



PARENT HANDBOOK

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General Information

Hours of Operation

The nursery is open from 7:00 a.m. to 2.30 p.m. Sunday to Thursday. Children may arrive between 7:00 – 7:30 a.m. and be collected between 2.00 – 2.30 p.m.

Additional after-hours care is available from 6:30 to 7:00 a.m. and from 2.30 to 4.00 p.m. by prior arrangement.

The nursery is closed on public holidays.

Annual Calendar

The nursery operates from September to June. Optional summer camps are available during July and August.

Payment of Fees

Fee Policy

The Fee Policy can be found on our Fee Schedule that you will have received with the Application Form. A copy of the Application Form is available from Reception or can be downloaded from our website. **Our Registration fee is a non-refundable fee.**

After-hours Care

Parents will be invoiced monthly for additional after-hours care, at the rate shown on the Fee Schedule.

Payment

Fees are payable monthly on or before the 1st day of each calendar month or by term.

They can be paid in person to the Receptionist by cash, cheque, NAPS or credit card. Alternatively, they can be paid by direct transfer to our account (see Fee Schedule for account details) - please be sure to include your child's full name on the transfer so we can credit it to your account.

Exclusion

The nursery reserves the right to exclude children from the nursery for:

- non-payment of fees
- repeated inappropriate behaviour by the child or the parent/guardian
- health reasons (see information below on infectious diseases)

Ratios and Supervision Policy

All staff working with children will need to provide police clearance from their home country as well as Qatar, suitable references and appropriate qualifications.

Our ratios are maintained at all times as per Ministry guidelines.

- 1:3 children under 1 years old
- 1:4 children 1-3 years old

What to Bring Each Day

Children should bring to the nursery each day:

- One or more spare sets of clothing, to be left in their personal storage. Children's clothing will be changed if they become wet or dirty during the day.
- Refillable water bottle.
- Healthy, nutritious and age appropriate food and drinks. The nursery will also supply and promote the drinking of water by children. Food can be reheated if sent in a suitable container. Note that the following items are not permitted:
 - chocolate
 - nuts – Including chocolate spread
 - carbonated drinks (such as Pepsi etc)
- Consumable items such as nappies and wipes.
- All clothing, food containers, bottles and other personal items **must** be marked with the child's name to prevent confusion.

Start of Day

Parents must sign their child in by entering their details in the Sign In/Sign Out sheet that is kept at Reception as soon as they bring their child to the nursery. Staff will not accept children unless they have been signed into the register.

They may then place their child's spare clothing, food etc in the child's personal storage area, located outside their class room. Food, or any items requiring refrigeration, should be put in the tray marked for that purpose or handed to the class teacher- these items will be transferred to the refrigerator by staff.

End of Day

Parents must collect their child from the classroom at the end of the day. You should also check their child's personal storage area, as this is where they will find any soiled clothing, notes home, empty food storage containers and any artwork to go home. They can also check the storage area to see what personal supplies (nappies, spare clothing etc) need replenishing.

Parents must sign their child out by completing the Sign In/Sign Out sheet in Reception before leaving the premises.

Health

Hygiene

The nursery requires staff and children to wash hands regularly.

Staff will wear gloves when changing nappies and handling soiled items.

Toilets

Staff will ensure toilets are kept clean, safe and usable throughout the day.

Any staff member or parent/guardian noticing a toilet that is unclean, does not have adequate supplies or in an unsafe condition is asked to report it immediately to the class teacher or receptionist.

Medical

Administering Medication

Staff will only issue medication to a child with the prior written consent of a parent/guardian.

Medication must NOT, under any circumstances, be left in a child's bag.

Infectious Diseases

Children suffering (or suspected of suffering) from any infectious or communicable disease must not be brought to the nursery or must be removed from the nursery as soon as the condition is noticed.

Where children may have been exposed to a communicable or infectious disease, parents will be informed as soon as a suspected case has been confirmed.

Exclusion Policy

Children who are sick cannot attend or remain at the nursery.

To assist in protecting all children at the nursery, the following exclusion policy will be applied to children who have been diagnosed with the following illnesses:

Medical condition	Return to Nursery after
High temperature	24 hours after return to normal
Unusual rash or skin complaint	24 hours after return to normal

Medical condition	Return to Nursery after
Eye inflammation or conjunctivitis	24 hours after start of medication and after discharge from eyes has ceased
Severe cough or sore throat	24 hours after start of medication
Impetigo	24 hours after medical treatment - doctor's note required
Ringworm	24 hours after medical treatment - doctor's note required
Measles	5 days after rash appears - doctor's note required
Hepatitis A	Doctor's note required
Vomiting or diarrhoea	24 hours after diarrhoea ceased - doctor's note required
Chicken pox	5 days after infection and after all blisters have dried
Mumps	9 days after onset of swelling - doctor's note required
Rubella (German measles)	4 days after onset of rash - doctor's note required
Prescription of Antibiotics	24 hours after initial dosage - In case of an allergic reaction.
Whooping cough	5 days after start of medical treatment - doctor's note required. [Note: due to highly infectious nature, all household contacts less than 7 years of age will be excluded for 14 days unless they also provide a doctor's note]

Injuries

The following steps will be followed if your child sustains an injury:

- First aid will be administered by the Nursery Nurse, if the injury is serious and the child needs further medical attention the Nursery Manager will be informed and the parent/guardian will be contacted immediately.
- The child's parent/guardian will be informed as quickly as possible in case of a head injury, if a child sustains a non-serious injury the parent/guardian will be informed at pick-up time.
- A full description will be recorded in the Accident Register including - date/time, a description of the event, witness statements, actions taken and by whom.

Smoking

Smoking is not permitted anywhere on the premises

Security

Arrival and Departure

Parents/guardians are required to sign in their child on arrival and sign out when they are collected this is essential so that we can be sure all children are accounted for in case of emergencies.

As part of the application form parents are asked to give details of anyone authorised to collect their child. The Nursery will not release a child to anyone that is not mentioned on the application form unless the class teacher/Nursery Manager has been informed by the parent/guardian.

The nursery reserves the right to take whatever additional measures the staff on duty deem necessary to safeguard the safety and security of the child. This may include refusal to release the child if they feel the person collecting and/or the parent/guardian granting the temporary authorisation have not been able to adequately identify themselves.

Failure to Collect Children

Please telephone the nursery to advise us if you will be late to collect children.

Children still at the nursery by the end of normal hours of operation will be transferred automatically to the after-hours care programme, regardless of whether this has been arranged in advance by the parent/guardian. This additional care is chargeable.

Where children are not collected at the expected time, reasonable efforts will be made by the nursery to contact the parent/guardian. If still not collected by the end of the after-hours care programme, the Nursery Manager will contact your emergency contacts to collect your child.

The nursery reserves the right to refuse the continued enrolment of a child where the parent/guardian is persistently late or uncooperative over the collection of a child.

Evacuation Procedures

On discovering a fire or emergency, staff will:

- Assist anybody in immediate danger
- Close the doors and windows in the affected area (if safe to do so)
- Activate the fire alarm
- On hearing the fire alarm, staff will:
- Close the windows and doors in their immediate area
- Evacuate all staff and children to the Assembly Area at the front of the building
- Take the Attendance Register to the Assembly Area
- Take a roll-call of staff and children and alert the Manager of anybody not accounted for
- The Manager will alert the Fire Brigade by dialling 999 (if required)

The emergency evacuation is practised every 3 months. Details of each practice evacuation will be recorded, including:

- The time and date of the practice
- The time taken to vacate the buildings

Handling Concerns

If you have a concern, please approach your child's teacher/carer in the first instance. If she is unable to resolve the matter to your satisfaction, then please ask to meet with the nursery manager.

We will handle all complaints seriously and effectively. To help us resolve your concerns we ask that parents:

- Inform us of any issues that you have as soon as it arises so that we can work together to solve it before it escalates.
- Allow us the time to investigate your concerns.