

Welcome to

The Orchard

Growing great kids

7 Oturoa Rd, RD 2, Rotorua 3072

www.theorchardchildcare.co.nz

office@theorchardchildcare.co.nz

Phone 07 3323 603 / 027 581 1539

Our Philosophy

Love in Action

Love is patient, love is kind.

God's unconditional love forms the basis of our Christian values and practice. We aim to be a home away from home, where children feel safe through our compassionate, empathetic, kind teaching.

We build loving, trusting, respectful relationships with our children and their whanau.

We strive to sprinkle our children and their whanau with love, as we nurture them along in their development.

We spread this love further into our community, by opening our arms and hearts with love and compassion to all those around us.

Love for Earth

The legacy we leave for the children we are teaching today, is of great importance to us.

Our environmentally sustainable approach sees us recycling, using reusable nappies, collecting rain water for play, offering a vegetarian menu, composting, growing our own vegetables, planting native trees, reducing waste and aiming to be plastic free.

Earth's treasures abound throughout our centre. Our outdoor environment includes gardens, farm paddocks, bike tracks, farm animals, vegetable gardens and a plethora of natural play based learning areas.

We offer children open ended natural resources to stimulate their creativity, imagination and social skill development.

Rituals are entwined through out our day. Candles, flowers, table cloths, doilies, ornaments and homely touches are used widely as we endeavour to create a quiet, calm, intentional, thoughtful rhythm to our home.

Aotearoa Aroha

Our land, Aotearoa, holds a unique place in the world geographically, environmentally and culturally. To celebrate this we aim to teach our children about our native flora, fauna, culture and customs in realistic, authentic contexts.

We incorporate te reo and tikanga Maori throughout our practice. We welcome visitors in our special powhiri, alongside centre wide use of our pepeha.

Our children represent a diverse range of nationalities who have chosen to settle in New Zealand and call Aotearoa “home”.

The freedom our nation enjoys is a privilege for us to embrace and share, by celebrating our uniqueness as a country, a city, and a community that stems from our centre.

Nature's Freedom

Our centre is blessed with two acres of rural land. We embrace all weather and the various play opportunities that arise.

Freedom to use our space for their play purposes is paramount to our children's growth, learning, socialising and overall development.

We are a mixed age setting, just like a big family, with all our children learning and playing together. All areas are accessible to all our children regardless of their age or stage. We acknowledge and embrace the importance of tuakana teina practices, where all children learn from one another.

Children are free to explore, climb trees, grow vegetables, dig in the dirt, make huts in our gardens, play with water, care for animals, ride bikes, get muddy, create things using a variety of loose parts and explore, while being supervised safely. At The Orchard, we're Growing Great Kids.

Policies and Procedures

The Orchard child care and preschool is privately owned by Bridget & Andrew Gifford, licensed by the Ministry of Education. Our report from the Education Review Office is available in our policy folder and on our website. Our policy and procedures folder is always available in the sign in/out tablet area. We invite you to view these at any time.

Your Child Settling In

The initial settling in period is an important time for your child. There are many things we can all do to make this experience positive for both you and your child.

Before your first day:

- You can visit the centre together as often as you like. We do recommend that soon after starting your visits, when availability allows, you begin to leave your child with us, so that they realise this is a place that they come to independently.
- Look around and meet our team of teachers. Perhaps even do an activity together.
- We encourage you to have 1 to 2 visits with your child together then leave your child with us for around 20 minutes to half an hour – this provides your children with the knowledge that you will always return for them. We build up from this initial visit to longer visits (45 mins to one hour), then we suggest you collect them after lunch (half day), as the first few days can feel very long for littlies.
- Let the teachers know of any needs, likes, dislikes, routines etc so we can work as closely to their normal rhythms as possible. We encourage you to write any notes or routines for our staff to learn more about your child.
- Have a chat with the teachers to plan the best start for you and your child.

On the Day:

- Talk about the exciting things that your child might like to do at the centre before you get there. This applies to any age as even young children pick up on your tone and feelings.
- You might like to wander around the centre again finding the locker for their bag and the toilets.
- Point out activities they might like to do while they are here.

When care commences it is helpful if you leave promptly, assuring your child that you will return, and make an appropriate farewell. For some a kiss and a wave is sufficient, for others its hugs and a cuddle with a teacher. Some have a little cry initially but a Teacher will be there to cuddle and reassure them. They are soon absorbed into an activity that they find interesting with the help of the Team. It is important to say goodbye to your child as not doing so may lead to mistrust. Please be assured that we will always contact you if your child is inconsolable after around 10 minutes.

Other Tips and Thoughts:

If you are experiencing any distress at leaving your child, don't hesitate to talk to the Team about it (you are not the only parent to feel this way). You are welcome to phone us any time and as many times as you need to, to feel reassured your child is settling.

All children settle in their own way and in their own time. You know your child best and The Orchard Team are here to make the transition as easy as possible, so have a chat about your concerns at any time.

What to Bring to The Orchard

The Orchard Child Care & Preschool supplies **reusable nappies (for under threes), a nutritional vegetarian lunch, morning and afternoon teas (if booked after 3.30pm) and sun block.**

Please send along the following: **Each child brings a piece of fruit for shared kai daily please.**

- A NAMED sun hat with a flap or wide brim to cover their neck and face in summer (this can be left at the centre)
- A NAMED woolly hat and jacket in winter (these can be left at the centre)
- Several NAMED changes of clothes that are OK for messy and dirt play. (The Op shop is a great source of cheap childcare clothes). No fancy or special clothes please as we cannot take responsibility for their care.
- NAMED footwear suitable for walks on the farm (there is cow poo so precious or pretty shoes are not a great idea)
- NAMED gumboots
- NAMED milk made up for younger children (for the day) or formula for us to make up. Please write on the container your child's milk preparation requirements.
- NAMED cuddlies or soft toys needed for comfort/sleep are welcome (other toys can stay at home please)
- NAMED bag so staff can easily see the name from the outside.
- NAMED nappies for any children over 3 years of age (The 20 ECE hour funding does not cover nappies sorry)
- NAMED reusable wet bag – for any wet clothing that needs to go home when your child changes

If your child is going to be away

Please phone us on 07 3323603 or text us on 027 581 1539 by 9am so we know your child is safe.

If you are planning to be away please advise us as soon as you can, in case other children are seeking a casual space for that time. Notified absences of 5 working days or longer receive a 50% discount.

Excursions

Upon enrolment you'll sign a clause on the enrolment form giving permission for children to leave the centre in the company of The Orchard Child Care & Preschool family for walks around our grounds and farm. For trips other than walks around our property, permission will be obtained from you in writing.

Staff/child ratios will be maintained at all times during an excursion but will vary depending on the risk factors identified. We will always work well within the Ministry of Education regulations.

If everyone is away from the centre on a trip, a note will be left on the door to say where we are and how we can be contacted.

Children who are unable to take part in the trip will be cared for at the centre.

There will be at least two Team members accompanying children on any trips. Your child will be seated in an approved safety seat supplied by you.

All vehicles used on a trip will have a WOF, registration and the driver will have a full current driver's license.

Meals

We make available healthy, vegetarian and nutritious meals at lunch time, this being the main meal of the day, and healthy snacks for morning and afternoon teas in a warm and social setting. We dine with table cloths and the table nicely set to create a dining ritual. The meals are low in salt and sugar and high in vegetables – from our own gardens where possible. Water is available throughout the day, especially at meal times. Children wash and dry hands before every meal or snack time. We give thanks (karakia) for the food we have to share and for the health of our bodies before each meal or snack and manners are encouraged. We also encourage independence, and the development of self care skills. Meals are a social occasion and conversation is encouraged quietly. All meals are served on real crockery or enamel bowls for our babies and toddlers. Snacks are served in scallop shells. Drinks are from metal cups.

After meals children are encouraged to clear their plates and cups away and to wipe their face and hands.

Note: We happily cater for special diets in cases of allergy, food intolerance and religious beliefs. Often families choose to provide their own food in this instance to ensure the food is appropriate.

Below is an example of the The Orchard Child Care & Preschool menu, which rotates each week, for three weeks. Each week's menu is different.

***Four year olds are encouraged to bring their own packed, nutritious lunch box on specified days, as part of their transition for school readiness.**

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Tea	Marmite & Cheese scrolls Fruit: Water	Crackers with Cheese / Marmite and/or Sandwiches Fruit: Water	Cheese scones Fruit water	Wholemeal scones Fruit: Water	Vege sticks and dip Fruit: Water
Lunch	Risotto Fruit Water	Vegetarian Pizza Fruit Water	Vege bake Fruit Water	Vege noodle stir fry Fruit Water	Sandwiches 4 year olds bring in their own lunchboxes Fruit Water
Afternoon Tea	Muffins Fruit Water	Scones Fruit Water	Muesli slice Fruit Water	Banana Bread Fruit Water	Cake Fruit Water

We ask that all children bring a piece of fruit with them each day, to share. This encourages conversation, sharing and new experiences with different foods. In 2021 we have aligned with Min of Health and Education around food requirements.

HIGH RISK CHOKING FOODS – Will not be served at The Orchard child care.

- whole or pieces of nuts
- large seeds, like pumpkin or sunflower seeds
- hard or chewy sweets or lollies
- crisps or chippies
- hard rice crackers
- dried fruit
- sausages, saveloys and cheerios
- popcorn
- marshmallows.
- ALL confectionery.

As part of these requirements much of the food we serve is altered to make it less likely to be a choking hazard. This policy can be found on our website.

Sunscreen

Our policy requires that children will arrive at The Orchard with sunscreen already applied. Sunscreen will be reapplied after lunchtime (for all children). If your child requires specialised sunscreen, please supply a bottle and inform staff and we will note this and keep their sunscreen ready for access by staff.

Sleeping

Children who have sleeps will have a designated cot or bed in a quiet, safe, clean bedroom where they can have undisturbed rest

Their linen is washed at least once a week (more often if it is wet or soiled) and beds cleaned weekly.

An adult will be present in the sleep room, or able to sight them through the viewing window when they are sleeping, with 10 minute checks for vital signs throughout sleep times. All sleeps are recorded. Baby sleep times are written into the tablet where you can see at pick up what time your child slept.

No child can be put to bed with a bottle. If necessary, children are patted, stroked, sat with, or rocked until they settle and drop off to sleep.

Medication

Permission needs to be given in writing, by you, on the medication sheet as you sign them in for the day. This is then signed by the Team member administering the medication. At no time will any medication be given without written permission. All medication is kept in the kitchen and not in the child's bag.

The person administering the medication will check the label to ensure;

Child's name, issue and expiry dates, right medication, right time, right place (eyes, ears, nose), right amount, right child.

Any non prescription medication should be in original manufacturer's bottle and the dosage for the age group matches with what the parent has written.

If anything doesn't match, the medication will not be administered until concerns are verified with parents or health professionals.

We do not give paracetamol or parol, unless prescribed, as it can mask symptoms of a more serious illness.

Accidents and Illness

All accidents are recorded in the accident book to be signed by a parent or caregiver at pick up. A note will pop up on the sign in tablet to notify you of an accident. All staff are qualified in first aid. All accidents involving any part of the head will be phoned to report to parents immediately – these will be monitored by staff and if necessary, your child may need to be collected for closer supervision. Any accidents of a more serious nature will be notified immediately to parents. In the event of a parent not being able to be contacted, the child will be taken to Ngongotaha medical centre. For serious, major accidents, an ambulance will be called.

Our policy around any illness is based on guidelines from the Ministry of Health. **Any vomiting or diarrhoea must have a clearance of 48 hours from the last episode, before your child can re-enter our centre.** We will inform you with stand down periods specific to illness and disease. Please be mindful that any sickness spread through a day care centre will impact on all attendees – staff and children.

Arrival & Pick Up Times

As the government funds or part funds up to 6 hours per day per child, you must adhere to your booking times, if attending for a 6 hour day. We understand that sometimes you will be running late or have to pick up early, but please try to keep to your booked times. Please also remember, we have staff rostered onto cover booked times, so any early drop offs or late pick ups may result in staff cover being insufficient for safe childcare staff child ratios.

Any child arriving early before their start time or being collected late after their pick up time will be charged \$1/minute, according to times recorded on the tablet at sign in or out.

Communication

We strive to be open and approachable. We welcome feedback and feed-forward from parents so we can continually improve our service. You can chat to all of our staff at anytime. We will strive to consult with you on all areas as we review our service and any aspects we feel we can improve on. You can access information about your child at any time by asking staff for records in our care. We have "Play Memoir" books that are available at all times to celebrate your child's learning. We love for parents and whanau to add to these keepsakes.

Complaints and compliments - the full policy is displayed in foyer.

Parents, whanau and care-givers who may wish to make a formal complaint or offer suggestions, about any aspect related to the centre can follow the format set out below;

Discuss the complaint or suggestion with Bridget. The nature of the complaint or suggestion will be recorded. All complaints and suggestions will be given serious consideration and acted upon where appropriate.

Complaints or suggestions are also able to be submitted in written form to The Orchard Child Care & Preschool, 7 Oturoa Rd, RD 2, Rotorua.

If after accessing these two options parents or whanau are not satisfied then they may contact the Ministry of Education with their concerns at PO Box 1749, Rotorua. Ph 07 349 7399.

Reviews and consultation

We are always looking for ways to improve The Orchard Child Care & Preschool and we value your ideas and thoughts. Please feel free to add any changes to policies that we are reviewing located in the entrance. These policies affect you and your child/ren. These are put up in our sign in area for parents to read and comment on.

The centre's financial report on the expenditure of government funds is available for viewing. See Bridget in the office, where this is displayed.

Licensing criteria for Early Childhood Education and Care Centres 2008 is available for you to peruse in the entrance way.

How can you be involved?

We urge you to join us in your child's learning journey at The Orchard Child Care & Preschool. We believe communication is the key and someone will always be available that you can talk to you. If you don't have time at pick up or drop off, you can always give us a call or an email. Feel free to take your child's Play Memoir book home (located inside on shelving) and let us know what you think about what is happening in your child's life (at The Orchard Child Care & Preschool or at home) by writing anything you like. This folder is a keepsake for you and your child, so please add ANYTHING you like to. Little words of encouragement or notes to your child about a learning story or special moment from home make a huge positive impact on your child and their development. You are always welcome to call in and visit to spend time with your child – just please be mindful that if you are coming then leaving again your child may find this confusing and be unsettled, this applies to any extended family that may like to drop in and visit, but it may leave your child upset. We also have some whanau evenings during the year – with Matariki and Christmas being our main ones. You can access our philosophy and policies by speaking to one of our teachers or taking a look at our folder in the foyer. Our philosophy is on our website and on the wall in our foyer. You can also "like" our Facebook page for updates and happenings.

Child Protection

Our full Child Protection Policy is in our Policies folder.

A full Police check will be submitted to ensure that anyone working with the children does not have any convictions for crimes.

No Team member or adult is in a room with a child(ren) on their own (including nappy changes) without at least a viewing window and frequent passing traffic.

Team members are required to attend a suitable course(s) on recognising child abuse.

Any adult on the premises will have a specific reason for being there which is known by Management. No visiting adults (guests or contractors will be left unsupervised with children). Photographs and videos may be taken by families for specific reasons like birthdays or absent relatives etc. and will focus primarily on the child involved.

Team members are encouraged to keep professional and personal lives separate. Baby sitting is a private arrangement and not connected with the Centre. The centre will not recommend or promote babysitters/carers. Similarly the use of private Facebook and Social Media between centre staff and centre families is independent of The Orchard Child Care & Preschool.

Children cannot leave the centre without written permission from parents (walks covered by enrolment form, other trips by specific written permission). Any adults collecting children from The Orchard must be listed on the contact list for that child, advised to staff or phoned into the centre by someone who is on the contact list.

IF THERE ARE ANY CUSTODY ISSUES please let Management know.

Your investment in your child's education

On the enrolment form, you will sign to agree to the following aspects relating to paying the fees:

That you will pay the fees in full each week at the rate and times you have agreed in writing.

Full payment is due if your child is sick or away, unless 5 working days notice is given in writing, and then fees are paid at 50%. To cancel, you need to give 10 working days notice. Bookings can be changed with 10 working days notice, if we can accommodate the days/times you are requesting.

This needs to be done in writing to avoid any confusion or misunderstanding.

Casual bookings are charged for irrespective of whether you use the time or not, as extra staff are employed to

maintain the regulation Staff/child ratios.

We charge normal (full) fees for statutory holidays on the day your child normally attends.

If eligible for a WINZ subsidy, full fees are due until written verification of subsidy is received. Your account will then be credited or a refund made.

A late fee (\$1/minute) will be charged for any child not picked up by closing time (5pm) as we need to pay two Staff to remain with your child until they are picked up.

If you fail to pay the fees due, you give permission for the centre management to send the account to a Debt Collection Agency and add the costs of collection to the fees owing. We may publish your name in the paper in order to locate you for debt collection.

We have done our best to keep the fees as low as possible and still retain the high quality of care, education and services for you and your child.

A minimum of 2 days per week attendance is required, in order for your child to gain familiarity with our staff and their peers.

Your investment in your child's education is;

	All day care—7.30-5pm		Part day care - 6 hours (between 8.30am—3.30pm)	
Attendance	0 to 3 years	3 to 5 years	0 to 3 years	3 to 5 years
Two days	\$105	\$8/hr after first 20 ECE hrs	\$90	Nil
Three days	\$150	\$8/hr after first 20 ECE hrs	\$130	Nil
Four days	\$180	\$8/hr after first 20 ECE hrs; \$100 Max.	\$170	\$32
Five days	\$210	\$8/hr after first 20 ECE hrs; \$120 Max.	\$195	\$80

Talk to the office about WINZ subsidies that may be available