



44125187

## Little Butterflies Handbook

### Who are we?

Welcome to Little Butterflies Nursery!

We are a family owned day care licensed from the Family Development Department at the Ministry of Social Affairs for children from 12 m to 3+ years old.

We are a team of staff who are passionate about what we do, and strive for perfection in everything we do.

We are a team who enjoy helping your child achieve his best potential through our organized yet flexible curriculum, which is based on the Early Years Foundation Stage.

We have designed this handbook for you to get a full understanding of how we go about achieving that, in addition to our policies and procedures that help us provide your child with the best care. So please read it carefully and do get back to us for any clarifications or queries you might have.

### What is our philosophy?

At Little Butterflies Nursery, we believe that the parents have the best knowledge of their child and that is why we value having a close relationship with you to help him achieve his best potential.

Under our care, your child will develop positive self-esteem, confidence, curiosity, creative expression and respect for his/ her family, peers and himself through our child-focused planned activities and experiences in a safe and stimulating, caring and challenging environment. We will encourage your child to develop at his own pace in our loving and caring atmosphere.

Because we understand that every child has different needs, we designed a flexible daily timetable to develop his needs and interest in individual and group settings.

### Which age groups do we offer care for? What are our operational hours?

Our care is available for ages 12 months to 3+ years.

Our care is available from 7:00 am till 2:30 pm from Sunday till Thursday. Late pick-ups (up to 5:00 pm) can be arranged at an additional fee. Please contact the management directly to make the necessary arrangements.



44125187

## What about communication?

We believe that we are working side by side with the parents to achieve each child's best potential. That is why, communication is a continuous process and we urge you to be as transparent with us, as we are with you.

We will send back with your child a daily sheet outlining your child's activities throughout the day, in addition to a weekly summary of activities.

Should you have any sensitive matters to discuss, please do contact the management and set an appointment.

## How and when can you visit the Nursery?

You can visit Little Butterflies whenever you wish; we have an open door policy. You can pop in and check on your child, or you can call our Receptionist to check on how your child is doing.

## What is our arrivals and departures policy?

Because we care for you as a team member in achieving what is best for your child, we accept early arrivals from 6:45 am. However, we do not encourage late pick up as our staff need to go home to be with their families and any delay in pickups is lost time for them with their families.

For your child's safety, we kindly request the following:

- Deliver your child to class in person. Please do not leave your child unattended in an empty classroom. Should you find the classroom empty please inform our Receptionist and she will help .
- Kindly close the gate behind you. This is a safety measure so no child accidentally runs out to the street .
- Kindly sign in as you enter so we know that your child is in the building in case of emergency. We also kindly request that you inform us when, for any reason, your child is unable to attend .
- Kindly pick up your child from his classroom at departure time.
- Kindly sign the sign-out sheet



44125187

## Little Butterflies Handbook

### What supplies do we need to keep for every child at the Nursery?

Please bring the following items that your child might need whilst under our care:

- Pacifiers, bottles, formula, food, snacks and drinks (please provide an ice pack for perishable food)
- Plastic plate, bowl and cutlery
- Changing kit including diapers, wipes, powders/ ointments
- Pull-ups if your child is potty training
- Underwear for preschoolers
- Towel
- Complete change of clothes
- Cot-size sheet, blanket and pillow (these will be sent back at the end of every week for washing)

Please write your child's name on all supplies with a permanent marker.

### How should you dress your child to the Nursery?

Play and fun is the most important way for your child to learn and develop. That's why, your child should be ready to rumble when he/ she comes in!

We suggest that you bring your child dressed in soft clothes that enable him/ her to move freely. Avoid tight clothes or fancy clothes as they may hinder movement.

Period	2 days/ week	3 days/week	4 days/week	5 days/ week
Month of September 2014	QAR 2000	QAR 2200	QAR 2400	QAR 2600
Term 1 ( Oct-Nov-Dec) 2014	QAR 6000	QAR 6600	QAR 7200	QAR 7800
Term 2 (Jan- Feb - March) 2015	QAR 6000	QAR 6600	QAR 7200	QAR 7800
Term 3 ( April- May- June) 2015	QAR 6000	QAR 6600	QAR 7200	QAR 7800

#### Additional Charges:

Early drop of (6:15- 6:45)	QAR 25/day		QAR 250/month	
Late pick -up	2 days/week	3 days/ week	4 days/week	5 days/ week
2:30 PM -3:30 PM	QAR 225	QAR 350	QAR 450	QAR 550
2:30 PM – 4:00 PM	QAR 300	QAR 450	QAR 600	QAR 750
2:30 PM – 5:00 PM	QAR 400	QAR 550	QAR 700	QAR 850

Extra un-booked Day	200 QR /day
------------------------	-------------

#### Enrolment Policies

1. Fees must be paid in full prior to your child's starting date. **Payments can be done only by cash.**
2. Registration Fees are non-refundable.
3. Fees are to be paid as per the above schedule, and are calculated on annual basis.
4. Tuition Fees are non-refundable after three days of attendance.
5. We offer a 10 % discount for the first sibling of a full-timer, and 15% for the second one.
6. If a child is registered during a term, the fees will be calculated from the joining date till the end of that term, in addition to the Registration Fees.
7. We offer a grace period of 2 days for late tuition payment after 5<sup>th</sup> of each month, then there will be a late fee of QAR 10 for each day that payments are received late. **Should the fees and penalties not be received in maximum 10 working days after the due date, the Nursery reserves the right to remove the child from its care.**
8. **Payment is based on enrolment not attendance**, and needs to be paid even when the child is gone due to an unfortunate illness, a day off, vacation or holiday.
9. We don't hold the place unless payments to be paid in advance with the agreement between the administration and the parents.
10. Parents have to inform the nursery 4 weeks before choosing to withdraw their child from the nursery.



44125187

## Little Butterflies Handbook

### How do we handle illness and medication?

#### Illness.....

Should your child fall sick under our care, please rest assured that you will be contacted immediately to pick him/ her up. If both parents/ guardians could not be reached, we will immediately try the emergency contacts.

Infectious illness will cause other children to catch it in addition to the caregivers. This will deprive children from the fun time under our care. Furthermore, a child that is ill, or displaying any signs or symptoms of illness will not be well enough to fully participate in nursery activities and will feel left out. At such regrettable times we ask that the child stays at home to get the rest he/she needs. We kindly ask that the child be brought back after being free of fever for at least 48 hours. In cases where your child has contracted an infectious disease like mumps, chicken pox, measles, or any disease that requires vaccination, we will need a doctor's note for your child's return to our care. We take this measure to protect your child and the other children and caregivers.

On the other hand, non-infectious illness is not harmful to others and a child having that will not be deprived of joining his friends and having fun under our care.

#### Medication.....

We unfortunately do not supply any type of medicines and will only administer medication delivered by the parent for their individual child. We will only give medication when asked to do so by a parent and if there is an accepted health reason to do so. Medication must be in the original container in which it was dispensed, with legible instructions in English. We will only administer the dosage and frequency indicated on the instructions/prescription label.

Medication will be stored out of children's reach at the clinic and strictly in accordance with the product instructions. Medication will only be administered by the Nursery's Nurse or designated nursery staff who have received the relevant technical/medical training.

If the administration of medication requires technical/medical knowledge e.g. insulin injections, suppositories etc, then individual training must be provided for staff from a qualified health professional which is to be arranged by the parent prior to the child attending; training must be specific to the individual child concerned.

If a child refuses to take medicine, staff will make every attempt to encourage them but cannot force them. In this instance the parents/ guardians will be contacted immediately to inform them.



## Little Butterflies Handbook

### What is our Behaviour Management Policy?

We believe that every child is unique and believe this is key to understanding, acknowledging and acting on a child's behaviour. We commit to supporting and caring for children and their families based on their individual needs.

Positive actions will always be encouraged and praised while negative actions will not. We recognise that preschoolers often get frustrated when they are unable communicate desires or feelings. This may cause them to misbehave by shouting, biting ... We talk to children at their level and when drawing a conversation to a close staff will always confirm a child understands, and they know that they are still cared for.

Because we understand that prevention is better than cure, staff act as positive role models in every way, demonstrating to the children what is expected. There are firm rules and boundaries in place; these are regularly communicated to the children and their families in a positive manner. Effective and informative relationships are in place with the parents.

The environments both indoors and out are enabled to reflect the individual needs of the children, encouraging independence, motivation, concentration self discipline and self esteem.

We do not tolerate:

- Physical intervention or punishment - physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property or in what would reasonably be regarded as exceptional circumstances. Any occasion where physical intervention is used to manage a child's behaviour will be recorded and parents will be informed about it on the same day.
- physical punishment
- The threat of neither physical punishment, nor use or threaten any form of punishment which could have an adverse impact on the child's well-being.
- Shouting (exceptions are only accepted if raised voices are used to prevent harm or to ensure safety of children).
- Degrading, sarcastic, insensitive or negative language.
- Children being labelled, or assumption being made due to their behaviour or any other reason
- Children being placed on chairs (or the like) to think about their behaviour
- Distressed and/or unattended children who are unclear of what is expected of them
- Giving children token rewards to modify behaviour. Children learn to behave as part of the development, social expectation and for direct preparation for growing up and later life.
- Children being threatened with verbal warnings e.g. "I will tell your Mummy/Daddy", "If you do that again I will...", "I have told you three times..."
- Ignoring unacceptable behaviour



## Little Butterflies Handbook

### What is our Code of Conduct for Parents?

Because we are committed to ensuring that all children are safeguarded whilst in our care, we kindly ask you to help us maintain our responsibilities in the following ways:

Please do:

- Share information with staff on your child's development, health and wellbeing
- Let us know in advance if someone else is collecting your child
- Feedback any suggestions and ideas to the nursery staff
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if necessary

### Toilet Talk

Please do bring your child's nappies and wipes and we will make sure that they are kept clean at all times. We will also ensure that he/she will be handed to you in a clean new diaper and ask you do the same when you drop your child off.

When your child is ready to be toilet trained we will happily assist you achieve this milestone in your child's life. Just let us know when you feel he/she is ready and we will do our best to compliment your work when he/she is under our care.

### What is our food and drink policy?

Little Butterflies Nursery unfortunately does not provide children with food, drinks and snacks. We encourage the parents to provide their children with adequate amounts of food whilst they are under our care. Here is a list of recommended foods and beverages for your little one:

- Rice cakes
- Crackers
- Raisins
- Cut up fruits
- Cut up vegetables
- Cheerios
- Low fat yogurt
- Milk
- Fruit juice like apple juice or orange juice

For the safety of your children, please avoid sending hard food that is difficult to chew and could potentially be a choking hazard. We do not allow any nuts in our premises. Please also refrain from sending candy and chocolates as they contain empty calories.



## Little Butterflies Handbook

Mealtimes are a social occasion providing children with a variety of learning opportunities. Staff role model good manners, mealtime etiquette, conversation, new vocabulary and encourage explain the value of good health and nutrition.

Because we encourage independence, older children are encouraged to serve themselves independently with assistance where required to pour their own drinks, lay the tables etc.

Children will be encouraged and supported to use child sized cutlery provided by you where necessary. Where it is part of a child's culture to eat with their fingers or chopsticks, this will be encouraged and supported. Infants will not be discouraged from using their hands to eat their food as this is part of their development.

Where a child is weaning we will discuss with the parents their requirements and consult our Weaning Guidelines to come up with a joint strategy to meet the needs of the individual child. These will be reviewed weekly with the parents in line with our Working in Partnership policy.

Food is not used as a reward or withheld as a punishment; children are encouraged and supported to eat their meals but we will not force them to do so. We will discuss with parents relevant strategies to deal with any issues regarding food.

### Birthday celebrations.....

We love to celebrate your child's birthday at our Nursery and ask parents to:

- Bring in a small birthday cake and a reasonable amount of other party food as any leftover food will be wasted
- Bring in a maximum of 2 extra guests apart from Mommy and Daddy
- Bring your camera to capture those special moments and our staff will help you do so
- Make sure you bring treat bags enough for all your child's classmates we just ask that you make sure no nut based or junk foods are brought in
- Bring your decorations and we will prepare the classroom for you. Kindly make sure you bring them 1 day before the occasion

### What about Holidays & Vacations?

We observe the following holidays:

- Eid Al Fitr- in accordance with the Supreme Council of Education
- Eid Al Adha- in accordance with the Supreme Council of Education
- Christmas
- New Years day
- Easter



## Little Butterflies Handbook

### Staffing

In addition to the required childcare degrees, qualifications and previous experience with preschoolers, our staff love to be around kids! They are passionate about their work and are determined to do it well. They have a vision to provide excellent care for children to make a difference in their lives.

Our staff are provided with the abilities to structure and support the children's learning. And we invest in staff training and development throughout their employment, to foster their competence and commitment.

### What measures do we take to ensure cleanliness and hygiene?

#### Hand hygiene

Regular and effective hand washing among both staff and children is one of the most effective ways of controlling the spread of germs.

Tissues are readily available to adults and children at the nursery. We encourage children to blow and wipe their noses and discard tissues in the bins provided.

All children are encouraged to wash their hands before and after meals/snacks.

Tabletops must be cleaned before handling food. All children must wash their hands before they participate in cooking or preparing food activities.

All children are encouraged to cover their mouth when sneezing or coughing and then to wash their hands. Hands should always be washed after using the toilet and eating.

#### Cleaning and clearing

Disposable gloves are provided and worn by staff when clearing up vomit, blood or any body fluid. All affected areas are cleaned with paper towels and disinfected immediately. Contaminated clothes are removed from the child, placed in plastic bags provided and given to parents to take home. Soiled clothes are rinsed in hot water and placed in bags provided. Spare clothes are kept in case of accidents.

We take cleanliness and hygiene very seriously. We teach children the fundamentals of hygiene and have pictorial instructions in all the toilets to ensure that everyone follows the same principals. Furthermore, we have placed hand sanitizers at the entrance of every toilet.

We also clean the toys at the end of every week.



## Little Butterflies Handbook

### What will your child's daily schedule be like?

We have a flexible daily schedule and each class has a different schedule that follows the different needs of each age group. All age groups are exposed to the following activities:

- Circle time
- Construction blocks and dough
- Snack time
- Painting, drawing, gluing and sticking during their arts and crafts activities
- Imaginative play indoors and outdoors, with our sand pit, water table and shaded activity areas
- Lunch time
- Jigsaws and puzzles
- Moving and dancing to music
- Letters and phonics
- Numbers and counting
- Singing
- Simple cooking in our kitchen

Each period is 40 minutes long.

All of our classrooms are located at the ground level according to the Civil Defence Department and Supreme Education Council regulations in Qatar.

### What kind of field trips do we offer?

Field trips are a very important part of your child's development at our Nursery. That is why we plan many field trips throughout the year depending on the theme. They include The Zoo, Cafe Ceramique, different play areas, Aspire Children's playground, among others.... field trips are offered at an additional fee and children are taken on buses under the supervision of our staff. You can provide us with a car-seat if you wish, and are welcome to join us on our trips.

### What are the grounds for exclusion?

Parents will be requested to remove their child from our care under the following circumstances:

- Frequent failure to make payments
- Misconduct on the parents' part
- Lack of cooperation from parents
- Consistent disciplinary incidents