



# Club Engage Parent Handbook

Welcome to our Club Engage service. We hope your experience 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, if you have any questions. The manual is always available at our centres.

## **Our Programmes**

- Ensure children's learning and development is facilitated, their individual interests and abilities are encouraged, and their needs are met
- Provide challenging, interesting, and 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, and take into account the health and development guidelines for each 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 providers

## Respect

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

## 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, counter balanced by the ability to recover when things don't go according to plan.

## Care and Curiosity

At the heart of all we do, by 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, 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 policies and procedures manual.

Our commitment is to thoroughly investigate incidents and provide a detailed account. Included in this account will be the date, time, people involved and the nature of the incident. This account will be provided 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 which 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 are signed in. 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 and 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. (Will assist their 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. These incorporate literacy, numeracy and life skills)



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

**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 school care, aftercare and/or aftercare-holiday care combo packages. The fees are paid monthly at a discounted rate.

### **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 for just 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. So, January fees are to be settled by the 01 January.
- Late payment will result in a late penalty fee of R 50 per day that the 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/guardian handed over for debt collection.
- A minimum of one calendar month notice period, in writing, is required to terminate the annual contract. No cancellations will be accepted after 31 October
- No refunds are given for absences and days of care booked and not used.
- Club Engage reserves the right to cancel, postpone, change the venue, date or time of the programme (or cancel it altogether) should unforeseen circumstances occur. In such a case we will do everything we reasonably can to let you know timeously.
- Any default in the payment of outstanding fees may result in debt collection action, and all costs associated with this action will be for the parents'/guardians' account
- 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 between R200 and R500 per month (from January up to an including the cancellation month) applies to ensure the 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 before the commencement of the holiday programme.
- If the child has a medical issue and has supporting medical documentation, a cancellation period of seven days' notice is required.
- **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. **Payments 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 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/guardian, 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/guardians, or emergency contacts as detailed on AIMY. At no time will a child be left unattended. 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 must sign the child out by making use of the tablet, which will be on site, or the QR code system, which will be on their personal phones. 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/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/guardian) 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 change (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 lost or left on the school grounds. Unmarked 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 of, and responsibility for, the structural and non-structural property and its use. Parents/guardians may be liable for replacement costs of equipment or property damaged by their child(ren).

## **Compliments and Complaints Procedure**

We welcome the feedback of any parent/guardian, member of the Club Engage community, or the 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 if 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 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. Prior to the child commencing care a full assessment (with the assistance of the child's parents/guardians), will be made to determine the child's needs and if they can be catered for. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents/guardians and included in the online application which is found on AIMY-PLUS. Parents/guardians 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/or 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 we share. 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 by implementing natural and logical consequences, including, if necessary, the involvement of parents/guardians. If we experience behavioural problems with a child, the parent/guardian will be contacted and consulted with 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 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 which 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 if allergic to certain brands. Outdoor activities will take place, where possible, in shaded areas if protection from the sun is needed. We also suggest children bring a water bottle each day so they can stay hydrated whether they are onsite or on an excursion.

## Homework Supervision

Club Engage coordinates with schools to understand homework standards and expectations. Based on this, we allocate a homework session of 25–60 minutes, depending on the child's grade and school requirements.

While we can't guarantee homework completion, we ensure dedicated time is spent on it. Our staff provides guidance and support but is not responsible for understanding and interpreting school curricula. They encourage positive attitudes toward schoolwork in a group setting, where children of similar ages are supervised to focus on their tasks.

Priority is given to homework assigned by teachers over additional activities. Staff will communicate with parents/guardian about completed and pending homework to allow follow-up at home.

Keep in mind that children with numerous extracurricular activities may have limited time for homework during aftercare. Their energy and focus may also diminish later in the day.

Our programme emphasises balance, offering time for relaxation, free play, and creative activities like arts, crafts, music, drama, experiments, and games. Aftercare at Club Engage is designed to be more than just a homework solution—it's a space for fun, friendships, and meaningful care.

## Meals and Food at Aftercare and Holiday Care

While some aftercare and holiday care centres provide meals and snacks, not all do. This offering is dependent on the SLA that was requested by the host school partner. Many schools prioritise affordability and therefore meals are not included as standard. Where meals are not provided, parents/guardians are kindly requested to ensure their child brings a healthy, well-balanced lunch box and snacks. This ensures that every child has the nutrition needed to participate actively in aftercare activities.

## Special Dietary Needs

Parents/guardians must ensure all dietary requirements are mentioned in the online application on AIMY-PLUS/signed application form such as:

- Allergies (e.g., nuts, dairy, egg). Allergies are caused by certain foods causing severe symptoms like hives, swelling, anaphylaxis, etc.
- Intolerance (e.g., gluten, dairy). Intolerance to certain foods causes uncomfortable symptoms like bloating, gas, diarrhoea, etc.
- Cultural/religious requirements (e.g., no pork, halal, kosher)

Club Engage requires this information to ensure the safety of children and to align with religious and cultural values. While we strive to accommodate dietary requirements, we cannot guarantee that menus will match every specific and unique need. We aim to respect individual needs and prevent children from consuming food that does not align with their dietary restrictions or preferences but may require that parents/guardians provide the meals themselves. The core service we provide is childcare, not catering. Therefore no discounts are provided if the menu occasionally does not meet your needs as the administrative burden/costs of changing price structures on an ongoing/ad-hoc basis are unsustainable.

## Meal Provision for Centres That Offer Meals

1. Efforts will be made to consider children's dietary needs when planning menus. However, it is important to note that not all specific requirements may be catered for due to resource and logistical limitations.
2. Menus are provided to parents/guardians at least one week in advance, giving families ample time to review and make alternative arrangements, if needed.
3. Upon receiving the menu, parents/guardians should promptly inform the Centre Manager if any meal is unsuitable for their child, in which case parents/guardians will need to provide an alternative meal for their child.



## **Meals and Food at Aftercare and Holiday Care continued:**

### **Parents'/guardians' Responsibility**

If the centre is unable to meet a child's dietary needs for a specific day:

- It is the parents'/guardians' responsibility to provide a replacement meal or snack for their child.
- The centre will not be held liable for any costs incurred by parents related to special food requirements.

### **Lunch Box Suggestions**

- Main Meal: Sandwiches, wraps, pasta with protein.
- Snacks: Fruit, yoghurt, veggie sticks.
- Drinks: Water, milk or 100% fruit juice (avoid sugary sodas or drinks).

Club Engage ensures access to clean, fresh drinking water as part of our Aftercare and Holiday Care services. We kindly ask parents/guardians to provide a water bottle daily or leave a bottle at the centre to ensure their child always has one available for drinking.

Collaboration ensures all children are well-nourished and ready to thrive during aftercare and holiday programmes.

### **Sugar Policy**

At Club Engage, we prioritise children's health by promoting healthy eating habits, particularly by limiting sugary foods and snacks. By encouraging healthier choices, we aim to help children develop lifelong practices of balanced and nutritious eating.

Children should avoid sugary foods and drinks for several important reasons:

#### **1. Energy Spikes and Crashes**

Sugary foods and drinks can cause rapid spikes in blood sugar levels, leading to a temporary burst of energy followed by a sharp crash. This can result in tiredness, irritability, or difficulty concentrating later in the day.

#### **2. Impact on Behaviour**

High sugar consumption can contribute to hyperactivity in some children, making it harder for them to stay calm, focus on activities, or follow instructions during aftercare.

#### **3. Nutritional Balance**

Sugary snacks often lack essential nutrients that children need for proper growth and development. Encouraging healthier options ensures they receive the energy and nutrition required to sustain them through aftercare.

#### **4. Dental Health**

Consuming sugary foods and drinks increases the risk of tooth decay, especially if brushing is delayed until later in the evening.

**Focusing on wholesome, nutrient-rich snacks during aftercare and holiday care supports children's overall well-being, helping them to stay energetic, focused, and healthy.**

## **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 Medical or Health Management Plans. We will at all times comply with all relevant health and safety matters in employment legislation.

## **Medical Conditions and Requirements**

At the time of enrolment, the parent/guardian must advise the Centre Manager of any medical conditions that the child has been diagnosed with (eg. any allergies, anaphylaxis, diabetes, asthma, etc.). 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/guardians 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 use by date.

## **Unwell and Distraught Children**

If a child attending the programme becomes unwell or upset, the authorised people listed on AIMY will be contacted to pick up the child 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 that 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 2:00pm 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 from 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 that 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/guardians of the necessary exclusion periods and/or the need for a doctor's note 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
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/Covid-19	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. A staff member trained in first aid, anaphylaxis and asthma treatment will be present onsite at each session of care.

### Incidents, Injury, Trauma and Illness

All incidents, injury, 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 dependent 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
- 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 so that the children see themselves as valuable members of the community
- Use praise and reinforcement with children to boost self-esteem, 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
- 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 enrol 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 that up to date information is communicated about our staff, policies, fees, upcoming programme activities and special events . We will also reflect on the fun that we have had in our programme and share any ideas and community information that you may find useful. At each centre we have notice boards and display areas which contain information you will find useful (such as staff and 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 the POPI act. It will

- 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 of our Privacy Policy can be found on the Aimy-Plus/ Enrolment form under Terms and Conditions, or you may ask the Franchisee where necessary.

## Family and 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 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](http://www.clubengage.co.za)

