

# HOLIDAY PROGRAMMES

## Parent/Guardian Information Sheet



Hi All! Please read the following information about our holiday programmes. We like to provide good quality, safe programmes and in order to assist us in maintaining this quality service and care, we are providing you with these guidelines which will assist us to run our programmes effectively.

ALL PROGRAMME DAYS START AT **9AM** AND FINISH AT **3PM**

### Sign in, Sign out Procedures

It is essential that the child/children you are dropping off to our holiday programmes are signed in to the programme when they arrive. Please note the time that you drop off the child/children. The same applies at the end of the day. If you do not sign in and out the children in your care we will ring you and ask that you come back to the programme to do so. Only the 3 people nominated on the enrollment form will be allowed to pick up/drop off your child. If anyone different is picking up your child, or dropping them off, please supply a signed note to the Programme Supervisor. Please also inform staff of anyone that is not allowed contact with your child. If your child is aged 9+ and you wish for them to sign themselves in and or out, please send along with them on the first day a signed note or pickup a child sign in/sign out form from your Programme Supervisor.

### Arrival and Pickup Times

Please note that the children are not to be dropped off at the programme before 8:45am and are to be picked up no later than 3:15pm. If for some reason you do not arrive by 3:15, you will be charged \$20 per half hour for child care.

### Collection of Children

If you have any issue relating to the collection of your child (e.g. any person not allowed to collect child due to court order) please let the Programme Supervisor know.

### Relevant Health or Medical Conditions

These will be detailed on the registration form. Medication will only be administered to a child with the written consent of his/her parents/guardians. Please advise the programme supervisor upon your arrival of any pertinent medical conditions.

### Lost Property

Please name all property. Contact the Programme Supervisor if your child has lost an item during the programme, or YMCA reception once the programme has finished.

The YMCA will not accept responsibility for lost property.

All lost property not claimed within a month of the end of programmes will be donated to charity.

### Wet Weather

In the event of adverse weather conditions, programme options may be changed or postponed. Please dress according to the weather. Sometimes our programmes may be subject to change. The programme supervisor will let you know as soon as possible if there is a variation to the programme outlined.

### Suggestions and Complaints

A parental feedback form is available from the Programme Supervisor towards the end of the programme.

If you would like to make a complaint about any aspect of the programme please contact the programme supervisor or call the Youth Development Co-ordinator on 963 2822. A complaints form is available from both these people.

### Child Safety

The YMCA has a detailed child protection policy which is available at programme sites for your perusal.

### Hereford Street YMCA

PLEASE DO NOT PARK IN THE LOADING ZONE on Hereford St, this area is required for the safe unloading of buses at the end and during the day.

### Sick Children

Out of consideration for others on the programme, please do not bring a sick child to the programme. Please call 366 0689 for absentees.

### Non Attendance

If for any reason your child will not be attending on a day of the programme please contact the YMCA or inform the Programme Supervisor.

### Money

Please do not send money with your children. We expect all participants to bring their lunch, and they are not permitted to purchase food or other items while on the Holiday Programme.

### Behaviour Management

The YMCA will provide an environment where children and families feel safe, secure and respected. To ensure this happens:

We will not tolerate disruptive behaviour.

If a child continues to behave inappropriately after being given a warning, the parent/guardian will be contacted and the child will be put onto a behaviour management contract. If behaviour persists the parent/guardian will be rung and asked to remove the child from the programme. No refund will be given.

### FOR FURTHER INFORMATION

#### PLEASE CONTACT:

YOUTH DEVELOPMENT

CO-ORDINATOR

YMCA: 963 2822

**HAVE A GREAT WEEK AT THE YMCA!!**