



# CHARLO AFTERCARE POLICY

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*"For The Love of A Child"*



## Policy

### 1. Customer care policy

- Carlo Primary School Aftercare is an extension of Charlo Primary School.
- Focussing on the needs of the children, with support from parents.
- Give love, attention and discipline to the children.
- Provide the parents with relevant, accurate, up-to-date information.

### 2. House rules

The school's code of conduct and school rules apply to Aftercare learners for as long as they are on school premises.

#### 2.1 Behaviour management policy

The ethos of the Aftercare is that children and adults flourish best in an orderly environment in which everyone knows what is expected of them and children are free to develop their play and learning skills without the fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

In order to achieve this:

- The staff of the Aftercare will discourage the following behaviour: bullying, name-calling, swearing, racial or any other form of discrimination, kicking, smacking, pinching, fighting, biting, spitting or any other form of physical violence towards other children and staff.
- No using or taking of anything that doesn't belong to you.
- No disrespectful behaviour or attitude towards any other child or staff.
- Reasonable behaviour is expected from all children and clear, consistent rules will be established according to the child's own level of understanding.
- All staff must adopt a consistent and positive approach to management of children's behaviour; high expectations will be met through positive encouragement and appropriate praise of good behaviour.
- Staff will not use any form of corporal punishment, humiliation, shaking or the withholding of food to deal with unacceptable behaviour.
- Staff will not label a child in any way to indicate that he is "undesirable" or "naughty".
- Staff will inform parents/carers of particular serious incidents or persistent unacceptable behaviour. This will not be done in front of children.

- Children will be encouraged to solve their own conflict situations, whenever possible. Staff will act as mediators, acknowledge anger and related emotions, define the difficulty, ask appropriate questions and provide support in order to solve the problem. This approach gives children confidence as effective problem solvers and promotes respect for their peers.

**Any child disobeying the rules of the Aftercare will receive three written warnings which the parent will have to sign. Thereafter the child will no longer be able to attend the Charlo Primary Aftercare.**

**Depending on the seriousness of an incident, it can be less than 3 written warnings or immediate expel from Charlo Aftercare; as discussed with the Head of Charlo Primary.**

**If children damaged the premises in any way, the parents will have to bear the cost.**

## 2.2. Promoting good behaviour

The Aftercare staff will promote desirable behaviour by encouraging co-operation and a caring attitude as well as being polite and sharing with others to help children to develop appropriately.

Staff will work according to the following guidelines in order to promote positive behaviour:

- Praise is given for good behaviour rather than attention being given to negative behaviour.
- Encouragement of sharing and negotiation.
- Children will be consulted when creating rules and boundaries.
- Staff will use appropriate, positive language – e.g. “stand neatly and nicely” rather than “don’t push into the line!”
- Staff will model good behaviour to set an example.
- Staff will encourage children to be responsible.
- Staff will help children to understand the consequences of their behaviour.
- Children will be assured that they are valued as individuals even if their behaviour may sometimes be unacceptable.

## 2.3. Anti-bullying policy

Bullying can be described as a deliberate hostility or aggression towards another with the specific intention of hurting that person. It usually takes place over a period of time and can result in physical and emotional distress to the victim. It is recognisable in many forms. • Physical – kicking, hitting, pushing or any other form of violence. • Verbal – name-calling, spreading of rumours, teasing, racial abuse, making threats. • Emotional – exclusion of an individual, tormenting, humiliating. • Sexual – unwanted physical or sexually abusive comments/touching/exposure.

Response to bullying:

All members of staff have a responsibility to respond quickly and effectively to incidents of bullying. In order to ensure that this responsibility can be met, they are advised to follow these guidelines:

- Ensure that the children all know that bullying will not be tolerated or ignored.
- Ensure that children know that they will be supported if they choose to disclose information about an incident.

- Where appropriate, invite parents/carers of all children involved in a problem situation to a meeting in order to discuss the problem.
- Parents may never sort out issues with other children. They must report the matter and the staff will investigate and act accordingly.
- Ensure that all incidents are put on record and any agreed actions are followed through.

Supporting victims of bullying:

- Offer the child an immediate opportunity to discuss the experience with a member of staff.
- Reassure the child that appropriate action will be taken.
- Support the child in re-building his/her self-esteem and confidence.

Supporting and disciplining the child who acts as the bully:

- Young children who bully others must learn that bullying is unacceptable, and that there are consequences for this type of behaviour.
- Provide support and encouragement to change his/her behaviour through discussion, disciplining and trying to establish why the child has resorted to bullying and explaining why his/her behaviour should change.
- **See *behaviour management policy*.**

#### 2.4. Cell phones

Cell phones are not allowed at the Aftercare. It also applies to **Watch Cell phones or any other recording devices**. Cell phones must be handed in to the Aftercare staff who will take care of them until the learner is collected from Aftercare.

This rule is to be enforced for the following reasons:

- To prevent stealing of the cell phone.
- Learners using the cell phones during study time are disruptive and they do not focus on their homework.
- Making unnecessary phone calls to parents that can upset parents.
- To prevent and protect the Aftercare learners from any misconduct.

**Aftercare learners can ask the Aftercare staff anytime to make a phone call on their behalf on the Aftercare cell phone.**

#### 2.5. Lost Property

Parents are kindly requested to check their children's bags before leaving the Aftercare. The lost property container is there for your convenience. Lost property will be removed at the end of the term and donated to a charity. Please make sure that possessions are properly marked.

#### 2.6. Written Notice

One (1) calendar month's written notice must be given if your child will be leaving Aftercare **to avoid a full month's account.**

## 2.7. Morning care policy

Morning care is from 6:45 -7:30. Parents must accompany their child/ren to the office and ensure that they are marked as present. At 7:30 the Preprimary, grade 1 and 2 learners will be taken to their classes by the staff member on duty.

## 2.8. Collection policy

The parent's name and any other emergency contacts are recorded on the application form and the parents have to authorise the nominated person/people to collect their child/ren from the Aftercare. If a parent requires anyone other than themselves to collect their child/ren, they must inform the Aftercare beforehand via phone call, voice mail, Whatsapp message or in person.

### **TO ENSURE THAT ALL CHILDREN ARE COLLECTED BY THEIR PARENTS/CARER OR OTHER NOMINATED CONTACTS**

- Children must say goodbye and be signed out upon leaving each day so that the staff can keep track of everyone.
- All children remain in the Aftercare until a registered nominated person collects them.
- Only siblings aged 16 and older may collect learners.
- Anyone other than a nominated person, who arrives to collect a child, will be denied access until the parent has been contacted. Parents are aware of this policy and should not compromise this process by asking other unregistered persons to collect their children.
- Written notes from parents giving permission for children to be collected by someone else will not be accepted. Only direct telephonic arrangements or e-mails will be accepted.
- Should unforeseen circumstances arise and parents need to make alternative collection arrangements and have forgotten to do so, the staff of the Aftercare will attempt to contact other designated names on the list.
- It is thus very important that ALL contact numbers are kept up to date.
- Absenteeism - Notify the Aftercare in time in the following cases: - Learners going home with friends/to a party with someone else. - Learner is fetched early/directly after school.

## 2.9. Late parent/carer policy.

Children become distressed very quickly when parents do not arrive on time.

Should a parent/carer not arrive to collect a child, the child's welfare shall remain of primary consideration. The child will be cared for by a minimum of two After School Centre staff members.

- If a parent/carer knows that he/she will be arriving late, they should contact the Aftercare prior to the cut-off time for collection. - If the parent/carer does not arrive to collect his/her child/ren, the Aftercare staff will first attempt to contact the parent/carer. If contact is not made, they will try to contact other nominated persons on the application form. - If, after 30 minutes, the staff is unable to contact either the parent/carer or the nominated people on the application form, the Head of the Aftercare will contact the Principal of Charlo Primary School, in order to formulate a plan of action to ensure the safety of the child.

**Fines: LATE COLLECTION OF LEARNERS.** After: 17:30 - 17:45 SPOT FINE of R50,00 will be added to your account. After 17:45 - 18:00 SPOT FINE of R100,00 will be added to your account - SPOT FINE of R100,00 per hour thereafter added to initial fine.

#### 2.10. Outside play policy

The Aftercare has playground areas which have been allocated for use by our children. The outside play provides the children with an opportunity to develop their gross motor skills and imagination.

- The play areas are checked on a daily basis to ensure that all apparatus is safe and secured and that any danger is ruled out in order to facilitate safe play.
- A first aid kit is available on the play areas around the office (two areas).
- In the case of an accident, when first aid is required, the situation will be assessed to decide on the appropriate course of action.
- Only Aftercare children are allowed to use the Aftercare facilities (playground). Children from other schools, children with and without their parents will not be allowed to use the Aftercare facilities (playground).

#### 2.11. Health and safety policy

We attach great importance to the health, safety and welfare of our staff and children and to all those who use facilities provided by the Aftercare and who participate in activities organised by it. We aim to ensure that all activities carried out or undertaken by our staff are managed in such a way as to avoid, reduce or control foreseeable risks to the health and safety of any person.

We shall achieve this by:

- Ensuring that nobody is exposed to health and safety risks as far as humanly possible.
- Providing a safe working environment for staff and children.
- Providing equipment that is maintained in a safe condition at all times.
- Establishing emergency procedures for actions to be taken in the event of fire, incidents, accidents, dangerous occurrences and illness.
- Ensuring the safe storage, handling and labelling of any hazardous material.
- Children may only play in the demarcated area and may not under any circumstances leave the Aftercare playgrounds.
- No child may go to the field unless they have sport, are accompanied by a staff member or an arrangement made with a teacher/coach to stay under their supervision.
- **No child is allowed to use the security code to open the gate or give the code to strangers.**
- **Do not open the gate for any other child than your own.**

**Although all reasonable care will be taken of the children, we cannot be held responsible for any accidents or injuries of any nature whatsoever. In an emergency, the parents will be contact and the child will be taken to the nearest doctor or via ambulance to the preferred hospital; all costs to be borne by the parents.**

## 2.12. Hygiene policy

### Kitchen

- All food will be stored at the appropriate temperature. Use-by dates will be strictly adhered to.
- Before and after handling food, staff will wash their hands
- All children will be provided with a bowl and suitable cutlery to use whilst having a meal.
- All cups, plates, bowls and kitchen utensils will be washed in hot, soapy water after use and dried with a clean kitchen towel.
- Clean dishcloths and tea towels are to be used at every mealtime and then placed in the appropriate disinfectant liquid for washing.
- At the end of each day, a member of staff will clean the kitchen and leave the area in a clean and tidy condition.
- The fridges, cupboards and other storage spaces will be thoroughly cleaned on a regular basis.

### Bathrooms

- Toilets, basins and floors are deep cleaned and disinfected every morning.
- The bathrooms are cleaned on a regular basis during the day.
- The towels are replaced on a regular basis during the day.

## 2.13. Finance policy

- Although Carlo Primary School Aftercare is an extension of Charlo Primary School, our Aftercare facilities is financed privately and is an additional service, therefor all fees are compulsory.
- All account must be settled monthly in advance to ensure that a child/ren stays enrolled at Aftercare After seven (7) days the parents will get a written reminder and the account must be settled before the end of the month to avoid termination of Aftercare services.
- New admission forms to be completed each year before a child will be enrolled at Aftercare.

## 2.14. Homework policy

- Ample homework time is provided for the learners after lunch.
- Times for homework are as follows:
  - ✓ Gr 1 & 2: 14:00 – 15:00
  - ✓ Gr 3: 15:00 – 15:45
  - ✓ Gr 4 & 5: 15:00 – 15:45
  - ✓ Gr 6 & 7: 14:00 – 16:45
- As far as possible a student teacher and/or a trained teacher are available to help the children.
- The children are expected to be self-disciplined and complete their homework. If they need any help the teachers are available. Under no circumstances will the teachers do extra work with a single child, do the child's work or mark it.
- It must be remembered however, that homework is primarily the responsibility of the children and the parents.

### 3. Holiday Care.

Holiday care is a complete separate service of the Aftercare staff and the fees have nothing to do with the Aftercare fees. We are still an extension of Charlo Primary School and follow the same Aftercare house rules

- Aftercare provide full day holiday care from 7:00 – 17:00 during specified weeks in school holidays.
- Learners only pay for the days they use Holiday Care.
- Learners are not automatically accepted for Holiday Care.
- Any learner not booked in for Holiday Care will not be accepted at the Aftercare.
- No siblings under the age of four (4) or siblings from other schools will be accepted at the Holiday Care.
- Parents must accompany their child/ren to the class, pay in cash for the service and ensure that they are marked as present.
- We shall not be held responsible for your child's expensive toys or clothing which he/she has mislaid. Please leave expensive items at home. Belongings to be marked clearly.
- Two (2) hours of play on electronics are allowed from grade 3 – 7 learners (within the Aftercare rules).
- In a situation where a child is misbehaving and not willing to co-operate, the parent can be phoned to fetch the child.
- Parents will be informed if a child is too sick to attend holiday care.
- No dangerous toys (swords, guns and knife's).
- **Fines: LATE COLLECTION OF LEARNERS.** After: 17:30 - 17:45 SPOT FINE of R50,00 will be added to your account. After 17:45 - 18:00 SPOT FINE of R100,00 will be added to your account - SPOT FINE of R100,00 per hour thereafter added to initial fine.

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