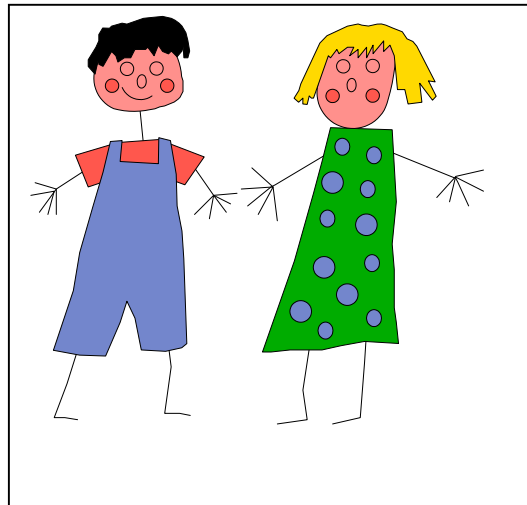


# BOULEVARD EARLY LEARNING CENTRE

## Parent Handbook

*Updated February 2010*



# BOULEVARD EARLY LEARNING CENTRE

ACN 085 901 588

**PROPRIETOR: MYSORE & ASSOC PTY LTD .**

**CONTACT PERSON :** Tara Sudhir

## **Mission Statement And Philosophy**

At Boulevard Early Learning Centre we aim to provide each and every child with the highest possible standard of childcare within a safe, comforting, Nurturing and play based educational environment.

Our objectives are:

- To build and foster each child's self esteem by developing strong feelings of self worth.
- To encourage children to develop socially, emotionally, physically and intellectually by providing children with a wide range of learning experiences.
- To encourage each child to learn through play and hands-on experiences by selection, and to acknowledge each child's individuality, strengths, needs and interests.
- To provide an environment which positively encourages the growth of independence, self-awareness, initiative, consideration, self-motivation and unbiased attitudes.
- To encourage children to express them, to communicate and listen to others, and to make decisions and accept the consequences.
- To complement and extend the home by providing a loving, stable and secure environment that is warm and friendly, enabling children, parents and staff to feel comfortable, accepted and valued.
- To support parents in the care and upbringing of their family, and to enhance the relationship of parents and children.
- To encourage parents to participate in the Centre's programs according to their own need, interests and opportunities.
- To provide an environment where families from all cultures feel welcome and accepted so that they can develop confidence in the ability of the staff to provide and care for their child.
- To involve the Centre in the community by taking an interest in other groups and inviting others to share in our program.
- To encourage children to feel confident and at ease in the community and at local facilities.
- To employ staff who possess knowledge of the developmental and emotional needs of children, and who are nurturing, sensitive and committed to the well being of children and parents.
- To encourage staff to develop and extend skills through participation in further education or inservice.
- To provide good working conditions for the staff to encourage stable and lasting relationships to develop among colleagues and with the Centre.
- To encourage staff to work together as a team through effective communication and planning.
- To maintain high standards of hygiene and care.
- To provide children with a wholesome, nutritious and balanced diet.

## **Background Of Boulevard Early Learning Centre**

Tara has worked in childcare for eight years, and has invaluable experience in the industry. Tara has run a childcare and kindergarten at Pakenham for seven since 2007 at Glen Waverley. Tara holds Degree in Home science, Diploma in Children Services and Grad. Dip. Of Early Childhood from Monash University.

## **Structure Of Boulevard Early Learning Centre**

Boulevard Early Learning Centre offers quality care for children through a range of programs.

We operate programs for children aged 0 – 12.

In addition to carefully planned and supervised long day or casual care, we offer a Government funded kindergarten program, before and after school care, and school holiday programs.

The Centre is well equipped with facilities and services necessary for quality childcare.

## **Accreditation**

Boulevard Early Learning Centre, under the Quality Improvement and Accreditation system has been accredited with high quality from National Childcare Accreditation Council

To receive Accreditation Boulevard Early Learning Centre successfully completed an internal and external quality control assessment, covering the area of interactions, program, nutrition, health and safety practices, centre management and staff development. We encourage parents to be involved in the process through parents meetings, surveys, feedback and support.

## **Staff**

We employ staff that are experienced and dedicated to the Early Childhood profession. Each area of the Centre has a supervisor who has formal dip. Qualification according to children services regulation 2009 and Children Services Act. 2009, in the Early Childhood field and co-workers who have training or experience, working together to develop and deliver the program. Boulevard Early Learning Centre encourages continuous personal and professional development. Staff have current working with children check or Police check.

## **Staff Absences**

When staff are absent from Boulevard Early Learning Centre we ensure that the replacement staff are familiar with our environment and the children, and are appropriately trained or experienced. It is only during rare circumstances that a new and unfamiliar staff member will be working with your child.

## **Volunteer Staff and Students**

Volunteer staff and students are a part of our Centre, but Boulevard permanent staff always supervises them.

Please introduce yourself to students and volunteers, and feel free to discuss their course of study with students.

Volunteer staff and students are bound by the same rules of confidentiality as permanent staff – they cannot discuss other children with you.

## **The Program**

We have incorporated Victorian Early Years Learning Framework for delivering high quality programs for children's learning. We believe that children learn through play and our staff gives children freedom to choose experiences that interest them. Staffs encourage children to try new things and improve existing skills.

Our staff plan a flexible, educational program indoors and outdoors, to enhance all aspects of your child's development (social, emotional, intellectual, physical, language). Every child has individual differences that are accepted and reflected within the program. An outline of the fortnightly program that incorporates individual children and other information about the day's schedule can be found on the notice board in each room. Please feel free to contribute either to the program or schedule, or to discuss any aspects of your child's development with staff.

Boulevard Early Learning Centre aims to provide a program which encourages children to be actively involved in the learning process, to experience a variety of developmentally appropriate activities and materials, and to pursue their own interests in the context of life in the community and the world.

First thing in the morning and late in the afternoon the children are grouped in carefully supervised “family groups” allowing children of all ages to play together.

For most of the day children are separated into specific age groups: 0 to 18 months, 18 months to 3 years , 3-4 years and 4-5 year kindergarten.

Parents are welcome at the Centre at any time to observe their child at play and to become involved when possible by assisting with supervision on outings, reading a book, helping the children cook, and so on.

Families and parents of the children that are educated and cared for at Boulevard Early Learning Centre are an important and integral part of the program and we recognise the need to provide continuing support and encouragement, recognising the needs of each child / family.

We recognise that there are huge differences in parenting styles and attitudes, values and expectations, and we aim to be responsive to these variations. Boulevard Early Learning Centre actively encourages the involvement of all parents in contributing and participating; to whatever degree they are able. Parents are encouraged to be involved in all aspects of the management and events at Boulevard Early Learning Centre.

- By attending Parent Advisory meetings, where matters of procedure and policy, programs and principles of Accreditation may be discussed
- By assisting in fundraising activities. Fundraising activities are regularly held in the form of chocolate drives, book orders, shopping tours, etc. and monies raised go towards buying equipment for the children at Boulevard Early Learning Centre .
- By attending social and information evenings. Social events are often organised to encourage team building and morale amongst staff and good will with parents. Guest speakers may be invited to speak on particular topics.
- By assisting at Working Bees. By helping with excursions and special activities. Parent helpers are welcome to join our groups and share skills or interests. Parent helpers might contribute through such activities as cooking, assisting on excursions, reading stories and so on. Parents who wish to be involved in such matters are asked to speak to the qualified staff member responsible for room planning in each room.

## Children’s Special Activities

Our program offers special activities for your child based on their interests, enjoyment and education.

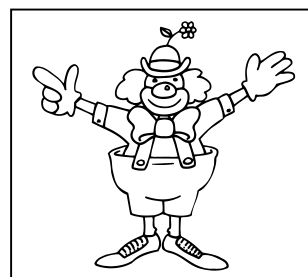
Regular planned experiences may include

- Lessons in a Language Other Than English for 3-5 year olds.
- Music and Movement Sessions
- Walks to the park, excursions etc.

Boulevard Early Learning Centre may book entertainers to visit from time to time, or arrange excursions out of the Centre grounds. Examples of such entertainers and excursions might be:

- Visit to the Fire Station
- Train journey to shopping area or place of interest
- Markets
- Nature Walks
- Police Station
- Mobile Farm or Reptile Keeper
- Puppeteers, dancers or musicians etc.

**An additional charge may be levied to cover costs of some activities or excursions.**



When possible, two weeks notice will be given prior to any planned special activity. Parents are welcome to attend and assist with supervision of children.

Any excursions out of the Centre will be thoroughly planned and parents will be notified regarding location, transport, care-giver/ child ratios, costs involved and the day’s general schedule. Parents will be required to

complete consent forms prior to the event giving details of emergency contact number, and doctor's name and phone number.

**Parent participation is encouraged and appreciated.**

## **Hours**

**The Centre operates 52 weeks of the year.**

- Centre hours: 7.00am - 6.30pm Monday to Friday -Care after 6:00pm must be informed.
- Kinder Times: 9.30am - 2.30pm Monday to Friday ( subjected to change)

**Approved and funded by DEECD kinder program is offered by qualified kinder teacher. Please inform us in writing if your child attends another funded program.**

Boulevard Early Learning Centre will be closed on Public Holidays, all public holidays are payable for permanent booking.

We offer full time, sessional or daily care, and kindergarten sessions.

The fees are displayed in the foyer of the Centre.

## **Payment of Fees**

Fees are to be paid by mutual agreement with the Proprietor on a weekly or fortnightly basis. Fees will be increased in July and Jan. to accommodate increasing costs.

- Fees shall be paid weekly.
- Any costs incurred by the Centre through dishonoured cheques will be charged to the parent involved.
- Fees may be paid in cash or by cheque made payable to Boulevard Early Learning Centre (MYSORE & ASSOC P/L) OR BY Internet transfer. Fees may be paid in person to the Proprietor or Centre Director.
- Two weeks notice must be given before ceasing attendance. Failure to do so will incur a full fee charge for the extra two-week period.
- There is no reduction in fees due to absenteeism. Fees are charged as a permanent booking.
- Deposits paid to the Centre to secure an advance booking are not refundable in the event of cancellation or failure to take up the position.
- Parents will incur additional cost if children are not collected prior to Centre closure at 6.30pm at a rate of \$5.00 for every 5 minutes.
- All accounts over 10 days in arrears will incur a \$5.00 per week accounting charge.
- **Fees will be charged as normal for Public Holidays and sick leave.**

## **Child Care Assistance Applications / Centrelink**

It is the family's responsibility to complete and lodge the application form with Centrelink, prior to commencement. If forms are not lodged (or re-applied for) Boulevard Early Learning Centre is obliged to charge you maximum fees.

## **Priority of Access to Enrolment**

The Australian Government has Priority of Access Guidelines for allocating places when demand exceeds supply. The three levels of priority, we follow when filling vacant places:

1. A child at risk of serious abuse or neglect

2. A child of single parent who satisfies, or of parents who satisfy, the work/training/study test under section 14 of the A New System (Family Assistance) Act 1999
3. Any other child  
With in these main categories, priority should also be given to the following children:
  1. Children in Aboriginal and Torres Strait Islander families
  2. Children in families who include a disabled person
  3. Children in families on low incomes
  4. Children in families from culturally and linguistically diverse backgrounds
  5. Children in socially isolated families
  6. Children of single parents

## Immunisations

When you enrol your child you should provide proof of immunisation (for example, a photocopy of the immunisation schedule in the Maternal and Child Health book).

If your child is not fully immunised:

- They must become immunised within 28 days
- You will have 28 days to start 'catch up' immunisation, or
- You must claim exemption within 28 days

**Centrelink will not grant Childcare Assistance for children who are not immunised.**

Boulevard Early Learning Centre has a non-immunisation policy. Children who are not immunised when a disease is present or suspected at the Centre will be excluded until the situation is considered safe for their return.

## 24 Hour Limit

There is a limit of 24 hours per week for Childcare that is not work related.

Families will be exempt from this limit where both parents (or the sole parent) are working, studying, training or looking for work, or if the family receives a Child Disability Allowance.

## JET Assistance (Job Employment and Training)

JET assistance is available for eligible parents returning to work or study. Please ring FAO or contact Tara for further information.

## Allowable Absences

Please keep in mind that when your child is **absent for any reason, your normal weekly fees still apply**. The Department of Education and Employment workplace Relations monitor all families' attendances at Child Care Services. All families are required to notify and complete the appropriate absence form (in the Sign in/Sign out Book). **If this is not done you could be charged the maximum rate!**

**Each child will have an allocation of 42 allowable absences per year inclusive of Public Holidays.**

Childcare Assistance will be payable for all absences due to:

- Illness (with a medical certificate)
- Attendance at pre-school (Kindergarten)
- Pupil free days
- Public holidays
- Rostered days off
- Rotating shift work

## Late Collection of Children

If your child has not been collected from the Centre after the time written in the sign in/ sign out book, staff will try to contact the parents and then those people listed as emergency contacts on your child's "Quick Reference Sheet". Please notify staff by telephone of any delay and the approximate time of delay. **Boulevard Early Learning Centre reserves the right to charge an additional fee if appropriate.**

## Late Fines

When a family is late picking up their child/ren from Boulevard Early Learning Centre a late fine applies. We expect parent to make every effort to contact the Centre and notify us of an expected delay.

If a child remains at Boulevard Early Learning Centre after the time of closing (6.30 pm), a late fine will be charged. If the child is not collected by the stipulated time, police will be informed to collect the child, as that is the safest place for us to leave the child. Please see our policy for full details.

## Boulevard Early Learning Centre 's Right To Cancel Your Child/rens' Booking

Should the Proprietor become concerned as to a family falling **behind in the payment of fees**, the family will be issued a warning that their child's place may be jeopardy. Should Boulevard Early Learning Centre not receive requested payment, the Centre has the right to **immediately cancel the booking**.

A book keeping fee of \$5 per week will apply to overdue amounts.

Boulevard Early Learning Centre will employ assistance from a debt collection service if it is deemed necessary and the parent will pay additional costs.

## Enrolment Procedures

Children aged between 6 weeks and 12 years will be accepted at Boulevard Early Learning Centre provided the required forms as supplied in the Enrolment Package have been filled in providing all necessary information, and are signed.

Persons wishing to enrol their child are asked to make an appointment with the Proprietor or Centre Director, at which time the relevant forms, fee structure, and the child's requirements can be discussed.

Included in the Enrolment Package are permission forms for the application of sunscreen, use of face-paint, and for taking your child's photo.

The first week's fees, paid in advance, are necessary to secure the booking.

**It is essential that you notify staff immediately should you change address, telephone number or work number, of any alteration to your child's existing illnesses/ allergies, and of details of persons authorised to collect your child.**

## Cancellations of Bookings

Families must give four weeks notice of cancellation of a booking. Failure to notify the Centre of your cancellation will result in normal payment of fees.

**Please notify the Centre in writing. If notice is not received your normal fee will be charged.**

## Privacy Policy Statement

### We respect your privacy

In order to provide you with the highest standard of service, our organisation Boulevard Early Learning Centre is required to collect personal information from you about your children and parents/guardians before and during the course of a child's enrolment in our service. We are committed to protecting your privacy and we abide by the National privacy principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

## **What information do we collect, why and how are it used!**

Basically details usually collected directly from parents such as your names, address, and phone contacts but it is also necessary for staff to collect details regarding your child's name, date of birth, medical details, health, routines, likes and dislikes which make up a personal profile.

In addition we are required to hold information regarding your child's Child Care Benefit Entitlements.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some of the information we collect is to satisfy the services legal obligations under the relevant childcare legislation.

Naturally much of this information is of a personal nature and some of it might be regarded as "Sensitive" and not the sort of information that you would wish to have unnecessarily disclosed to others.

### **We assure you that:**

- This information will only be used by our child care professionals in order to deliver your child's care to the highest standards and for collection the outstanding fee by the centre in case parent owing the money to the centre.
- It will not be disclosed to those not associated with the care of your child without your express consent
- You may ask to seek access to the information held about you and your child and we will provide access without undue delay.
- This access might be inspection of your child's records or by providing copies of information.
- There will be no charge made for requesting this information but there may be a fee levied to cover the cost associated with the processing of this request.
- We will take reasonable steps to ensure at all times that the details we keep about your family are accurate complete and up to date.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure
- Our staff is committed to respect these principles at all times.
- If a student has a valid training requirement requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and a Director of the Centre.

All Privacy related comment, feedback or complaints should be directed to one of the Centre's Director Tara /Sudhir We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standards of service provision.

## **Your Child's First Day**

We recommend you accompany your child a few times and stay. This helps your child feel that you belong also, and helps your child feel secure with the caregivers before being left in their care. We encourage you to ease your child/ren into their new environment.

Discuss your concerns and requirements with staff. They will help you and your child to separate.

## **Leaving and Picking Up Your Child**

Some children become distressed when their parent leaves. This is quite normal behaviour at first, and usually disappears as the child becomes more used to his or her new surroundings. Often the tears stop as soon as the parent has left! When the time to separate comes, do not prolong the goodbyes. Reassure your child that you will return and leave. By leaving confidently, you actually make the separation less stressful for the child.

You are welcome to phone the Centre at any time if you would like reassurance that your child is settled, or for any other reason.

To provide the best care possible, we need to have a good understanding of your child. Please help by making time to talk to staff about any changes or experiences that have, may or will be happening in your child's life.

**On arrival, parents must fill in the sign in/ sign out book.** This record enables us to:

- Determine your arrival and departure times
- Cater for lunches and snacks, sleeps, activities, etc
- Ensure your child's safety in an emergency

If your child is to be given medication during the day, fill out an authority in the **Medication Book**. Give the labelled medicine to a staff member.

Accompany your child as he or she hangs up their bag. Then take your child to a staff member and assist your child to settle to an activity before leaving.

**At the end of the day, all parents must complete the sign out book.**

Check for any comments. If necessary, sign the **Incident Book** that records accidents or injuries.

Collect medicine if necessary.

Check communication boards and your "pigeon hole".



**NO CHILD WILL BE ALLOWED TO LEAVE "BOULEVARD EARLY LEARNING CENTRE" WITHOUT THE PERMISSION OF PARENTS/GUARDIAN.**

We wish to keep your child safe. Please do not forget to notify us, in writing, if someone else is collecting your child, as **staff will not hand over any child to another person without the parent's authorisation and proof of identification.**

## **What to Bring**

Your child will need a complete named set of clothes in their bag, drink bottle, sheet set for rest time, formula and labelled bottles for babies. Parents are encouraged to provide children with several changes of suitable (named) clothing, eg. shorts, long pants, underwear, spare socks, jumper and t shirt.

In summer your child must have a hat, sunscreen for outside play, in winter send a coat or puddle suit and gumboots.

**Please name all clothing and bags.**

Many of the children's experiences will involve messy or sensory play. All care will be taken and protective smocks are provided, but it is impossible to keep children clean all the time. For this reason, we ask you to send your child in "play clothes". Clothes should be comfortable and practical so the children can participate in all activities. Singlet tops and vests are not suitable as they do not provide protection from the sun.

We advise parents not to bring your child's toys to Boulevard Early Learning Centre unless they are a security item for rest and sleep times. Toys can get lost, damaged or be mistaken for another child's. **Staff will not take responsibility for toys brought from home. If children bring toys from home, parents have the responsibility for collecting them.**

To help avoid accidents we ask that children wear shoes or sneakers rather than thongs at the Centre.

If your child is in nappies, please provide four nappies each day .

Children's dummies must be stored in a covered container and clearly named. Teats on bottles must be covered. All items must be clearly named.

Children should not bring food or snacks from home. Our 'culinary engineer' provides healthy and nutritious meals and snacks.



## BRING YOUR OWN SUN CREAM SPF15+

### Sun Protection

The Sun Protection Policy at Boulevard Early Learning Centre aims to promote

- Positive attitudes towards skin protection,
- Lifestyle practices which can help reduce the incidence of skin cancer,
- Personal responsibility for and decision making about skin protection,
- awareness of the need for environmental changes in the childcare setting to reduce the level of exposure to the sun among children, staff and parents.

Staff and children take precaution from the sun and must wear labelled hats when playing outdoors.

*Sunscreen Cream of SP+15 or SP +30 should be supplied by the parents* and will be applied by staff to all exposed skin areas before the child goes outside at parent's responsibility.

Sun Protection Policy:

Boulevard Early Learning Centre will not responsible for any allergies due to *Sunscreen cream and it is parent's responsibility. Parents should provide suitable (Consult Your Doctor or tested) sun screen to their child.*

### Sick Children

The well being of your child is of the highest priority in the Centre and children must be kept away if they are unwell. Parents are required to take their child home if he / she becomes ill. Please notify Boulevard Early Learning Centre as soon as possible when child will be absent through illness. If the child is unwell, please inform the staff and seek medical advice.

Please read the policy regarding sick children that was implemented in consultation with the Parent's Advisory Committee.

Parents are required to keep their child at home if the child is ill. This is for the benefit of all children and staff. If a child becomes ill during the day or has a temperature over 38 degrees, parents will be contacted and arrangements made for the child to be collected from the Centre.

The Parent Advisory Committee has directed that the Proprietor or Director has the discretionary power to refuse to allow a child to return to Boulevard Early Learning Centre following an illness unless a certificate or letter from the doctor is produced, certifying that the child is no longer infectious.

If a child vomits or has loose bowel motions, the parent will be required to make arrangements to collect the child as soon as possible from the Centre. If possible the child will be allowed to rest in a quiet area away from the other children until the parent or nominated person collects him/her. The child should not attend the Centre until 24 hours have passed since the last bout of vomiting or diarrhoea, or until a doctor's certificate is produced.

These precautions are necessary to reduce the risk of infection of other children and staff, and will be complied with by children attending the Centre and staff working at the Centre.

Refer to the Infectious Diseases table for more information on illnesses and Boulevard Early Learning Centre's policies regarding exclusion times from the Centre.

For reference, Boulevard Early Learning Centre consults a book titled "Staying Healthy In Childcare". This is in the Office and may be used by parents for further information.

### Infectious Diseases Exclusion Table

DISEASE / ILLNESS	SIGNS AND SYMPTOMS	EXCLUSION PERIOD
Diphtheria		Until receipt of a medical

DISEASE / ILLNESS	SIGNS AND SYMPTOMS	EXCLUSION PERIOD
		<b>certificate of recovery from infection</b>
Measles	A viral infection. Elevated temperature, cough, red eyes for several days, followed by bright, itchy rash, starting on face then over body.	<b>At least 5 days from the appearance of the rash</b>
Mumps	A viral infection Swelling or soreness occurs on one or both sides of the face below or in front of the ears. Difficulty in swallowing or eating. Fever, headache. The disease is probably not communicable in the hours immediately before the onset of swelling gland. The incubation period ranges from 12 – 25 days.	<b>Approximately 9 – 14 days</b>
Chicken Pox	Small dark pink spots on trunk and upper limbs which then appear in crops usually 12 hours apart. Spots then form watery blister that break easily. Fever, headaches.	<b>Exclude from the service until all blisters have crusted.</b>
Diarrhoea	When the bowels open more frequently than is normal for that child. Bowel actions are of a more fluid or unusual consistency.	<b>Staff will attempt to determine the cause. If not apparent (e.g. diet, medication) your child will be excluded until a period of 24 hours has lapsed after diarrhoea has stopped.</b>
Conjunctivitis	Infection of the eyes. Weepy red eyes that feel sore or itchy. Intolerance of bright lights. Green or yellow discharge can cause eyelashes to stick together after sleep.	<b>24 hours after treatment has commenced <u>and</u> discharge from eyes has stopped.</b>
Gastroenteritis	Vomiting, nausea, diarrhoea, abdominal cramps, loss of appetite, elevated temperature.	<b>24 hours after last abnormal bowel action of vomiting. This is a highly contagious infection.</b>
Impetigo	Tiny blisters that ooze and harden and form crusty brown scabs. May be transmitted through use of toys and equipment.	<b>Until sore fully heals or provided that appropriate treatment is being applied and exposed sores are covered with moisture proof dressings. If sore seep through dressing, your child is unable to attend the Centre.</b>
Herpes (Cold Sores)	Raised red area usually around nostrils and lips. Tiny blisters that weep and crust over.	<b>Non exclusion. Unless in contact with babies under 2 months old.</b>
Head Lice	A Parasite. Itchy scalp particularly when head is hot.	<b>Excluded until the day after appropriate treatment has</b>

DISEASE / ILLNESS	SIGNS AND SYMPTOMS	EXCLUSION PERIOD
	Tiny pearls of white eggs attached to the root of the hair. Difficult to remove.	<b>commenced. Dead eggs may still be present.</b>
Thrush	A fungal infection. Occurring mainly in the mouth and on the buttocks of young babies. In the mouth it appears as white patches on gums, roof of mouth, tongue; and around genital area as a pimply rash.	<b>A Doctor's Certificate is required</b>
Common Cold	Upper respiratory infection. Blocked nose, fever, coughing, headache, sore throat, irritability, sneezing, catarrh	<b>To prevent spread of infection parents are advised to keep children at home while symptoms are obvious.</b>
Hepatitis A	Inflammation of the Liver Caused by virus. Jaundice, dark brown urine, pale stools, loss of appetite, nausea, low grade fever, lethargy, abdominal discomfort.	<b>7 days after the onset of jaundice or illness and until a Doctors Certificate of recovery is produced</b>
Hepatitis B	Passed by infected blood or other body fluid	<b>Inform the Centre</b>
Acquired Immune Deficiency Syndrome	Breakdown of bodies defence system	<b>Exclusion only if the child has a secondary infection. Doctors Certificate of recovery from secondary infection is required.</b>
German measles (Rubella)	A viral infection. Slight fever. Pink or red spots starting behind ears spreading to forehead then rest of body. Swollen glands behind ears and at back of skull.	<b>Until fully recovered and at least 5 days after onset of rash. As this is an infectious disease dangerous to pregnant women, Centre must be notified.</b>
Streptococcal (Including Scarlet Fever)	Fever, sore red throat with yellow spots around tongue. Rash similar to sunburn, slightly spotted. Skin on hands and feet peel.	<b>Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well. A Medical statement must be produced.</b>
Cotomegalovirus (CMV)	Upper respiratory infection with similar symptoms to cold or flu. Child may be a carrier.	<b>Dangerous to pregnant women. Please inform the Centre.</b>
Ringworm	A fungus infection Itchy skin eruption that spread out ring like from the site of infection.	<b>May return after medical treatment has begun. A Medical Certificate is required.</b>
Whooping Cough	An acute contagious disease of the bronchial tubes and upper respiratory passages. Incubation period 7 – 14 days. Heavy cold -like symptoms, cough and fever.	<b>Exclude for 5 days after starting antibiotic treatment and a Doctors Certificate is required.</b>

<b>DISEASE / ILLNESS</b>	<b>SIGNS AND SYMPTOMS</b>	<b>EXCLUSION PERIOD</b>
Scabies	A persistent itchy skin infection caused by a mite.	<b>Until appropriate treatment has begun, and a Doctors Certificate is produced.</b>
Hand, foot and Mouth Disease	A viral illness with blisters in the mouth and on the hands and feet. This is not a serious illness and has nothing to do with the animal disease known as Foot and Mouth Disease. The child may have a low fever and lack of appetite. Incubation : 3-7 days.	<b>Cover blisters on hands and feet where possible. If blisters can't be covered or are present in the mouth, exclude from the centre. A Doctors Certificate is required.</b>
Croup	Croup refers to any kind of childhood inflammation of the larynx or voice box and is not a single disorder by itself. Features: harsh cough, noisy breathing. A virus can cause croup such as respiratory infections and influenza.	<b>Excluded from the centre until fully recovered. Doctors Certificate is required.</b>
Asthma	Laboured breathing, persistent cough, blueness around lips and extremities, wheezing	<b>Excluded only if requiring treatment more than 4 hourly.</b>
Influenza	A viral infection Runny nose, sore throat, diarrhoea, nausea, lethargy, cough, aches and pains	<b>Until well. Require a medical statement stating that child is fully recovered.</b>
Tonsillitis	Inflammation of the tonsils. Sudden of fever and sore throat. Tonsils appear large and fiery red.	<b>Parents will need to make arrangements for care of the child away from the centre. A Doctors Certificate of recovery required.</b>
Fever	Normal temperature 36.9 – 37.5. Temperature elevated. Child looks flushed and feels hot to touch.	<b>If staff attempts at reducing the temperature are unsuccessful the child will be required to go home.</b>
Meningitis (bacterial)	Inflammation of the covering of the spinal cord. Fever, loss of appetite, vomiting, stiff neck, and irritability. Also drowsiness, confusion and convulsions.	<b>Child is usually hospitalised. Exclude until well. Doctors Certificate of full recovery required.</b>

## Medications

Please refer to our Policy Manual.

If your child requires medicine during the day,

- you must complete the Medication Authorisation form. Complete all the sections of the medications form.
- State the reason why medicine should be administered – *“as required”* is *NOT* acceptable.
- Medicine must be in its original container
- The dosage to be administered must be as per the label or the doctors written instructions
- Medication must be within its use by date
- Prescribed medication must state your child's name on the chemist's label – any “other” medicine must be clearly labelled with your child's name

- Pass the information and medication on to the child's staff member
- Prolonged use of medication will require written authorisation from a doctor (i.e., Panadol or other non prescribed medications)

**DO NOT LEAVE ANY MEDICATIONS, CREAMS OR LOTIONS IN YOUR CHILD'S BAG.**

### **Illness, Accidents, Injury**

All injuries and accidents are recorded in the Incident Book as soon as is practicable after they occur. When you collect your child at the Centre please sign the Incident Book.

In the case of a serious illness or accident the staff will attempt to contact the parents immediately. If either parent cannot be contacted emergency contacts will be used.

**ENSURE THE TELEPHONE NUMBERS YOU HAVE GIVEN ARE CORRECT AND UPDATED AS NEEDED.**

In the case of an emergency where staff are not able to adequately treat your child at the Centre, you will be contacted immediately and an ambulance will be called. A staff member will accompany your child to the hospital. **Staff will not transfer the child in their own vehicle under any circumstances.**

### **Toilet Learning**

When a child is developmentally ready to start using the toilet or potty, the child will be aware that their nappy is wet or soiled and uncomfortable and often the nappy will be dry after a sleep. The child will be encouraged to sit on a potty or the toilet.

We encourage consistent practices and communication between the Centre and home. Please discuss your child's needs with our staff.

## **Safety and Emergency Procedures**

We often practice emergency evacuation with the children and we have many policies for emergency procedures. Please refer to the Policy Manual.

A large part of our daily work involves consideration and discussions relating to your child's safety. We are continually evaluating ways to ensure your child is in a safe environment.

### **Behaviour Management and Discipline**

The aim of Boulevard Early Learning Centre is to provide a safe, caring, relaxed and educational environment for children. All staff will be expected to comply with the behaviour guidance standards established by Boulevard Early Learning Centre Childcare Centre.

- All staff, children and families at Boulevard Early Learning Centre Childcare Centre will be expected to use polite, non-abusive language within the Centre.
- All staff, children and families at Boulevard Early Learning Centre Childcare Centre will show respect and consideration for others.

Upon enrolment parents will be asked to agree to maintain these standards. If it is considered necessary by the Proprietor or Director, after a due process of resolution parents may be requested to withdraw children whose behaviour is still inappropriate or constitutes a danger to others.

For further information please refer to the Policy Manual.

### **No Smoking**

Boulevard Early Learning Centre is a smoke free environment. No smoking is permitted in the buildings or in sight of the children.

**Policy Manual**

For further information about Boulevard Early Learning Centre 's policies and procedures, please refer to the Policy Manual (in the office). Copies of the Children Services Act and the Children's Services Regulations 2009 are in the foyer.

**Family Resources**

We are Early Childhood professionals and are pleased to share our knowledge. Should you have any queries, or other needs, we would be delighted to use our many resources both within the centre and in the wider community to assist you.

We can also offer resources such as pamphlets, books, videos and so on.

**Procedure For Dealing With Complaints**

Parents who have concerns or complaints should speak to the staff caring for your child and / or the Proprietor or Centre Director. Contact can be made either in person or by phoning Boulevard Early Learning Centre on 03 9803 4361 for an appointment. All formal complaints must be in writing and the director shall endeavour to resolve the complaint in seven working days amicably. Care shall continue for the child without any disturbance.

If parents feel the problem has not been satisfactorily resolved, they should contact

**Dept of Education & Early Childhood Development  
Level 3, 295 Springvale Road  
Glen Waverley 3150**

Telephone 9265 2400      Facsimile 9265 2574

**In Conclusion:**

Please sign this acknowledgment and return it to the office:

I have read the Parent Handbook and agree to adhere to Boulevard Early Learning Centre policies and practices.

Name ..... Signature ..... Date .... / .... / .....