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PARENT HAND BOOK & RULES AND REGULATIONS FOR THE FACILITY

1. WELCOME

We are glad that you have chosen to be a part of our family here at Circle of Life Edu-care (COLED). We trust that you will feel welcome here with us and comfortable leaving your child(ren) with us, knowing that they will receive the very best care possible.

This document should serve the purpose of answering any questions which you may have regarding our facility. If you do however have any further queries, please feel free to ask either you child's teacher or the Principal.

We look forward to our journey together.

COLED is able to care for 131 children between the ages of 4 months to 5 years old. We are registered with the Department of Social Development and closely adhere to all legislation.

We are dedicated to providing the best in care and development skills for all our children. To meet these goals we have employed staff who are dedicated and skilled in educating our children. The staff aims to encourage our children in developing a healthy self-esteem in order for them to become independent little people.

2. ARRIVAL AND DEPARTURE TIMES

Full day: 06:30 am – 18:00 pm
Half day: 06:30 am – 12:00 pm (sharp)

- 2.1 Access to the facility will only be available from 06:30am, no child/ren can therefore be handed over to staff before the aforementioned time. Although staff may be present, they have duties which they need to attend to in order to prepare for the ensuing day.
- 2.2 Please do not collect your child/ren between 12:30 and 14:30 as this is the children's naptime. It is terribly disruptive to the class if children are collected in the middle of naptime. Once the children have been disturbed – they do not fall asleep again.
- 2.3 Children are not to be dropped off outside the facility – they must personally be handed over to a member of staff.

- 2.4 Children may only be collected by the designated person(s). Should you require any person, other than those designated, to collect your child/ren, please ensure that prior permission is granted and the necessary arrangements are made with the facility.
- 2.5 No children will be sent out to parents waiting in the parking lot.
- 2.6 The facility closes promptly at 06:00pm. Please make alternative arrangements should you fear you may be late in collecting your little one. The facility must be notified timeously if the designated party is unable to collect the child/ren on or before the stipulated closing time.
- 2.7 Late collection, including collection later than the closing hours for the daily attendance for which your child/ren is/are registered, will incur a penalty fee. **The penalty fee is calculated, per child, at R10 for every 5 minutes in which you are late in collecting the child after the contracted collection time.** Payment of the aforementioned sum must be made in cash on the next school day.

3. SAYING YOUR GOOD-BYES

- 3.1 Please do not procrastinate when dropping your little one(s) off. Should they be uneasy, the quicker you say your good-byes the sooner they are able to settle in. Our staff are able to easily distract and make them comfortable as soon as you have left.
- 3.2 Please allow the first staff member that approaches you to assist you in receiving your child even though she may not be your child's class teacher. We encourage our staff to build a relationship with all the children so as to be able to assist wherever they are needed.
- 3.3 You are welcome to phone the school to check on your little one should you be concerned.

4. NOTICE OF ABSENCE and IMMUNISATION POLICY

We must be notified of any intended absence from the Edu-care, for whatsoever reason. Please however ensure that if the absence is occasioned as a result of the following:

4.1 Illness:

The Principal must be notified if any contagious illness has been contracted. No child suffering from any infectious disease, including but not limited to conjunctivitis (pink eye), diarrhoea and vomiting will be allowed to return to the facility until the condition has cleared or a certificate from a medical practitioner is supplied confirming that the child may return to the facility.

4.2 Lice:

Regular checks for lice will be carried out. If lice are detected – you will be notified and you will need to make the necessary arrangements to collect your child from the facility. Your child may only return to the facility once all traces of lice has cleared.

4.3 Immunisation:

Please ensure that your child is up to date with all their immunisations. You will be required to supply a copy of your child's clinic card on registration. Updated versions thereof must be submitted after administration of any subsequent immunisations.

5. ENROLMENT AND DISCHARGE POLICY

5.1 Please ensure that you advise us of any changes to your information so that we may update our records.

This is vital, especially in the event of an emergency.

5.2 Should you wish to withdraw your child/ren from the Circle of Life Edu-care, 1 (one) calendar months' written notice, submitted to us by the 2nd (second) of the month, is required. If no written notice has been received before the due date, the following month's fees shall be payable.

Notwithstanding the aforementioned, the months of November and December shall not be deemed cancellation months' and you shall be liable for the full fees due in respect thereof. Should you withdraw your child during the aforementioned period, we reserve, at our sole discretion, the right to refuse your child admission to the Circle of Life Edu-care in the following school year.

5.3 We reserve the right to cancel the enrolment of a child/ren for the following reasons:

5.3.1 Non-payment or excessive late payment of fees;

5.3.2 Non-observance of these rules and regulations and/or any other term or condition imposed by the Circle of Life Edu-care;

5.3.3 in respect of a child who has special needs which we are not adequately equipped to handle;

5.3.4 physical and/or verbal abuse of staff or children by a parent or child; or

5.3.5 continuous major disruptive behaviour or misbehaviour by the child.

5.3.6 In the event of default of payment, the facility reserves its right instruct a debt collector or attorney to recover any funds owing.

The party responsible for payment of fees shall be held liable for any expenses resulting from his/her failure to attend to such payment.

6. FEES

6.1 Fees are payable over a 12 (twelve) month period, and that monthly fee is due every month, including December and January.

6.2 Fees are payable IN ADVANCE by the 2nd of the month.

6.3 Please use your account number as reference on your payment – this can be found on your statement.

6.4 Fees are not refundable should your child be absent.

6.5 There is NO refund on fees paid

6.6 All fee related queries will be referred to the signatory of the "**FEE STRUCTURE**" form

6.7 No split accounts will be allowed – the signatory of the "**FEE STRUCTURE**" form will be responsible for the Account.

6.8 All cash payments are to be made directly to the Principal of Circle of Life and a receipt must be obtained. COLED will not take responsibility for any cash placed in message books or paid to anyone other than the Principal.

- 6.9 NO cash deposits are to be made into the school's bank account. Please note that that the signatory of the "**FEE STRUCTURE**" form shall be held liable for any/all bank charges resulting therefrom.
- 6.10 COLED is a private organisation. The fees you pay cover all our running expenses – including food, salaries of all the personnel and teaching materials. It is very important that you pay your fees promptly to enable us to run the facility effectively and to plan ahead.

7. SCHOOL UNIFORM

- 7.1 We do not have a mandatory school uniform, but request that you ensure that your child/ren are dressed in comfortable clothing in order for them to play and move with ease.
- 7.2 The facility has branded items for sale, such as t-shirts, sunhats, tracksuit tops etc. Orders may be placed at the office should you wish to purchase same.

8. MONIES SENT TO SCHOOL

- 8.1 Please note that the school fees must be paid into our nominated bank account (via EFT or debit *order*). All other monies must be paid in cash at the facility, unless otherwise agreed between the parties.
- 8.2 Cash must be submitted in either an envelope or a bank bag, clearly marked with your child's name as well as the reason for payment.

9. EXTRA MURALS

- 9.1 A number of extra mural activities, provided by third party service providers, are offered at the facility. A list of said activities will be furnished to you. All correspondence and queries specific to the activity must be directed to the service provider directly.

10. REFRESHMENTS

- 10.1 Breakfast and lunch is served daily to half day and full day children.
- 10.2 A weekly menu will be displayed for your convenience. Amendments to the menu will be displayed on the noticeboard.
- 10.3 In order to have breakfast, your child/ren **MUST** be present by 08:15.
- 10.4 You will be required to provide a morning and afternoon snack for your child/ren as well as beverage.
- 10.5 We encourage healthy snacking and do not allow the consumption of sweets, chocolates, fizzy cold drinks or any other unhealthy snacks. You are allowed to pack a treat in on a Friday – but no other day in the week. Should your child/ren have these in their snack box they will be removed and returned to you.

11. PERSONAL HYGIENE

- 11.1 Children's nails must be kept short. We will forward a message via the message book should your child's nails require attention.
- 11.2 Please check your child's hair regularly for lice and ensure that he/she is regularly dewormed.

12. POTTY TRAINING

- 12.1 You will be advised as to when we will commence with potty training your child, which exercise will commence at the discretion of the class teachers and will be attended to in groups.
- 12.2 You will receive a Potty Training 101 information letter from your child's teacher as soon as she deems the child to be ready to commence potty training. Parents are requested to comply therewith at home in order to expedite this process.
- 12.3 Please do not pressurize your child to start this process because if started prematurely it will take longer to accomplish and will place undue stress on him/her any you.

13. OUTSIDE PLAY

- 13.1 We believe children learn through play, we therefore spend as much time as possible outside with both planned play and free play.
- 13.2 During Summer, children will only be permitted to play outside if they are wearing a hat and have sunblock applied.
- 13.3 During Winter, children will only be permitted to play outside if they are wearing shoes and are suitably dressed

14. CLOTHING

- 14.1 Please ensure that your child/ren are dressed in seasonally suitable clothing which is comfortable and suitable for play and activities. Parents are requested to refrain from dressing children in new clothing and/or any piece of clothing which you do not want dirtied. Please see the attached list for additional clothing – in case of an “accident”.
- 14.2 We encourage girls, wearing panties, who wish to wear skirts or dresses to wear a pair of tights underneath the skirt/dress.
- 14.3 We encourage young children to be independent and parents are therefore requested to ensure that clothing worn are of such a nature that the child can easily dress and undress themselves.
- 14.4 No “fancy dress” (eg Spiderman and ballet costumes) clothes are allowed to be worn to school. Not only will it cause a distraction in class, but we would hate for any damage to occur as these are expensive items. Similarly, no jewellery or personal toys will be allowed at school.
- 14.5 All personal items, including clothing, bags and snack boxes, must be clearly marked with your child/ren's name.

15. TOILETRIES

- 15.1 You will be required to supply one toiletry item, per child, per term. A note will be sent home at the beginning of each term advising you what item has been allocated to your child's class.
- 15.3 Over and above this toiletry item – the Elephant, Rhino and Cub (before they are potty trained) class children will need to supply a packet of wet wipes every month for use in the class.

16. PARENT INVOLVEMENT

- 16.1 We believe that a child's development is greatly dependant on assistance, care and understanding received from their parents. We encourage and request parents to participate in the learning process as a partner, open communication between parents and staff is therefore essential.

17. PROBLEMS AND APPOINTMENTS

- 17.1 We have an open-door policy and you are welcome to address any concerns you may have directly to the Principal.
- 17.2 Parents are requested to refrain from approaching teachers or assistants on more serious matters, but to forward their concerns to the aforementioned party in order to ensure a speedy resolution.
- 17.3 We also have a suggestion / complaints box, on our kitchen counter, should you wish to utilise same.

18. BIRTHDAYS AND SPECIAL ACTIVITIES

- 18.1 Children are welcome to celebrate their birthday at school. Should you however wish to do so, please note the following:
- 18.1.1 Cake provided, will be cut and shared in class during **AFTERNOON** snack time. Cupcakes are however preferable.
- 18.1.2 Half day children are welcome to sleep at school on the day they have their party or you are welcome to bring them back to school at 15:00 in order to celebrate with their classmates. Please ensure to make the necessary arrangements with the office.
- 18.1.3 Party packs will placed in classmates' bags to be taken home.
- 18.1.4 Any entertainment (e.g. magic show, jumping castles, Barney visit) supplied by you will be accessible to children in other classes as well.
- 18.2 In the event of certain guest visits/activities, we may require you to complete an indemnity form which will be sent home.

19. SAFETY FIRST

- 19.1 We request visitors to comply with the following:
- 19.1.1 park only in designated parking bays;
- 19.1.2 drive slowly in the parking lot and in the vicinity of the school.
- 19.1.3 do not leave any children unattended in your car.
- 19.1.4 keep your child with you when entering or leaving the school. Do not allow your child/ren to run around in the passage or parking lot.
- 19.1.5 do not leave your child/ren in a classroom unsupervised, when dropping them off in the morning;
- 19.1.6 do not enter restricted areas such as the kitchen and storeroom which areas are off limits to anyone other than staff members.

20. CELL PHONE POLICY

- 20.1 Staff are not allowed to use their cell phones during school hours. If you have any query please direct same to the office for attention.

21. LANGUAGE USE

- 21.1 English and Afrikaans are the mediums of education utilised at the facility. Please therefore specify your chosen home language as our staff will converse with the child predominantly in said language, unless directed otherwise by you.

22. TOYS

- 22.1 No toys to be brought to school as we will not be responsible for any loss or damage thereto.
- 22.2 Please ensure that toys belonging to the school which are accidentally taken home are returned on the next school day.

23. MESSAGE BOOKS

- 23.1 Each child will receive a message book which will be sent home daily. Please ensure that you check this book daily for any notes from the teacher or for weekly activities.
- 23.2 Should there be a message from the teacher, kindly sign the book to acknowledge that you have seen the message. Please respond to messages if applicable.
- 23.3 The message books will be at a minimal charge and this is payable in CASH please

24. MEDICATION

- 24.1 By law, we may not carry any form of medication on the premises (Nurofen, Panado etc).
- 24.2 We also do not allow medication to be sent from home to be administered at school by the staff.
- 24.3 Should your child be prone to fevers during teething, or should an older child develop a fever whilst at school – we will try and bring it down naturally by sponging them down. Should this not be successful – you will be contacted to come and collect them.
- 24.4 Although we try our utmost to prevent any “outbreaks” of contagious illnesses (such as gastro), due to the nature of the school environment this is not always possible. Should we fear an “outbreak”, and you are contacted to come and collect your child, you may be required to sign a Medical Release form. This will mean that your child may not attend school for at least 1 (one) day following the incident or until they are no longer showing symptoms or contagious.
- 24.5 In certain instances (you will be notified if this is necessary) you may be required to furnish a medical certificate confirming that the child/ren is no longer contagious and may return to school.
- 24.10 Lice checks are done regularly. Should we detect either lice or mites, you will be required to collect your child. Your child may only return once they are clear. They will be checked on arrival back at school.

25. DISCIPLINE

- 25.1 Teachers find it challenging at times to teach, due to the bad behaviour of children. The setting of parameters assists in our children developing a sense of security.
- 25.2 From an early age, children must be taught to take responsibility for their actions and the choices they make.
- 25.3 We ask that you walk the road with us and assist us in reaching our goal of educating your children to listen, do as they are asked and to respect their teachers and fellow learners.
- 25.4 We are here to build emotionally sound and confident children.
- 25.5 No form of teasing or name calling will be allowed. Should this occur it will be seen as a very serious offence and it will be dealt with accordingly.

Remember – Discipline is done FOR your child, and not TO your child

In order for discipline to be upheld certain steps must be in place. Teachers may therefore utilise one of the following disciplinary tools as no one method works with all children.

25.1.1 *Star Chart*

Each of the older classes has their own form of Star Chart. This is used to commend good behaviour/work, but can also be used to illustrate bad behaviour.

25.1.2 *Time out*

If a child refuses to listen to a teacher, he/she may be put into a "Time-out", in terms of which the child will be required to sit quietly in a section of the classroom, but separated from the class and will not be allowed to participate in class activity for a period of time.

25.1.3 *Time out in the office*

Should a child continue to misbehave and disrespect the teacher they will be brought to the office for a further Time Out and the incident will be recorded in our "Bad Behaviour Book". A meeting will be called with the parents of 'repeat offenders' in order to discuss the child's behaviour and proposed remedial action, which may include professional counselling.

25.2 *Further Action*

If the child's behaviour fails to improve, we will request a further meeting with parents. Having regard to the situation, we may either suggest continued discipline, counselling or request that the child be removed from the school.

Please initial each page of this document confirming that you have read and understood all it contains and sign and complete the last page.

I trust that this will be the beginning of a wonderful journey we will take together – your family and ours.

Kind regards
Schonette Goosen
PRINCIPAL

*"There is not greater gift than a new baby (new child)
God is trusting us with a precious gift
And He will guide us as we embark on this fantastic journey"*
Unknown

**PARENT HANDBOOK
&
RULES AND REGULATIONS FOR THE FACILITY**

PARENT AGREEMENT

I / We,
(MOTHER's NAME & SURNAME)

and
(FATHER's NAME)

Parent (s) of
(CHILD's NAME)

.....
(CHILD's NAME)

.....
(CHILD's NAME)

Agree to abide by the Rules and Regulation of COLED, as set out in the "**PARENT HANDBOOK & RULES AND REGULATIONS FOR THE FACILITY**" dated **APRIL 2021**.

Not abiding by these Rules and Regulations may lead to termination of enrolment at COLED.

SIGNED AT:
(PLACE)

DATE:

SIGNATURE:
(MOTHER)

.....
(FATHER)