

Info / Policy

We are committed in rendering support services to working parents in a safe and child-friendly environment. We work hard to keep our facilities clean, tidy and well equipped to ensure that it is a place where children feel safe, happy, content and at home. If we take care of Aftercare belongings, it will give us joy for years to come. If children damage the premises or contents in any way, the parents will have to bear the cost. Although all reasonable care will be taken of the children, we can not be held responsible for any accidents or injuries of any nature whatsoever. In an emergency, the parents will be contacted 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.

* Admission / Finance

- New admission forms to be completed each year before a child will be enrolled at aftercare.
- One (1) calendar month's written notice must be given if your child will be leaving Aftercare to avoid a full month's account.
- Although the Aftercare is an extension of Charlo Primary School, our Aftercare is financed privately and is an additional service, therefore all fees are compulsory.
- All accounts must be settled monthly in advance to ensure that children stay 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.

* Morning Care

Morning Care is from 6:45 to 7:30.

Parents must accompany their children to the morning care class.

At 7:30 the gr. RR, R, 1 and 2 learners will be taken to their classes by the staff members on duty.

* Homework

- All grade 1 and 2 learners' homework will be done at Aftercare, except Reading and speed words.
- All grade 3 – 7 learners will be assisted with homework by the Aftercare ladies.
- When the gr. 4 – 7 children do not have homework, they must do summaries and revision.

* Outside play policy

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

- The play areas are checked regularly 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.

- Only Charlo Aftercare children are allowed to use the Aftercare playground facilities.

* Lost property

- **PLEASE** mark **ALL** your child's belongings, e.g. school shoes, sport clothes, underwear, eraser, alicebands, rugby ball, socks, *everything*.
- Kindly check your child's bag before leaving the Aftercare facility.
- The container with all the unmarked items will be emptied at the end of each term. The contents will be donated to charity.

* Safety

Our children's safety is of utmost importance and very strict control is in place regarding movement on the premises.

- The parent's name and any other emergency contacts are recorded on the application form.
- If a parent requires anyone other than themselves to collect their child/ren, they must inform the Aftercare beforehand via phone call or whatsapp message.
- 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.
- 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.** Please inform us when your contact details change.
- The gate at the entrance must **always** be closed.
- **Children are not allowed to use your security code to open the gate.** (We have frequent problems with the gate because of the wrong code being put in).
- Do not open the gate for any other child than your own, or for any other adult.
- Do not give the code to anyone – everybody that needs to access the Aftercare facility, has the code.
- If your child is going to be absent, please let us know.
- No child may go to the field unless they have sport or are accompanied by a staff member (we can not accept responsibility for a child's safety if he/she is not under our supervision).

When collecting your child:

- The child you are collecting must please inform the Aftercare teacher that he/she is leaving.
- Remember to write your **name** (not a signature) in the register.
- The registers will be with the Aftercare teachers in the classes until they come outside, the registers will then be on the outside table.

Late policy:

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

Should a parent 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 (2) Aftercare staff members.

- If you know that you are going to be late, please contact the Aftercare prior to the cut-off time for collection.
- If the parent does not arrive to collect the child, the Aftercare staff will first attempt to contact the parent.
- 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 or the nominated people on the application, 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 for late collection of learners:

Collection between 17:30 and 17:45 → R50

Collection between 17:45 and 18:00 → R100

Spot fine of R100 per hour thereafter added to initial fine.

Parents will have to sign as proof. Fines will be added to your invoice.

* Health and welfare

We attach great importance to the health , safety and welfare of our staff and children. 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 health and safety 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.

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 contacted 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.

* 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 cups, plates, bowls and kitchen utensils will be washed in hot, soapy water after use and dried with a clean drying cloth.
- Clean dishcloths and drying cloths 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 and basins are cleaned and disinfected every morning.
- The floors are washed everyday.

* Holiday Care

- Aftercare provide full day holiday care from 7:00 to 17:00 during specified weeks in school holidays.
- Learners who attend Aftercare during the school term, are automatically accepted for Holiday Care. (Learners who attend Aftercare full time during the school term, will attend Holiday Care free of charge. Learners who attend Aftercare part time during the school term, will pay hourly/daily rates.)
- No children from other schools will be accepted at Holiday Care.
- We shall not be held responsible for your child's toys or clothing which he/she has mislaid.
- Please leave expensive items at home.
- Belongings to be marked clearly.

* Discipline

- Please be aware of the fact that the CODE OF CONDUCT of the school is applicable to the Aftercare.
- Learners receive clear guidelines.
- Acknowledgement of good behaviour
- Should learners not adhere to the rules, the situation will be followed up/referred to the school and parents will be contacted.

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, namecalling, 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 does not belong to you.
- No disrespectful behaviour or attitude towards any other child or staff member.
- 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.
- 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. 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” 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 sometime be unacceptable.

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:

- 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 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.

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 it 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 may – in case of an emergency - ask the aftercare staff to make a phone call , on the aftercare cel phone, on their behalf.