

LITTLE TREASURES Daycare and Early Learning Centre:

A Parent Handbook

A Very Warm Welcome!

Welcome to the LITTLE TREASURES family! We are absolutely thrilled to partner with you in nurturing your precious child's growth and development during these crucial early years.

At LITTLE TREASURES, we believe that childhood is a magical time and that every child is a special treasure.

We are dedicated to providing a safe and loving environment where every child feels loved and valued.

We are excited to embark on this journey with you and your child!

Please take the time to read through this handbook to understand our policies and procedures.

We believe that open communication and a strong partnership between home and LITTLE TREASURES are key to your child's success and happiness.

1. Licensing Information

LITTLE TREASURES Daycare and Early Learning Centre is fully licensed by the Lagos State Ministry of Youth and Social Development. Our Approval Document and Fire Safety Certificate are displayed in the lobby of our front office for your review.

2. Admissions

- We welcome children from **6 weeks to 5 years** into our various age-appropriate programmes.
- We also offer **after-school care for children up to 11 years** of age.

- LITTLE TREASURES is committed to inclusivity. Enrolment is granted to all eligible children **without regard to their race, colour, gender, creed, religion, or disability.**

3. Admission and Enrolment Process

To enroll your child at LITTLE TREASURES, please follow these simple steps:

- **Visit Our Centre:** We encourage you to schedule a visit to our Centre to meet our staff, see our facilities, and learn more about our programmes.
- **Collect Information:** Our Admin office will provide you with detailed information about our programmes, fees, and the necessary enrolment forms.
- **Complete Forms:** You will need to complete several important forms prior to your child's first day, including:
 - **Medical Information Form:** Detailing your child's health history, allergies, and any special medical needs.
 - **Emergency Contact Form:** Providing contact information for designated individuals in case of an emergency.
 - **Consent Forms:** For activities, photography, and other necessary permissions.
- **Submit Forms and Fees:** Return the completed forms along with the applicable fees to the Admin office.
- **Welcome Meeting:** We may schedule a brief welcome meeting to discuss your child's individual needs and answer any remaining questions.

4. Fees and Payment Policy

- Detailed information regarding the fees for each class or programme is available at the Admin office. Please inquire for the specific fee structure for your child's age group.
- **Fee Policy:**
 - Payment is due strictly according to the **payment schedule** provided by the Admin office.
 - **Late payments will not be accepted.** Please ensure timely payments to avoid any disruption in your child's care.
 - **Family discounts** are available for families with two or more children enrolled at LITTLE TREASURES. Please inquire at the Admin office for details.

- **Instalmental payments are not permitted.** All fees are to be paid in full according to the stipulated schedule.
- **Payments** are by bank transfers to accounts provided by the Admin Office or with debit cards through our POS terminals. Cash payments are discouraged. Please ensure that you are issued official receipts for all payments.

5. **Daily Record Keeping and Family-Staff Communication**

- **Daily Reports:** For our younger children (Infants), we provide daily reports detailing their activities, feeding times, diaper changes, nap times, and any other relevant information. These reports will be shared with you at the end of the day.
- **Daily Health Checks:** Upon arrival, our trained staff will conduct a brief visual health check of each child to ensure they are well and ready for the day's activities.
- **Open Communication:** We believe in maintaining open and regular communication with parents. Our staff is available to discuss your child's progress, address any concerns, and share important updates. Feel free to speak with your child's teacher or the Centre Director.

6. **Discipline**

- **Philosophy of Discipline:** Our approach to discipline is based on positive reinforcement, understanding, and guiding children towards making appropriate choices. We focus on teaching self-control, respect for others, and problem-solving skills.
- **Prohibited Practices:** We strictly prohibit any form of physical punishment, verbal abuse, humiliation, or any disciplinary action that is harmful or demeaning to a child.
- **Permissible Methods of Discipline:** Our staff may use the following age-appropriate methods:
 - **Redirection:** Guiding a child's attention to a different activity.
 - **Positive Reinforcement:** Praising and rewarding positive behaviour.
 - **Setting Clear Expectations:** Communicating rules and boundaries in a simple and understandable way.
 - **Logical Consequences:** Helping children understand the natural outcomes of their actions.

- **Time-Out (brief and supervised):** Providing a short period for a child to calm down and reflect, when necessary and age-appropriate.

7. **Sign In/Sign Out Procedure and Notification of Absence**

- **Sign In/Sign Out:** For the safety and security of all children, a parent or authorized adult (listed on the Emergency Contact Form) **must personally sign their child in upon arrival and sign them out upon departure each day.** Please ensure you use our electronic sign in and sign out system.
- **Notification of Absence:** If your child will be absent for any reason, please notify the Centre as soon as possible by calling or sending a message. This helps us to ensure the well-being of all children and plan our activities accordingly.

8. **Early Drop Off**

- Our operating hours are clearly communicated. Early drop-off outside of these hours can only be done with prior arrangement with the Centre Director, and may attract an early drop off fee. Please understand that this may be subject to staff availability.

9. **Late Pick Up**

- It is crucial that you pick up your child on time. We understand that work circumstances can lead to late – pick-ups. This can be done with prior arrangement and may incur a late pick-up fee. Please refer to the fee policy provided by the Admin office for details on late pick-up charges. If you anticipate being late, please notify the Centre as soon as possible.

10. **Child Supervision**

- Your child's safety is our top priority. Children are always supervised by our qualified and experienced staff. We maintain appropriate child-to-staff ratios in accordance with licensing regulations to ensure close attention and care for every child.

11. **Pick Up Policy**

- Children will only be released to their parent(s) or to an adult whose name is listed on the child's Emergency Contact Form and who can provide valid identification upon request.

- If someone not listed on the form needs to pick up your child, you **must provide prior written authorization** to the Centre, including the person's name and a description for identification purposes. We will verify their identity before releasing your child.

12. Policy on Unauthorized Persons

- For the safety of all children, any person who is not a recognized parent/guardian or an authorized contact will not be permitted to pick up a child. If an unauthorized person attempts to pick up your child, we will not release the child to them and will immediately attempt to contact you and the individuals listed on the Emergency Contact Form. We may also contact the appropriate authorities if necessary.

13. Safety

- **Hazard Identification and Correction:** We conduct regular safety checks of our facilities, equipment, and outdoor play areas to identify and address any potential hazards promptly.
- **Fire Emergency Drills:** We conduct regular fire emergency drills to ensure that both staff and children are familiar with evacuation procedures in case of an emergency.

14. Confidentiality Policy

- We respect the privacy of all families. All personal information about your child and family will be kept confidential and will only be shared with staff members who have a legitimate need to know for the purpose of providing care for your child. We will not disclose your information to third parties without your written consent, except as required by law.

15. Health and Communicable Diseases Policy

- We are committed to maintaining a healthy environment for all children.
- **Management of Short-Term Illness:** Children who are ill with a fever, vomiting, diarrhea, contagious rash, or any other symptoms of a communicable disease should be kept home to prevent the spread of illness to other children and staff. Please notify the Centre if your child will be absent due to illness.

- **Return to Centre:** Children should be symptom-free for a minimum of 24 hours (without the use of fever-reducing medication) before returning to the Centre. A doctor's note may be required in certain circumstances.
- We reserve the right to contact you to pick up your child if they become ill while at the Centre.

16. Medication Policy

- We will only administer medication to your child with **written authorization** from a parent or guardian on our designated Medication Administration Form.
- The medication must be in its original container, clearly labelled with the child's name, dosage, time of administration, and expiry date.
- Prescription medication must be accompanied by a doctor's prescription.
- Non-prescription medication will only be administered with explicit written instructions from the parent/guardian.

17. First Aid Kits

- We maintain a well-stocked First Aid kit in an easily accessible location at the Centre. Our staff is trained in basic First Aid and CPR. In case of a minor injury, appropriate first aid will be administered, and parents will be informed. In the event of a more serious injury, we will administer necessary first aid and immediately contact you and the emergency contact person.

18. Parent Code of Conduct

To ensure a positive and respectful environment for all children, parents, and staff, we expect all parents/guardians to adhere to the following code of conduct:

- Treat all staff members, children, and other parents with respect and courtesy.
- Refrain from any **threatening, abusive, or disrespectful behaviour** towards staff, children, or other parents, whether verbal or physical.
- Communicate any concerns or issues in a calm and constructive manner directly with the relevant staff member or the Centre Director.
- Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. No parent or other adult may

physically punish a child not their own. If a parent should witness a child, not their own, behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, the parent should direct their concern to the classroom teacher and/or Centre Director.

- Adhere to the Centre's policies and procedures as outlined in this handbook.

19. Parents' Rights to Immediate Access and Court Orders

- Parents/legal guardians have the right to immediate access to their child during the Centre's operating hours, provided it does not disrupt the Centre's activities or the care of other children.
- In the absence of a court order, both parents shall be afforded equal access to their child. LITTLE TREASURES cannot without a court order, limit the access of one parent by request of the other parent, regardless of reason.
- In cases involving court orders regarding custody or access, parents are required to provide the Centre with a copy of the official court order. We will adhere to the terms of the court order.

20. Dismissal Policy

- LITTLE TREASURES reserves the right to dismiss a child from the Centre under certain circumstances, including but not limited to:
 - Repeated failure to pay fees on time.
 - Inability of the Centre to meet the child's specific needs, despite reasonable efforts.
 - Repeated violation of the Parent Code of Conduct by parents/guardians.
 - Behaviour of the child that poses a significant risk to the safety and well-being of other children or staff, despite intervention efforts.
- **Refund of Unused Tuition:** In the event of dismissal, any unused portion of the tuition fee may be refunded at the discretion of the Centre, depending on the circumstances.

21. Sanitation and Hygiene

- We maintain high standards of sanitation and hygiene throughout our facility to ensure a clean and healthy environment for your child.

- **Handwashing:** We have established regular handwashing routines for children and staff throughout the day, especially before meals, after using the toilet, and after outdoor play. We encourage parents to reinforce good handwashing habits at home.
- **Diapering:** Our diapering procedures are carried out in a designated area with strict hygiene protocols to prevent the spread of germs. Staff wear gloves and wash their hands thoroughly before and after each diaper change. Soiled diapers are disposed of in a sanitary manner.
- **Toileting:** As children develop toileting skills, our staff provides support and encouragement in a positive and patient manner.
- **Facility Cleaning Routines:** Our facility is cleaned and disinfected regularly using child-safe cleaning products. Toys and frequently touched surfaces are cleaned and sanitized throughout the day.

22. Toys

- We provide a wide variety of age-appropriate and stimulating toys that are regularly cleaned and maintained.
- **Toys from Home:** We generally discourage children from bringing toys from home, as they can sometimes cause sharing issues or get lost or broken. However, a comfort item may be permitted for younger children during the initial adjustment period, with the understanding that the Centre is not responsible for any loss or damage. Please discuss this with your child's teacher.

23. Meals

- **Food and Water to be Brought from Home:** Parents are responsible for providing nutritious and well-balanced meals (lunch and snacks) as well as drinking water, for their child each day. Please pack food in clearly labelled, unbreakable containers.
- **Meal Times:** We have designated meal and snack times throughout the day. Our staff will supervise children during mealtimes and offer assistance as needed.
- **Feeding Policy:** We encourage children to try different foods but will never force a child to eat. We are mindful of any allergies or dietary restrictions indicated on your child's Medical Information Form and will

ensure these are strictly followed. Please do not pack any foods that your child is allergic to.

24. Infant/Toddler Feeding

- **Formula:** Parents must provide an adequate supply of their infant's formula in clearly labelled bottles with their child's name and date. Please also provide instructions on how to prepare the formula.
- **Disinfected Bottles and Nipples:** We request that all bottles and nipples brought to the Centre are properly disinfected.

25. Pre-School/School Age Feeding

- Please ensure that packed lunches and snacks for pre-school and after-school children are nutritious and age-appropriate. Avoid sugary drinks and excessive junk food.

26. Sleeping Policy

- **Area for Sleeping/Napping:** We provide a designated quiet and comfortable area for naps and rest times. Cots, mats, and bedding are provided and are cleaned regularly.
- We will follow your child's individual sleep schedule as closely as possible, especially for infants and younger toddlers. Older children will have a designated nap or quiet rest time.

27. Special Needs/Early Intervention

- We are committed to providing an inclusive environment for all children. We will work with parents and relevant professionals to support children with special needs to the best of our ability within our resources and expertise. Parents are encouraged to share any relevant information about their child's special needs or any early intervention services they are receiving.

28. Programme Description

- **Infants (6 weeks to 12 months):** A nurturing and stimulating environment focused on sensory exploration, building trust, and meeting individual needs through gentle care and age-appropriate activities.

- **Toddlers (12 months to 24 months):** Encouraging independence, language development, and gross motor skills through play-based learning and exploration.
- **Twaddlers (24 months to 36 months):** Fostering social interaction, early problem-solving skills, and further language development through structured and unstructured activities.
- **Preschool (36 months to 4 years):** Developing pre-literacy and numeracy skills, social-emotional growth, and fine motor skills through engaging activities and group interactions.
- **Pre-Kindergarten (4 years to 5 years):** Preparing children for formal schooling by focusing on literacy, numeracy, critical thinking, and social skills through a more structured learning environment.
- **After School (Up to 11 years):** Providing a safe and supervised environment for school-aged children with opportunities for homework help, recreational activities, and social interaction.
- **Note that our programmes are flexible and can be adapted and modified depending on enrolment.**

29. **Birthday Celebrations**

- We enjoy celebrating birthdays at LITTLE TREASURES! If you would like to celebrate your child's birthday at the Centre, please discuss arrangements with your child's teacher in advance. We have simple and inclusive celebration guidelines to ensure all children feel included.

30. **Cultural Celebrations and Other Socials**

- We believe in celebrating the diversity of our LITTLE TREASURES family. We may organize age-appropriate activities and events to acknowledge various cultural celebrations and foster a sense of community. Parents are welcome to share their cultural traditions with us.

31. **Excursions and Extracurricular Activities**

- At this time, LITTLE TREASURES **does not** include swimming as part of its excursions or extracurricular activities. Any future plans for excursions will be communicated to parents well in advance with detailed information and consent forms.

32. Outdoor Play

- We believe that outdoor play is essential for children's physical, social, and emotional development. We have a safe and well-equipped outdoor play area where children have opportunities for active play and exploration, weather permitting. Children will be supervised at all times during outdoor play.

33. Parent Forum

- We value the partnership between parents and teachers. We encourage the formation of a Parents' Forum to foster communication, collaboration, and support for the Centre's activities and initiatives. Information about meetings and involvement opportunities will be shared with parents.

34. Uniforms and Dress Code

- **Infant Class (6 weeks to 12 months):** There is no uniform requirement for infants. Please dress your baby in comfortable and easily washable clothing appropriate for the weather.
- **Toddler, Twaddler, Preschool, and Pre-Kindergarten Classes:** A range of school uniforms is required for these classes. Details regarding the specific uniform items will be provided during the enrolment process.
- **Parents' Dress Code:** While visiting LITTLE TREASURES, we kindly request that parents dress respectfully and appropriately. This helps us maintain a professional and conducive environment for the children.

35. Amendments of Policies and Recommendations for Change

- Our policies and procedures are reviewed periodically to ensure they continue to meet the needs of our children and families and comply with relevant regulations.
- LITTLE TREASURES reserves the right to amend these policies as deemed necessary. Any significant changes will be communicated to parents in writing.
- We also welcome your feedback and recommendations for improvement. If you have any suggestions for changes to our policies or procedures, please feel free to share them with the Centre Director. We value your input in making LITTLE TREASURES the best possible environment for your child.

We thank you for choosing LITTLE TREASURES Daycare and Early Learning Centre. We look forward to a wonderful and enriching experience for your child! Please do not hesitate to contact us if you have any questions or require further clarification on any of the information provided in this handbook.