

Information Booklet

2024



Compiled by Livvy Erasmus

Updated: 08 January 2024

Introduction

Our mission and vision

COPPERLEAF CRÈCHE'S **mission** is to create a second home away from home for all kids who live in the Copperleaf estate as well as surrounding neighbourhoods. All kids attending COPPERLEAF CRÈCHE must laugh and have fun, must feel loved and safe, must feel that they are important and listened to.

It is COPPERLEAF CRÈCHE'S **vision** to always strive to have age appropriate, entertaining and educating activities. COPPERLEAF CRÈCHE is the place where kids will always want to come back to and a place where great memories are built.

It is COPPERLEAF CRÈCHE'S **intension** to assist each child to reach his or her maximum potential in a fun and enjoyable learning environment.

Contact details

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Mnandi

Who we are

COPPERLEAF CRÈCHE is an exclusive, one of its kind, Early Childhood Development Centre (EDC Centre) and is suitable for children 3 months to 5 years.

COPPERLEAF CRÈCHE is a registered ECD Centre that adheres to all the provisions and regulations as stipulated by the Child Care Act, 1983.

We focus on the following:

- Personal, Social and Emotional development
- Communication, Language and Literacy
- Mathematical development
- Knowledge and understanding of the world
- Physical development
- Creative development

Our classes are divided as follows

3 Months - +/- 15 months (walking strongly)	Butterflies
The year in which they are turning 2 years	Elephants
The in-between two- and three-years group	Leopards
The year in which they are turning 3 years	Rhino's
The year in which they are turning 4 years	Buffalo's
The year in which they are turning 5 years	Lions

Principal	Livvy Erasmus
Administration.....	Tammy Cloete
Admin Assist	Annie Smit
Chef.....	Emmah Kola
Butterflies' day mother.....	Aphiwe Banabe
Elephants' day mother	Norah Mkize
Rhino's assistant.....	Liesbet Matheba
Rhino's assistant.....	Precilla Semenya
Buffalo's assistant	Maggy Phaahla
Buffalo's assistant	Mapule Manamela
Lions' assistant	Mmadineo (Neo) Mofokeng
Teacher	Tanya Swart

Crèche Hours

Full day operating hours: Mondays to Fridays **7:00-17:00**

***Half day** operating hours: Mondays to Fridays **7:00-11:45**

This option is only available for full month enrolments. There will also be no sibling discount available on this option.

Only an option if the classroom capacity allows for it, once the classroom is filled this option will not be available and child will be placed on full day basis.

Buffalo's and Lions arriving before 7:30 in the morning, must be dropped off in the Rhino's class (the class with the TV). If they arrive after 7:30, they must be taken directly to their class. Butterflies, Elephants and Rhino's should always be dropped off in their own classes.

We have a late pick-up fine system. This measure is necessary as the staff member on duty must be paid over time.

Please note that we only have skeleton staff before 7:30 and after 16:00.

- For lengthy and detailed information, we'll send out emails
- For more compact and quick group reminders, we'll send out SMS's (**please do not** reply on those SMS's as it is a one-way system.) Always feel free to SMS or WhatsApp me on my phone 082 744 3283 directly
- We will use two methods to communicate personal reminders to you, such as "please bring a facecloth". One method is to attach a tag to your child's schoolbag. The other method is to send a WhatsApp message. Please detach the tag or reply to the WhatsApp message after you have seen and/or acted on the reminder.

Outside Play Areas

We have three specially designed jungle gyms, trampolines, inside play area, outside play area, a whole cricket field; and on Mondays we have the whole golf estate to ourselves when there is no golf scheduled. We sometimes take the kids for Monday picnics and long walks around the course.

Our staff uses their discretion and no child will be submitted to unpleasant weather conditions or environments.

Cameras

COPPERLEAF CRECHE has several cameras installed on the premises. The cameras keep a recording of a specific area in the unlikely event that a playback is requested.

Safety

We are in the fortunate position of being in a secure environment with safety measures in place. We however must take it a step further for the safety of our children...

Please **CLOSE ALL GATES and doors** behind you every time at the Crèche. Always bear in mind that we are right next to a very busy car park. Please inform all other people picking up or dropping of your child to be attentive to close all gates and doors every time.

Please note that no child may be picked up on the playground or through any other entrance as the main entrance. For safety reasons, all pick-ups should be done through our main entrance.

Also alert your nannies that it is **NOT** okay to focus on their phones while they are in the parking lot with your child.

Transport services

Abduction of children and child trafficking has become a real issue in South Africa!!

We need your help to ensure that your children are picked up safely by the transport companies. Please write to us the name of the company you have chosen for your child. We do not check the background of the transport companies, so you should do your own research and ask them some questions. Here are some things you should look for:

- The vehicle should have a license, a registration number, and be in good condition.
- The driver should have a professional driving permit and a clean police record.
- The driver should be the same person every day, so you can trust them and hold them responsible.
- The children should sit in their seats and wear seat belts at all times.
- The vehicle should have clear rules for the children to follow.
- The vehicle should have appropriate car seats for the children's age and size.
- The vehicle should have a female assistant to help the driver and the children.
- The vehicle should have an emergency plan and a list of contacts for each child and their school. This is important in case of an accident or a medical emergency.
- The vehicle should have cameras inside and outside to monitor the driver and the children. This is good for insurance and for resolving any issues that may arise.
- The vehicle should be clean and free of food and drinks. This is to prevent choking, allergies, and mess.

Should you observe any misconduct by the above, please inform us immediately and we will take it up with the relevant person.

Very important:

Please take note:

You have the sole responsibility of selecting and signing a contract with a transport service provider. Copperleaf Crèche is not involved or liable for anything that takes place outside the Crèche gate. You and your child give up any right to sue or demand compensation from COPPERLEAF CRECHE and/ or its employees for any harm, loss, damage, or cost that may happen on or off the premises and/ or during any of the transport services or activities.

Parent's Day

Since we opened the Crèche in 2013, we've never hosted a Parents' Day, simply because we have been lucky enough to start small and have built great personal relationships with all our parents. If we have any concerns regarding any aspect of your child's development, we will at this point simply notify you personally or via email and discuss this with you privately. From your side, at any point if you would like to discuss your child's growth and development here with us, please do not hesitate to make an appointment with us to discuss.

Special Days

From time to time, we invite special visitors to the crèche to aid the theme of a week e.g. the fireman, police dogs, etc. We also invite special visitors e.g. Giggles the clown simply as entertainment with lots of giggle and fun for the kids.

We also celebrate relevant calendar days such as Heritage-, Arbor- and Mandela day. We further also have our own fun days e.g. pyjama-, funky hat-, grandma & grandpa day, etc.

Information regarding these days will be forwarded to you in due time. Sometimes these days incur additional funding and parents will receive emails regarding this when necessary.

What to bring to school?

Please refer to the contract for a detailed layout of daily, weekly, and quarterly necessities, but especially take note of the following:

- Extra sets of clothing (Warm and Cool weather)
- Hats, Water bottles and Sunscreen
- Blankets and face cloths. (These go home every Friday to be properly washed)

Please ensure that every item is marked clearly!

Facebook

Parents always ask where they can view photos of all the fun events happening here at school. COPPERLEAF CRÈCHE has its own Facebook page. Please like and invite people to like as appropriate:

<http://on.fb.me/1JwzA0m>

If you do not want your child's photos to appear on our Facebook page, please ensure that you indicate this on your contract.

Monthly school fees go towards the day to day running of the Crèche, e.g.:

- Monthly rent
- Wages
- Utilities
- Maintenance & repairs
- Compliance related expenses
- Service providers on retainers (Bookkeeping, IT, Insurance, Legal, etc.)
- Stationary
- Medicine
- Phone
- Consumables (Food and beverages, cleaning supplies, etc)
- Fumigation and/or pest control
- Music Box lessons
- Staff welfare
- Uniforms
- Weekly laundry
- Linen
- Sandpit upkeep

All other unforeseen costs

The **once off development levy** goes towards everything that has to do with the development of the child and the school, e.g.:

- Equipment (both procured and rentals)
- Art supplies
- Teaching Aids
- Inside toys
- Outside toys
- Baking class and other activity related needs
- Music
- Apparatus

The **Annual supplies fee** goes towards all the supplies needed, e.g.:

- Tissues
- Toilet paper
- Paper towel
- Wipes
- Sanitizer
- Disposable gloves

Annual registration fee:

Copperleaf Crèche has a long waiting list; therefor the annual registration fee is in fact the re-enrolment fee to ensure the child's space for the year they are being enrolled for. This is for administration purposes. Each year a child needs to be added to the system for the banking system, biometric system and new classroom management database. Unfortunately, these things don't all just carry over to the next year and we need to get the technicians out to update these services each year. Seeing that these are all specialised trades, they also come with a specialised price. Furthermore, registers, labelling, worksheets, and files also need to be created for the new year, therefore the purpose of the fee is for all the administration needed to ensure everything is updated for the next year.

Other possible expenses to expect during the year

- A few extra events organised, e.g., special visitors, puppet shows, etc.
- Professional photo shoot
- Possible donations for a charity of choice for Mandela day
- Possible donation towards Arbor Day.
- Admission fee to the year-end function
- Your child's costume for the year end function
- A donation towards a special treat for the angels that look after and care for your child(ren) every day

Outstanding Fees

Late pick-up fees and other outstanding monies will be debited from your account unless you inform us otherwise. If we don't hear anything, we'll work on the assumption that we can debit your account.

Extra-curricular Enrolments (optional)

Our extra-curricular activity partners are hosting demos for the kids during January - it is merely to observe their interaction and to ascertain whether the kids enjoy certain activities more than others and if there are specific interests in terms of activities presented. Enrolment forms, pricing and bank details will be available at the Creche's office.

The following extra curriculum activities might be expected to be hosted at Copperleaf Creche. Please note that every year, we only allow for the most popular activities:

- Monkeynastix
- Ballet
- Swimming (age 2+)
- Karate
- Little Kickers (soccer)
- Music box (part of our curriculum)
- Grade R – preparation class (included for our Grade RR Class)

Please communicate all extra-curricular related questions or comments directly to the respective service providers. If you communicate via email, feel free to CC me in the email, just so that I can stay in the loop, but they are the decision makers when it comes to their specific activity.

Terms

Please refer to the semester plan sent out on email, or request one if you have not received it.

Mid-year break

We at COPPERLEAF CRÈCHE have our annual mid-year break in July. It normally is 2 weeks coinciding with the public and private schools. The Crèche will then be closed for two weeks.

Daily Schedule, Curriculum & Reports

Daily Schedule

Daily schedules for each class are available on the website: <http://copper-leaf.co.za/creche/kids-daily-program/> - except the Butterflies as each age group follows its own schedule.

Curriculum

We send out the weekly themes at the beginning of each semester.

In the Butterfly class we focus on a different theme every month. In the Elephant class we focus on a different theme every two weeks and the Rhino's, Buffalo's and Lions have a different theme every week. These themes are either related to the kids' life and development, to calendar happenings (such as special holidays) or to other topics that might need special attention. These are all themes as prescribed by the CAPS curriculum which would give the children the foundation to continue onto Gr. R when they leave Gr. RR at COPPERLEAF CRÈCHE.

The Elephants, Rhino's, Buffalo's and Lions have weekly planning that is always available upon request.

Reports

Daily reports: Daily reports for the Butterflies and Elephants are kept in class. This will always be available upon request. Nappies, bottles and meals are recorded on this. Please note that we do not send written daily reports home as the time the teacher spends writing these takes time away from the teacher spending time with your child.

This process is very time consuming and will (defer / divert / redirect) the teacher's attention away from the child.

Twice a year reports: In order for you to keep track of your child's progress we have an assessment system in place and reports are completed and send home twice yearly. All students will receive their mid-year reports at the end of the second semester and the year-end reports at the end of the fourth semester.

Some of the reports are structured to be used twice in the same year: June and November. We therefore kindly request that Buffalo's & Lion parents to sign the reports at the designated area after looking at your child's report and then return the report back to us after the July holiday. We will again return it back to you in November with the final feedback on the progress made for the year.

Recommendations

Since we spend a lot of time with your child and have the privilege to observe him/her amongst peers, it is most likely that we may become aware of certain behaviour, intellectual- or emotional development in your child that needs to be addressed e.g. through extra attention or therapy. Please take serious note when we as teachers make you aware of what we noticed. We are merely here to help the children reach their milestones. Please trust us to make the right decisions at the right moment – we always have your child's best interest at heart.

Menu

The focus is healthy and tasty meals. We follow a summer and winter four weekly menus. Menus can change due to various reasons.

The sample menu can be sent to you upon request.

Children with allergies:

We cater for minor dietary requests such as avoiding egg, milk or nuts by adjusting these children's meals accordingly. Bigger intolerances such as gluten will be addressed by asking the relevant parents to provide us with the required ingredients and/or products or meals.

Special Requests

Individual attention:

COPPERLEAF CRÈCHE adheres to the requirements set by law with regards to the number of staff members allocated to the number of children within a classroom.

We unfortunately cannot commit to special attention or requirements that a parent may have for his or her specific child e.g., keeping a child away from the sandpit or even the ground while all his/her classmates enjoy playing in the sand. This excludes medical or health related issues – please supply us with a medical note.

Birthdays

We know that other preschools have strict regulations with regards to what is allowed and what not. Not us! A birthday is a big deal at COPPERLEAF CRÈCHE. We enjoy celebrating the children's birthday parties here.

How it will be celebrated is totally dependent on the parents' choice. You are most welcome to entertain with party packs and/or birthday cake/ cupcakes. You are also welcome to rent additional entertainment such as jumping castles, train rides and magicians for the whole school. We only ask that you inform us of what to expect as we need to schedule our daily planning around the party.

You are also most welcome to limit the celebrations to your child's class only or to "big it up" for the whole school. Absolutely up to you.

Ask us for details as to allergies or number of students in relevant class, staff hosting the party etc.

Medical

Sick Children

If your child is sick, please do not send them to Crèche, as they will pass on any infections to other children and the staff. If your child becomes sick at school, we will give you a call and will expect you to come and collect your child. If your child is not coming to school, please inform us. It is important that we know if your child is sick so we can watch for other children with similar symptoms. For contagious illnesses such as chicken pox, ringworm, lice, school sores, a virus, cold, conjunctivitis, measles, mumps, pink eyes, bronchitis or gastro all quarantine periods will be adhered to and we will enforce this for both your child's health and the other children in our care. Sick crying children upset the other children and the rest of the class cannot receive the attention they have the right to.

We refer you to the contract that clearly states that no sick children are allowed to come to school.

Please make alternative arrangements when your child is sick.

Medicine

According the consumer protection law we are not allowed to administer any medicine without a parent's written consent. Each class has a medicine book. If any kind of medicine needs to be administered to your child, it needs to be noted and signed by you in the book EVERY DAY that the medicine needs to be administered.

Head Lice

Something we do not want to hear or talk about – but they do visit the crèche occasionally. **Lice** aren't dangerous and they don't spread disease, but they are contagious and downright annoying.

When it comes to our attention that a member of the crèche is the unfortunate “host” of a few lice on the head we will immediately inform you.

Should a member be infected by this unwelcome bug we will check each member thoroughly and request every parent to please do regular checks at home within the next few days to make sure that your child isn't playing “host” to these little bugs as well and we will then also do regular checks at the crèche.

Should you find that your child has a small infestation on the scalp, please let him or her stay at home until the situation has been resolved.

Specific Information

Accidents happen

Injuries, however big or small, is inevitable. We keep in-house record of all incidents in our incident book to keep track of possible behavioural patterns. We don't always inform parents of minor injuries sustained (we treat it in-house with lots of TLC and the necessary first aid), as this is seen as normal run of the day and part-of-growing-up injuries.

We consider the following as minor injuries: light grazes (scrapes, small abrasions and scratches), bruises (due to accidental bump or pinch) and small cuts, in other words injuries which do not need the immediate attention of a medical practitioner.

This is a global standard used by 95% of ECD centres around the globe whereby parents generally only get informed in the unfortunate event of a more serious nature.

When an injury does occur and are deemed out of the ordinary or potentially serious, we will most definitely inform the parents. In the unfortunate event of a serious accident, you will be informed immediately, and we will obviously do everything in our power to act as swiftly and professionally as possible to secure the safety of your child.

Every age group is experiencing its own development phase – they are exploring their environment and taking risks to test their capabilities.

Small children have not yet learned how to communicate their needs and emotions effectively. They might therefore bite, scratch or pinch their friends to give them the message that they are not approving of the current situation. In most of these cases the child is feeling angry, frustrated, irritated or even overly excited. They have a feeling that needs to be expressed – now!

Though the above-mentioned means of communication is a common occurrence amongst a certain age group at a certain stage, they don't scratch, bite or pinch without reason. They are usually provoked by another friend who might be grabbing a toy from him/her or instigate this kind of behaviour in one or other way. Children are very susceptible to influences from peers and might also experiment with this kind of behaviour even if it's not in their personalities. Accidental scratches can however also occur from an ungroomed nail.

Please accept that these things might happen as all the children are still learning to express themselves – some in a more physical way than others.

Other age-related injuries might also be expected due to the fact that they are not yet strong on their feet, for example falling over, bumping into things/ friends, knocking heads, etc. From our side we are of course doing our utmost best to prevent these incidents from happening but be aware that any or all of these may or may not pop up during this year.

No toys and Edibles

We remind our parents that the contract states that children are not allowed to bring their own toys and edibles to the crèche. We've been accommodating this for a while, but it has started to create some issues as every-one wants to play with each other's toys and eat food which wasn't meant for them. We will not be able to accommodate TOYS or EDIBLES which have been brought from home to school anymore. Rest assured that there are plenty of toys for the children to play with here at the crèche!

Exemption from the rules above:

Butterflies and Elephants can still bring their own food as they may have special dietary requirements and comfort toys for them are allowed (they're still little....no competition for toys yet.)

Please make sure that all your child's belongings are clearly marked!

Although we try our best to keep every child's personal belongings where it belongs, it does sometimes happen that items are lost. Also friends may have the exact same item and then the kids and staff may mix them up.

Teachers and assistants' main responsibility are to attend to your child, his/her development and safety. You will understand that we do not have the staff capacity to full time look after any child's belongings.

As a parent, please make sure:

- that every item that you send to school e.g. clothing, shoes, socks, dummies, comfort toys, bottles, etc are **clearly marked**
- please ensure that items are **remarked** as certain markings fades away.
- If an **unknown item** ends up in your child's bag, please **return** it to school with a note – someone else might be missing it.

Potty training

Potty training ages... girls 2 years, boys 2 years and 3 months and only if they show a readiness for this.

At the Crèche we start to get them excited for this new phase in their lives and we ask that you do the same at home. When your child's turn to potty train is coming up, please introduce the potty during weekends leading up to his commencement date (as send out per email at the beginning of the year) and let us know how it went.

Please note the following:

- To eliminate heaps and heaps of washing, the children will spend their days in a shirt and underwear only. (Weather permitting of course).
If you prefer pull-ups instead of underwear, please provide them, though in our experience they train faster with underwear as they soon realize that there is no safety net.
Please pack sufficient amount of clothing just in case for this period, (at least 5 underwear pieces per day and 2 sets of extra clothing please).
- No more bottles will be given before naptimes; however, you can still give bottles at night to wean systematically.
- This is a team effort, please continue this at home.

A few tips to make it easier:

- Have a reward system in place for every time he/she uses the potty, eg. stickers etc.
- In the beginning take him / her every 15 minutes to the potty.
Wait no longer than 5 minutes then get up and try again in the next 15 minutes.
- During potty time, play games, music, read a story – experiment how to keep them occupied during this time.
- Have lots of patience and good luck!

A basic and general checklist to see if your child is potty-training ready or not:

Physical signs

- Is coordinated enough to walk, and even run, steadily.
- Urinate a fair amount at one time.
- Has regular, well-formed bowel movements at relatively predictable times.
- Has "dry" periods of at least two hours or during naps, which shows that his/her bladder muscles are developed enough to hold urine.

Behavioural signs

- Can sit down quietly in one position for two to five minutes.
- Can pull his/her pants up and down by him/herself.
- Dislikes the feeling of wearing a wet or dirty diaper.
- Shows interest in others' bathroom habits (wants to watch you go to the bathroom or wear underwear).
- Gives a physical, and preferably verbal sign when he or she's having a bowel movement such as grunting, squatting, or telling you.
- Demonstrates a desire for independence.
- Takes pride in his/her accomplishments.
- Isn't resistant to learning to use the toilet.
- Is in a generally cooperative stage, not a negative or contrary one.

Cognitive signs

- Understands the physical signals that mean he/she has to go and can tell you before it happens or even hold it until he/she has time to get to the potty.
- Can follow simple instructions, such as "go get the toy."
- Understands the value of putting things where they belong.
- Has words for urine and stool.

Potty training commences in February and September...

POLICIES

Kiss, Hug & Go Policy

At COPPERLEAF CRÈCHE we follow the KISS, HUG & GO policy.....

Some of the things that are highlighted by the AECYC (Association for the Education and Care of Young Children) are as follows:

- The longer parents stay after drop-off, the harder it becomes for the kids to accept the fact that the parents will be leaving.
- It confuses the other children and makes them feel less secure because they don't understand why their parents never stay with them.
- It confuses the child to be handed over to the teacher on duty and then to be taken away by the parent again.
- It causes disruption in the classrooms and prevents the teachers from settling all the children into the daily routine.
- It unsettles teachers in the sense that the presence of parents may put extra pressure on them to deviate from crèche guidelines.
- In conclusion, you might think that you're assisting your child to settle when in fact they become more unsettled the longer you stay!

Let me assure you that it takes about two minutes for kids to settle after parents have left. Bear in mind that you probably enrolled your child in crèche to socialize with other children and to be cared for and be loved in a safe environment; we need to be given the opportunity to be able to provide this service with no interruptions.

Here are a few quick tips to help you make the day easier for your child:

- PREPARE them for the day: what to expect to happen during the day and when they will see you again.
 - Don't sit down with them on the carpet or on a chair.
 - Never leave without saying GOODBYE but keep it short. Assure them that you will be coming back.
 - Keep your ROUTINE.
 - Limit your time to 1-minute max after drop-off.
 - Get a PROFESSIONAL's opinion if you think it's necessary to talk about separation anxiety.
- Play Therapist: Wietske Boon: www.childtherapist.co.za, wietske@childtherapist.co.za
- AECYC (Association for the Education and Care of Young Children)

Transfers to older age group classes Policy

Under normal circumstances students will only be transferred to older classes according to their age.

All children born in the same year group, is put in the same class, regardless if your child is a January or a December baby.

Should it be considered to transfer a student to an older age group class it will be by the sole consideration of the crèche and dependant on the discretion of the crèche principal.

Such a decision will only be made by taking into consideration the personal-, social-, emotional- and physical development of the child. Other factors that will also be taken into account is potty training and the milestones reached for a specific age group.

NB NB NB... if your child is moved from the Leopard to the Rhino class, it might merely be a temporary arrangement to assist him/her in potty training. It is NOT a permanent arrangement.

Why do we keep such a policy?

To transfer a child to an older age group does not seem to be any problem, especially from the perspective of a parent as we all as parents feel that our child is the best and they are! but . . . please know that we have your child's best interest at heart and therefore will enforce this policy strictly for the following reasons:

- If children are not in class with their age cohort, they miss crucial steps in their development. At preschool age, brain development is critical, and if children miss certain development steps, it might have long-term implications for their development.
- The older children get, the longer the concentration span. A younger child in an older class, creates difficulty for the teacher as she plans her daily activities according to her students' average age group. While the rest are still able to sit still to complete the task at hand, the younger one gets disruptive and/or frustrated because ...
 - he/she has lost focus and the teacher needs to pay full attention to keep him/her intact. This is not fair towards the other children in the class.
 - he/she has not yet cemented the skills in the previous class that they now need to complete the task at hand which ends up in the teacher spending all her activity time on trying to let the younger child catch up. Again, this is not fair towards the other children in the class.
- Moving him/her up to an older class especially becomes a problem when they reach the foundational phase of school. They will not be accepted as they are too young and then must be kept back. The child at that time is at the age where he/she can experience it as 'I am not good enough' or 'I am not clever enough'
- It might also happen that they are accepted in school but as they progress struggle to keep up with their older peers and it may happen that certain important building blocks are not formed securely. This can cause him/her to struggle to reach the goals for a specific grade.
- Furthermore, in the event that they are accepted for Gr. R at a younger age, all sport activities that he/she will participate in, will always be competing with the "younger group" and not his "peers".

We do realise that there will always be the exceptional cases in which it is evident that a child is mature enough to advance and it would be an injustice to keep the child with his own age group. Should this be the case, the advancement of such a child will be considered by the principal at her own discretion. The decision will be based on a proper analysis of the maturity of the child as well as the reaching of milestones and general development stage of the child.

We prefer a policy of letting a child play for as long as possible as it forms a very important part of growing up. Let our children be children for as long as possible!! Copperleaf Creche is a pre-school, not a school. Rather give your child the opportunity to be strong in his own year group than to be average in an older year group.

Discipline Policy

Praise and positive reinforcement are effective methods of behaviour management of children. When children receive positive, nonviolent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, COPPERLEAF CRÈCHE practices the following discipline and behaviour management policy.

We Do

Praise, reward, and encourage the children.

Reason with and set limits for the children.

Model appropriate behaviour for the children.

Modify the classroom environment to attempt to prevent problems before they occur.

Listen to the children.

Provide alternatives for inappropriate behaviour to the children.

Provide the children with natural and logical consequences of their behaviour.

Treat the children as people and respect their needs, desires, and feelings.

Ignore minor misbehaviours.

Explain things to the children on their levels.

Use short supervised periods of "time out" – refer to the thinking chair.

Try to stay consistent in our behaviour management program.

Conferences will be scheduled with parents if particular disciplinary problems occur. If a child's behaviour consistently endangers the safety of the children around him/her, then the Director has the right to, after meeting with the parents and documenting behaviour problems and interventions, terminate child care services for that child.

We Do NOT

Spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the child.

Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.

Do not shame or punish the children when bathroom accidents occur.

Deny food or rest as punishment.

Relate discipline to eating, resting, or sleeping.

Leave the children alone, unattended or without supervision.

Allow discipline of children by children.

Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Guidelines and Procedures to follow for Misbehaviour of Students:

Offences will be measured and dealt with according to it be accidental, minor or serious. Also take in consideration the circumstances that lead to the negative actions e.g. tiredness, teasing, another child taking the misbehaved child's toy, etc.

Bear in mind that some children go through developmental behaviour e.g. biting, scratching, spitting, screaming, throwing of toys, tantrums, etc. and though they should be reprimanded, they should not be punished for it.

Depending on the seriousness of the child's behaviour, the following procedures are followed when he/she misbehaves:

In the event of a child hurting/offending another, he/ she has to apologise using the words "I'm sorry" (if possible) and by giving a hug to the other one.

Staff will endeavour to redirect the misbehaved child (substitute a positive activity for a negative one) and/or distract the child (change the focus of the activity or behaviour).

If the child repeats his actions, he then will have time out on the "Thinking chair". The time spent on the thinking chair equals his/ her age (e.g. 1 year = 1 minute, 2 years = 2 minutes, etc.)

If the child behaves then he/ she is rewarded with a sticker/ smiley face on the behaviour chart. Should the child continue to misbehave, the parents will be informed.

The parents together with the teachers involved and the principal will meet and together as a team try to come up with possible solutions to the problem.

The school will give feedback to the parents on a regular basis.

If all the above measures and procedures were followed and the problem still persists, COPPERLEAF CRÈCHE will advise the relevant parents to seek external professional assistance e.g. play therapist, clinical psychologist, etc.

In the event of aggressive or violent behaviour, we will issue 3 warnings. After these warnings the child will be suspended from school for one week. This cycle will be repeated 3 times (3 warnings, 1 week suspension). If the child's behaviour does not improve satisfactorily, we will have to make a more permanent decision.

Complaints Procedure

We aim to provide the highest quality care and education for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and staff and welcome suggestions on how to improve our services.

Complaints will be measured and dealt with according to the merits of each complaint.

Before laying a complaint about another child's behaviour, please take cognizance that children go through developmental behaviour stages e.g. biting, screaming, throwing of toys (literally), tantrums, etc. and though they should be reprimanded, punishment should only be used in extreme cases, depending on the development and life stage of the child guilty of misbehaviour. (See our disciplinary policy for further information regarding this).

Also keep in mind that no parent likes to hear that his/her child is a biter, scratcher etc. and it is always a little embarrassing for the parent of the child whose behaviour is in question. We therefore handle this with the utmost sensitivity and discretion. No parent can contact another parent directly regarding these incidents. COPPERLEAF CRÈCHE should be trusted to deal with this professionally and in a manner, which should protect the child as well as the parents.

1. What to do First

Most simple concerns and complaints can be sorted out quickly by speaking with your child's class teacher.

All staff will make every effort to resolve your problem informally. They will make sure that they understand the complaint fully and to follow the correct procedures to resolve the conflict.

They will also enquire of the parent/caretaker of the aggrieved child for their input regarding correctional actions, but will use their discretion as to final conflict resolution. Of course, this does not mean that in every case they will come round to your point of view but it will help both you and us to understand the viewpoint of both parties. The idea is to resolve current issues in a timely manner acceptable to both parties and to try and prevent these events/actions from recurring.

2. What to do Next

If you are not satisfied with the outcome, you are welcome to lay a complaint with the Principal. This should preferably be made in writing or by making an appointment to discuss the problem. The Principal will schedule a meeting to discuss the issue. Most complaints will normally be resolved informally at this stage.

The Principal will conduct a full investigation of the complaint and may interview any members of staff or children involved if the issue has not been resolved after the informal discussions. You will receive a written response to your complaint, which you are obviously welcome to respond to or once again take up with the Principal should you feel the issue to still be unresolved.

3. Still feel the issue is unresolved?

If parent/caretaker and COPPERLEAF CRÈCHE cannot reach an agreement, it might be helpful to invite an external mediator, someone who will be acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will help define the problem, review the complaint and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. The mediator will also keep a written record of meetings that were held and keep record of the discussions.

4. It is our wish that when we get to this point, that all issues will have been resolved and that we will have a pleasant outcome for all involved!!!

Emergency Protocol

Please take note of the following: In case of a life-threatening emergency, we'll contact the medical emergency response team first and once the situation allows, the parents will be contacted.

Conclusion

Our teachers share a passion and love for your children and are dedicated to the emotional and intellectual development of our children.

The following is very important: Since the beginning of the crèche and in fact since the beginning of my career as a teacher I've seen Staff moral rising and falling. This is mainly due to appreciation being shown or the lack there-off.

Each staff member at COPPERLEAF CRÈCHE is picked for their level of education, their patience, soft nature and especially their love for kids. Children are their passion. They truly are phenomenal women who care for your child every day.

I'm kindly asking parents not to always focus on the negative but to open your eyes to that which is good and right.

As in any relationship, it is only human to become negative when you are constantly being criticized and never being built up. I'm working very hard to build these ladies up, please help me. They are deserving there-off.

Every person feels rewarded when someone extends a big thank-you or a smile! This applies to the COPPERLEAF CRÈCHE staff as well.

It is so easy to complain but a lot more difficult to see the good in others. I therefore appeal to each parent to become part of the COPPERLEAF CRÈCHE family and to enjoy the good things and good times we share and to notice our dedication towards each and every member of our Crèche. Let that be the topics of your conversations where and when you gather with co-parents of the Crèche.

Thank you to all the parents who is always saying thank you at the end of a day. Thank you for the little chocolates, the single flower and a thank you picture from a child.

"It is our job to prepare our children for the road, not prepare the road for our children."

- Dr. Wendy Mogel clinical psychologist -

Acknowledgements: AECYC (Association for the Education and Care of Young Children): www.vvos.co.za