SMART LIME AFTER-SCHOOL & HOLIDAY CARE PARENT HANDBOOK

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Introduction & Mission Statement

Greetings,

Welcome to Smart Lime. We are so glad that you chose us and look forward to our partnership working together to provide the best environment and care for your child whilst they are out of school. Smart Lime is a family owned business based in Nevis, West Indies. We are committed to empowering ourselves but also you, the local community, through family orientated services fostering opportunities for education, recreation and enjoyment.

Our afterschool and holiday care offers not only convenience for hardworking parents like yourself but also provides a safe, caring and structured environment that supports young children in their earliest years while they are out of school.

Who we are:-

Our team is made up of three staff;

Cleo Elliott; she holds a bachelor's degree in early childhood studies and has a vast experience in Early Years development, Leadership, Observation, Planning and Assessments.

Priscilla Elliott; she has years of experience in the health & social caring sector which includes knowledge in Diet & Nutrition, Mental health, Care of the Elderly, Safeguarding, Leadership & Business Management.

Jennifer Anti; she has years of experience in teaching and education. She has served as a Teachers Assistant for many years before retiring, including leadership roles in the church fellowship as Pathfinder instructor and director.

Together this trio blends diverse expertise in education, leadership and oversight ensuring a well rounded and stable experience for you and your child.

What we offer:-

Smart Lime After-school & Holiday Care offers a structured space from Monday-Friday during term time and during the school holidays providing children, primarily between the ages of 3-8 with supervised activities, academic support and recreational time in a safe environment. Our facility incorporates play therapy principles into our activities.

Play Therapy is a form of therapy for a child that uses play, their natural language, to develop and improve their social, emotional and cognitive skills. Our activities are specially designed to focus and support children in these areas. **Please take note that Smart Lime Afterschool & Holiday Care is not a licensed therapy center, we cannot diagnose, assess or treat your child but we can offer a safe space, which provides activities that will support them in their development.**

Below is an overview of how your child would benefit from our care:-

- Daily activities that engage in various areas such as Language, Mathematics and Expressive Arts
- Cooking & Baking
- Sensory Play
- Field Trips
- Homework and Project work assistance.
- A snack
- Outdoor play

Days & Hours of operation

The Afterschool & Holiday care operates Monday – Friday during Term-time and school breaks. The afterschool program runs when school begins in September through to when school closes out in July excluding school breaks. Our holiday care program runs during the school breaks; Christmas, Easter and Summer.

Afterschool Care times:	4.30pm – 6.30pm
Holiday Care times:	9am – 3pm

Attendance Policy

(Afterschool Care)

Parents are free to choose the day/s of attendance for their child with at least 24 hours notice. These sessions can be arranged by simply sending us a WhatsApp message at 766 2768 or 667 9247 or phone call.

Our spaces are limited and bookings depend on if there are spaces available for that day.

Sometimes there are unforeseen circumstances into why a child cannot attend on their scheduled day and this is understandable. We ask that you please inform us if your child will be absent.

(Holiday Care)

Children that attend Holiday Care for 2 days or less are entitled to a reduction in fees at the daily rate of $30.00 per day. Again we ask that parents inform us of any absences so that fees can be reviewed.

Payments

(Afterschool Care)

Payments can be made daily, weekly or monthly.

Weekly payment options are due every Friday.

Monthly payment options are due on the last Friday of the month.

Monthly payment options are not available to sessions that are required on an as and when needed basis. Sessions that are needed under this arrangement are payable after each session.

(Holiday Care)

Payments are due at the start of each camp week.

Payments can be made in the following ways:-

- Cash
- Cheque
- Direct bank deposit to The Bank of Nevis or National Bank

All cheques should be made payable to **Cleo & Priscilla Elliott.**

All direct deposit payments can be made to:

Bank of Nevis: Cleo & Priscilla Elliot, Account # 1008042

National Bank: Cleo Elliott, Account ID 667 9247, Account # 21111889

Invoices are sent to the email and WhatsApp number that is given upon registration.

Drop Off & Pick Up

Afterschool Care

Children are to be dropped off for 4.30pm and picked up for 6.30pm. A grace period up to 7.30pm will incur a $15.00 charge.

Holiday Care

Drop off begins at 8.45am and children are to be collected by 3.30pm.

Activities provided

The following activities and spaces are provided:-

- Academic support
- Homework & project assistance
- Arts & Crafts, Cooking & Baking, Sensory Play
- Reading
- TV/Movie time
- Free-play
- Board games
- Snack time

- Outdoor play & Field Trips – once weather permitting and safe

Snacks

A light snack will be available for your child at the afterschool care. Your child is allowed to bring their own snack. We uphold a no nut policy so please ensure that the snack contains no nuts.

Below is a sample of the snack menu (subject to change).

Chips

Popcorn

Cookies

Pretzels

Sandwiches

All snacks are served with water and juice.

What to bring

Afterschool Care - A change of clothes, books and any necessary stationery.

Holiday Care - A lunch, snack, fruit, change of clothes, water/juice and a sheet for nappers.

Homework/Project policy

We know how important it is for children to maintain activity and engagement in their academic studies. As a result we provide homework and project help during the time they are at our care. Your child is encouraged to bring homework with them. When it comes to projects, where needed you will have to provide all the materials to complete the project including instructions. They will be given up to 1 hour to complete their work under the

supervision of either Cleo or Priscilla. We encourage your child to take full responsibility to make sure that their work is completed and submitted.

TV/Movie time

Your child is allowed an allotted time of half an hour each day of television or movies when outdoor play is not provided. Programs that cater to children will be shown and will be carefully considered for credibility and value to development. At other times, the TV may be used to play music for children while they play.

Behavior policy

We believe it is important to set clear age appropriate expectations for children when caring for them so they understand the appropriate ways to behave when they are in a setting.

Below are guidelines set for Smart Lime ASHC separated into can's & can not's that can be easily adapted to any age and we encourage you to familiarize them with your child.

I CAN	I CAN NOT
Play with the staff and children	Run inside
Join into activities	Shout at staff or others
Ask for help	Fight with others
Follow directions	Use foul language towards self or others
Tidy & clean up after play and snack time	Damage toys and property
Say please & thank you	
Use the facilities available	
Complete homework if needed	
Respect the personal space of others	
Make mistakes – it's a part of learning	

Sometimes behavior violations can disrupt everyone. If this happens the staff is equipped to address the behavior first through positive reinforcement, activities to teach skills, environment changes, additional training, calm down strategies etc. Parents are also

informed of the violations so that it can be addressed at home and help us gain a better understanding of the behavior.

The child's space would only be withdrawn if, after all interventions, there is no improvement to behavior.

Personal Belongings

Personal items such as toys, books, cell phones, wallets and purses etc are the sole responsibility of you and your child. We do not take responsibility for loss, damage or theft of personal belongings.

Sickness

If your child is sick due to fever, infection or disease; we encourage you to please keep them at home to prevent spread to staff and other children under our care.

Accidents & Injuries

If your child gets into an accident under our care our policy includes the following –

Accidents and injuries are documented and shared with you.

Minor injuries such as scrapes, cuts, bruises etc are given on the spot first aid and monitored until pick-up.

Major injuries such as broken bones, major punctures, concussion etc are given the appropriate first aid, your child will be taken to the hospital and you are contacted.

Medication policy

We uphold a strict medication policy. We will not administer medication to your child without your permission. If you wish for us to administer any kind of medication to your child it must be communicated with us, by you, in advance. The medication must be labeled clearly with name and dosage. We will not under any circumstance accept messages from your child about medication.

Health & Safety policy

We take the health and safety of all children and adults very seriously. Our health and safety policy is displayed and can be viewed at the center.

Photos

From time to time we may take photos of the children and activities at the center use for promotional and print purposes. If you have opted out of this we will not take any photos of your child.

How parents can be helpful

We are always open to ways we can improve the services that we provide. We understand that in order to provide the best care to your child we have to work with you and listen to any ideas, suggestions and concerns that you have. We encourage this from you as it enables us to learn and grow so that the children remain happy, safe and secure under our care.

If at all you have any ideas, suggestions, questions or concerns – please don't hesitate to contact us in the following ways –

Phone: 869 766 2768 or 869 667 9247

Email: info@smartlimeskn.com

Facebook: smartlime.info