

# Welcome to Kids Fantasy Nursery!

We would like to welcome you and your children to KIDS FANTASY NURSERY!

We are looking forward to the upcoming year.

Hope you and your families are well. We understand that the Pandemic has posed challenges for many of us.

KFN provides a safe happy and healthy environment for children from 45 days (6 weeks) to 4 years old that will help them grow and develop uniquely. Our approach is based on EYFS British Curriculum, which emphasize creative and child-centered way of working with children. EYFS Characteristics of Effective Learning (Playing & Exploring, Active learning, Creating & Thinking Critically), support children learning across all seven EYFS areas: “Personal, Social & Emotional Development”, “Communication & Language”, “Physical Development”, Literacy, Math’s, “Understanding the World” and “Expressive Arts & Design”.

Our aim is to give the children opportunities to imagine, explore, create, and role-play in a nurturing and inspiring environment. We emphasize on the secure, health and safe environment in which your child can grow and learn the skills in different areas of development.

The Health and Safety of our Children, Staff, and Families is of the utmost importance and priority at Kids Fantasy Nursery.

## COVID-19 RE-opening information

To ensure health and safety and as per guidelines from the authorities, KFN Nurseries will have only 8-10 children in a class bubble. Spaces are extremely limited and we request you to register your child avoid disappointment and so that we can start making safety preparations for your child’s happy and safe times at the nursery.

As per UAE authorities, the following Basic Principles must be incorporated into each stakeholders daily interactions within the nursery community:

1. Social/ Physical Distancing & Hand Washing – Practicing social/ physical distancing and frequent handwashing is the best tools we have to stop the spread of COVID-19. These strategies must be used together to become a part of the day to day operations within the nursery. Nursery staff and children must avoid shaking hands or coming into close contact with other staff or parents

by making sure at least 2 meters is kept between individuals. Children must be taught to avoid touching their eyes, nose, and mouth and to wash their hands often throughout the day.

2. **Staying Home if they are ill** - Requiring parents to keep their children at home if are ill must be adopted into the nursery culture. Additionally, children and staff who are at higher risk of severe illness from COVID-19 are required to work and learn from home.
3. **Identifying Symptoms** – Conducting health checks are necessary to identify any nursery staff or children with COVID-19 symptoms. If nursery staff or children develop any symptoms such as a mild cough, fever of more than 37.5 degrees, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, shortness of breath, or difficulty breathing, they must stay at home.
4. **Hygiene and Safety** - Establishing routines and procedures that ensure hygienic and safe practices are followed by all stakeholders to ensure a feeling of confidence and security when attending the nursery.
5. **Wellbeing** - Ensuring the emotional, social, and physical wellbeing of all nursery staff, children and parents are embedded into the culture of the nursery as well as in the daily operations.
6. **Support and Respect** - Establishing a culture that is supportive and respectful of all stakeholders and takes into consideration personal circumstances.
7. **Transparency** - Establishing open and clear communication so that all nursery staff and parents feel comfortable and confident disclosing personal information related to health and circumstances.

The Health and Safety of our Children, Staff, and Families is of the utmost importance and priority at Kids Fantasy Nursery. We will be following a Triple-S approach, offering the best technology and practices in Screening, Social Distancing, and Sanitization.

We would like to highlight the following precautionary measures that will be effective as we reopen:

- All our branches are currently getting disinfected and deep cleaned.
- Our Staff are receiving extensive training in our enhanced disinfection and sanitization practices as well as infection control policies.
- entering will be screened with advanced technology thermal temperature scanners. Children's temperature will be checked three times during the day.
- entrance all children's shoes, clothes and bags will be sanitized.
- All surfaces and areas will be wiped and clean once every hour with disinfectant wipes.
- Each child's beddings, blankets, bottles, sippy cups, reusable cups, lunch boxes, water bottles and soothers will be stored separately and will send home daily to clean.

- Children will be assisted in washing hands at regular intervals, especially before and after meals and toilet trips.
- Parents will be requested to leave their children at the entrance. A designated staff member will accompany the child in their classroom.
- All Staff will have mandatory COVID 19 testing before resuming work and will be retested every two weeks.
- Each child will have individual tray for sensory and educational activities. Children's work will not be send home but will be proudly shared with our Parent App.
- All Parent Teacher Meetings will be held virtually through our app and Virtual Tours will be encouraged.
- Each family will submit a Travel and Health Disclaimer Form for every member of the family and household.
- Each Nursery Branch has an EHS Environment, Health and Safety Officer who will oversee, cleaning, screening and following of safety policies.
- All our staff attended UAE authorities training, learned how to prevent and control the spread of COVID-19, and are certified as "MBRU community immunity ambassadors".

### Parents Roles & Responsibilities

1. **HANDWASH:** Parents must ensure that they effectively wash their hands or use hand sanitizer before dropping off or collecting their child/children from the nursery. KFN will encourage Parents must to model and teach their child/children how to effectively wash their hands at home, give their child/children opportunities to become increasingly independent with handwashing as per developmentally appropriate under the supervision of an adult. E-mails and other kinds of organized information will be shared with the parents. They will be encouraged to make videos of their children or other kinds of digital material that can be shared with children, showing the handwashing routine at home, for example.

#### Effective Hand wash

KFN staff and all stakeholders must ensure that they know and practice the effective handwash with children and themselves.

Handwashing steps that individuals must follow to ensure hands are properly disinfected:

- **Step1:** Wet hands with running water.
- **Step 2:** Apply enough soap to cover wet hands.
- **Step 3:** Scrub all surfaces of the hands – including backs of hands, between fingers and under nails – for at least 20 seconds.
- **Step 4:** Rinse hands thoroughly with running water.
- **Step 5:** Dry hands with a clean, dry cloth, single-use towel, or hand drier as available.

Washing your hands properly takes about as long as singing "Happy Birthday" twice, using the images below .

2. Know the latest facts:

- Parents must follow any updated nursery policies and procedures regarding COVID-19 and how to minimize the risk of the spread of the virus.
- Parents must keep up to date with information from organizations that provide reliable information such as MOH (Ministry of Health) and WHO (World Health Organization).
- Parents must refer to the principal if there are any questions or concerns regarding updated information or changes to existing policies/ procedures.
- Parents are encouraged to attend remote training and/or information sessions conducted by the nursery to explain updated policies and procedures.

3. HYGIENE AWARENESS:

- Parents must be aware of policies related to hygiene.
- Parents must ensure that their child/children do/does not bring any unnecessary items from home, such as toys, to the nursery.
- Parents must ensure that their child/children brings their lunch in a hard plastic easy to clean bag that is only used for home and to the nursery. The external surface will be wiped down on the lunch box.
- Parents must ensure that one set of bedding is provided to the nursery if the nursery does not provide their own bedding. This bedding will not be returned home daily as it will be the responsibility of the nursery to wash the items on-site each day.
- Parents are encouraged to give their child/children opportunities to become increasingly independent with hygiene procedures such as handwashing, using the bathroom and feeding themselves as per developmentally appropriate under the supervision of an adult.
- Parents are encouraged to send food items for snacks and meals that children can manage independently (removing from bags, opening containers, independent feeding) as per their developmental stage; this will minimize contact for support at snack and mealtime.
- Parents are encouraged to remain connected with the nursery via their communication channels to ensure that they are aware of information pertaining to hygiene and how it can be further reinforced and supported at home.

#### 4. SOCIAL/PHYSICAL DISTANCING:

- Parents must be aware that children are placed into bubbles that will stay together for the entire day and with the same nursery staff
- Parents must be aware that nursery operations in the time of COVID-1 will be different. Some services and facilities will be restricted and may lack variety.
- Parents must support new procedures for dropping off and picking up children in which they will not enter the nursery building and that only 1 parent comes at a time.
- Parents must ensure that only children from the same family or the same bubble are transported together to the nursery.
- Parents must maintain social distancing during drop off and pick up times.
- Parents must contact the principal via telephone or the selected online platform for questions or in cases of concern.

#### 5. CHILD SICK LEAVE AND ATTENDANCE

- Parents must keep their child/children at home if they are generally unwell. Children must not return to the nursery until they are healthy and/ or no longer exhibiting any symptoms for a minimum of 24 hours.
- Parents must keep their child/children at home if they or any family members are experiencing symptoms of COVID-19.
- Children experiencing symptoms of COVID-19 must only return to the nursery after receiving approval from a doctor and a negative COVID-19 test result.
- Parents must follow local health authority guidelines before sending their child/children who have been in direct exposure to a confirmed COVID-19 case back to the nursery.
- Parents must arrange to pick up their child/children within 1 hour if they receive a call from the nursery stating that their child is unwell.
- Parents must allow their child to have a daily health screening (temperature check) conducted by the nurse before they entered the nursery.
- Parents must inform the nursery of any upcoming travel plans and adhere to quarantine requirements upon returning to the U.A.E and the instruction from the ALHOSN application.
- Parents must download the Al Hosn App to ensure traceability in the event of infection.

- Parents must sign the weekly declaration in the form of a weekly letter or survey.

## 6. CRISIS MANAGEMENT

- Parents must ensure that they and their child/children follow the processes and procedures set out by the nursery to ensure the risk of transmission of COVID-19 is minimized, including when to keep their child at home and adhering to social distancing guidelines at all times.
- Parents must ensure that they are aware of all policies related to financial matters, such as fee payment schedules, refund policies etc.
- Parents must ensure that the principal is made aware of any financial concerns at their earliest opportunity so that amicable parent/nursery relationships are maintained.
- Parents must ensure that emergency contact details, including parent names, place of work, contact phone numbers mobile number and office line of a working parent and the name and contact information address and phone numbers of an emergency contact in the event that a parent cannot be reached, are communicated to the principal. It is essential that this information is updated as the need arises.

## 7. POSITIVE RELATIONSHIPS WITH PARENTS

- Parents must ensure that they understand all parent policies, guidelines and protocols communicated by the nursery to reduce the possible spread of COVID-19. Parents must communicate any questions regarding updates to the principal.
- Parents must be aware of and follow any new recommendations from trusted government sources surrounding health and safety protocols. Parents are encouraged to talk to their children about how to stay safe and well, using age appropriate language.
- Parents should reach out to the nursery and seek support if and when needed.
- Parents must be aware of the stress indicators that may present in their child during this time, and how they can alleviate stress in their child by playing and having fun as a family.

## 8. SUPPORTING VULNERABLE POPULATIONS

- Parents must communicate medical or educational needs of their child/children to the principal.

- Parents with children of low immunity/chronic disease are required to get a note from the doctor stating it is safe for their child/children to return to the nursery during COVID-19.
- Parents are encouraged to work cooperatively with the principal and nursery staff in coordinating services with partner organizations that provide services for their child/children.
- Parents must provide a letter from their doctor and directions for administration for any doctor prescribed medication their child is required to take.
- Parents must communicate needs, questions or concerns regarding a child or family member from a vulnerable population to the principal.
- Parents must read and understand hygiene, respiratory and handwashing procedures provided by the nursery and support them at home.

## 9. WELLBEING

- Parents are encouraged to support their child/children through following a healthy balanced lifestyle that includes diet, nutrition, and exercise.
- Parents must monitor their child/children for potential signs of stress or anxiety and implement strategies to try to alleviate this stress in the household (e.g. by playing or reading with their child/children, talking with their child/children about their feelings).
- Parents are encouraged to share any concerns with nursery staff members about their child's wellbeing.

## Nursery Hours

We are proud to be one of the few nurseries that is open every day during the year, working from 6AM to 6PM, for the best service to the families. We would like to remind you that the regular Nursery time is from 7AM to 2PM. According with your needs, you can contract extra timings:

Timings
Regular time: 7:00AM to 2:00PM
Extra fees: Early Drop offs Between 6:00 – 7:00 AM
Extra Fees: Between 2:00 – 5:00 PM
Extra Fees: Late Pickups Between 5:00 – 6:00 PM

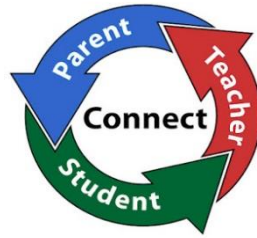
Kindly follow the timings that you choose for your child in your contract and in case you are late, please contact the Nursery Admin. An extra fee of 50 AED per hour will be applied in case of late pickups, please refer to our Admin team.

**We are strictly prohibited by ADEK to work after 6PM, so it is not possible to pick up your child after this time.**

## Schedule

You will receive the monthly timetable for your child's class. Also, it will be available at the Reception area.

## Communication



Effective communication between the nursery and families, help to build a trusting partnership in order to develop honest and respectful relationships. The child is unique, it's very important that all relevant information about the child's needs: physical, emotional, health, educational, etc, is communicated so we will help each other to do the best for the child.

KIDS FANTASY NURSERY is committed to encouraging and facilitating the true involvement of parents in every aspect – from planning and design to ongoing development and organic growth.

The staff team works with parents as partners to provide high quality care and learning experiences for their children and ensures that parents have the opportunity to participate as partners in the care and education of their children.

The Nursery aims to achieve this by:

- Ensuring that all parents are made to feel welcome at all times.
- Ensuring that parents are welcome to visit at any time.



- Ensuring that all parents have access to their child's records.
- Ensuring that staff consult with and seek guidance from parents when planning and implementing policies.
- Ensuring that parents have the opportunity to review their child's progress on a regular basis with the key person.
- Ensuring that parents are informed of Nursery policies, procedures and guidelines.
- Offering parents opportunities to contribute to and participate in curriculum, festivals and all events.
- Ensuring that all parents can meet with staff and other parents/carers to discuss relevant issues and concerns.
- Providing information about activities, policies, incidents, complaints procedure and expectations to all parents.

Communication between the nursery and parents operates in the following ways:

- Tracking Reports are issued each academic term, including a formal comprehensive Report of pupils' academic progress, achievements and social development.
- By Day Care Channel (Parent's APP);
- Phone calls;
- Parents Feedback Form;
- Letters and communication from the nursery to parents to inform or request about events as well consultation questionnaires' when is needed;
- Daily oral communication between parents and staff;
- Social Media (Facebook/Instagram Nursery page);
- Parents' Conferences;

## Classroom Schedules

The Classroom Schedules are organized by our qualified team according with age needs to promote a wide variety of opportunities to the children. It guarantees care, learning and fun during all day. Parents will receive the timetable for their child's class monthly.

## Absences and security sign in and sign out procedures

Is highly recommended that parents contact the Nursery when their child is absent.

For the safety of the child, only parents and authorized person by the parents can pick up the child. Nannies, families' friends or other families' members should be authorized by only the father or mother. Phone calls, phone messages or e-mails will not be considered as an authorization. To authorize, parents should fill up and sign the form available in the Nursery Reception along with Emirates ID copy of the person that will be authorized by them to pick up their child, preferably 24 hours before. We highly recommend that parents always authorize someone in case of an emergency where it is not possible to pick up their child.

## Meals & Food Hygiene

Our aim is to make mealtimes a happy, social occasion. Children will have breakfast, lunch and snack daily. Please send a healthy snack along with your child each day. Some suggestions are fruit, vegetables, yogurt, cheese etc. Children need to bring a water bottle with their name on it every day.

During the pandemic period, the children's birthday celebrations by bringing in food and non-food items such as balloons, decorations, etc. are not allowed. Children will receive compliments and sing happy birthday with their friend, but without food sharing.

Food should be always without any kind of nuts. The nursery is a nut-free zone.

The fridge and microwave will not be used during the pandemic times, so please provide to your child kind foods that not require to be kept in the fridge or warmed in the microwave.



### Hygiene & handling of food

KF nurseries should follow basic food preparation and handling hygiene standards as per follow:

- Staff wear clean clothes and maintain a high standard of personal cleanliness.
- Wash hands using correct handwashing procedures before preparing and serving food and as necessary to keep your hands free of dirt, germs, and body fluids. Note that washing children's containers and other belongs like milk bottles are or permitted during the pandemic times until further notice.
- Keep hair covered with a hairnet or cap while preparing food or during feeding times

- Hands should be washed every time a touch face, nose, or mouth, cough, or sneeze again. Gloves to be changed in between every time dealing with food containers and bottles of different children.
- All food must be labeled with the name and date to avoid mixing or exchanging by mistake.
- Wash hands before and after feeding each child is a must.
- Supervise hand and mouth washing of children before and after food and periodically during the day
- Food/Milk should be kept in each bubble class in a designed area.
- The children will bring back home all their remaining food.
- Sanitary procedures include, but are not limited to staff washing their hands before and after handling each child's belongings;
- effective storage of child's food items to minimize cross-contamination;
- encouraging increased independence of children aged 2-4 to ensure they handle their own food containers and items;
- cleaning all surfaces that are in contact with food containers;
- sanitary procedures for bottle preparation
- Children aged 2-4 years are encouraged to remove their own food items from their bags and feed themselves. If children need support, nursery staff must wash their own hands thoroughly and wear gloves before touching any child's food items and/ or containers or cutlery and in between each child.
- Storage of children's lunch boxes in a place in the classroom that is specific to their bubbles. The lunch box is wiped down on arrival and kept in the bubble specific location.
- Ensure that nursery staff follows sterilization protocols for infants and children who are bottle-fed.
- Clean and disinfect tables, chairs, and highchairs before and after children eat. Hard surfaces must first be cleaned with warm soapy water and then disinfected with cleaning products.
- Parents are required to bring to the nursery all food containers and bottles that the child may use during the day. Children's utensils will not be washed in the nursery. Parents must bring the number of milk bottles that will be used in the nursery during the day because also milk bottles will not be washed.

## Allergies

Inform the nursery if your child has any kind of allergy (food, respiratory or environmental). This is very important in case other students bring in snacks to share with the whole class.

## Behavior

We aim:

- to help children to develop a sense of caring and respect for one another
- to encourage children to co-operate with each other and respect each other
  
- to encourage the development of social skills and help children learn what is acceptable behavior
- to develop children's confidence and self esteem
- to help children to develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement

## Compliments and Complaints Policy

If you have a complaint, we wish to:

1. listen and learn;
2. put things right;
3. and improve our service.

We always welcome suggestions, feedback, and compliments too. A suggestion box is available, and questionnaires will be sent out.

## Parents as partners

An active partnership in children's learning experience – the nursery is an open, welcoming place. Monthly Themes/Calendar/Activities/Events - Parents will be informed through emails and letters about the monthly themes, calendars and special events occur in the nursery. For details, you can visit our website [www.kidsfantasynursery.com](http://www.kidsfantasynursery.com)

We are looking forward to a wonderful year working with your child! Thank you in advance for your support and help throughout the year!!

## Required items to bring daily to the nursery

Parents will receive the required items list as the startup package as well as items to bring every day in the bag according to the child's age.

## Lice Policy

Head lice infection is common. The head louse is a very small whitish or grey-brown insect that ranges from the size of a pinhead to the size of a sesame seed; it feeds by biting on the scalp and sucking blood. Nits are head lice eggs. Head lice do not jump and they do not fly, they walk from one hair to another which is why they are so common at nurseries and school where children sleep, play together closely, and often have their heads bowed down together with their hair touching.

Signs of Head Lice

-Itchy head

-Rash on the scalp

-Black specks that look like dust on their pillow (head lice droppings)

Our Nurse checks children for lice two times each week.

If active lice or nits (eggs) are found:

- The parent will be confidentially notified immediately.
- The teacher will be informed immediately. Classroom items will be cleaned.
- The Nurse or Administration staff will provide information to the infected child's parents about proper treatment.
- The Nurse will provide information to that child's classmates regarding signs and symptoms of lice infestation, risk factors and transmission.
- Hair must be washed and treated with a Lice shampoo, available at the pharmacy. There are both chemical and natural based shampoos available. Follow the exact and complete directions for whatever shampoo you decide upon.
- Children with lice will be checked when they return to the Nursery and one week later to make sure all the lice are gone. If the parent does not follow through with the proper treatment, then the child with lice will be excluded from school until proper treatment has been completed and the child is lice free.

To prevent a recurrence after treatment the whole family should be checked for lice. Anyone who has any signs of head lice in the house should be treated. Also wash all hair items, bedding and towels.

It is not recommended to treat a child for lice who does not have active, live lice or nits (eggs).

## Jewelry

Children are not allowed to wear jewelry in the Nursery

As a matter of general safety of the potential hazard, children are not allowed to wear jewelry in the Nursery. Basically, it is much safer if jewelry is kept for wearing out of nursery. If your child continues wearing it you must accept responsibility for any pain or injury that may occur from an accident.

Please note that our nursery is requiring you to remove the jewelry before you leave your child with us.

If you are sure that you wish your child to continue to wearing jewelry in our nursery please fill up the jewelry form with the Admin team. Sign and return the form below which assures us that you understand the risk involved.

## First Aid & Medicine

The Nursery has a responsibility to provide a safe environment for your child and the management is responsible for health and safety matters concerning the nursery premises. All staff are aware of

potential hazards within The Nursery and the surrounding environment and actively protect children from hazards.

We recognize that a systematic approach to health and safety, based on risk assessments procedures can minimize injury and ill health to staff and children.

All members of staff receive first aid training as part of their induction training. In addition, the Nurse is instructed in the correct procedures for dealing with accidents and incidents including completion of documentation. The nursery has separate accident and incident folder which are used to document each accident and incident that takes place. All accidents and any incidents are recorded in the Accident Report Book. All accidents are accurately notified to the parent as soon as possible.

The School Nurse may give medication with parental permission only and as well with doctor's prescription. Parents must fill up the medication form and sign it. Without this document, the Nursery will not give any medication to the children.

Parents will be contacted as soon any accident, fever or illness is detected. Sick children cannot stay in the Nursery for the safety of other children and for the wellbeing of the child sick, that needs individual attention and care. The welfare and health of the children is our primary consideration, so we believe it is in the children's best interest to be at home if they are unwell.

## Field Trips

The purpose of the field trip is usually observation for education, non-experimental research or to provide children with experiences outside their everyday activities. Off-site field trips are offered at KFN that will include but are not limited to the following: petting zoo, librarian visits, emergency personnel, parks, and other sites related or no with the theme of the month. Parents will be notified at least one week in advance of these on-site visits and will be required to pay a portion of any fees that may be involved. All details will be sent by form and Day Care Channel. The form will inform the local, days, timings and fees.









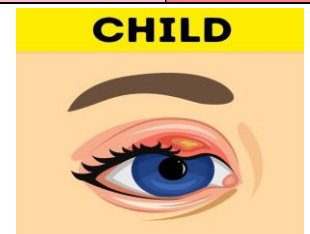
Procedure and Practices, including responsible person(s):

- Admin will notify parents in advance of all field trips requiring transportation and any other special arrangements necessary.
  - A parent or legal guardian will sign an informed consent form for all field trips requiring transportation and will be responsible for any fees.
  - A well-stocked first aid kit along with the children's emergency contact numbers will be taken on offsite activities
  - At least one staff person with current First Aid and CPR certification must accompany children on offsite activities.
  - Field trips will be planned as part of the overall curriculum and/or children's interests and will provide learning opportunities through hands on participation.
  - Whenever possible the caregiver will visit the site ahead of time to determine the safety of the location, what experiences the children may gain along with age-appropriateness and to plan the route of transportation.
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- Additional staffing may be needed to provide adequate supervision and will be scheduled ahead of time for these off-site activities
  - Children will be counted before leaving the child care, during the field trip, and again at the time of departure for return to the child care to ensure that all children are accounted for.
  - At least one staff member will have a cell phone in case of emergency on all off-site activities.
  - A specific caregiver will be assigned to each group of children. A staff member will always accompany children to a public restroom.
  - All children will wear identifying information that gives the facility's name and phone number.
  - While on walking trips the caregivers will model pedestrian safety and teach the children to only cross  
at the corner, when traffic signals indicate it is safe, and only after looking left, right and left again.
  - If a child has medication needs, the member of Admin in charge will be responsible to take and administer the medication as needed.

Best Regards,  
Kids Fantasy Team.

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# I need to stay Home if....

			
<b>I HAVE A FEVER</b>	<b>I HAVE RUNNY NOSE</b>	<b>I HAVE DIARRHEA</b>	<b>I AM VOMITING</b>
Temperature of 37.5 or higher	with yellow/green discharge	within the past 24 hours	Within the past 24 hours
			
<b>I HAVE HEAD LICE</b>	<b>I HAVE A PERSISTENT COUGH</b>	<b>I HAVE A RASH</b>	<b>I HAVE COMMUNICABLE</b>
Itchy head, active head lice or nits	Croupy cough	Impetigo, Ringworm or bodyrash with itching or fever	Flu , Measles MRSA , etc...
<b>CHILD</b>			
			
<b>I HAVE AN EYE INFECTION</b>			
Redness itchy ,or crusty drainage from eye(S)			