



LARA DAY SCHOOL

CRECHE

HANDBOOK FOR PARENTS

Welcome to Lara Day School Crèche.

When you place your child in 'Lara Day School Crèche you can be rest assured that he/she will be receiving the highest possible care. Our members of staff are a dedicated team of lively and competent hands. Some of our staff members are parents themselves and the wealth of experience of being a parent cannot be imparted through textbooks.

We also have a qualified nurse on the premises who is competent and able to deal with mild emergency situations.

Philosophy:

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate. Please read it carefully. We encourage you to keep it at hand and use it as a reference, but it is not intended to take the place of open, personal communication. We also want you to be free to voice any concerns you may have to the Care Givers or The Nursery Supervisor. Our objective is to care for your child the same way you would.

Lara Day School Crèche is committed to creating a safe, warm, loving environment for children where they can grow physically, emotionally, creatively, intellectually, and socially at their own pace. We provide full day care services for children from 6 weeks to 2years. We also strive to ensure that your child's time at the crèche delivers the best experience possible for them.

Opening and Closing Hours:

We are open from 6.30a.m. - 6.00p.m. Monday to Friday. Child care is not offered on week-ends, evenings or during holidays (Federal and Lagos state declared public holidays).

Enrolment Procedures

The registration form must be completed and returned before the crèche will assume the responsibility of caring for your child. NO EXCEPTIONS! Please inform us immediately of any changes in information provided therein. Find below a list of documents that you need to submit to Lara Day School Crèche before or on your child's 1st day.

- Copy of bank teller reflecting payment.
- Completed registration form.
- Birth Certificate (clear photocopy and original copy for sighting).
- Immunization Record.

Fees

Fees are to be paid at the beginning of every quarter / term.

Collection of Children:

At Lara Day School Crèche we encourage only parents or carers of the children to collect or drop them off. However, we understand that this may not always be feasible. Therefore, any other person who may collect the child must be specified on the registration form and parents must notify our staff verbally whenever another person will be picking up the child.

Food in the Crèche:

In Lara Day School Crèche, we understand the importance of highly nutritious and good quality meals. We encourage parents to provide all the meals that their children will need for the whole day. This should be packed neatly in food warmers along with a flask of hot water and bottled water as required. We do not cook in the crèche but we have a microwave oven that can be used to reheat meals. Your child's bag and personal items should be clearly labelled for easy identification and washed daily for good hygiene.

Illness in the Crèche:

If a child is too ill to attend the Crèche, please keep him/her at home. The best place for a child to recuperate from an illness is at home. To safeguard the well-being of all children and staff, it is vital that children are not brought into the crèche ill. Children with heavy colds or coughs are advised not to attend. Children with any of the following symptoms will also be excluded for as long as they are indisposed.

- Diarrhea,
- Vomiting,
- A fever of 38 C/101 F or above or any of the following:
- Chickenpox,
- Mumps,
- Measles,
- Meningitis or Hepatitis.

Parents are to ensure that their children recover fully from any ailment before they resume at the crèche. Should a child become sick or have a high temperature during the day, parents will be contacted

and requested to come for the child if first aid intervention by the Nurse is ineffective. Any medication brought into the crèche must be handed over to the school nurse with clear instructions on dosage.

Head lice infection is contagious and if a case is noticed, it will be brought to the attention of the parents concerned immediately. We ask parents to check their children's hair regularly.

Dress Code

Children should come dressed in comfortable, season appropriate clothing. Two or three spare changes of clothes are required for all children especially those under the age of 6 months, and those who are potty-training require at least three or more changes of clothing (including socks). We want to keep your children happy, comfortable and clean.

Emergency

In case of an EMERGENCY, the school nurse will administer necessary first aid and YOU WILL BE NOTIFIED IMMEDIATELY.

Signing in and out

Parents are required to sign children in and out. This procedure is extremely important for attendance records and safety measures in emergencies. There is a sign in/sign out notebook within the crèche, kindly request for it on your way in and out daily.

Authorization to Release a Child

Children will be released to parents and those adults identified by the parents as authorized to pick them up. If another adult comes to pick up a child, the school will release the child only through notification in writing from the child's parent and a telephone call. Proper I.D. will be required before the child is released.

Parent/Caregiver Communication

Communication is very important to us. Your comments and suggestions are valuable. We want to know your impressions and opinions about how the crèche is run as we are always seeking ways to improve the quality of our service.

We would like you to inform us of your experiences of the crèche and any aspect of the service we provide.

Sensitive issues could be discussed in private with the Nursery Supervisor or the Head of School.

Complaints Policy

Complaints are taken seriously and resolved efficiently and effectively.

Lara Day School Crèche is committed to providing quality service to children and their parents. We regularly evaluate our service in order to measure the standard of our performance.

Complaints will be sympathetically heard, discussed and acted upon.

Policy on Withdrawal of Services

One month's notice is required for withdrawal from our childcare services.

In the event of any concern (raised by staff, parents/guardians or even children) a meeting could be scheduled to address the issue.

Minutes will be taken during meetings and solutions will be sought in an objective manner. A plan will be designed to resolve stated issues. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event that the issue could not be resolved to everyone's satisfaction, a 2 week written notice of termination of services will be given.

Home/Crèche Agreement

I/We -----(the undersigned) have read the Parent Handbook for 'Lara Day School Crèche and understand all the information, policies and procedures outlined therein. We (the undersigned) have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement, we consent to all the handbook policies and procedures, including payment policies. We also acknowledge that the information supplied in the registration form regarding our child (ren) is true and accurate to the best of our knowledge.

Father's Name / Signature

Date

Mother's Name / Signature

Date

Guardian's Name / Signature

Date