

Welcome to Niseko Kid's Club!

This handbook contains all the information for parents and staff regarding the organisation of our daycare centre. We will outline the philosophy that runs throughout all our communications, activities and events. We will also explain our daily operating policies and procedures, in an easy-to-reference format.

Please don't hesitate to contact us if you have any further questions which are not covered in this handbook.

The Kid's Club was created to fulfill a need for a safe and fun environment for young children, in Niseko's Hirafu town. We believe that adventures are not just for grown-ups.....

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1. Description of Child Care Center and Services

Niseko Kid's Club is Niseko's premier international childcare center located in AYA Niseko, Niseko's newest ski-in and ski-out condominium-hotel. Niseko Kid's Club's large, modern childcare facility is equipped with a secured entrance with video surveillance, kitchenette, boys and girls toilets, nursery, AV room and plenty of area for fun and stimulating activities. The total size of the facility is 119 sqm and can accommodate up to 31 children.

Niseko Kid's Club is open year round Monday to Sunday, with full day or half day childcare. Parents can enroll their children from 8:30am to 4:30pm, or half days - morning from 8:30 to 12:00, or afternoon from 1:30 to 4:30. A healthy lunch is provided for full day childcare. Daily drop-in childcare is available for families visiting Niseko, as well as short-term or long-term childcare for local families.

Niseko Kid's Club offers childcare programs for children aged 12 to 36 months and 3 to 6 years. The child to staff ratio is 6:1 for children aged 12 to 36 months and 10:1 for children aged 3 to 6 years.

Niseko Kid's Club focus with childcare is creative play and learning through discovery, with safety as the first and foremost concern. All of our childcare supervisors are English speaking, trained in first aid, and have plenty of childcare experience in order to provide quality care.

2. Mission Statement

Niseko Kid's Club's mission is to provide a happy, safe, stimulating, supportive, inspiring and FUN environment for children to explore, learn and grow, through meaningful activities and play.

Niseko Kid's Club mission to their staff is to provide a rewarding place to work, which will allow them to develop themselves and the children in their care; and to

pay and reward them at above competitive rates that makes their employment in Niseko sustainable.

Niseko Kid's Club mission is also to become a visible, active and valued part of the community.

3. Vision

Niseko Kid's club vision is to be the recognized leader in Niseko in providing the best care for toddlers, preschool, and school age children. Showcasing fun programs, talented staff and community relationships, we pride ourselves on our unique blend of fun and learning. Our goal is to provide parents with peace of mind, knowing that their children are being cared for by professional and experienced childcare staff. Children can play and learn in a safe environment, with plenty of time to explore the outdoors and enjoy the beautiful nature of Hokkaido.

4. Philosophy

Policy - At Niseko Kid's Club we believe in nurturing individuals and providing endless opportunities for children to fulfill their potential. Free-play is the cornerstone of self-expression, so we've created a fun and safe space for children to explore their interests. Children are constantly learning; developing many skills such as motor, social, literacy and numeracy - all through creative play.

Procedure -

- The staff at our centre are present to guide and encourage the children while they explore, observe, hypothesize, question, and discuss to clarify their understanding.
- Free play and free craft time are scheduled each day.
- Each day there will be 'guided activities' that subscribe to a theme, however participation is optional.

- When children don't wish to participate in an activity they may choose a toy, book or puzzle to play with.

5. Reservations and Drop-in Policy

Policy- spaces can be booked in advance for full days or half days. However, once the centre is booked to capacity we are unable to take further bookings. We ask parents to book in advance as we may not have space for their children during busy times.

Procedure -

- Reservations can be made online at www.nisekokidsclub.com.
- Daycare is open from 8.30am to 4.30pm daily, Monday - Sunday.
- A half day can be reserved, 8.30am - 12pm, or 1.30pm - 4.30pm.
- Daily drop-in childcare is available for families visiting Niseko
- Short-term or long-term childcare will be available for local families, starting in spring 2017.

6. Environment

Policy - At Niseko Kid's Club we teach the children about the nature of the local area. The windows connect us to the outside world so the children can watch the changing seasons. Studies have shown that children who have more contact with the natural environments are more relaxed and productive. The beautiful island of Hokkaido is home to so much fantastic wildlife.

Procedure -

- Our weekly winter curriculum is based around Hokkaido animals, and how important it is that we protect them.
- We bring natural materials for use during craft activities.

- We do our best to create a calm space with music during free-play time and quiet time.

7. Staffing

Policy - All of our staff are fluent English speakers and have many years of experience working in kindergartens and childcare. We employ only experienced and caring childcare professionals.

Procedure -

- Thorough police background checks are done for all of our employees.
- Each staff member has completed a CPR and First Aid course.

8. Staffing ratios

Policy - Niseko Kid's Club offers childcare programs for children aged 12 to 36 months and 3 to 6 years. The child to staff ratio is 6:1 for children aged 12 to 36 months and 10:1 for children aged 3 to 6 years.

Procedure-

- The register of children is checked weekly and a staff schedule is made according to the ratios.
- If staff are ill and unable to come to daycare, extra staff will be employed to maintain the ratios.

9. Guidance of Children

Policy - At Niseko Kid's Club we promote group activities and sharing.

Procedure -

- Children who are having difficulty for any reason will be re-directed to another activity with teacher assistance.

- In the event that a child's behavior is likely to result in harm to the child, others or property, or seriously disrupts group interaction, the child may be separated briefly from the group.
- Calming techniques using sound and visual aids will be used.
- Interaction between the child and a staff member will take place immediately following the separation to guide the child toward appropriate group behaviour.
- Any method of discipline which frightens, demean, or humiliates a child is strictly prohibited.

10. Communication policy

Policy - We have an open door policy with all of our parents. We encourage staff and parents to regularly discuss the progress of the children.

Procedure -

- For parents who wish to get updates about their children throughout the day, the 'daily connect' program is used. This will allow us to share how your child is doing, and send updates about food, nap time, creativity and collaboration with the other children. We can also send photos so parents can see how much fun we're having! Daily Connect can be downloaded as an app, or through a web-browser.
- Parents are welcome to make an appointment if they have any specific concerns that they'd like to discuss with us, at a time when we can give our undivided attention.
- Telephone communication is also encouraged.
- Once a week there will be an event that is open to families when parents can visit the facility and ask staff any questions they may have.

11. Educational Winter Programs

Policy - This winter we will be running 2 programs for children. "Little Bugs" for children aged 12-36 months, and "Forest Animals" for children aged 3-6 years.

We provide a curriculum that provides children with toys, books, song and dance, craft, free-play, guided play and baby yoga.

Procedure - The guided activities are themed by a different animal or insect each day.

- “ Little Bugs”

For children aged 12 - 36 months. At this age children are still developing their sight and motor skills. Music, brightly coloured toys and sensory aids will be provided to help the children explore their new environment. Each day we will introduce the little ones to a different insect; read books, play games and learn dances of that theme.

- “Forest Animals”

For children aged 3-6 years. Following our unique story-line will help the children to explore nature, community and themselves. Each day a new theme animal will be introduced through ‘guided activities’. The children can also access the craft materials and toys for ‘free-play’ time, as well as daily songs, dances and yoga time. At this age children are becoming more aware of others, so we encourage group play with other children and our adult carers.

12. Drop off policy

Policy - This time can be stressful and many children will experience some separation anxiety. It is important to maintain a fun and welcoming atmosphere to help with this difficult transition.

Procedure -

- Parents can drop their children off at the entrance to the kid’s room.
- It is often more distressing for children when their parents linger, so we ask parents to please be on time and not to come inside with their children.

13. Release of child policy

Policy - It is very important that we maintain a strict pick-up policy. No child will be returned to an unauthorised person.

Procedure-

- Parents will be provide us with a password to ensure the identification of each child.
- We want to hand over children in a careful, safe and orderly manner so staff will call the children to the door one by one.

14. Late pick-up policy

Policy - It is the parent's responsibility to pick up their children on time.

Procedure-

- Although allowances will be made for emergencies, a parent who picks up their child after the scheduled pick-up time will be charged a late fee of 1,500 yen for every 15 minutes late.
- If parents are having difficulties, they should notify staff immediately.
- Children must be picked up within the 30 minutes of the posted closing time.

15. What to bring

Policy - Personal items must be supplied by the parents. We will have items to borrow if necessary but we ask that they be returned the following day.

Procedure-

- Please provide us with nappies, nappy cream, winter wear, and **at least one** spare set of clothes and underwear for your child.
- If your child has any special dietary requirements that we cannot accommodate, please provide us with lunch and snacks.

- If your child has any skin allergies, please provide us with appropriate lotions and we can administer as needed.
- If your child requires any other medicine – please refer to NUMBER Medication in this handbook.

16. Outside Play

Policy – Connecting children with nature improves development in many ways. It supports creativity and problem solving, enhances cognitive abilities, improves academic performance, reduces Attention Deficit Disorder (ADD) symptoms, increases physical activity, improves nutrition, improves eyesight, improves social relations, improves self-discipline and reduces stress.

Procedure –

- Children will play outside twice a day (weather dependent) and will be provided opportunities for field trips and nature exploration in spring, summer and autumn.
- Children will form 2 lines and walk slowly down the stairs. At least 2 staff members will accompany them – 1 at the front and 1 at the back of the group.
- Children will play in a designated area to the back, left of the building, away from the ski area.
- Any children who need the toilet during outside time will be accompanied inside by a staff member.
- The first aid kit and a telephone will be brought outside.

17. Toys

Policy – Our toys are carefully chosen for their creative potential.

Procedure –

- Children 12–36 months are still developing their sight – bright colours are important for them.

- We try to favour natural materials.
- We make no distinction between toys for 'girls' and 'boys'.
- We have sourced local businesses to make toys for us from natural, local materials.
- All of our toys are carefully checked for safety, such as swallowable pieces and sharp corners.
- If a child wishes to bring a soft toy or blanket from home, that is fine. However, we discourage children from bringing any other toy or action figures as this can cause arguments. Any toy that launches projectiles is prohibited for safety reasons.

18. Craft

Policy – Craft is a really important part of young children's education and development.

Procedure –

- There will be a guided craft scheduled everyday, when children can learn new techniques and be introduced to new materials.
- There will be free-craft time scheduled everyday, when children can experiment with new materials and explore their own creativity.
- All craft materials are safe for use by children.
- Paints and glues are washable so will not permanently stain clothing.
- We try to include as many unconventional materials as possible, because art is not just pen on paper.

19. Community and Events

Policy – Niseko is a small town most of the year, so we really want to add value to the community. For guests who are just visiting, vacations should be about families doing things together.

Procedure –

- We perform regular craft workshops for all the family. If you wish to attend our workshops, children must be accompanied by an adult. This is a space where you can be included in your child's creative adventure. Make christmas decorations, paper beads and origami animals at our craft workshops.
- Watch family-friendly movies together in the afternoon. Please check the events calendar for further details.

20. Special needs

Policy - If a child requires special attention, we will do our best to accommodate him/ her. However, we do not have the equipment or staff ratios to take care of severely challenged children.

Procedure -

- If we believe a child to be suffering from disabilities or has special needs that we are not equipped and qualified to take care of, we reserve the right to refuse admission.
- Our duty of care to the other children in the centre requires that we must put their safety and well-being first.

21. Child-protection

Policy - Our duty of care is to protect the child. Any suspicion of child-abuse is not tolerated.

Procedure -

- If we believe that the child has been subject to mental or physical abuse at home, the relevant authorities will be contacted.
 - In the most unlikely event of a child making an allegation of Abuse against a staff member:
- The Manager would initially clarify any allegations of abuse against any staff member.

- If upon the initial clarification, it proved to be a simple misunderstanding, the Manager would speak to the staff member to advise on better methods of behaviour to stop any future misunderstandings from happening again.
- If upon the initial clarification, it proved that the allegation was plausible, the Manager will then immediately contact the authorities and ask them for advice on the correct action to take.
- The centre would probably suspend the staff member whilst a fuller and more complete investigation would be made by the authorities.
- If the allegation is proved to be true, the staff member will be dismissed immediately as a minimum reaction.
- If the allegation is proved to be unfounded, the staff member in question will be immediately reinstated.
- If the allegation is proved to be unfounded, the Child that made the false allegation will be asked to leave Niseko Kid's Club immediately as a minimum reaction.
- All matters to do with the allegation will be kept completely confidential until the authorities finish their investigations and it is established whether the allegation is found to be real or false.

22. Intoxication

Policy - Our duty of care to the children requires that we will not allow a child to be picked-up by anyone who we believe to be intoxicated.

Procedure -

- We will reserve the right to deny a hand-over until an appropriate guardian or family member are present.
- Staff will contact the emergency contact to attempt to find someone suitable to pick-up the child.

23. Health, safety and nutrition

Policy - We will provide a mid-morning and mid-afternoon snack, as well as a healthy lunch for all children.

Procedure -

- Meals will be carefully balanced according to the latest nutritional research.
- Children will also be involved in some food preparation during the afternoon. They will be taught about preparation and food safety.
- We provide aprons, and ensure the equipment and tools used are child-friendly.
- All food-related items will be thoroughly cleaned using eco-friendly products. Children who are too young to eat solid food will be provided with a nutritionally balanced soft food - alternative.
- If the child requires a particular milk or formula meal, we ask this to be provided by the parents.

24. Allergies

Policy - If a child has any allergies or dietary requirements, parents should let us know so we can do our best to cater for them.

Procedure -

- Parents will complete the admissions form for their child, and leave details about any allergies.
- The caterers will be contacted to find out if it's possible to alter the recipe for the meals.
- In the event that we are unable to meet the needs of the child, the parents will provide lunch and snacks for the child.
- No peanuts will be included in lunch or snacks for safety purposes.
- Allergies will be posted in the kitchen for all staff to see.
- Parents will be informed immediately of any allergy attack and the steps taken.

25. Injuries

Policy – We strive to provide safe care for all our children. All Niseko Kid’s Club staff will work very hard to minimize any accidents. However by the very nature of the activities that we will be undertaking we will undoubtedly have the odd accident hence we need to have procedures in place as to how we will handle them.

Procedure–

- All of our childcare staff are certified in CPR and First Aid.

- **Small Accidents:** We will treat the child and then tell the parent about the accident when they pick up the child. However the parent has two choices as to how we can treat the child–
 - We can treat the child using TRADITIONAL methods i.e.
 - Cuts & Grazes – An antiseptic wipe and plaster if necessary
 - Bruises – Apply an ice pack
 - Bites & Stings – Apply an ice pack
 - Shock – A sweet drink
 - OR we can treat the child using NATURAL methods i.e.
 - Cuts & Grazes – Apply Tea Tree oil and plaster if necessary
 - Bruises – Apply Arnica Cream
 - Bites & Stings – Apply a natural antihistamine & give an APIS 30c ampoule
 - Shock – Give Bach’s Flower Rescue Remedy

- Parents will inform us on the child’s registration form as to how they would like us to treat him/her.

- **More Serious Accidents:** The parent will be asked on the Child’s Registration Form whether they give permission for a trained staff member to administer Emergency First Aid.

- The parent will be asked on the Child’s Registration Form whether they give permission for a staff member if necessary to sign any written form, consenting a hospital/doctor to treat the child if a delay in getting the parent’s permission is considered by the hospital/doctor to endanger the child’s health and safety.

- We will treat the bleeding/bruising/suspected break/burn/black out etc. as required and then call for an ambulance if we feel it necessary. We will then inform the parent. The parent will then have two choices-
 - The parent can decide to come directly to the Club and go to hospital with their child in the ambulance.
 - The parent can decide that a staff worker should accompany the child to hospital and the parent meet us at the hospital.
 - If we can't get hold of the parent we will automatically accompany the child to Hospital and keep trying to get hold of the parent by phone until contact has been made.

26. Illness

Policy - Children who are ill are asked to stay at home with their parents. Staff who are ill are also asked not to come to daycare. Symptoms of contagious illness may include:

- Fever over 38.3° C (101°F).
- Infected eyes or skin.
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
- An acute cold with fever, runny nose and eyes, a “croupy” cough or congested to the point that he/she has heavy breathing.

Procedure-

- If a child becomes sick at daycare, and the parent is unable to be reached, the person authorized to pick up in the case of an emergency will be called and asked to pick up the child.
- The staff will isolate the child from the other children and make him/her as comfortable as possible, but will not administer medication.

27. Medication

Policy - Only medication prescribed by a doctor will be administered to children in our care.

Procedure -

- Only medication that is outlined by the parents or guardian on the signed entry document will be administered.
- All medications are kept in a locked container in the kitchen out of children's reach.
- Parents must inform staff of any side effects or reaction that medication may cause in a child. (ie: hives, drowsiness, diarrhea).
- Medication must be brought to the centre in its original container with instructions from the doctor on how to administer it.
- Label must clearly show the following information:
 - Child's name
 - name of medication
 - Dosage Route (oral, nasal, rectal, eye, ear, or injection)
 - Care of medication (shake well, refrigerate)
 - Date to end administration of medication.
- Any baby bottles containing medicine will not be given to the child at the daycare.
- In the event of emergency, emergency services will be contacted immediately, and First Aid knowledge will be administered by our trained staff.

28. Emergency Transportation/ Medical attention

Policy - Emergencies are taken very seriously and immediate action will be taken.

Procedure -

- In case of a medical emergency, staff will immediately call the emergency services.

- Staff will then notify the parents and emergency contacts.

29. Emergency Preparedness Plan

Policy - In the event of an emergency such as a fire, power cut, tsunami, typhoon or earthquake.

Procedure-

- Staff will perform practice drills.

During an earthquake, children are encouraged to:

- 'Drop' where they are, onto their hands and knees. This position protects them from being knocked down and also allows them to stay low and crawl to shelter if nearby.
- 'Cover' their heads and necks with one arm and hand. If a sturdy table or desk is nearby, they can crawl underneath it for shelter. If no shelter is nearby, they can crawl next to an interior wall (away from windows). Stay on their knees; bend over to protect vital organs.
- 'Hold on' until shaking stops. If there is nothing nearby to hold on to they can hold on to their head and neck.

During a fire, children are encouraged to:

- Make 2 lines of children holding hands. Staff will pick up the register.
- Walk calmly, without speaking, down the stairs and out the back door of the building.
- 1 staff member will stay behind in the centre to check the kids room. This designated person will be agreed in advance.
- The other staff and children will gather in a group at a safe distance from the building.
- Children will stay in line while staff keep them calm.
- Staff will check the register to see that all are present.

During a typhoon, tsunami or power-cut:

- Keep children calm.
- Have access to emergency food and water supplies, in the event that we may not be able to leave the building for some time. Supplies are as follows:
 1. Four-day supply of food and water (bottled water, canned food, and other non-perishable items)
 2. Duct tape, hammer and nails for quick repairs
 3. Blankets, tarps, plastic, and heavy cardboard to cover broken windows
 4. Mops and towels to absorb water leaks
 5. Flashlights with extra batteries, candles, matches and a waterproof lighter (NOTE: DO NOT LEAVE OPEN FLAMES UNATTENDED)
 6. Battery-operated portable radio and extra batteries
 7. Medications/First aid kit.

Children must always be put first in an emergency situation, the register and first aid kit must be kept in a designated place and all staff must be briefed on these emergency procedures.

30. Missing Child Policy

Policy - We take safety very seriously and do everything to avoid a missing child situation. In the event that one occurs, staff will remain calm and follow the procedure below.

Procedure-

- If a child goes missing, the remaining children will stay together.
- Centre staff will stay calm and call the local authorities and give them a complete description of the child.
- Centre staff will then notify the parent/guardian and inform them of the steps that are being taken.

31. Calming time/ Napping

Policy - After lunch we will have a period when children are encouraged to relax. If children are sleepy and wish to nap at other times of the day this is permitted and blankets and mats will be provided.

Procedure -

- The lights will be dimmed and sleeping mats and blankets will be provided.
- If children do not want to sleep then they will be can play quietly by themselves, by reading books or doing puzzles.
- Relaxing music will be played during this time. This rest time has proven to be useful in relaxing the mind, promoting calm behaviour and increasing learning in the brain.

32. Toilet training and nappy change

Policy- Children will be encouraged to use the toilet throughout the day to avoid accidents. We understand that each child is an individual, so children will be encouraged to use the toilet when they are emotionally and physically ready.

Procedure -

- Staff are present to assist with this, and foster independence by allowing the child to help and assist as much as they can.
- Toilet training is a learning process, where new skills of dressing and independent toileting are encouraged.
- Staff will be patient, supportive and understanding during this learning process.
- Healthy sanitation practices will be regarded, encouraging the children to wash their hands after toilet time.
- The changing mat will be properly sanitized after each use.

33. Clothing and possessions

Policy - At Niseko Kids Club we provide a range of activities, with indoor games as well as outdoor nature exploration. We ask that children come to daycare in comfortable clothing that is appropriate for the weather.

Procedure -

- During winter we ask that a full winter-wear outfit be provided for children 3 - 6 years. Gloves, hat, scarf, jacket and pants and boots
- During spring, summer and fall parents should provide a sun-hat, boots, rain jacket and sunscreen.
- Parents should bring at least 1 change of indoor clothes for each child, a supply of nappies and nappy cream.
- In an emergency we have clothing at the centre that can be borrowed, if a child wears something home we ask that it get returned the next day.
- If a child's clothes need to be changed (food spills and toilet emergencies) clothes will be washed and returned to the parents at the end of the day.

34. Photographs

Policy - Photographs will not be taken of children without the prior consent of the parent or guardian.

Procedure -

- When each child is enrolled, the parent must be asked for permission to photograph the child for communication or promotion.
- We do our best to communicate photos of the children to the parents directly during the daily connect app.

35. Hygiene and Cleanliness

Policy - Staff will do their best to keep the daycare centre clean and tidy. The children have the freedom to make a mess but they are expected to help with clean-up time; whether it be finishing up with crafts, or putting away the toys.

Procedure -

- Staff will put on the clean-up music and encourage the children to clean up and put things away.
- We use only natural products to clean our toys and surfaces, and avoid all harmful chemicals.
- All kitchen and table surfaces will be wiped after food preparation times.
- Children will wash their hands with a natural soap solution before and after food preparation time.
- Each day toilets and sinks will be cleaned, surfaces will be dusted and floors vacuumed.