

# Lulu and Max

## PARENT INFORMATION HANDBOOK



[www.luluandmax.co.nz](http://www.luluandmax.co.nz)

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## CONTACT DETAILS

<b>HASTINGS SITE</b>	Name of Site	Lulu and Max Hastings
	Site Address	258 Havelock Rd, Hastings
	Onsite Manager	Lauren Byford
	Contact Phone	027 376 0373
	Email	hastings@luluandmax.co.nz

<b>EBBETT PARK SITE</b>	Name of Site	Lulu and Max Ebbett Park
	Site Address	600 Oliphant Rd, Raureka, Hastings
	Site Contact	Lauren Byford
	Contact Phone	027 376 0373
	Email	hastings@luluandmax.co.nz

<b>TWYFORD SITE</b>	Name of Site	Lulu and Max Twyford
	Site Address	142 Twyford Rd, Twyford
	Onsite Manager	Hayley Kapua
	Contact Phone	027 492 0569
	Email	twyford@luluandmax.co.nz

<b>WAIPAWA SITE</b>	Name of Site	Lulu and Max Waipawa
	Site Address	55 McGreevy St, Waipawa
	Onsite Manager	Sabrina Sorensen
	Contact Phone	022 402 7692
	Email	waipawa@luluandmax.co.nz

<b>CLIVE SITE</b>	Name of Site	Lulu and Max - Clive
	Site Address	Clive School - 57 School Rd, Clive
	Onsite Manager	Nadia Tonga'Ofa - Morrell
	Contact Phone	021 029 28370
	Email	clive@luluandmax.co.nz

<b>HEAD OFFICE</b>	Lulu and Max GM	Lauren Byford
	Phone	027 376 0373
	Email	hello@luluandmax.co.nz
	Website	<a href="http://www.luluandmax.co.nz">www.luluandmax.co.nz</a>
	Facebook	<a href="http://www.facebook.com/luluandmax.hb">www.facebook.com/luluandmax.hb</a>

## HOURS OF OPERATION

<b>BEFORE SCHOOL CARE</b>
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Monday to Friday	Hastings	7.30am - 9am
	Clive	7.30am - 9am
	Ebbett Park	7am - 9am

<b>AFTER SCHOOL CARE</b>		
Monday to Friday	All sites	2.30pm - 6pm

<b>HOLIDAY PROGRAMME</b>		
Monday to Friday:	All sites	8am - 4pm
Early Morning Care	Ebbett Park	7am - 8am
	Waipawa	7am - 8am
Afternoon Care	All Sites	4pm - 6pm

## **WELCOME**

Welcome to Lulu and Max where your child’s happiness is our number one priority.

We aim to provide stimulating experiences which promotes each child’s social, emotional, physical and cognitive development. Our goal is to support and nurture the childrens’ curiosity and natural desire to have fun, explore and take risks. We understand that relationships are key to making this happen through genuine meaningful connections with staff and other children and are delighted to offer programmes that suit our community’s needs.

## **GENERAL OVERVIEW**

### **Mission Statement**

Lulu and Max provides a safe, nurturing and warm atmosphere for primary aged children to gather and be cared for Before School; After School and in School Holidays.

Lulu and Max will provide stimulating, age appropriate activities and experiences to promote confident, independent children.

### **Policies**

The following policies and procedures apply to the operation of Lulu and Max. Your “acceptance of the terms and conditions” on the Discover 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 the programme.

### **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

Lulu and Max 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 and respect the cultural differences of their Lulu and Max friends.

## Daily Routine

In order to ensure that the programme is a happy and safe environment for the children who attend, the Lulu and Max programme follows the schedule below. Planned structured activities include arts & crafts, science, cooking, sports & games, carpentry, music and outdoor play. All structured activities are optional and plenty of other activities are available for our children if they do not wish to participate in planned structured activities.

## Daily Format

A 'typical' After School Care day or week is as follows:

Week:	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 - 30pm	Afternoon tea & karakia	Afternoon tea & karakia	Afternoon tea & karakia	Afternoon tea & karakia	Afternoon tea & karakia
3.30- 4pm	Homework, Quiet Activity/Story time	Yoga and Mindfulness <small>(Not everyone has to join in with this)</small>	Homework, Quiet Activity/Story time	Yoga and Mindfulness <small>(Not everyone has to join in with this)</small>	Movie Day
4-5pm	Activity:	Activity:	Activity:	Activity:	
5- 5.30pm	Activity Tidy Up	Activity Tidy Up	Activity Tidy Up	Activity Tidy Up	
5.30- 6pm	Quiet Activities	Quiet Activities	Quiet Activities	Quiet Activities	Quiet Activities

**Use of any device is not part of our programme and children will be asked to keep their devices in their bags unless it is required for homework.**



## **ADMINISTRATION**

### **Bookings**

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

The Discover online booking system is used to determine the staffing ratios for the programme each day. It is important that any additional bookings are made prior to 10am on the day of booking or cancellations are made by 2pm to maintain safe staff ratios and to ensure our drivers are not looking for a child that is not attending. Drivers have a strict time schedule to follow and we must stick to this to keep all our children safe and collected on time. Please **TXT or phone** through last minute bookings and cancellations to your programme contact.

### **Regular Booking – Full-time/Part-time**

Regular bookings are ongoing bookings made for a term or more; for one day or 5 days.

### **Casual Booking**

A casual booking is when you only require care on irregular days, or for a short period.

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.

### **Please note: Cancellation of a regular booking requires a 2 week notice period**

A casual booking should be notified 24 hours prior to the day that care is required. However, in an emergency situation we can accept bookings up until 10am on the day required.

**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.**

### **Limited Confidentiality**

Please also note that the information you provide is kept confidential and only used by Lulu and Max to provide optimum care for your child. However, under the conditions of our Ministry of Social Development 'OSCAR Approval,' assessors from MSD may access this information.

### **Orientation Process**

Each child will undergo an orientation process when starting at a programme for the first time. This includes Holiday Care as well. Staff members will ensure the child is introduced to all the other children and shown around the venue. Some programmes may "buddy up" a new child with an older child. We encourage pre visits so your child can meet the programme supervisors and feel comfortable in their new surroundings.

### **Christmas Hours**

Lulu and Max is closed over the Christmas period for approximately 2 weeks. The closed period will be advertised towards the end of Term 4 each year.

### **Signing In & Out**

The adult assigned to picking up the child(ren) must use the Discover smart device to sign the child(ren) out at the time of pick-up. This is for both the safety of the children and to ensure correct invoicing for the services.

Only approved persons will be able to uplift a child as notified on the online booking system or as advised by parents and / or guardians on a specific day.

You will also be required to sign your child into Before School Care and Holiday Care programmes.

### **Late Pick Up**

We are open until 6.00pm daily. Children must be picked up by this time.

**We have a late pick up fine of \$2.00 per minute after 6.00pm.**

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 people on the booking system for someone to pick

up the child. **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 either 4pm or 5pm and collected later there will be a surcharge of the extra hour fee added.**
- **The same applies for a holiday programme booking where a child is picked up later than the booking end time.**

## **Complaints**

We aim to always provide quality care for your child. If you have any concerns or complaints please talk directly to your programme manager. If you are not satisfied with the outcome please complete a formal complaints form. Your programme manager can provide this for you. Our general manager will then address your concern in writing within 48 hours and may call you to clarify details. The general manager may need time to discuss concerns with relevant parties. Your complaint will be kept confidential at all times. If you are not satisfied with the outcome, the director or advisory board member may be brought in to seek a resolution. Our complaints policy and manual is available onsite and on our website.

## **ACCOUNTS AND FEES - BOOKING**

### **Payment of Fees**

For those that wish to **retain a regular booking**, payment is required one (1) week in advance of attendance. Shorter-term payments may be arranged by automatic payments or via internet banking directly to the programme bank account.

**Casual bookings** will be invoiced after the child's attendance and must be paid on receipt of the invoice.

Fees for **regular bookings** are to be paid in advance to secure your child(ren)'s place. Any problems with the payment of fees or if a variation to the standard method of payment is required, please contact the director to discuss this.

Late payment may incur a finance charge of 10% and non-payment will result in notice being given of your child (ren)'s enrolment being cancelled. If there are difficulties in meeting payment of fees, please contact the programme manager so that alternative arrangements can be negotiated. We prefer a friendly settlement to alternative courses of action.

Any queries regarding your account or payment of fees must be made to the manager.

Late payments may be handed over to our collection agency who will actively seek all monies owed, including penalties fees and may include seeking legal redress.



**We can accept cash onsite but prefer online banking.**

All child attendances are recorded through our Discover sign-out function in 'real-time' to verify time of pick-up.

**Two weeks notice, in writing, must be provided** if a child is to be withdrawn from the programme or there is a change required to the days of care, otherwise a two-week fee is payable based on the previous booking.

**No Refunds** are given for absences and **all public holidays** are charged at the applicable rate for bookings normally required that day.

### **Fee Structure**

Fees are \$7.5 per hour and \$2.50 per pick up daily per child

**Casual Bookings** will be taken if space permits. There is **no guarantee of placement** for these bookings. You will only pay for the sessions booked and attended.

You will be charged for **Regular full-time and part-time bookings**. Placement is guaranteed.

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

### ***Work and Income OSCAR Subsidies***

All our programmes are OSCAR approved 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 managers. We have forms onsite and available for families.

Granting of an OSCAR subsidy is between the parent and Work and Income New Zealand. Lulu and Max cannot guarantee that any parent will be approved for this, however we will assist with application as required. Parents are liable for all accounts that are not covered by their Winz subsidy.

### **Payment Disputes**

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

Where this cannot be provided, the parent will be required to complete payment to Lulu and Max.

**Any cash payments will be accepted at the time of payment at the programme and a receipt issued.**

## **Damage to Property**

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents/caregivers may be liable for replacement costs of equipment or property damaged by their child(ren).

## **WELLBEING, HEALTH AND SAFETY**

We aim to provide a safe, 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. This can be uploaded to the child's profile via Discover.

## **Code of Conduct**

Lulu and Max 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 or the Director in the first instance. Our staff "Code of Conduct" is kept in the On-Site Folder.

## **Behaviour Management**

Lulu and Max behaviour management procedures are in line with the out-of-school-care industry approved policies. 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 your programme manager, then the general manager if you need to discuss further.

Do not discuss these matters with staff members while the programme is in progress.

**Please note: We reserve the right to refuse or terminate a child's enrolment at any time.**

## **Sick Children**

If a child attending the programme becomes unwell or upset, we will contact the authorised people listed on the online booking system for them to pick up the child as soon as possible. Please keep children who are unwell at home until they are fully recovered.

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: absences due to sickness are still charged for. Exclusion periods may apply for certain symptoms or diseases:**

<b>Disease</b>	<b>Exclusion Period</b>
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
Vomiting	Until 24 hours after vomiting has stopped
Diarrhoea	Until 24 hours after 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
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 appearance of rash
Meningitis	Until a medical officer has certified recovery
Meningococcal	Until a medical officer has certified recovery
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 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, however we will call an ambulance where necessary.

All accidents and incidents are recorded on our Accident or Incident form. 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. A copy will be scanned and emailed to parents upon request.

### **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.

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 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 once per week during each Holiday Programme. These procedures are in our policy manual.

Only bags containing medication, will be evacuated with the children. If this is relevant to your child, please inform Lulu and Max via the online booking system (eg, regular medication) and by speaking with the programme manager so that we store these bags separately.

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.

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

### **No Smoking**

Our programmes are all smoke free.

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**

All Lulu and Max services are committed to the prevention of child abuse with the safety, welfare and well-being of the children always the prime consideration. Lulu and Max staff and programme 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.

### **SunSmart Policy – Terms 1 and 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. Rash shirts are encouraged for swimming.

#### **“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, labelled with their full name and speak with staff.

Outdoor activities will endeavour to utilise shade for children and staff 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 20 minutes for homework help and reading assistance for children who have homework.

**We do not do the homework for the children.**

If research material is required, the children will need to bring it with them.

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**

Breakfast is provided at Before School care. A small snack is provided at After School Care, however children can pack extra lunch for afternoon tea. If it is easier parents may leave afternoon tea at Lulu and Max for their children to have over the week. Children may do cooking as an activity as part of our programme.

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.

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**

Lulu and Max 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 at school. Unnamed property left on site will be stored in the lost property box for no more than 3 weeks.

## **Feedback and Complaints Procedure**

We welcome the feedback of any parent, care giver or member of the Lulu and Max community or host of our programme. 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.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the programme manager in the first instance, it should be escalated to the general manager then/or the director.

If you are still not satisfied with the response, please contact the Ministry of Social Development. The contact information can be found on our complaints policy.

## **STAFFING**

### **Ratios**

Our programme ratios are 1 staff member for every 10 children, with the ratio reducing to 1 staff for every 6 children when water sports or water activities are involved. 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 Lulu and Max staff undergo a recruitment process that involves Police Vetting (updated every 2 years) along with at least two (2) 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, Lulu and Max systems and performance reviews.

### **Staff Profiles**

Photos of current staff and a brief profile introducing them will be available to view onsite.

If there are any questions or comments regarding Lulu and Max staff, please contact your programme manager or the director.



