



**Parents Handbook**  
**Volume 2.0**

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Springfield Nursery & Kindergarten has put together this Parent's handbook for the benefit of both the families and school. It is our hope that it will answer most of your questions and provide information on matters of importance to you as a parent of one of our students.

The policies and procedures in this handbook are for general reference only and may not be applicable in all cases. Springfield Nursery & Preschool management reserves the right to revise, modify, remove or add to any and all policies, procedures, or school rules stated in this handbook or in any document at any time.

### **Statement of Philosophy:**

We appreciate this opportunity to serve families during their children's early years and accept the responsibility of offering them the finest early childhood care & learning. We do place emphasis on universal values as defined by the following examples:

- Believe each child is unique and we respect each child's timetable for developmental growth
- We recognize the importance of adults as examples of behavior for children, as they see teachers displaying such attributes as gratefulness, sharing, patience, love, joy, fairness and enthusiasm.
- We also believe the best way to learn is by DOING. We provide experiences where children learn on all levels: physical, cognitive, language, social and emotional. We offer a play-based curriculum; we value play as the essence of learning for children in social relations, initiative, language, creative representation, music, movement, classification, number, space, and time.
- Our goal is for each child to experience love, trust, and individual success, thus strengthening his/her self esteem

### **Admissions**

Springfield is open to any child, regardless of the background, race, religion or ethnic origin who:

1. Is emotionally ready to be separated from his/her parents, or family;
2. Physically & mentally appropriate to join other kids without the need of specific care or support.
3. Pass the interview and required test / interview (if applicable)

Classes are filled according to order of application received and when specific openings are available. This is on a first come first served basis. Waitlists will be established for those classes which have reached capacity and future openings will be filled as they occur. Families will be contacted and given 24 hours to respond to the announcement of an opening.

As a general policy, enrollment will be limited to an age appropriate maximum number of students per classroom. Any adjustment to this capacity will be determined by staff and the Director.

### **Tuition/Billing**

Trimester/Yearly Tuition must be paid according to the agreed payment plan.

Because the school budget is determined by enrollment and student tuition, special adjustments (credits) cannot be made on the basis of illness, personal vacation, closing due to weather conditions, closing due to power-outage or any other circumstances.

## **Hours of Operation**

Our morning classes start at 8:00 am -12:30 am. Sunday-Thursday.

However, we offer extended care hours from 7:00 am - 4:30 pm. Sunday-Thursday.

Please ensure that your child arrives for class on time as showing-up late may affects the child and his classmates. Also, it is very important to pick-up your child on time so that he/she will not become anxious and worry. If you are more than 15 minutes late, there is a late fees of SR 50 for each hour to be paid in the same week.

Late pick-up fees will apply after these hours:

- **Regular Registration** after 1:45 pm
- **Extended Care** after 5:15 pm

All guardians are required to use **BlueRide App** for pick-up process. Kindly contact the Administration Office in-case you have any trouble using the App.

In the event of extreme weather conditions, Center may be closed. Closings are announced at least 10 Hours before start of the day.

## **Health Policy**

When determining if a child should be present in the Nursery/Classroom with a health issue, we must keep in mind the effect on the other children in the classroom. Therefore, if a child displays any of the following symptoms, they must be kept at home. Otherwise, they will be sent back home immediately.

- A temperature of 38 degrees or above in the past 24 hours of unknown origin.
- Diarrhea of an unknown origin in the past 24 hours
- Vomiting of an unknown origin in the past 24 hours
- Skin rash of unknown origin (until diagnosed by a doctor as not contagious)
- Continuous cough/pain to the degree that it prevents the child from normal play
- Conjunctivitis (pink-eye) at least 24 hrs. after medication is started and eyes are no longer crusted/oozing
- In case the child is given Antibiotic, they can not attend school unless they spend 24 hours after the first does.

When a child is obviously sick, there is a general agreement between parents and staff that the child should not be at school. With less clear symptoms, many factors are considered before making the decision. Staff and the Director will consider the needs of your child and their ability to participate comfortably in normal activities as well as taking symptoms into account.

Before a child may return to the classroom, he/she must be free of fever, vomit or diarrhea for a period of 24 hrs.

## **Medications**

Medications of any type will only be given with written permission and instructions from the child's doctor. Medication will be administered based on the prescription written by the doctor in original container. Medication is kept locked in the fridge. The school maintains a record of all medications which have been administered.

## **Head Lice**

Children will be randomly checked for lice by the teacher. When lice are found at home, please report it to the Director. If head lice are found at school, we will take the child to the Director's office and contact the parents to pick up the child. The classroom will be cleaned and sanitized in every event of head lice. We will send a notice to all families in that classroom with pertinent information attached. The child will not be re-admitted to the classroom until verified he/she is "nit free", a Doctor's note is a must.

## **Scope of Responsibilities**

Our Teachers are responsible for planning and implementing a developmentally age appropriate program to meet the individual needs of children. Our curriculum includes but is not limited to the following:

- Arrange a safe, stimulating, and interesting learning environment.
- Create a classroom atmosphere that is safe, relaxed, inviting, and welcoming. Where uniqueness is encouraged and competition of any kind is discouraged.
- Engage and be available to students at all times in the classroom and on the playgrounds.
- Complete progress reports.
- Update the parents of any issue or changes in child's behavior.
- Share some of child's activities during the week
- Fill out accident reports for all types of accidents.

Your Teacher will communicate with parents in the following ways:

- She will provide parents with observations of the children at scheduled parent/teacher conferences and any other time deemed helpful to the parent. The Director will be informed or included as needed.
- She will be available for messaging through the illumine App and is obligated to reply within the next 1 hours of communication for urgent matters, and within 4 hours for non-urgent matters (during working hours 7:00 - 2:00) for teacher (7:00 - 5:00) for nursery staff

## **Curriculum**

We use "emergent" curriculum in all our classrooms. The curriculum is based on child interest, ability, assessment information, as well as a balance of teacher and child directed activities. The curriculum covers the areas of Creative Art, Language/Literacy, Math, Science, Health, Social/Emotional and Fine/Gross motor skills. The development areas are incorporated into themes and provide a way of unifying the experience for the children.

Self-help skills flourish when children take responsibility for their own actions. Following simple directions, employing negotiating skills, exploration opportunities and communication of feelings all foster self-help skills. Cognitive development achieved by measuring, weighing, observing, mixing, adding and taking away (in the natural environment).

## **Uniforms**

Uniforms are mandatory for all children starting from 3 years old. Uniforms has many benefits such as making the children look the same to make them feel equal and united. They are easy to wear on and off by the child's himself. We recommend that you get at least three sets of uniform for more convenience. As they will wear it on daily basis for a year long.

Children will need to bring a change of clothes to leave in the classroom. Make sure your child's extra change of clothes is labeled with their name. In case any accident happens and the child does not have extra clothes, he/she will be given an extra uniform for SR 230 Winter or for SR180 Summer Uniform

## **Emergencies**

In the event your child suffers an accident, or other illness during class, a teacher will tend to treat the child and then contact you as quickly as possible to explain the events and what action was taken. Should the occurrence be serious (a child is rendered unconscious for any reason, or excessive bleeding, etc.) the teacher will call the emergency and contact the Director. The Director will contact the parent and notify them of the problem and report that the emergency has been called.

## **Birthdays**

Springfield is happy to make children be happy by celebrating their special day. Birthday celebration date, list of items to be brought (balloons, cake,..) need to be handed to classroom teacher ahead of time for approval. Acceptable birthday items include fruits, organic juice, cupcakes, healthy ice cream, frozen yogurt, stickers or a small toy. If parents wish to hold private parties outside of school hours, we ask that you contact the school director / Administrative assistant to plan the party as we can accommodate parties in our facilities for extra fees.

## **Discipline**

Springfield recognizes that children will display challenging behaviors from time to time. We DO NOT administer any type of corporal punishment (spanking, retaliation, withholding food, naughty corner etc.) we believe in natural consequence. Major disciplinary issues will be discussed between the parent and teacher.

Our preferred style of addressing behavior are:

- Children having a behavioral issue, are encouraged to use their words to communicate with peers and adults.
- Children will be redirected when a difficulty occurs (positive praise, model appropriate behavior, help children problem solve solutions to the situation).
- If inappropriate behavior continues and various interventions are unsuccessful we will work with parents to determine if it is necessary to develop and implement a behavior plan.

## **Bullying**

We have a ZERO tolerance policy for bullying and/or coercion. Children who engage in bullying will be redirected, and if the problem persists, the child will be referred to a specialist outside the program, at your expense. If the behavior continues beyond this point you will be asked to withdraw the child from the program without a refund of fees.

## **Biting/ Fighting Policy**

At certain age, children bite for many reasons. They bite to gain a reaction and/or because they lack language and social skills required for a particular situation.

All staff work towards finding a cause underlying the biting behaviour by using the guide below, and once this has been determined an Action Plan will be developed:

The Experimental Biter:

Bites and mouths objects in the process of discovering the world around themselves. These children need to be shown that some things can be bitten/mouthed like food BUT some things cannot like people and animals.

#### The Teething Biter:

Children experience a lot of discomfort when they are teething. A natural response to this discomfort is to apply pressure to their gums by biting on things and relieving the teething pain. These children need to be provided with suitable objects to bite such as teething rings or teething biscuits.

#### The Social Biter:

Many children will bite when they are trying to interact with another child. These children have not yet developed their social skills. These children need close supervision and assistance with positive interactions, encouraging them to use their language.

#### The Frustrated Biter:

Young children lack the social, emotional and language skills to cope with frustration in an acceptable way. Staff need to be aware when a child is becoming frustrated and must provide words for the child to help them express themselves.

#### The Threatened Biter:

For some children biting is a way to gain a sense of control over their lives, especially when they are feeling overwhelmed by their environment or events. These children need nurturing support to show them that they are safe.

#### The Attention Seeker Biter:

Some children learn that they can receive a lot of attention when they bite. These children need to have lots of positive reinforcement provided to them when they display appropriate behaviour and provide less attention when they bite.

#### The Power Biter:

Children can have a strong need for independence and control. Often the response children get from biting helps to satisfy this need. These children need opportunities provided to them where they can make simple choices throughout the day and they need all attempts at positive social behaviour reinforced.

#### Strategies:

- The staff will attend to the teething needs of toddlers through the use of teething rings and other safe, soothing things to bite on.
- The staff will provide many ways for the children to express their feelings and frustrations by providing toys to pound, clay or playdough to mould, sand and water play to experiment with. Staff will also provide ample time and space for gross motor play outdoors.
- The staff will record the date, time and other child involved of all bites and once the parents are informed of their child's behaviour. This information is kept confidential and the biter is to remain anonymous.
- If a child is a known biter, staff will shadow him/her to try to prevent future bites from occurring. If biting is a reoccurring behaviour and the staff have implemented and recorded all of the above strategies, the child may be asked to be removed from the program for a period of time until the child has passed the 'biting phase' for the sake of the safety of other children in class.

#### WHAT HAPPENS IMMEDIATELY AFTER THE BEHAVIOUR

1. Get child's attention (biter) to stop behaviour e.g. "Faisal - stop"

2. Attend to child (bitee) - administer first aid if necessary, cuddles, reassurance, encourage child to use words to express how they feel e.g. "I feel sad", "I'm hurting", "Please be gentle", and "My turn".
3. Deal with the negative behaviour at the child's level and with positive communication e.g. "biting hurts, it makes Lama Sad".
4. Re-direct children if necessary to another activity.
5. Give both children the attention they might need.

Children under two years of age do not yet understand that they are hurting by biting, pushing etc. and cannot be scolded for doing so. Obviously preventing the situation from occurring is most desirable, but toddlers and babies can be quick in their actions even if a caregiver is nearby. It is inevitable that these accidents will occur in a childcare setting, but staff are constantly working towards minimizing biting behaviour and other bad behaviors.

### **Excluding of a Child**

As children's safety and comfort is our main concern in Springfield, in some cases of multiple biting incidents, continuous aggressive behavior, extremely bad attitude, or any other conditions the management observes, they can exclude the child and cancel his registration immediately after discussion with parents. Paid fees for the rest of the trimester/year to be partially returned (based on their payment Plan)

### **Withdrawal of a Child**

In case of child withdrawal before the end of their registration period, parent/guardian should give one week notice, in writing, stating the reason for withdrawal and the final date the child will attend.

**I Hereby declare that I have read, understood and accepts to follow the above policies**

**Parent of :** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_