

*Parent  
Handbook  
(2018)*

**ami**  
DAYCARE & LEARNING  
CENTRE



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## **Introduction**

**“Children are biologically designed to learn.** At 3 years old, the child’s brain is two and a half times more active than adults – and remains that way until the age of about 10. Brain structure and capacity are largely determined by the quality, quantity and consistency of the stimulation that the child receives in these early childhood years, that lasts for the rest of his or her life.”

The parents of today are more aware of these factors and want the best for their children demanding the structured pre-school education and learning stimulation offered by modern child care facilities.

The AMI Daycare and Learning Centre has been established to address the need for such specialized child care while setting quality standards for daycare services. It offers customized areas for different age groups, freshly cooked meals and a specially designed outdoor activity and play area; thus ensuring that children are safe and happy in an environment that is fun and which continually stimulates their desire to discover! We look forward to days filled with laughter, singing, dancing, outside exploration, painting, play-dough, dress up, and books...lots and lots of books !

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## **Communication**

Effective and regular communication is of the utmost importance. When a new family is accepted at The AMI Daycare and Learning Centre, we like to be sure that we can openly share all concerns or questions that may arise. It is important that there is a similar child care philosophy between the Centre and the parents. We welcome questions, feedback, or discussions of any kind leading to improvement of the program. Sensitive issues are discussed in private at a mutually beneficial time.



## **Enrollment Policy**

There are several forms which make up the AMI Daycare Admission pack. This Admission pack must be completed and in our possession before we can assume the responsibility of caring for your child. This not only ensures that your child will get the very best care possible but also fulfill the safety and security requirements of the Daycare. All forms will be reviewed annually. If there are changes in any information given in the Admission pack, please notify our Daycare Incharge immediately for a timely update.

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## **IMPORTANT INFORMATION**

### **❖ ABOUT CHARGES:-**

- All charges are tabulated on a monthly basis and collected in advance.
- Charges may be reviewed and revised periodically to compensate for inflation or unforeseen expenses.
- Once the challan has been issued the payment is made directly to the bank mentioned on the challan by the date specified.
- Charges paid after the due date are subject to late charges as per policy.
- If charges have not been paid even after reminder issuance; the admission is cancelled automatically.
- **The Daycare charges are revised annually in March.**
- Admission charges are non-refundable under any circumstances.

❖ **EXTRA HOUR CHARGES : Rs. 250/- hour**

- If the time exceeds the package limit by more than 15 minutes, it is charged as an extra hour.
- If parents want to avail extra time before or after their package time, they must pay the charges in advance at the Accounts Office.

❖ **DAYCARE FACILITY ON SATURDAYS;** Rs. 600/- are charged for Daycare services on Saturday separately.

*(Timings 7:45 am till 2:00 pm)*

❖ **DROP-IN CARE FACILITY:**

- Rs. 250/- hour (Payment is collected in advance)
- Information for the required care facility is to come a day before.
- Security Deposit is charged for all those availing the Drop-In care facility, regardless of the duration for which it is availed.

❖ **GENERAL INSTRUCTIONS:-**

- Pampers and milk are provided by parents.
- 4 latest photographs of the child are required every year.
- Changes in address or contact numbers must come to Daycare manager in writing immediately.
- **Any changes in the daycare package timing will be accommodated only if the request for it is received at least a day earlier.**
- False or inaccurate information submitted in respect to the particulars of the child/ward will result in immediate termination of Daycare facilities.

- Information of family disputes resulting in separation or divorce between parents must be properly and immediately given to the Daycare/Accounts Office in writing. Custody matters must be clarified and legal papers submitted to the office for pick and drop arrangements in such cases. If the Management faces any problem in this regard, the admission of child/children can be terminated immediately and no refund of any kind is made. The decision of Managing Committee is final in such matters.
- All decisions made by AMI Daycare and Learning Centre with respect to admission, management and running cannot be questioned before any forum except the Managing Committee.
- Parents opting to discontinue the daycare services must give the notice of withdrawal, at least one month prior to the child's intended withdrawal to the Accounts office in writing. This is mandatory for security deposit refund.

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## **Hours of Operation**

Hours of Service: 7:40 a.m. to 6:00 p.m. (Monday to Friday)  
7:40 a.m to 2:00 p.m. (Saturday)

We offer a Full, Half and Quarter daycare program. Full day means 6 to 10 hours, half day from 3 to 5 hours and a quarter day which is not less than 2 hours. Add-ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day, and these are accepted only with a prior notice. Please remember that changes of this nature create some disruption to our normal schedule. We would appreciate as much notice as possible, so that we can plan for meals, sleeping arrangements, and any changes in activities that may occur. Saturdays will be charged separately on a per day basis, and this is not included in the existing package.



## Arrival & Departures

Children are to arrive clean and fed (unless arriving just before the meal time). We will try our best to send your child home with a clean diaper, and would appreciate the same consideration when you drop off your child.

It is normal for some children to have difficulty separating from parents, or cry when dropped off. Please make your drop off brief, as the longer you take, the harder it gets.



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## Pick-up Authorization

Our normal procedure is to release the child only to the parents, or someone else the parents designate on the Pick-up Authorization Form. The thumb impression of the persons authorized are taken. All persons authorized to pick up the child must be at least sixteen (16) years old. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is not on the list of people who are authorized to pick up your child. Identification will be required for security reasons including CNIC of the person picking up the child and the Daycare ID card.

In the event that an unauthorized person arrives to pick up the child, the child is not released and the parents are notified immediately. In case the parents cannot be contacted for any reason, the people named in emergency contacts will be called. Children are not released to any person that appears to be under the influence of drugs or otherwise appears incapable of providing safe care to the child. Instead another authorized contact person from the child's Admission record is contacted to come and get the child. All these measures are taken to ensure the safety of the children in our care.

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### **Holidays/Vacations**

The AMI Daycare and Learning Centre is open year round with the expectation of the following list of the holidays:-

Kashmir Day	5 <sup>th</sup> February
Pakistan Day	23 <sup>rd</sup> March
Labour Day	1 <sup>st</sup> May
Independence Day	14 <sup>th</sup> August
Quaid's Birth day	25 <sup>th</sup> December
Ashura	9 <sup>th</sup> & 10 <sup>th</sup> Moharram
Eid milad-un-Nabi	12 <sup>th</sup> Rabi-ul-Awal
Eid-ul-Fitr	
Eid-ul-Azha	

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### **Signing In/Out**

It is required that all parents sign their child in and out each day. For your convenience a biometric machine is located at the office. This gives us a written record of the child's attendance, hours, and the person who brings/picks up the child each day.



## Absences

Childcare fees are based on enrollment (a reserved space) and not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.



## Daily Routine

Older children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly and allows the children to anticipate upcoming events.

Our daily schedule, while very flexible, is as follows:-

Arrival time	7:40 a.m
Outdoor play	8:00 a.m – 9:00 a.m
Indoor activities	9:00 a.m - 9:30 a.m
TV time (toddlers)	9:30 a.m -10:00 a.m
Morning snacks	10:15 a.m – 10:45 a.m
Story time	10:45 – 11:00 a.m
Bathing and resting time (full day babies)	11:00 a.m – 12:00 noon
Toddler’s lunch	12:15 p.m -12:45 p.m
Changing clothes (kids coming from school)	12:30 p.m – 1:00 p.m
Schoolers lunch	1:00 p.m – 1:30 p.m
NAP time	2:15 p.m – 3:30 p.m

Indoor games (reading and free playing)	4:00 p.m – 4:30 p.m
Evening snacks	4:30 p.m – 4:45 p.m
Outdoor games	4:45 p.m – 5:15 p.m
Pack up time / Indoor activities	5:15 p.m – 5:30 p.m
Leaving time	6:00 p.m sharp

### **Infants & Toddlers ( 2 months – 2 years 6 months)**

Infants and toddlers do not necessarily follow the same schedule as the older children. Infants are always fed on demand. Toddlers usually eat meals and snacks on a set meal schedule.

A daily report including things such as, time of feedings, what was eaten, time & number of diaper checks, times of naps, any medication given, and various comments about the child's day is provided.

For infants on breast feed the mothers are welcomed to come and feed their babies. If this is not possible then the mother's milk is to be provided in properly labelled bottles.

### **Supplies**

Parents must supply the following items:-

**Infants: Infant formula (milk), bottles, bibs and towel, pacifiers, diapers, wipes (optional ), pampers on weekly basis, baby lotion and nappy rash cream, vaccination record, hair brush, a complete change of clothes daily. A spare set of clothes is to be kept at the Daycare.**



**Toddlers: A set of clothes, pampers on weekly basis, milk powder, wipes on weekly basis (optional), baby lotion and nappy rash cream, powders/ointments, slippers, vaccination record, pair of bibs and towel, hair brush and complete change of clothes daily. A spare set of clothes and slippers are to be kept at the Daycare.**

**Preschools: A set of clothes, slippers, vaccination record, hair brush, towel and complete change of clothes daily. A spare set of clothes and slippers are to be kept at the Daycare.**

All items are to be labeled with your child's full name to avoid mix-up with other children. All extra supplies can be left at the Daycare and replenished when necessary or can be brought on weekly/monthly basis.

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### **Personal Belongings**

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, cds, etc.). Little ones have a difficult time sharing with others, and it is even harder with their own special toys.

Exceptions to this policy is that a child may bring a favorite toy for naptime only, and toys may be brought for show and tell activities. Toy guns, knives or other toy weapons are strictly prohibited. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's full name.

### **Important:**

AMI Daycare and Learning Centre will not be responsible of any loss or damage to valuables i.e., gold ornaments, cell phones, money, expensive toys etc, brought by the children. Please ensure that such items are not brought to the Daycare and Learning Centre.



## Clothing/Attire

Children should arrive in comfortable clothes, which allow them to play outdoors and do lots of activities. So make sure that your child is dressed appropriately. Clothing should be seasonally appropriate for outdoor play.

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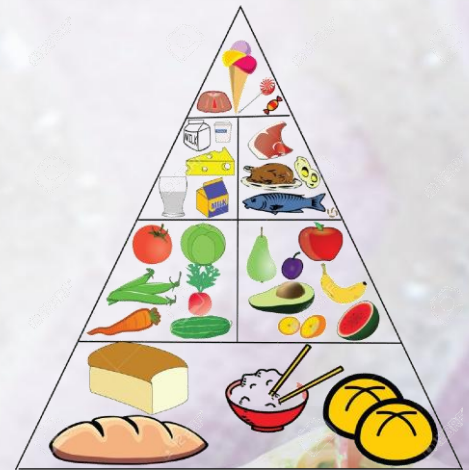
## Birthdays and Parties

The child can come in a party dress on such occasions. We would be happy to share these days with the child, but please make prior arrangements with the Manager Daycare for arranging to either share a cake with the class or distribute healthy snacks. Please do not send ready-made birthday packs of sweets, gum, candy, supari, etc.

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## Snacks & Meals

We provide two snacks and a meal for full day service. This consists of a morning snack, lunch and afternoon snack, all at fixed times. Water, juice or milk drinks will also be provided at these snack times. Children who arrive after meal times should be fed before they arrive. These snacks and lunch are prepared by our own cook at the Daycare Cafeteria. Menus are posted on the bulletin board. Copies of the menu are provided to parents upon request.



It is our belief that infants should be fed on demand but if parents have another feeding schedule in mind, we will need to discuss it so that the infant's needs can be adequately met.

**Important:** If your child has allergies, and requires a modified diet, we need to have your written instructions describing any foods that the child is not permitted to eat. The parents maybe required to provide the lunch and snacks in such cases. In the event of a “rushed” morning, parents/guardians are welcomed to bring the child’s breakfast food to the centre to allow the child to eat breakfast at the Daycare. Breakfast is a very important meal that no child should miss! At lunch time the children are required to eat the healthier portions of their lunch before the less healthy portions. This is to promote healthy and appropriate eating habits. We do encourage each child to try one or two bites of everything. All eating patterns are communicated to the parents. Throughout the day water is available for the children as needed. At all times during drinking and eating, children are required to be seated at the cafeteria and not engaged in any play activity. This is essential to avoid choking and to promote appropriate eating/drinking habits. Under no circumstances are young children allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only. If your child requires a bottle at nap time it can be given to him or her but under no circumstances can children be allowed to go to sleep with the bottles. This is to ensure safety from choking.

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## **Cleanliness/Hygiene**

We do our best to maintain strict cleanliness and hygiene standards. Sanitizers are placed in different areas of the Daycare. Staff members sanitize their hands before and after food preparation, eating, before and after diapering. Hand washing and toileting is supervised.

Single use tissues are available at all times to use for wiping nose, etc. These tissues are disposed off after each use. Children are encouraged to cough/sneeze into the “inside corner of their elbow” instead of their hands to prevent spread of illnesses by hand.

The diapering location is away from food preparation areas. After each diapering the change area is cleaned with an appropriate disinfectant. Staff also washes both their hands and the baby's after each diapering.

Infants sleep in separate cribs or play pens, with clean sheets used only by them. For toddlers and older children mattresses are used. Each child has a separate mattress; with a sheet and a blanket / quilt that are washed weekly (unless soiled).

Food preparation areas are kept clean, dry and separate from playing, toileting and diapering areas. Food preparation is only done in the kitchen. Tables, counter tops etc. are cleaned after each use. Toileting areas are sanitized daily as well as carpets vacuumed. Shelving, doorknobs play pen rails etc. are sanitized weekly, or as needed. Plastic toys are washed on a rotating schedule using the same methods, and stuffed toys and dress-up clothes are also laundered on a weekly schedule.

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### **Nap/Quiet Time**

There is a designated nap/rest time each day. All children must nap or rest during this period. Rest time gives children a much needed break during the day.

Infants nap at varying times and their schedules are accommodated. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we attempt to put them on the scheduled nap/rest period.



## **Toilet Training**

When you feel your child is ready for toilet training, it is to begin at home during a weekend or vacation. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we may continue to use diapers until your child announces that he/she must use the bathroom.

During toilet training, we ask that the child be dressed in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight pants with snaps and zippers, and overalls. These are difficult for children to remove "in a hurry".

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## **Discipline**

We maintain a positive discipline policy, which focuses on prevention, redirection, affection, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the Centre frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences"

Under NO CIRCUMSTANCES is spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep can ever be withheld from children as a means of punishment.



If a discipline problem arises that does not respond to the above mentioned techniques, we hold a conference with the parents. Together, we try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child have to be made, for the safety and well being of all.

### **Indoor/Outdoor Play**

Indoor play: We provide a variety of age-appropriate toys for indoor play. Toys may be rotated or placed temporarily out of use so that the children do not become bored.



Outdoor play: We play outdoors every day if weather permits. Please make sure that your child is appropriately dressed for outdoor play at all times. Our activities include specially designed play area, with a cycle track, garden play equipments, sand tray, swings and animal enclosures.

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### **Activities/Curriculum**

Our main objective is to provide a peaceful environment where the children can rest and relax. In addition to this the Daycare's daily schedule has a structured program for developing creativity, reading, motor and social skills.

We utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic/ pretend play, puzzles, and educational TV/videos are just some of the activities incorporated in our daily schedule.

Music helps to develop young brains and plays a strong role in day-to-day

activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times.

Television is used as a tool to help children unwind and relax. We usually watch no more than one hour of television per day. The exception may be on rainy days, or if we are having a particularly difficult day. Viewing is limited to child-friendly, educational material. We carefully screen everything before the children watch it and an adult watches with them.

Children over the age of 2 ½ years participate in a year round, daily preschool curriculum. This includes a variety of activities ranging from art and craft projects to games, storytelling, dramatics, reading and much more.

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## **Centre Rules**

There are certain rules that all children are taught and expected to follow. This is for the safety and well being of everyone.

There is to be no running permitted inside the Centre. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults is NOT allowed. No standing or climbing on chairs, tables or other furniture.

Children are not allowed to walk around the Centre with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property is charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a pleasant environment for all.

Smoking is not permitted anywhere on the premises; and this includes parents, staff and visitors.



## Illness

The following illness policies are strictly enforced, for the health, well being and safety of all concerned.

**Sick Child Policy:** Under no circumstances may a parent bring a sick child to Daycare, if the child shows any signs of illness (see below: SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILDCARE), or is unable to participate in the normal routine and regular daycare program. Sick children can infect other children and staff members whom they come in contact with.

Every effort is made to reduce the spread of illness by encouraging hand washing and other sanitary practices.

**If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child MUST stay home.**

Children are visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) is immediately notified and are expected to come pick the child up within half an hour (30 minutes). If the parent(s) cannot be reached, or have not arrived within the given time, the emergency contact person is called and asked to pick the child up. The staff will keep sick children isolated from the other children when required until the parent arrives.

For the benefit of our staff and other children in our care, a sick child is not permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If you aren't sure about whether or not to bring your child to care, please call our Daycare Incharge to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

### **Symptoms requiring removal of child from Daycare:**

- Fever: Is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally. A child needs to be fever free for a minimum of 24 hours before returning to Daycare, that means the child is fever free without the aid of any fever reducing medication.
- Fever and sore throat, rash, severe cold, sneezing, diarrhea, vomiting, earache, irritability, or unusual behaviour.
- Diarrhea: runny, watery, bloody stools, or 3 or more loose stools within last 4 hours.(Children are sent home upon the third incident of diarrhea).
- Vomiting: 2 or more times in a 24 hour period.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose, eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.
- Seems really sick without any obvious symptoms or in case , the child acts and looks different; may be unusually tired, restless or irritable.
- Has chicken-pox or measles.
- And if any time the staff feels that a child is too sick to be in the Daycare, the child will not be allowed to attend.

## Medications

Parents are to provide any medications needed by the child, including over-the-counter and prescription medicine. The Medication Authorization Form is needed to be filled by the Parents/Guardian for us to administer ANY medication.

**NOTE: All medicines must be in their original container with manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written.**

Please do not leave any medication – , pain killer, decongestant, vitamins, etc or any prescription medication in your child's personal bag or their cubby.

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## Medical Emergencies

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an serious injury or illness occurs, the parents are contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners and management of The AMI Daycare and Learning Centre will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.



## **Revisions to Handbook & Contract**

There will be a yearly revision to this handbook and the accompanying contract. All families are to sign a new contract each year. We reserve the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur.

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## **Termination Policies**

We reserve the right to terminate the Daycare facilities for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to complete the required forms and provide documents required
- Lack of parental cooperation
- Failure of child to adjust to the Centre after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are required to give one month's written notice when they decide to terminate child care. This one month will be paid in full, regardless of whether or not the child is in attendance.

We will give one month's notice of termination for which full tuition is due, whether or not the child is in attendance. The Daycare and Learning Centre reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.



**DAYCARE & LEARNING  
CENTRE**

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