



Club Engage Parent Handbook

Welcome to our Club Engage service. We hope your orientation of our service and the following information gives you a greater understanding of the operations of our Club Engage programmes and sessions of care. Your online application on AIMY-PLUS/signed application form confirms you understand and accept our onsite centre policies and procedures.

Please read this handbook carefully and refer to the centre's policy and procedure manual which is always available for viewing at our service if you have any questions.

Our Programmes

- Ensure children's learning and development are facilitated and their individual interests and abilities are encouraged, and their needs are met
- Provide challenging and interesting age-appropriate activities using a variety of resources and suitable equipment to engage and stimulate children's physical, intellectual, social and creative abilities
- Plan for a range of daily indoor and outdoor activities considering the health and development guidelines for the age group
- Enable children to participate in quiet/active activities, as well as group/small group or individual activities
- Encourage children to feel part of the school and wider community

Values and Purpose Statement

Purpose Statement: A nurturing care-led, play-based philosophy focusing on supporting families through our community-based network of local provider

Respect

First and foremost, for ourselves, the children in our care and the families and school communities we partner with.

Empathy

We are always willing to step into the shoes of the other person. Understand their feelings and use that to guide our actions.

Agility

Flexibility in both mind and body is counterbalanced by the ability to recover when things don't go according to plan

Care and Curiosity

At the heart of all we do. Actively embracing each other's ideas and valuing our diversity for the strength it brings.

Happiness

At its source: joy and passion. Our environment inspires this for all staff and children alike

Our Community Code of Conduct

Club Engage is about providing a safe and caring environment for your children. 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. Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Centre Manager or Centre Director the owner of the service. Our 'code of conduct' is kept in the centre's policies and procedures manual.

Our commitment is to thoroughly investigate incidents when a detailed account is provided including the date, time, people involved and the nature of the incident within 24 hours of the incident occurring. Your commitment as a parent, via your booking, is to partner with us by supporting our programme positively, respectfully and in a solution-driven manner. In the event of libel, slander or inappropriate behaviour, we reserve the right to terminate your contract so as to protect other parents, the children in our care and to ensure the continued efficiency and operation of our programme.



Aftercare Daily Programme

Play-based activities

Homework Supervision

Extra Mural Deployment

Free Play

Read and Rest time

In order to ensure our service is a happy and safe environment that runs smoothly for the children who attend our programme, Club Engage follows a structured routine. A 'typical' Aftercare session is as follows:

13:30	Children arrive and attendance check Wash hands. Lunch
14:00	Toilet break
14:10	Supervised Homework Time
14:50	Toilet and wash hands
15:00	Activity of the Day
15:30	Snack
16:10	Fine Motor Activities
16:40	Outdoor free Play
17:20	Indoor Story time and Tidy Up
18:00	Home time



Weekly themes or a variety of activities are incorporated into the daily programme. The daily programme is only an indication of the types of activities the children will be involved with at any given time. However, depending on the children's enthusiasm and interest, it may be varied at the discretion of the staff.



Every week we offer our **REACH** programme which includes activities in:

R- Run and Play (Supporting children's gross motor development through outdoor play, organised sport and games)



E- Experiments and Science. Future Proofing by learning about the world around us.



A- Arts (The Arts provide a place to explore creativity through crafts, dance, music and drama)



C- Create (Using team-based activities to build creativity, collaboration and communication skills that incorporate literacy, numeracy and life skills)



H- Health (Supporting children's physical and emotional health and wellbeing through fun and supporting activities)

Fees

Contact the franchisee directly to better understand the different fee options and how to book at a location near you.

Types of Fee Options

Annual Contracts

This is an annual fee paid over for 10/11 or 12 months for before-care, aftercare and/or aftercare-holiday care combo packages. These are discounted monthly fees due to the nature of an annual contract

Month by Month

Fees are paid in advance for children who require month by month care

Ad Hoc

Fees are paid for ad hoc use of the service **just for one day.**

Combo

This is the provision of Aftercare and Holiday Care year round

Fee Terms & Conditions

- This is a pay-in-advance service. The first payment must be made on or before the 1st of the month, in advance e.g. January fees to be settled by the 01 January
 - Late payment will result in a late penalty fee of R 50 per day your account is overdue.
 - Should accounts not be settled by the 7th of every month the child will be suspended from the service and the parent handed over for debt collection
 - A minimum one calendar month notice period, in writing, is required to terminate the annual contract. No cancellations will be accepted past October.
 - A minimum 24 hours' (working days) notice is needed on the cancellation of an ad- hoc basis
 - **No refunds are given for absences and days of care booked and not used.**
 - Club Engage reserves the right to cancel, postpone or change the venue, date and/or time of the programme or cancel it altogether should unforeseen circumstances occur, in which case we will do everything we reasonably can to let you know.
 - Any default by parent/guardian for the payment of outstanding fees may result in debt collection action and all costs associated with this action will be at the parent/s cost
 - Annual contracts: Should monthly payments not be received on time parents will default on this option and revert to the higher month-by-month fee highlighted above.
 - On a valid cancellation an administration fee equivalent to the difference between monthly and annual fee per month (from January up to an including the cancellation month) applies to ensure your fee is revised to the month- by-month payment option highlighted above. Only once this admin fee is received will the cancellation be processed
- Cancellations are accepted for holiday care provided notice is given in writing 2 weeks prior to the commencement of the holiday programme.
- Cancellations on our holiday programme will only be accommodated with the provision of a doctor's note in the name of the child.
 - **Late fees are charged for late pickups, R50 for every 5 minutes after the first 5 minutes.**

Any queries regarding your account or payment of fees must be made to the Club Engage site not the school. If there are difficulties in meeting payment of fees, please contact the Centre Director. **Payment are to be made by EFT.**

Club Engage makes use of a system called AIMY-PLUS this system enables you to register your child online. This provides the Club Engage Team with information such as your child's allergies, who may collect your child and when you would like to book your child into Club Engage's Care. The system helps keep your child safe and gives you the peace of mind of knowing your child has arrived at Club Engage.

Click the following link:

- <https://clubengage-za.aimyplus.com>
- Complete the parent and child section. (Adding a photo helps us identify you for collections)
- Make your way to the booking section.
- Send the Proof of payment to the Centre Director

Permanent full-time and part-time bookings are regular bookings for each week. These bookings will continue each week until cancelled. Cancellations require one calendar months' written notice.

It is important that any additional bookings are made with plenty of notice and if you require a change to your arrangements on the same day please notify the Centre Manager before 12 noon. We will not be held responsible for changes to bookings after 12 noon on the same day. Casual/ad hoc bookings will be accepted up until 12 noon on the day required.

Some sites make use of hard copy enrolment forms that can be completed enabling you to provide the parent, child, medical and booking information. Please contact your local franchisee for more information



Late Pick Up

Most services are open until 6pm daily. Children must be collected by this time. We have a **late pick-up fee of R50 per 5 minutes per child after the first 5 minutes.** Where a child has not been collected by closing time and staff have not been notified, they will proceed to contact parents/emergency contacts as detailed on AIMY. **At no time will a child be left unattended** however, the Centre Manager is authorised to take all necessary steps to ensure the safety and well-being of the child as outlined in the Centres Policies and Procedures Manual

Signing Out

The adults (i.e. persons over 18 years old) authorised to collect your child(ren) must sign their child out by making use of the tablet which will be on site or the QR code system which will be on their personal phone. This requirement is also for the safety of the children and for payment records. Only authorised persons will be able to sign out a child as notified on AIMY or as advised by parents and/guardians on a specific day. If the collector is not you, then your authorised person will need to provide photo ID together with a written consent from you the parent that they are allowed to do so.

Please remember it is your responsibility as the parent/guardian to update any information on AIMY should the original information changes e.g.; contact details, custody arrangements, medical information, authorised pick-ups etc.

Personal Belongings

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to Club Engage. Club Engage staff cannot take responsibility if these items are lost, stolen or damaged. All personal items brought must be clearly marked with your child's name.

Lost Property

Club Engage staff endeavours to remind and assist children about their personal belongings. We encourage personal responsibility by the children and do not accept responsibility for any items of clothing or otherwise lost or left on the school grounds. Unnamed property left on site will be left in the Club Engage centre and if necessary, may also be handed into the school to add to their lost property at the end of each week.

Damage to Property

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

Compliments & Complaints Procedure

We welcome the feedback of any parent, guardian or member of the Club Engage 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. Please notify the Centre 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. All compliments and complaints should be put in writing – a form is available onsite to do this. With a complaint situation, a resolution will be sought as quickly as possible.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Centre Manager in the first instance it should be escalated to the Centre Director/Owner. If after contacting the owner and it has not been resolved, it should be escalated to the Club Engage Head Office team. Our contact details are on the website.

Children with Additional Needs

Every effort will be made to include children with additional needs in our programmes and a full assessment with the assistance of the child's parent, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents and included on the online application which is found on AIMY-PLUS. Parents must arrange a time with the Centre Manager to discuss their child's needs to ensure appropriate care can be provided.

Cultural Diversity

Club Engage programmes will be mindful of cultural differences and the needs of the children in our care. We will encourage staff and families input openly seeking contributions and sharing of their own cultural inputs into the service programmes, activities, policies and procedures to ensure children's needs are being met and to enhance the overall quality of our service.

Emergency Procedures

The safety of staff, children and visitors to our service is vital in the event of an emergency. Emergencies include events such as fires, earthquakes, cyclones, floods, extreme weather conditions, bushfires, other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Behaviour Management

We will ensure our environment is a safe and happy place for everyone. We maintain an emphasis on being polite, considerate and co-operative, respecting each other and the property and equipment onsite.

Our behaviour management procedures are in line with the behaviour management procedures in place at the school. We will consult with the school community, staff families and children so that our policy and procedures reflect the specific and cultural needs of children attending our service. Children will be encouraged to take responsibility for their behaviour through offering choices and implementing natural and logical consequences, including, if necessary, the involvement of parents. If we experience behavioural problems with a child, the parent will be contacted and consulted in regard to the behaviour.

Child Protection

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and well-being of the children always the prime consideration. In addition to the general safety policies already outlined, our service will ensure that volunteers or students working at the programme, have police clearance certificates. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children

Sun Smart

Children are required to wear hats that protect the face, neck and ears when they are outside otherwise "No Hat, No Play". Children without a hat will only be permitted to play in supervised/allocated shade areas. We also ask children to wear appropriate clothing to protect themselves from the sun. All children will need to provide their own hat for use at the service. Children are required to provide their own brand of SPF 50+ Broad Spectrum sunscreen due to allergies.

Outdoor activities will endeavour to utilise shade for students and staff at all outdoor events and activities or at any time weather conditions dictate the necessity for sun protection. We also suggest children bring a water bottle each day so they can stay hydrated whether they are onsite or on an excursion.

Meals and Food

Parents are asked to please provide their child with a healthy packed lunch box for Aftercare and Holiday Care.

Wellbeing, Health and Safety

We aim to provide a safe and healthy environment for all children in our programme. We are in contact with a variety of organisations to advise and assist us in these areas. Where applicable, parents must provide the Centre Manager with a Medical or Health Management Plans. We will at all times comply with all relevant health and safety in employment legislation.

Medical Conditions & Requirements

At the time of enrolment, the parent/guardian must advise the Centre Manager of any medical conditions, such as any allergies, anaphylaxis, diabetes and asthma that the child has been diagnosed with. Parents and guardians also need to indicate if any medication (whether prescription or homeopathic) is to be administered to a child during any session of care. Parents need to discuss the specifics with the Centre Manager or the qualified staff member. In some instances, specific Medical Management Plans, risk management and minimisation plans, equipment and other resources may also need to be provided before the child can attend the service. Parents will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage, frequency, date of dispensing and used by date.

Unwell & Distraught Children

If a child attending the programme becomes unwell or upset, we will contact the authorised people listed on AIMY will be contacted to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facilities to look after sick children. According to the Medicine Act, a child who is using prescribed antibiotics cannot be allowed to attend the service for the first 3 days of treatment. Please ensure that your child(ren) are symptom-free for more than 24 hours before sending them to our service. If a child has been booked into the programme but does not attend due to sickness, please inform the Centre Manager before 12 pm that day.

We also welcome parents to visit and stay at our service before a child's first session to help the child to adjust and feel comfortable with our staff and service. If a child does not settle in a reasonable amount of time, we will contact parents to discuss together how best to support the child.

Infectious Diseases

Measures will be taken by management and programme staff to control the spread of infection. Appropriate processes and hygiene practices will be employed by recognised health authorities and put in place for children to observe and participate in a safe and healthy environment.

We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place.

If this becomes apparent at our service, we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusion periods and/or the need for a medical practitioner certificate to allow the child to attend the service again.

Exclusion periods may apply for certain symptoms or diseases:

Disease	Exclusion Period
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Covid-19	14 days self- isolation.
Diarrhoea	Up until 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
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
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
HIV	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 the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and 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.

First Aid

At all times there is an approved fully stocked first-aid kit and other supporting kits available and a staff member trained in first aid, anaphylaxis and asthma will be present onsite at each session of care.

Medicine

Should your child need medicine the parent would give permission to the staff of the Club Engage programme to administer medically prescribed medication and will need to sign a Medical information & Authorisation form.

Incidents, Injury, Trauma & Illness

All incidents, injuries, trauma and illness events including serious incidents are recorded and discussed with parents, staff and where necessary reported to the appropriate authority and Club Engage Head Office.

If a serious accident occurs our policy is to ensure 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 doctors, hospitals or homes.



Staff Ratios

Our programme ratios are 1 staff member for every 15 children, with the ratio reducing to 1 staff for every 8 children when water sports or water activities are involved. Approved off-site excursions may also require a lesser ratio of children to staff depending on the nature of the excursion but generally will be staffed at a ratio of 1 staff member for every 15 children. Parents will be kept fully informed when such events occur.

Centre Director = Owner of the Franchise
Centre Manager = On-site Manager
Centre Assistant = On-site Support

Staff

- Take time to establish a rapport with your children and learn about their unique interests and abilities
- Model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
- Be flexible and reactive to children's emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
- Allow children to make decisions, problem-solve and express and share their thoughts and opinions
- Provide opportunities to build upon children's previous experiences to extend their development and learning
- Assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
- Use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children's efforts and achievements
- Anticipate conflict and assist children and families to resolve any issues or instances of bullying and harassment
- Ensure staff are committed to improving their own professional development and continually challenge their own practices and decision-making so as to provide an enriching learning environment for all

Staff Recruitment

All staff undergo a recruitment and training process that may involve First Aid, Asthma and Anaphylaxis training, a clear criminal check and any Club Engage training. Depending on their position in the service, staff members may also hold valid childcare qualifications, be currently studying acceptable children services qualifications or enroll to study in appropriate children services qualifications within six (6) months of commencing employment with Club Engage. If there are any questions or comments regarding Club Engage staff, please contact your Centre Manager or owner.

Communication

Our newsletter will be emailed to our families and community so up-to-date information about our staff, policies, fees, upcoming programme activities and special events is communicated. We also will reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. We also have notice boards and display areas which also contain information you will find useful such as staff & programme information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

Privacy Policy

Club Engage will collect, use, disclose and hold information in accordance with POPIA

- Only collect information that is needed for a specific purpose and apply reasonable security measures to protect it
- Ensure it is relevant and up-to-date
- Allow the subject of the information to see it upon request
- More information on our Privacy Policy can be found on Aimy-Plus/ Enrolment form under Terms and Conditions or from the Franchisee

Family & Community Involvement

We would love to support the school community with Open Days, Sports Days, Parent Evenings et al. Contact us for any ideas you have on how we can partner more fully in supporting the school community. We look forward to engaging with your children and trust you will be happy with our service. Feel free to contact the Centre Manager and any point should you have any concerns or share your "moments of delight"- all feedback is welcome!



Find a location
near you today
www.clubengage.co.za

