



PARENT

HANDBOOK

YEAR 2017



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Welcome to The Toddler House Nursery

1.0 Welcome

This is an outline of things you will need to know before joining us. Whilst it is lengthy, please take the time to read through carefully and feel free to contact us should you have any queries or concerns.

1.1 Mission

Our Mission is to create a safe, stimulating and emotionally stable environment where each child is motivated and encouraged to develop through endless opportunities. Also, to provide an open, respectful and informative relationship with parents, where they are valued, listened to and supported. Finally, to secure an enjoyable working environment which inspires our teachers to deliver the highest standard of learning experience.

1.2 Policies and Procedures

It is important that we have policies and procedures in place so staff and parents are on par with how they handle situations. Policies and procedures are also in place to ensure our standards are kept at the highest level.

1.3 Daily Diary

A communication book will be given to you for your child. It will be used to communicate your child's day and any other messages we wish to convey to you. Should you have any questions, concerns, reminders or messages, please feel free to write in the communication book as they will be checked daily by your child's teacher. We aim to respond to messages on the same day, however we ask for your patience as the teacher will respond at her earliest convenience. How to contact us should you have an urgent matter:

Via Phone/ Whats app: 55314553

Via Email: toddlerhouseqa@gmail.com

Any classroom related inquiries please ask your child's teacher directly. Any administrative or medical inquiries please ask our administration team at reception.

The nursery also communicates with you via what's app with a class Weekly Newsletter sent to you at the end of each week.



1.4 Staff

In addition to the required childcare degrees, qualifications and previous experience with pre-schoolers our teachers possess qualities which invoke learning supported with values for life along with training and qualifications. They are sure to leave a positive influence on your child. They are passionate about their work and are determined to do it well.

- ⇒ Our staff members are trained in First aid, health, fire and safety matters, with refresher courses given regularly.
- ⇒ The staff will try to prevent accidents and ill-health and identify potential hazards to a member of staff in the management team.
- ⇒ All accidents and any incidents are reported in the Accident & Incident Report Book.
- ⇒ Staff will accurately notify parents of accidents involving their child as soon as possible.
- ⇒ Our staff members are aware of hygiene rules and are aware of how infections can be transmitted.

1.5 Curriculum

We follow the Early Years Foundation Stage (EYFS) British curriculum and implement some of the Montessori elements. We believe children learn through positive experiences around areas of interest. When we plan, we plan ideas for play based learning around interests and themes. We make use of Jolly phonics and Numicon to support learning. (For more details please log on to www.toddlerhouseqa.com)

1.6 Activities

Daily Schedule: A regular working day of your child comprises of a mix of academics and co-curricular activities. (Please visit the website www.toddlerhouseqa.com for more details)

1.7 Co-curricular activities

Toddle Craft - creativity club.
 Fit tots –yoga and sports club
 Jungle gym – gymnastic club
 Todstruction – building, construction and teamwork club

1.8 Teacher: Child Ratio

	<u>Class</u>	<u>Age</u>	<u>Teacher: Child</u>
↑	The Purple House	4 month till	1:03
↑	The Blue House	Walking to 2yrs	1:04
↑	The Yellow House	2yrs to 3 yrs.	1:06
↑	The Green House	3yrs to 4 yrs.	1:07

The above adult child ratio is to be used as a guideline and every effort should be made to comply with it. However, in situations where the suggested ratios above cannot be maintained, the Nursery will **NEVER** exceed the ratio of 1:4 for purple house and blue house and 1:8 for the other age groups i.e. yellow house, and the green house



1.9 Assessment & Reporting

Children are assessed constantly. We send out two reports during one academic year. The first report is released at the end of Term 1 and the second is released at the end of term 3. These reports will highlight all the areas in which your child has developed. Please remember that development differs from child to child. We like to focus on what your child can do rather than what they can't.

1.10 Technology and TV

We do not provide television facilities at the nursery. We feel parents should not be paying for television facilities and feel that the use of TV's does not support your child's early development. If there is an interesting **short** clip that can support the children's thematic learning, this may be shown, however this will be short and for the purposes stated on a teacher's planning which will be checked by management. We do not encourage or permit the use of televisions within the nursery otherwise.

1.11 Settling in to nursery

The toddler House settling in policy is set up to ensure that your child's transition into nursery happens as smoothly as possible. Staff are trained to use this policy and we ask that you read and follow it to enable staff to settle your little one with limited distress.

- ⇒ **Staggered start:** Please leave your little ones at nursery for 1-2 hours on the first day, depending on your child's level of confidence. This time will gradually increase over the first week based on your class teachers' advice and your child's comfort level.
Note: Prior to your child starting with us we ask you to bring them in for an afternoon play in the classroom for **half an hour** to explore their new environment.
- ⇒ **Entering class:** Feel free to stay a short while **but do keep it short** before handing your child over to their class teacher. **They may cry however for many children, the longer you stay, the more difficult it is for them to settle.** Please enter the class only during drop off and pick up at the time specified See our (1.12) 'Arrivals and departures' for more information.
- ⇒ **Saying goodbye and waiting:** Please **always say goodbye** to your little one and reassure them that you will return. This process should not be prolonged to minimise their distress! You are welcome to wait in the **parents lounge** whilst your child settles. Leaving is also okay. **Please note**, however, that any other childcare person (e.g. maids and nannies) will not be allowed to stay in the classrooms. If the parents insist on their presence, they may remain in the reception area and be called upon if a need arises or the child refuses to settle down.
- ⇒ **Key person:** A staff member will be allocated to your child to welcome, settle & be the main point of contact until they settle fully. They will build a trusting & caring relationship with your child to ensure their individual needs are met. If your little one bonds with a different staff member, we will change the key staff member.
- ⇒ **Contact:** You will be called within your child's first hour so you are aware of how they are settling in and every day for the first week to be updated on the continued progress of your little one settling in at nursery. You will be contacted to collect your little one only if it is clear they are inconsolable and not settling. We will stop calling you in the first few days if your little one settles quickly.



1.12 Arrivals and departures

The sunrise club is from 6.30 am to 7.00am and the sunset club is from 2.30pm to 4.00pm. Core teaching is from 8.00am to 1.00pm.

- ⇒ **Arrival and departure times:** Normally for the yellow house and the green house children, we ask that they arrive before 8:00 am and depart no earlier than 1:00 pm. Activities in these classes can be interrupted if arriving/departing in the middle of a session. Younger classes are more flexible with timings.
- ⇒ **Signing-in and out:** You are required to sign your child in and out of the nursery upon arrival and before departure at the nursery office. It is essential that you do this for your child's safety as your registration will be recorded and used in times of emergencies etc.
- ⇒ **Alternative collector:** If a listed alternative collector is to collect your child, please ensure that you notify us by WhatsApp or phone. WhatsApp must be sent or calls must be made well before collection so administrative and classroom staff can be notified. The collector will need to provide their Qatari ID and must sign in/out using your child's 'manual sign-in/out sheet' in the nursery office. Children will not be handed over to alternative collectors if parents have not WhatsApp or called first.
- ⇒ **Late collection & non-collection:** Please contact the nursery should you be late to collect your child. A late collection fee will be charged once your registered time has passed as our registered hours with the Ministry of Social Affairs must be strictly maintained. We appreciate that often-unavoidable circumstances do arise, please notify us as soon as possible and if necessary ensure an alternative collector is arranged. In the case of a non-collection, we will attempt to contact you first and if unreachable will call your emergency contacts to contact you or collect your little one.

1.13 What to pack for the nursery

Please include the following items (below) in your child's bag ready for their day at nursery.

Food Daily

Healthy Snack *
 Healthy lunch *
 Bottle of water
 Sterilized milk bottles with water
 Milk formula dispenser
 Bib, Plastic plate, bowl and cutlery

Clothing (kept at the nursery):

2 sets of light clothing
 1 sun hat
 1 pair of crocs/flip flops/sandals ***

Other (daily):

Pacifier/Comforter (with cover/container)

Planner

Other (weekly):

Nappies/Pampers ****
 Wet wipes
 Cream

- ⇒ Please ensure everything is **clearly named**.
- ⇒ Please refrain from sending in **trolley bags** as we cannot store them.
- ⇒ Please pack items in a **small bag** that will fit in your child's cubby basket.
- ⇒ Please avoid bringing in personal toys to nursery.

* See our (1.4) 'healthy eating policy' for more information.

** 1 bottle for each feed, for ex. for 3 milk feeds, provide 3 bottles.

*** To prevent children wearing wet shoes after toileting accidents.

**** Please provide enough nappies for 1 week only.



1.14 Healthy eating policy

A health, balanced diet is key to promoting positive development in children. We promote health and well-being by asking you to pack healthy lunches and snacks. Please offer variety to your little one. Often children get bored from receiving the same food regularly. Various finger foods are also great to teach independent eating and to give your child the element of choice.



High sugar/junk foods: We ask you to please refrain from sending in food that is high in sugar and/or considered generally unhealthy. We ask that parents provide a water bottle which we will refill when empty rather than juices and ask parents not to send in soft drinks or other drinks with high sugar content.



No nut/chocolate: please refrain from sending in food that contains nuts or chocolate. Nut allergies are quite common in young ones and often reactions occur without the need to ingest nuts so we ask you to avoid sending in nut products to nursery.

1.15 Birthdays

We love to celebrate your child's birthday at The Toddler House nursery and ask parents to:

- ⇒ Bring in a small birthday cake **without nut** with some light snacks
- ⇒ Some parents choose to provide a small gift (e.g. pencil, ball, book etc.)
- ⇒ Bring your decorations and we will prepare the classroom for you.

(P.S. - Kindly make sure you bring them 1 day before the occasion)

1.16 Absences policy

Parents are **required** to call the Nursery's Office Manager to inform us of any reason their child is absent from the Nursery and approximate period of absence. If the nursery has not heard from the parents, the Manager or the Assistant Manager will call parents to enquire about the child.

If the Nursery has still not heard from the parents after one week, we reserve the right to de-enroll the child and offer the place to someone else.

At The Toddler House Nursery there is a "no refund" or adjustments policy in place. In order to hold a seat for a child in the class over a long period of time (e.g., due to a long holiday), The Toddler House Nursery charges a retainer fee to be paid in advance. This fee is not refundable and will not be deducted from future fees upon the child's arrival back to the Nursery.



1.17 Illness Policy

We promote the good health of our little ones attending the nursery and take necessary steps to prevent the spread of infection. Children should not be left at nursery if unwell. If your little one is unwell then they will prefer to be at home with you, rather than at nursery with their peers. We will follow these procedures to ensure the welfare of all children within the nursery:

If your child becomes ill during the nursery day, you will be contacted and asked to collect them as soon as possible. During this time your child will be cared for by our **nurse at the clinic**. It is vital that we follow the advice given to us by the Qatari Ministry of Health and exclude specific contagious conditions to protect other children in the nursery. Should your child have an infectious condition, they should not return to nursery until the **'recovery time frame'** lapses and a **medical certificate** should be produced from your doctor that the child is fit to return.

All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection. We reserve the right to ask you to take your little one home if they are unwell. This decision will be taken by the administrator with guidance from the nurse. We appreciate this may cause inconvenience but it is vital that we ensure the best interests of all children are considered when bringing little ones to nursery.

Our policy is to ask children on antibiotics to stay home for the first 48 hours of the course and for at least 24 hours after fevers have subsided.

1.18 Administering Medication and Creams

Nursery can only accept a request for administering creams or prescription medication from you when a doctor's letter or copy/sticker of the prescription is provided along with the **'Medication Administration Form'**. Forms for once-off medication must be completed each day of administration. However, we will accept written permission once for a whole course of medication or for the on-going use of a particular prescription medication/**non-prescription creams** under certain circumstances may be accepted. The administrator and nurse must be aware of all medication coming in and out of the nursery. Prescription medicine will only be given to the child named on the bottle for the dosage stated and the medications must be in their original containers. Please supply a small plastic syringe to administer medicines if possible as it is easier than a spoon.

Wherever possible you are asked to request that GPs prescribe the least number of doses per day, i.e. once daily, rather than twice or thrice.

The nursery cannot administer **non-prescription medications** except paracetamol and ibuprofen. If your child requires **non-prescription medication**, it is usually for temporary relief of illness, for which they must remain at home and seek medical attention.

1.19 Fever and Paracetamol

Permission for the administering of paracetamol and ibuprofen should be given by you at the time of registration. If your child presents with a sudden fever, you will be notified first, then paracetamol will be administered and recorded in the same manner as prescription medication. If you are not contactable, a text message will be sent and paracetamol will be administered immediately. Once notified, we ask you to make every necessary arrangement to collect your little one as soon as possible to seek further medical attention. Unwell children must remain with the nurse during this time until collected by you and cannot return to class.



1.20 First Aid & Emergencies Policy

Accidents and incidents are quite common in little ones. Bumps, grazes and small cuts from running, jumping and just being children! The Toddler House nursery defines 'accident' when a child falls /hurts himself/herself alone. We define an 'incident' when there are two or more children involved. Our little ones who are hurt are cared for and monitored by our nurse. She will treat the accident, follow up regularly and register it in the 'Accidents and Incidents Record' ready for parents to check and sign upon collecting their little one. If a **head injury** occurs, the parent will be informed immediately. In the case of a **serious emergency** requiring hospital assistance, an ambulance will be called whilst parents are notified. **No staff** will attempt to transport children to hospital themselves at any time. The nurse and administrator/managing partner will accompany the child and ambulance to the hospital. Should this ever happen, our other nursing staff will take over the nursing duties at the nursery. The nursery shall not accept responsibility for making payments or reimbursing any expenses incurred or associated with the medical treatment.

1.21 Allergies and Allergic Reactions

We ask you to disclose any allergies or possible allergies your child may have at the time of enrolment or as soon as they develop. An 'individual care plan' must be completed by you with full information about the allergy. This information will then be disseminated to all staff, added to the allergy register and correct medication or epi-pens kept close by. In the case of a severe reaction where an epi-pen is required, the epi-pen will be administered and ambulance called immediately. You will also be notified immediately of course. **We have children at the nursery who cannot intake gluten and other ingredients used in much of our messy play.** If this is the case for your child, please let us know as we use alternative ingredients to cater to their needs.

1.22 Sun Care & Doha Weather...

The Toddler House Nursery is committed to ensuring that all children are fully protected from the dangers of too much sun and the dusty Doha weather. We use the following procedures to keep children safe and healthy when outdoors:

Children must have a clearly labelled sun hat which **must be kept at nursery** and worn at all times whilst outside and have sun cream applied at home **before** attending nursery.

Children need light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn. Children are also offered cooled water more frequently when playing outside.

Staff will make day-to-day decisions about the length of time spent outside, depending on the strength of the sun or dust concentration and will keep children inside on days that are dusty or too hot.

Shade is provided during outdoor, to ensure children are able to cool down or escape the sun should they wish or need to.



1.23 Positive Behaviour Management

We believe that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, others and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery, we aim to set these boundaries in a way which helps children develop a sense of significance of their own behaviour, both in their own environment and with those around them. Restrictions on a child's natural desire to explore and develop their own ideas and concepts are kept to a minimum. **We aim to:**

- ⇒ Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting, whilst still promoting non-violence and encouraging children to deal with conflict peacefully.
- ⇒ Encourage self-discipline, consideration for each other, our surroundings and property.
- ⇒ Encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- ⇒ Ensure that all staff act as positive role models for children.
- ⇒ Work in partnership with parents by communicating openly.
- ⇒ Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them.
- ⇒ Encourage all staff working with children to accept their responsibility for implementing the goals in this policy, and ensure behaviour management strategies are consistent throughout the nursery.

Nursery rules are concerned with safety, care and respect for each other. Children who behave inappropriately by being physically aggressive or unkind will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.

Some points to note:

- ⇒ Physical punishment such as smacking or shaking are never used nor threatened, however it may be necessary to restrain to prevent personal injury and protect the safety of other children.
- ⇒ Children are not humiliated in any way. Staff re-direct children towards alternative activities or take the child out to a quiet area to cool down. Discussions with children will take place respecting their level of understanding and maturity during this time.
- ⇒ Staff do not raise their voices in a threatening manner but may need to call out loudly to prevent sudden risks of harm.
- ⇒ In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome.
- ⇒ How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. Different techniques may be used depending on what works for each child, all in a positive manner.

Parents will be informed if their child's behaviour is unkind to others or if their child has been upset. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases we may write up an individual development plan (IDP) to support children who display aggressive behaviour.



1.24 Health & Safety

At the Toddler House our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children are cared for and learn. We believe the risks in the nursery environment to be low and we will maintain the maximum protection for children, staff and parents per MOLSA safety standards and requirements.



For health and safety, the nursery is a **no smoking zone**. Please ensure you do not smoke in or around the boundaries of our facility.

1.25 Fire Safety & Emergencies

Safety drills are performed regularly to ensure staff and children are well trained in what to do should there be an emergency. If you are present during a drill, you must exit the building via the nearest exit. If you have signed your child into nursery and he/she is in class, we ask you to leave them to exit with their class. If you are yet to sign your child in, please exit with your child. In any case, we ask you to make your way across the road and report to nursery staff so that we can account for you.

1.26 Safe Care & Practice...

Working with young children to ensure they feel safe, secure and happy involves nursery staff being responsive to their needs, whilst maintaining professionalism. This includes giving children cuddles and changing children's nappy's or clothes and the words used to communicate with them.

To minimise the risk of unprofessional conduct the nursery promotes good practice in the following ways:

- ⇒ Although it is appropriate to cuddle children when there are in need of comfort, staff are advised to do this in view of other children and staff members. There may be occasions, for example when a child is ill and needs comforting away from others and this will continue to take place. It is the duty of all staff and management to ensure that comforting children is appropriate and to monitor practice.
- ⇒ We do not allow staff to kiss children as it is considered inappropriate behaviour.
- ⇒ Other inappropriate behaviour such as over tickling, over boisterousness or inappropriate questions such as asking children to tell them they love them, is discouraged.
- ⇒ Our policy at the nursery is to use only positive language with children and to discourage conversation that is unnecessary or not developmentally focussed. For example, if a child has forgotten to bring nappies, we would not ask them why mummy has not packed nappies for them. Whilst this may seem obvious, it is very common and we discourage staff from engaging in such conversation as it is a cause for concern in little ones and offers no positive development.
- ⇒ We ask parents to refrain from taking photographs whilst within the nursery for child safety and as a number of children do not have photo consent.

The options for photo consent should be chosen upon enrolment and signed so that we are aware of your choices regarding photos.



1.27 Furnishings, Premises and Facilities:

- ⇒ Our nursery's furniture has non-sharp edges
- ⇒ The furniture is checked for loose knobs and broken parts that can come off and become a choking hazard.
- ⇒ Our classrooms have laminates or tiles flooring to maintain cleanliness and prevent allergies.
- ⇒ Grass carpeted play areas are cleaned daily. No food or drinks are allowed in carpeted areas.
- ⇒ All floors are kept clutter free.
- ⇒ Young babies i.e. 4 months to walking named as **Purple House** are kept in a separate section, with cots adhering to international safety standards and experienced assistants to look after them. The baby cot bars have a maximum of 6 cm gap between each. The **Purple House** kitchen is equipped with a refrigerator, a microwave and high chairs
- ⇒ The nursery kitchen is equipped with tables, chairs, a refrigerator, a microwave and high chairs
- ⇒ Equipment and toys used in the nursery are made of non-toxic material and are checked from time to time for suitability.
- ⇒ The Nursery has gates strategically placed to contain the children along with a security guard at the main gate
- ⇒ Stair railings and banisters are sturdy and stairs will be used to take the sick child to the nurse room.
- ⇒ Stair guards are used at the top and bottom of the stairs.
- ⇒ Air conditioners are out of reach of children.
- ⇒ Sharp objects are kept out of reach of children, including pens and pencils when not in use under supervision.
- **Toys:**
 - ⇒ Toys at the Nursery are sturdy and should not break easily.
 - ⇒ They made from non-toxic materials.
 - ⇒ All toys are washable or should be able to be wiped clean with disinfecting solution.
 - ⇒ All parts are larger than a child's fist as anything smaller may come off and become a choking hazard.
 - ⇒ All ropes, strings, chains etc. on toys are no longer than six inches.

1.28 Confidentiality

The Nursery will respect the confidentiality of both its staff and children.

- ⇒ Parents will have access to files and records of their own children – but not any other child.
- ⇒ Staff will only discuss individual children with the parents of that child.
- ⇒ All Information given to nursery staff by parents will not be passed on to third parties.
- ⇒ Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the nursery except for the child's Class teacher and the management staff.



1.29 Compliments & Concerns...

We love hearing fabulous feedback about the nursery. The staff work very hard to ensure your little ones are given the best chance at development in a safe and nurturing environment, so your recognition would be very much appreciated.

We also take your concerns very seriously and no concern is too small. We also recognise that like any other business, small mishaps can happen. Whilst you are welcome to approach our administrator or managing partner with your concerns, we ask you to please email us for your own record as we will always respond in writing for your peace of mind. We also compile any parent concerns we have and disseminate to all staff to ensure the same issues are not happening across the board.

FEE POLICIES

⇒ **Fee Amendment**

The Toddler house nursery reserves the right to amend the school fees from time to time.

⇒ **Withdrawal of Students**

No refund will be given if you decide to leave before the Term ends. If you are paying on a monthly basis you must give one month's notice in writing, in the absence of such notice, one month's fees shall be payable.

⇒ **Admission Cancellation**

The Toddler House Nursery has the right to cancel a child's admission for the reasons listed below (but not subject only to these reasons)

- Failure to pay fees or continual lateness of fees.
- Failure to complete the required forms or any other form in its entirety.
- Failure of parental cooperation.
- Any serious illness of the forth-mentioned child that is contagious.
- Any abuse (verbal or physical) of other students or staff or property by the child.
- Absence without notice or payment of the retainer.

⇒ **Refund policy**

The deposit is fully refundable upon the office receiving a minimum of one month notice for the intention of withdrawing your child from The Toddler House Nursery. An application has to be given to the manager at the nursery office for the same. The deposit will be refunded within 3 working days by cash/check from the date of application only if all the dues are cleared or else the dues will be settled from the refundable deposit taken. In case of an emergency withdrawal of your child, please supply documents to support this e.g. exit visa, medical documentation etc.