

*Lash*

*Daycare*

# Parents' Guide

## Contents

|                                                    |   |
|----------------------------------------------------|---|
| Introduction .....                                 | 3 |
| About Zash Daycare .....                           | 4 |
| Daycare Admissions .....                           | 4 |
| Working Hours.....                                 | 4 |
| Services Provided.....                             | 4 |
| Daycare Fees .....                                 | 5 |
| Saturday Guideline for Daycare .....               | 6 |
| Arrival Time and Fetch Time .....                  | 6 |
| Philosophy .....                                   | 6 |
| Staff .....                                        | 7 |
| Confidentiality.....                               | 7 |
| Food Service.....                                  | 7 |
| Food Allergies.....                                | 7 |
| Parent Contact Information .....                   | 8 |
| Services Provided During Medical Emergencies ..... | 8 |
| Conditions for Terminating.....                    | 8 |
| Other Matters.....                                 | 8 |

## Introduction

Zash Daycare came into existence as part of a different component of Burooj Preschool on 8th January 2017. At that time, we operated as Burooj Daycare. Our aim was to provide another service to the parents who have a lot on their hands while working and juggling their kids from school to tuition and other classes.

The main aim of the daycare was to give all the services that the parents require under one roof. At that time, we also started a Quran class under the name of Zikra Quran class and also a tuition centre under the name of Centre for Developing Minds. All these centres are operating under the same roof with the sole purpose of providing our parents all the services that they need so that their kids can complete preschool at ease with minimum stress for them as well.

I believe this aim has been achieved and our purpose fully appreciated by the parents such that the demand for our daycare services with the packages for tuition, Quran class and school have been increasing so much so that we have moved our daycare services to 3A of M. Kuribee Lodge.

It is our hope that with the positive views of the parents we will continue to further and improve our work.

Thank You

Rizana Ahmed Hameed

## About Zash Daycare

Although we changed the name of Burooj Daycare to Zash Daycare recently we have shared many promotional offers in the official Facebook page of Burooj Preschool. As even though the name is different for different aspect of the services that we provide it is provided as a group within one central operation.

## Daycare Admissions

We give placements for kids from the age of 7 months till 9 years of age. Parents are required to fill our application form and bring the necessary document mentioned below along with the form.

We will charge an initial deposit of MVR 500 which will be refunded if the parent chose to stop our services within 3 months of admission after deducting due payments

### *Items needed for Admission*

1. Birth Certificate or ID Card copy of the student and parent
2. Custodian documents if applicable by law (if the parents are divorced) and provided by the respective courts of the Republic of Maldives
3. Allergy reports or any other medical condition or otherwise that we should be informed of

## Working Hours

Day care will be open weekdays morning 7:30 am till 6:00 pm night.

Saturday we are open 7:30am till 3pm. The rates for Saturday is different.

We will be closed on public holidays.

## Services Provided by the Daycare

1. Look after the kids during the time of stay with us
2. Give them baths, clean, change nappy and clothing
3. Give tuition to the student to improve their standards
4. Give food and clean up afterwards
5. At the play area kids will get an opportunity to play and they will be taught games as well
6. Provide a place to sleep
7. Provide different activities to improve the motor skills of the child
8. Provide different creative art activities
9. Help improve social skills of the child
10. Instil in them good Islamic virtues
11. Teach them life skills depending on age, so that kids be more independent and able

## Daycare Fees

1. Other than random stay we will be taking fees in advance. The fees are non-refundable after payment.

| Details                                           | Rate 2yrs above       | Rates 6mn to 2yrs    |
|---------------------------------------------------|-----------------------|----------------------|
| Not more than 1 hr                                | MVR 500/- per month   | MVR 700/- per month  |
| Not more than 2 hrs                               | MVR 1000/- per month  | MVR 1400/- per month |
| Not more than 3 hrs                               | MVR 1,500/- per month | MVR 2100/- per month |
| Package with schooling for 6 hrs                  | MVR 2,700/- per month | MVR 3600/- per month |
| Package with schooling, tuition & Quran for 8 hrs | MVR 3,600/- per month | MVR 4200/- per month |

|                              |                 |
|------------------------------|-----------------|
| Random stay for students     | MVR 50 per hour |
| Random stay for non-students | MVR 60 per hour |

2. Parents are required to state the duration of stay and according to it, the fee amount will be calculated (e.g. if the child is to come every other day or weekly four days the parent can let us know in advance so that we can make changes to the day care fees) but the kids who come on this pro rata basis need to record in the day care book if they are to come in another day and fees will be calculated at random stay rate for those days.
3. As day care fees are to be paid in advance parents are required to settle the fees before 7<sup>th</sup> of each month. Delay of payment will be imposed a fine of MVR 10 per day. If for some reason the child is not coming, we will not be making adjustment for the absent days in the upcoming fee.
4. If there is a change to the number of days and the time of stay it should be informed before the 26<sup>th</sup> of each month. After this if the parent wants to change time and days of stay then they can write in the day care book and that month's day care fees will be calculated on the random stay basis.
5. We will not provide weekly adjustments for students whose stay is 4hrs or less and those who are taking school in the 6hrs package. These students will only get 50% adjustment in daycare if they are not coming for more than half of the month.
6. For random stay students it is the responsibility of the parent to write the time correctly on the day care book. If for some reason the parent has not written and a day care staff has to write the time and date of the stay, we will not be taking responsibility for any discrepancies due to this.

7. Random stay amount will be calculated to the nearest 30 mins.
8. For advance pay parents, please make note that if for some reason that the child is not staying for most of the month, we can reduce the amount up to 50% of the total amount of regular stay and not lower than that.
9. If the parent requires us to provide breakfast and lunch, we will be charging MVR 100/- for breakfast and MVR 400/- for lunch.

### Saturday Guideline for Daycare

1. If your child's 5 days include Saturday then you get charged extra MVR20 per hr for each Saturday. This should be fixed before 26th of each month. Siblings will be charged MVR15 each if they are coming together.
2. If your child is taking 6 days daycare Saturdays will be charged MVR30 per hr for each Saturday. This should be communicated before 26th of each month. Siblings will be charged MVR25 each if they are coming together.
3. If you just want to drop your child on Saturday at random and you are registered in our Daycare a charge of MVR40 will be charged per hr. This will be added to your next month Daycare calculations as additional pay. Siblings will be charged MVR30 each if they are coming together.
4. Please note that only pre-informed stay before 26th of each Month get the discounted rates. Others even though they are informed a week earlier or 2 days earlier will fall under Random Stay.

### Arrival Time and Fetching Time

- a. It is the responsibility of the parent to bring the child on the time specified in the initial enrolment form. Parents are not allowed to come late to fetch the child just because they brought the child at a late time.
- b. We will allow 20 mins for fetch time and after that we will charge MVR 10 for each 15 minutes delayed to fetch.

### Philosophy

Our Daycare aim is to provide our kids with the opportunity to grow intellectually, socially, emotionally, physically, and spiritually in a warm, loving environment. In a community where more and more nuclear families are living separate from their immediate families, kids rarely meet anyone of their age and are mostly accustomed to an electronic device like a TV, tablet etc to keep them occupied. These kids when faced in a social situation are unable to talk or behave properly and tend to shy away.

Being in a daycare with kids of almost the same ages gives them the opportunity to develop. They can be more outgoing and they grasp the language more easily. Even play and learn is more applied in the daycare when the child spends more time here.

## Staff

The Zash Daycare staff mostly consists of loving mothers who have borne their own children and helped them grow. They love their opportunity to be with kids. We also have licensed teachers who help our kids in studies as well. Our staff members have undergone basic First Aid training and even attended Fire and Rescue training as well.

Also, our affiliation with Burooj Preschool, Zikra Quran Class and Centre for Developing Minds enable us to get professional teachers to teach our kids in other aspects of the child's stay.

## Confidentiality

Any child who enrolls becomes part of our family, so we have strict policies maintaining the confidentiality of any matters relating to the child. Any staff member who goes against this confidentiality policy will be penalized accordingly and steps will be taken to not repeat it again.

## Food Service

We will provide breakfast for those who want to eat in Daycare, that will have a monthly charge of MVR100.

Lunch is outsourced and a weekly menu which comprises of rice with garudhiya, vegetable curry, fish curry, fried rice, pasta or noodles which are divided so that the food is not repeated and the child gets to eat different healthy varieties of food. Roshni is provided if the child does not absolutely eat rice. The food is made non-spicy and easy for small kids to eat. If lunch is taken from Daycare it will be charged MVR 400 per month per child.

Parents can bring snacks or even choose to bring food from home. However, as we want kids to have healthy eating habits, certain items are not allowed as snacks.

**Foods that are discouraged includes, but are not limited to:**

|       |             |               |
|-------|-------------|---------------|
| Candy | Soft drinks | Chips         |
| Gum   | Chocolates  | Energy drinks |

**Foods that are encouraged:**

|              |                  |       |          |
|--------------|------------------|-------|----------|
| Fresh fruits | Cheese and meats | Eggs  | Bread    |
| Dried fruits | Sandwiches       | Juice | Crackers |
| Vegetables   | Cheese sticks    | Water | Milk     |

## Food Allergies

Please provide any information regarding food allergy in the enrolment form when the child is registered in the Daycare. If discovered in a late period, please inform

about food allergies to the office. Due to food allergies and hygiene reasons, children will not be allowed to share their food.

### Parent Contact Information

Parents or Guardians must provide written notice to the Reception as soon as there is a change in a parent's residence or work, mailing address or telephone numbers. It is crucial that we are able to locate you at all times in case of an emergency. If the parents are divorced, or separated, the school should be informed of the parent who the child is living with or the parent responsible for school matters in order to avoid miscommunications and misunderstandings.

### Services Provided During Medical Emergencies

In case of an emergency, your child will be provided with medical care. A staff member will contact the parents. A staff member will accompany the child to receive medical care.

### Conditions for Terminating

Zash Daycare may terminate a student for the following reasons:

1. Delayed payment.
2. The child's behaviour becomes abusive to others.
3. The child's behaviour requires more attention than we can provide.
4. The child's parent's behaviour is disruptive or abusive to any staff or child.
5. The parent fails to cooperate with staff policies and guidelines set out in the handbook.

### Other Matters

1. If there are any issues regarding a child, day care staff will first talk it over with the management and then talk the matter with the parent as well.
2. If it is a matter of the child the parent is concerned about, they can call 7931747 or they can talk to the day care staff during fetch time. However please don't call the day care staff members' personal numbers during working hours.
3. If there are any complaints, we will first talk with all the relevant staff involved and get to the bottom of the matter first and after that we will take steps on the matter that deemed necessary.