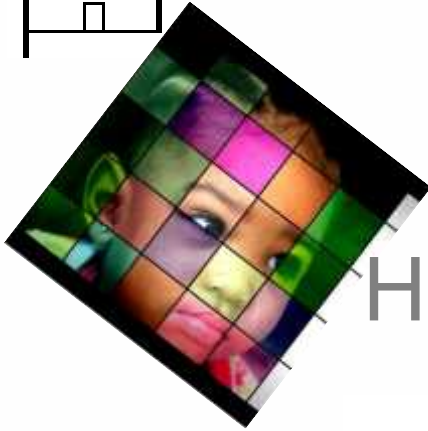
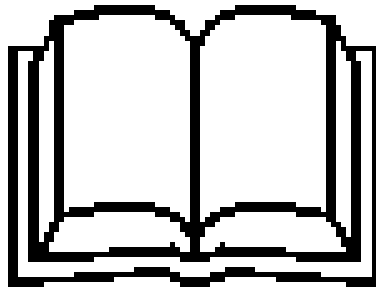


Robin's manor



Parent

Handbook



*Love, giggle, discover, mature.*

*...providing quality daycare tradition in a safe and secure home-like environ....*

INNER PEACE VILLE

14B, Adediran Ajao Crescent, Ajao Estate

Anthony-Village, Lagos

[www.robinsmanor-ng.yolasite.com](http://www.robinsmanor-ng.yolasite.com)

## Welcome!

Welcome to Robin's Manor Child Development Centre! Quality childcare is a top priority at RMCDC. We are very blessed to have a beautiful, spacious building in which the children will be accommodated. The academic program will include exciting hands-on learning activities which are age-appropriate for each child.

The children are served nutritious, home-style meals and snacks each day. Our staff are qualified and trained to meet the needs of the children both physically and emotionally. It is our desire to help develop the hearts of the children to have a love for learning.

The following handbook should familiarize you with the policies and procedures of our Centre. Please read through this handbook and keep it for reference. Again, thank you for giving us the opportunity to share God's love with your child!

### **A little bit about myself:**

Hi, my name is Somto and I'd like to welcome you and tell you a little about myself and my business. I have many years of experience with children starting with babysitting jobs as a teenager and later on raising 2 of my sister's 3 children and then going on to work for a variety of schools and daycare centres. I have been married to my husband 'Seun for a decade now. I hold a current Infant and Child CPR and First Aid Certificate, and have taken many child-related educational workshops over the years. My husband and I are the creator and owner of the Robin's Manor Child Development Centre website online.

I believe parent/provider communication is vital to a successful child care relationship. Beyond communication, I provide a healthy, safe, and loving home-like environment for all children where they can learn and grow on a daily basis. The information in this handbook is well thought out and comes from many years of experience. My policies are in place to ensure a peaceful environment for all parents, all children, and myself.

## HOURS OF OPERATION

The Centre's operating hours are from:

**Daycare hours:** 6.30am – 6.30pm (5 minutes extra grace.) Mon. through Fri.

**Extended hours:** 6.35pm – 8.30pm prompt (available at extra cost daily.)

**Saturday drop-offs:** 10.00am – 4.00pm

**Public holiday drop-offs:** 9.00am – 4.00pm

**After-school care hours:** 1.00pm – 6.30pm

The Director's office hours are normally from:

10:00 a.m. – 5:00 p.m. Monday through Friday.

If you wish to set up an appointment, please call. Schedules can be arranged!



## FULL-TIME MONTHLY FEES

(effective September 1, 2011)

Registration & Prospectus .....	NGN 3,000
Childcare (Monthly) .....	NGN 10,000
Childcare (Quarterly) .....	NGN 28,500
Childcare (Annually) .....	NGN 111,000
Meals (Optional) .....	NGN 5,000 (monthly)
Stationery (3 – 23 months) .....	NGN 2,000/Annually
Stationery (24 – 36 months).....	NGN 3,000/Annually
Extended hours .....	NGN 250/hr
Mon-Sat drop-offs .....	NGN 1,000/day
Public holiday drop-offs .....	NGN 1,500
After-school care .....	NGN 10,000 (monthly)



*(The Registration Fee is non refundable.)*

## **A WORD FROM US**

The Policies and Procedures contained in this Parent Handbook have been developed and issued to ensure the safest, most nurturing environment for the children in our care. Our ultimate goal is to help your child develop mentally, physically, and spiritually to the best of his/her ability. We feel it is vitally important to your child's well-being that you know these Policies and Procedures and agree to abide by them. Together we will work to make your child's experience with us a positive, successful one. Failure to comply with these Policies and Procedures could result in the immediate removal of your child from the Centre's roster. For the convenience of our parents, we have an information board located in the lobby. Parents should review this board daily for menu changes, schedule changes, closings, and amendments to this Parent Handbook.

## **OPEN DOOR POLICY**

Our Centre maintains an Open Door Policy, which means you are welcome to stop by any time during normal operating hours without prior notice. We encourage our parents to visit us, ask questions, and make suggestions. Communication is the key to your child's success. If you would like a personal conference with the Centre Director, it is suggested you make an appointment to ensure she has ample staff to cover her absence. Please remember, our teachers are responsible for all the children in their care.

## **UPDATING FILES & PERSONAL INFORMATION**

On the Enrollment Form you will be asked to supply personal information to the Centre concerning your child and the household of the child. This information is kept strictly confidential, unless otherwise restricted by State Law. This information is used to aid the teacher in making your child's stay at the Centre a pleasant experience. Parents refusing to supply personal information may be refused admission of their child, unless otherwise discussed and approved by the Centre Director. Furthermore, it is the parents' responsibility to make sure their child's file is updated regularly. If there are changes to

your child's family life, such as changes in contact numbers, addresses, living arrangements, parents new work information, divorce in the family, please complete a Personal Information Update form. These forms are provided on request. Once an updated form is completed, you may give this form to your child's teacher or the Centre Director.

## **APPLICATION & REGISTRATION PROCESS**

All parents are required to take a short tour of the Centre's premises before an Enrollment Form is demanded; you are encouraged to bring your child with you during this visit. This tour allows you to get a first hand look at our Centre's premises and meet our staff. Please feel free to ask questions and/or make suggestions during your tour. Hours, fees, policies, and procedures will be discussed with you at this time. It is suggested, but not required, you make an appointment for this visit. This will ensure the Director is available for your visit. After completing the tour, you may obtain an Enrollment Form for your child. This form must be completed and signed by one or both parents. It should be returned to the Centre along with all fees before we can add your child to our Centre's roster. Parents must review this Parent Handbook and sign a Parent/Provider Contract before we can accept any of your children into our Centre's care.

## **IMMUNIZATIONS**

Parents are responsible for keeping their child current on all immunizations required by Law. All immunizations must be up to date prior to your child's admittance into the Centre's care. Parents are also responsible for updating their child's files after each inoculation. Failure to provide the Centre with current information will result in your child's removal from the Centre's roster and will prohibit the Centre from accepting your child into care. This is required by law and is NOT optional. Please note that the appropriate state required form must be used. These forms may be obtained from your child's doctor or the Health Department.

## **GENERAL HEALTH & SICKNESS**

For the safety of all children in the Centre, only children who are free of any communicable disease will be admitted in the Centre. This policy is necessary for the protection of all our children. Should your child become ill during the day, you will be notified and expected to pick up your child within three hours. Your child should be free of fever, vomiting, and diarrhea for at least 24 hours before returning to the Centre. If your child is ill enough to take to the doctor or has a communicable disease such as pink eye, chicken pox, etc. a doctor's note will be required stating when the child can return to the Centre without posing a health risk to other children. Your child's teacher and/or the Centre Director will determine daily acceptance of your child into the Centre. *The Centre reserves the right to deny any child into the Centre's care if we feel there is a possible health risk to other children.*

## **REGULARITY OF ATTENDANCE**

Children are expected to attend the Centre on a regular basis as a space is reserved for your child. Should your child be unable to attend the Centre for any reason, it is your responsibility to notify us as soon as possible so we may adjust our plans according to the number of children we have in our care. We request you give us a two-week notice if for any reason you wish to remove your child from the Centre's roster and care. Also, you must file an enrollment termination form.

## **EMERGENCY PLAN**

In the event of an emergency such as severe weather or fire, the Centre will follow the plans posted on the Parent Board located in the lobby. When danger has passed, parents will be notified of the safety of the children via telephone. Please do not call the Centre! We will be busy caring for the safety and well being of the children and will need the phone lines to remain open and free.

In case of serious injury, the child will be made comfortable until emergency personnel arrives, during which time the parents shall be notified and directed as to where the child is to be/has been taken.

In case of a lost child, the police will be notified immediately and all available staff will immediately begin a search for the missing child.

## **SEVERE WEATHER**

In the event of severe weather, the Centre reserves the right to close or remain open. Parents should watch the local T.V. stations (Channels, LTV, TVC, MITV, etc) to see if the Centre has closed during times of bad weather. Fees for services during these periods will not be reduced, refunded, and/or credited, unless otherwise decided by the Centre Director.

## **DISCIPLINE**

Our Centre believes in constructive discipline methods to maintain control of the children in the Centre. Under no circumstances will the use of any physical punishment and/or any punishment that is shaming, demeaning, humiliating, or frightening to your child be allowed in our Centre at any time. This includes parents disciplining their own child while on the Centre's premises.

## **REMOVAL**

If your child's teacher or any other member of the Centre's staff determines your child's behavior has made a negative impact on the classroom environment, you will be contacted to discuss the problem(s). If your child's behavior continues to have a severe negative impact on the classroom environment, you will be asked to remove your child from the Centre. Your child will be removed from the Centre's roster and will not be accepted back into the Centre's care. If your child's behavior endangers his/her life or any other person in the Centre, you will be asked to remove your child immediately from the Centre's premises. If you cannot be reached, please be assured the Centre will do everything

possible to ensure the well-being of your child and the other children in the Centre's care until you arrive.

We understand children experience phases in their childhood and may go through stages of kicking, hitting, pulling hair, etc. We are willing to work with parents on these matters; however, these guidelines must be set to ensure the safety of all children in the Centre's care. Communication is the key to your child's success.

With more severe behavior such as biting, we have a different policy. If a child bites three times in the course of the day, that child must go home. If the behavior persists for more than three days, the child is suspended for a week. If this does not work, we will ask that you remove your child from our care.

## **ARRIVAL & DEPARTURE**

Our hours of operation are set. We will not accept children into care before 6:30 a.m. All children must be picked up at the Centre no later than 6:30 p.m. There will be a late pick-up fee of NGN250.00 per hour, per child - charged in favor of any child not picked up at the Centre by 6:30 p.m. *This fee must be paid when picking up your child.*

Also, we request your child be brought to the Centre no later than 10:00 a.m. A later time disrupts the daily schedule, play times, lunch times and nap times. Breakfast is served between 8:00 - 8:30; lunch between 11:00 a.m. - 12:00 noon.

Every day upon arrival, you must sign your child in at the Centre (using full names!) Upon departure, your child must be signed out at the Centre.

Under no circumstances should any child be left unattended on the Centre's premises, whether or not that child is enrolled in our Centre's care. This includes the parking lots, restrooms, etc. and includes children up to 18 years of age. Failure to comply with this policy will result in immediate removal of your child from the Centre's roster, and your child will not be accepted back into the Centre's care. This policy will be strictly enforced.



## **AUTHORIZED RELEASE**

Your child will only be released to the individuals named on your child's Enrollment Form. If we are not familiar with these individuals, we reserve the right to request a picture ID as well as the Code Word designated on your child's Enrollment Form.

You are responsible for updating a list of these individuals of the appropriate Code Word. The Centre assumes no legal responsibility for any child once they are released to an authorized individual listed on the Enrollment Form.

## **DAILY HEALTH CHECK**

Teachers/nannies are required to document any serious bruised, abrasions, etc. found on a child upon arriving at the Centre for care. Your child's teacher may request that you sign a form stating you are aware of the child's injury, and that this injury was present before the child was left in the Centre's care.

This procedure protects our teachers, as well as complies with Centre's Regulations. If you refuse to sign this statement after being requested to do so by your child's teacher, the Centre reserves the right to deny care for the child for that day until the matter is discussed with the Centre Director.

## **ABUSE REPORTING REQUIREMENTS**

Our teachers, the Centre Director, and any individual on the Centre's premises are required to report any observed child neglect and/or child abuse to the proper authorities.

This includes observation of the actual incident and/or observation of the injuries of the incident. The Centre does not tolerate any form of mistreatment toward any child on the Centre's premises.

## MEDICATIONS

The Centre Director or approved staff is permitted to administer medication to your child under the following conditions:

### PRESCRIBED MEDICATIONS

1. Medication is to be furnished by the parent/guardian and delivered directly to the Centre Director or Administrative Assistant.
2. Parents must provide written authorization for staff to administer the medication, which must be updated on a weekly basis.
3. All medication must be properly labeled with directions for dispensing, including dosage and dosage interval. No deviations from these instructions will be allowed. We are not allowed to administer medications on an as needed basis. This is a Centre regulation, which will be strictly enforced.
4. The Medication **MUST** have the original label on it and **MUST** be prescribed specifically for that child.
5. No medications are to be left in the diaper bag or back pack. All must be given to the front desk personnel/Centre Director.

### NON-PRESCRIBED

1. Parents must provide written authorization for the staff to administer the medication.
2. The medication **MUST** have the original label on it.
3. The parent/guardian must provide the medication as well as directions for dispensing, including dosage and dosage interval.
4. Medication should have child's first and last name on it.

The Centre assumes no legal responsibility for parents who do not comply specifically to these rules and/or for parents who provide false information and/or authorization to the Centre.

Also all Medicines must be picked up by Friday. Any medication left for more than two weeks will be discarded.

## ALLERGIES

The Centre will make every effort to ensure no child is unnecessarily exposed to any substance to which that child is known to have allergies. (The Centre reserves the right to ask for a doctor's note). If your child needs special foods or formula, you must provide the Centre with this knowledge and with the special items. It is your responsibility to keep the staff informed and updated.

The Centre assumes no legal responsibility for parents who do not comply specifically to these rules and/or for parents who fail to provide this information to the Centre.

## ACCIDENTAL AND INCIDENTAL INJURIES

The Centre puts forth every effort to prevent accidents and incidents from occurring; however, children will be children, and accidents and incidents between children do occur. Our Centre is staffed with professionally trained individuals who will respond promptly according to the nature of the injury incurred due to an accident or incident. Parents will be informed of all known accidents and incidents your child is involved in while in the Centre's care. Minor injuries, such as normal scrapes and bruises, will be brought to your attention when you pick up your child, and you will be provided with a written Incident Report. Serious injuries requiring the parents and/or emergency personnel's immediate attention will be handled appropriately as follows:

- ✓ If emergency personnel are needed, the Centre's staff will contact these authorities first and then the parents will be notified via telephone.
- ✓ If emergency personnel are not needed, the Centre's staff will immediately notify the parents via telephone.
- ✓ If it is necessary to remove the child from the Centre due to the circumstances of the injuries, a member of the Centre's staff will accompany your child to the nearest medical facility. In such instances, after notification, parents are expected to immediately come to the medical facility and assume direct custody and responsibility of their child. If parents cannot be reached, the Centre's staff will begin to contact the individuals listed on the emergency contact list. Again, it is vitally important you keep emergency information updated in your child's file.

## **CLOTHES AND BEDDING**

Washable, comfortable play clothes and shoes are most suitable for your child while at the Centre. Please send a complete change of clothing, labeled with your child's name. Also, label any additional items brought to the Centre. This policy applies to each child you have enrolled. The Centre will provide linens necessary for naps, quiet times, etc. These linens will be washed and maintained by the Centre. If necessary, your child may bring a "comfort" blanket or stuffed animal. The Centre assumes no legal responsibility for lost, stolen, soiled, torn, or broken items. All personal items must be taken home on Friday and washed.

## **TOYS**

The Centre provides sufficient toys and equipment for the children, based on individual age and developmental needs. Toys and books should not be brought from home, except on special "share" days set by your child's teacher. Even on these "share" days, please use discretion in the items you allow your child to bring. Expensive or very sentimental items may get lost, stolen, or broken. Also, please keep in mind our Centre is Christian-based. Discretion should be used in determining if the nature of an item is appropriate for sharing in the environment. Items should not be offensive or violent in nature. Audio and visual items must be rated for all audiences. If you are unsure about an item, contact your child's teacher or the Centre's Director.

## **OUTSIDE PLAY**

Outside play is a healthy measure for your child and is an important part of the Centre's daily program. Outdoor activities shall be provided daily, weather permitting. Each child who is not an infant shall be provided with at least one and one-half hours of outdoor activity per day. Infants shall spend at least one hour daily outside. A child may be excused from outdoor activities for a limited period of time if there is documentation from a doctor that outdoor activity is medically prohibited, or there is an occasional written request

by the parents that the child be excused from outdoor activities for a very limited amount of time because of special circumstances.

## **CENTRE RIGHTS**

The Centre reserves the right to amend this Parent Handbook at any time. Amendments will be posted on the Parent Board located in the lobby, and will become effective one week after posting, unless otherwise noted.

## **PAYMENT OF FEES**

Fees are due on Friday prior to the week of service OR last Friday of the month. A late fee will be applied for all fees paid after Monday of the week of service. If fees are not paid by Friday of the week of service, including any late fees that may apply, children will not be accepted back into care until all past due and current fees are paid in full. If fees are still not paid by Monday of the week after services, including any late fees that may apply and any fee due for the current week of service, your child will be removed from the Centre's roster and collection efforts will begin for outstanding fees. Persistent late payment of fees may result in your child being removed from the Centre's roster, at the discretion of the Director. Parents are responsible for paying any collection fees, legal fees, etc. the Centre may incur in trying to collect outstanding fees due.

## **METHODS OF PAYMENT**

The preferred method of payment of your child's fees is by cheque. Cheques should be made out to Robin's Manor. Cheques can be given to the Administrative Assistant, or Director. Cash is accepted; however, payments made in cash should be given directly to the administrative Assistant, or Director. Please do not give payments to your child's teacher. The Centre will not be responsible for lost or stolen cash not given directly to the office staff. You will receive a receipt for all payments. A returned cheque fee will be charged for any returned cheque, regardless of reason. The Centre reserves the right to

revoke the privilege of cheque writing by any parent. If the Centre revokes this right, the parent is responsible for paying future fees in cash.

## **UNSCHEDULED ABSENCES**

The Centre depends upon fees for financial support. Refunds and/or credits are not possible for the unscheduled absence of your child. Whether due to sickness or vacations, you are still required to pay your weekly fee in order to hold your child's position on our Centre roster. If you know your child will be absent for the next week's care, please see the "Scheduled Absence" guidelines of this Handbook.

## **SCHEDULED ABSENCES**

After your child has been in the Centre's care for twelve consecutive months, you may request up to two (2) weeks of care per year per child at a discounted fee rate for periods you know your child will be absent from the Centre. The discounted fee rate will be one-half of your child's regular weekly tuition. This discounted fee rate is applicable only if your child is not present at the Centre. You must complete a Discounted Fee Rate Form and present it to the Centre Director one week prior to the week in question; otherwise, the Centre cannot guarantee the discounted fee rate.

## **FOOD**

Meals and snacks are provided to your child while in the Centre's care. Menus and feeding schedules are posted on a weekly basis on the Parent Board located in the lobby. Please take the time to observe the menu and feeding schedule for your child. Feeding schedule times are fixed, and no deviation will be granted unless otherwise arranged by your child's teacher or the Centre Director.

Children are not permitted to bring candy, gum, or any other type of food to the Centre, unless otherwise arranged with the child's teacher or the Centre's Director.

On special occasions, if parents want to bring special treat for the children in your child's class, please see your child's teacher/Centre Director. Parents must bring treats which will accommodate all children in the classroom.

## **BREAKFAST**

Breakfast is provided and prepared in the Centre for children who arrive between the hours of 6:30 a.m. and 8:30 a.m. Breakfast will include bread, fruit, and milk.

## **LUNCH**

Lunch is provided and prepared in the Centre. Lunch is usually a hot meal consisting of a meat, fruit, vegetables, bread, and milk and sometimes dessert. The only time your child would not be served a hot meal would be during a special "outing" (field trips, etc.) in which the child would be given food such as a sandwich, fruit, etc. **PLEASE NOTE:** Parents, grandparents, etc. are invited and encouraged to join your child for lunch occasionally. Please let the administrative assistant know at least one day ahead so the guest can be added to our lunch count.

## **SNACKS**

Snacks are provided and prepared in the Centre. Snacks may consist of crackers, fruit, biscuits, muffins, etc. and milk or juice.

## **CENTRE REGULATIONS**

All breakfast, lunch, and snack food provided are nutritionally sound and approved by the Centre.

## **INFANTS**

Parents are responsible for providing bottles for infants and baby food for toddlers who do not yet eat table food. The Centre requires bottles be labeled with the child's first and last name. All unused bottles will be returned to the parent at the end of the day. All baby food jars sent must have the original seal intact. No opened jars of baby food will be accepted.

## HOLIDAYS

The Centre will close in observance of the following holidays to enable our staff to enjoy these days with their families: New Year's Day, Good Friday, Easter, Independence Day, Labor Day, Children's day, Christmas Eve, and Christmas Day. Any holiday which falls on a weekend will be observed either the Friday before or the Monday after the holiday weekend.

### **What we will do for you....**

We will give the best possible care to your child. We will treat them with respect and love. If you are potty training your two year-old, we will help. If you are breaking your toddler from the bottle or pacifier, we will assist. If there are other areas of discipline you wish us to be aware of and assist you in, let the teacher or the director know. We're here to help you!

We will be fair and honest in our dealing with you. This will be true in the case of discipline for your child, policies, payment arrangements, etc.

We will try our best to communicate with you about events, changes, and anything which affects you or your child. However, we are human and sometimes make mistakes. Please contact us and share your concerns and your praises!

Also, we will tell your children the familiar Bible stories. We are unashamed of our belief in Jesus Christ. We don't teach "doctrine" to toddler and preschoolers. We just want them to know Jesus loves them.

We desire to partner with you to provide wholesome care and training for your precious child!

### **Parent Signature Sheet**

Please sign and date the lines below, signifying that you have read and are in agreement with the policies and procedures of Robin's Manor Child Development Centre.

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Parent Signature

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Date