOL CARE	2.50pm to 5.50pm	
HOLIDAY PROGRAMME	Half Day 8.30am to 3.30pm	Full Day 7.30am to 5.30pm





NOTICE AND CHANGES TO BOOKINGS

BEFORE AND AFTER SCHOOL CARE

GOING AWAY NOTICE

If you are going to be away for 5 consecutive days or more e.g. going on holiday, 14 days notice must be given to Kids Domain advising dates of absence and the fee won't be payable for this period. Example of 5 consecutive days – if your child is booked in Monday to Friday every week and they will be away 5 days in a row they will qualify. If your child is booked in only on a Tuesday then they will need to be absent for 5 Tuesdays in a row to qualify etc. To give notice you must complete the form on our website www.kidsdomain.biz (change of bookings & notice) and this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form

CHANGES TO BOOKINGS

5 days notice must be given to Kids Domain advising dates of changes and the fee won't be payable for this period. To give notice you must complete the form on our website www.kidsdomain.biz (change of bookings & notice) and this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form

PERMANENTLY CANCELLING CARE

If care is no longer required 14 days notice must be given to Kids Domain advising final date of care. To give notice you must complete the form on our website www.kidsdomain.biz (change of bookings & notice) and this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form

SCHOOL HOLIDAY PROGRAMME

INCREASE FROM HALF DAY TO FULL DAY CARE BOOKING

Should you need to change your half day care booking to a full day booking, 24 hours notice must be given so we can check the availability of staff that are booked to work that day. We will confirm if this possible as soon as we can. You must complete the form on our website www.kidsdomain.biz (change of bookings & notice) and this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form

CANCELLATION OF CARE OR DECREASE IN HOURS BOOKED

5 days notice must be given to Kids Domain advising dates and the fee won't be payable for this period. To give notice you must complete the form on our website www.kidsdomain.biz (change of bookings & notice) and this will be recorded on our files by administration. A copy of your notice will automatically be emailed to you once you submit the form. A withdrawal fee of \$5 per day per child will apply to cover administration costs



SETTLING CHILDREN INTO THE CENTRE

For children just starting at school and you think your child may have trouble settling, we recommend that you bring your child in for a couple of visits before they are to start care.

The last visit we recommend that the parent drop off and leave straight away.

Any child reluctant to see a parent leave will be attended to by a staff member. We ask you to say goodbye and leave as 99% of the time we are able to settle that child



FIRST AID, EMERGENCY & CIVIL DEFENCE

If your child receives first aid (whether it be a bandaid for a paper cut or something more serious) this will be recorded in the accident notebook register which is kept by the sign in and out sheets. Your child's name will be highlighted to let you know there has been first aid. Please sign this book.

Our staff have current first aid certificates.

In the case of an accident or emergency where the parent/caregiver or emergency contacts cannot be contacted, the child will be taken to hospital by ambulance.

In such a case where our buildings are unsafe to stay in, we will be relocating to the following civil defence centres (a notice will be left on our buildings to advise you where we are if we are unable to contact you via text message or email.

Notifications will be on our Facebook page also so don't forget to follow us. We will not be making phone calls out, as we want to keep the lines of communication open and not overload the phone lines, so please do text us instead)

CIVIL DEFENCE LOCATIONS:

Kids Domain Lower Hutt Centre will be at:

Hutt central school, Railway Avenue or Gracefield school, bell road

If we have to go to higher ground, we will be heading up towards Normandale Hill via Normandale Road, if the Ewen bridge is unavailable to us, we will be heading to Wainuiomata Hill

Kids Domain Stokes Valley Centre will be at:

Tui glen school

or

Tawhai school



A DAY IN THE LIFE OF A “KD” KID

BEFORE SCHOOL CARE



Children that attend morning care will be dropped off and signed in by their parent/caregiver. Some children will still be waking up so we like to make sure they can come in and do something quiet should they choose e.g. watch a dvd, hop on a computer, play a board game.

AFTER SCHOOL CARE



Children are marked off the roll. They will have free play. An afternoon snack will be given. The children that are required to do homework will start this and the other children that don't will play. A daily homework list is kept and children marked off as completed. Anybody that forgets to bring their homework will be noted. If this is a regular occurrence the parent will be notified. Due to the popularity of homework help, we limit the amount of time spent with each child to be able to help as many as possible. All children that can do their homework without a supervisors help can get straight into it. The younger children that may get spelling, reading or tasks to do will do this with a supervisor. Depending on the amount of children needing help we will do at least 1 item of their homework each day. Homework help finishes no later than 4pm. A tuckshop will then be opened and the children can either relax or play and have fun doing activities.

HOLIDAY CARE



A planned programme is available online 3-4 weeks before the end of school term. We offer 2-3 outings each week and inhouse activities for the non-outing days. The day is full of fun for everyone – swimming, beach trips, Laserforce, tenpin bowling, movies, ice-skating, daily competitions and prizes to be won are just some of the activities we get up to!!!



HOW TO JOIN THE “KD” FAMILY IT’S EASY PEEZY!!

BEFORE AND AFTER SCHOOL CARE ENROLMENT

Enrolments are completed online through KIDS DOMAINS website by the parent/caregiver. A copy is automatically emailed to both parties

Contact is made to arrange a visit to the programme so parent/caregiver and the child can meet the supervisors before starting care. We feel this is very important as this is the time to discuss any special requirements or needs.

They are shown around to give them an idea of what to expect on their first day

Invoices are emailed each Monday for that weeks care.

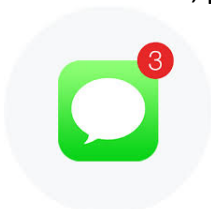
SCHOOL HOLIDAY PROGRAMME ENROLMENT

Bookings are completed online through KIDS DOMAINS website by the parent/caregiver. A copy is automatically emailed to both parties

Invoices are emailed within 2 working days of booking being received.

COMMUNICATION AND INFORMATION SHARING

This is done via texts, phone calls, email, newsletters, mailing list, Facebook and on our website.





TRANSPORTATION PICKUPS AFTER SCHOOL

SCHOOL	MEETING SPOT	TIME OF PICKUP
Our lady of the rosary school	outside the school hall	2.50pm
Gracefield school	Bell road entrance of school	3.05pm – 3.15pm
Hutt central school	Victoria Park playground	3.05pm – 3.15pm
Ss peters and pauls school	At big tree in courtyard of school	2.50pm
Waterloo school	waiwhetu road entrance of school	3.00pm - 3.05pm
Eastern Hutt School	Raroa road entrance of school (next to professionals real estate)	3.05pm – 3.10pm
Tawhai School	Outside classroom 3	3.00pm
Maungaraki School	At the front of the school/or near the hall	3.15pm – 3.20pm
Hutt Intermediate	Penrose Street entrance of school	3.10pm-3.15pm
Raphael House Rudolf Steiner	Near the school office (Matuhi Street)	3.20pm – 3.30pm

All children are expected to come straight from classrooms to the meeting areas.

We have a large number of children to collect from different schools and if your child is late to pick up this delays the next school pickup etc. (please refer to transport terms on enrolment)

You will be contacted if your child is not at the meeting spot



IF YOUR CHILD IS CATCHING BUSES/WALKING/SCOOTERING

Latest time to arrive (unless advised differently):

Stokes Valley Centre is 3.20pm

OR

Lower Hutt Centre is 3.30pm

You will be contacted if your child has not arrived by the designated time



ABSENCES

It is extremely important for supervisors to know that your child won't be attending that day

PLEASE TEXT OR LEAVE A VOICEMAIL MESSAGE TO ADVISE:

Stokes Valley Centre 022 1730863

OR

Lower Hutt Centre 022 1838281

OR

Rachel 027 4749573

A supervisor will text or call you back to confirm they have received your notification of absence.

If you have not heard from them by 2.45pm please get in contact with them

Please do not email us unless it is at least 1 day in advance as we are not able to always get to the computer to check email messages.



HOMWORK

Homework help is available if you have selected this on your enrolment form.



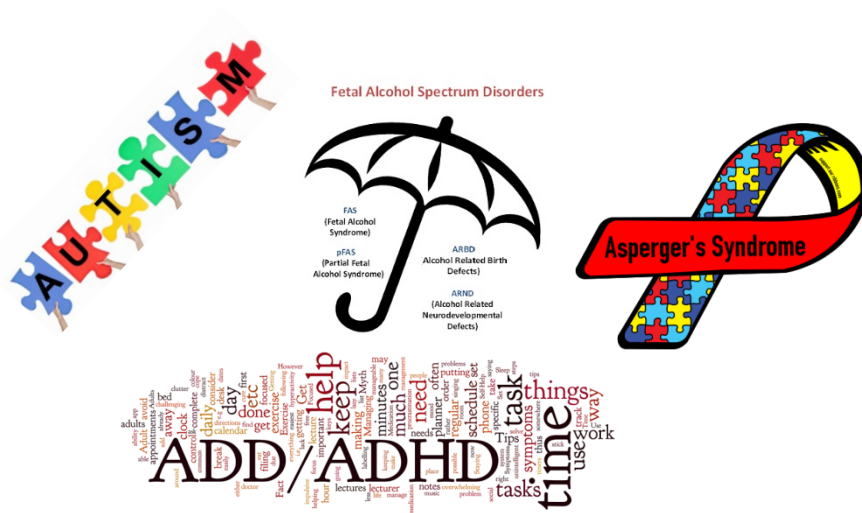
Due to the number of children doing homework, we can only help children on 1 piece of homework each day. This may be a choice of either reading, spelling, maths etc

The older children more often than not do not require help and get on with their homework on their own so will start theirs

Homework will be done Mondays to Thursdays and will end before 4pm



CHILDREN WITH SPECIAL NEEDS



Here at Kids Domain we like to include children from all walks of life.

Our staff have a lot of experience and training with children that have special needs.

Upon enrolment we ask you to please specify in detail anything your child may have been diagnosed with and/or need extra help with so our staff can work with your child and you. This helps us provide the right type of care for your child.

For **severe special needs** we will need to assess whether we have the facilities available to you before your child can start, so please chat to us.



WHAT TO BRING

Children are welcome to bring in their toys, mobile phones, devices, scooters etc. but are responsible for their property

We do provide a light afternoon tea, but if you think your child may be extra hungry please pack them something extra in their lunch boxes

A water bottle

Sun hat and sunblock (warmer months)

Jackets and warm clothing (cooler months)

A change of clothing if they wear school uniform (choice)



TUCKSHOP/PRE ORDERED LUNCHES

We will no longer be able to heat up or cook your child's food you bring from home

LUNCH PRE-ORDERED

Popcorn	\$2.50
Mince pie	\$2.50
Noodles in a Cup	\$1.50
Hot chips (<i>on specified days, please check holiday programme schedule</i>)	\$2.50
Sausage Sizzle (<i>on specified days, please check holiday programme schedule</i>)	\$2.00

TUCKSHOP

99% sugar free fizzy drink	\$1.00
Can coke drink	\$2.00
Sherbet	50 cent or \$1 bag
Zombie chews	80 cents
Sam Blue pops	20 cents
Blowpipes	20 cents
Cola bottles	10 cents
Rainbow belts	20 cents
Gumballs	20 cents
Chocolate mini bar	50 cents
Tnts	20 cents
Sour peach	10 cents
Wicked fizz	30 cents
Wacky chews	30 cents
Sour spiders	20 cents
Iceblocks	50 cents

All money raised will go towards buying new and replacement equipment for Kids Domain



CONTACT DETAILS

ADMINISTRATION, ENROLMENTS, GENERAL ENQUIRES	027 4749573
STOKES VALLEY CENTRE	022 1730863
LOWER HUTT CENTRE	022 1838281
EMAIL	kidsdomain@slingshot.co.nz
WEBSITE	www.kidsdomain.biz
FACEBOOK	www.facebook.com/kidsdomain



COMPLAINTS AND ISSUES

At Kids Domain all our staff are very easy to communicate with, so should you have any problems big or small PLEASE do speak to one of them as soon as anything is worrying you or your child.

They are more than willing to help so do not hesitate having a chat with them face to face, over the phone or via text message.

It makes it a lot harder for the staff to remediate an issue if it is left too long.

If you feel that your concerns have not been rectified please contact Rachel on 0274749573 or complete the complaints form which is on our website:

www.kidsdomain.biz/Complaints-Form