



## **Tiny Town Parent Handbook 2020-2021**

### **WELCOME TO TINY TOWN!**

'A journey of a thousand miles begins with a single step' - Chinese philosopher Lao Tzu.

And so it is when your precious children begin nursery!

To make sure this journey is as smooth and exciting as possible please spare a few minutes to read our Tiny Town guide to making the best start.

### **Patience and Preparation**

When your child first starts nursery, we ask you to be prepared to give them lots of love and support as they adjust to this new experience.

All children are different and settle in at their own pace.

Please be strong and positive when letting go. Some children will inevitably become upset but they all settle in eventually.

We suggest you leave your child for an hour or two during their first couple of days. This can then be gradually increased.

We do not allow parents to stay in the classrooms. This is impractical and prolongs the settling in process.

We have a 'Parents Room' where you are welcome to have a tea or coffee, and we will contact you immediately if your child appears unnecessarily distressed.

Together we will do our best to make the transition from home to nursery as painless as possible.

## **A little bit about us...**

Tiny Town has been providing high quality nursery care and education in Qatar since 2008. We have nine classrooms and activity rooms, two sleeping rooms, a library and two outdoor playgrounds.

We employ a security guard who is on duty at all times when the nursery is open, an intercom security entry system and comprehensive CCTV covering the entrance, all classrooms and play areas.

Our fire alarm system is state of the art and regularly checked throughout the year.

We employ a registered nurse, a nutritionist and visiting paediatrician.

We have a wide range of high quality, age-appropriate learning materials and toys, and children enjoy a variety of activities both indoors and outdoors (weather permitting).

Our staff to children ratios are among the best in Qatar and we all care passionately about your children's well-being and happiness.

## **Structure and Routines**

Tiny Town follows the Early Years Foundation Stage curriculum, which sets standards for the learning, development and care of young children in the UK.

Your child will be grouped according to their age and ability, and this will be continually assessed.

Children will be taught through classroom activities, games and play.

Areas of learning cover communication and language; personal, social and emotional development; literacy, maths and science; understanding the world and expressive arts, crafts and design.

All children are offered equal opportunities in a balanced and progressive atmosphere of planned learning.

Every child is recognised and treated as an individual, while being encouraged to interact with their peers and contribute to the overall group dynamic.

To ensure the smooth transition from home to nursery for our younger children, we will endeavour to follow your child's regular routine.

Please be sure to outline their preferred snack times, nap times, likes and dislikes etc. Please note we find children's routines may change when they start nursery but we will keep you informed of any developments.

Each class has a daily schedule. Please ask for a copy when your child attends nursery.

### **Fears and Phobias**

Please advise staff of any fears or known phobias your child may have. We will actively try to overcome them or endeavour to avoid them.

### **Soft Toys and Comfort Blankets**

Many children have a soft toy or blanket which they may use for comfort. The Ministry of Social Affairs has issued strict guidelines discouraging these at nursery for reasons of safety and hygiene.

### **Jewellery**

Please resist sending your child to nursery with valuable items or wearing expensive clothes and jewellery.

## **Illness and Sickness**

Tiny Town has a strict policy **not** to accept a child into the nursery who:

- Has a high temperature or fever or is obviously lethargic and generally unwell
- Has a green running nose and swollen eyes that may be the start of or the result of a heavy cold and possible fever
- Has an unexplained rash or open sores
- Has any eye infections
- Has diarrhoea (which the child must be clear of for 24 hours before returning)
- Has head lice (which the child must be clear of for 24 hours before returning)

Tiny Town will accept a child who:

- Is over the worst of a cold and may be taking a cough mixture

Please note: acceptance of your child back to Tiny Town after a sickness absence will be at the discretion of the nurse and manager.

## **Known Medical Conditions / Allergies**

We request that you inform us in writing, preferably with a doctor's note, of any medical conditions your child may have.

## **Arrangements when a child is distressed or ill**

If your child becomes ill or unduly distressed during nursery hours, we will contact a parent or appointed guardian so that arrangements can be made for immediate collection. The child will remain with the nurse in our isolation room until collected.

In the interests of other children and staff it will be necessary to exclude any child who has been diagnosed with certain contagious illnesses and diseases.

## **Administering of First Aid**

We have a fully qualified Registered Licensed Nurse on the premises and we keep a well-stocked first aid kit. If a child has an injury, they will be treated immediately and an accident or incident report prepared for the parent to view and sign on the same day. If a head injury occurs, a parent will be informed immediately.

## Accidents and Incidents

Tiny Town defines an 'accident' when a child falls or hurts themselves when no other child is involved.

We define an 'incident' when there are two or more children involved. All accidents and incidents are recorded.

Reports include the time, a detailed account of what happened, the result, including any injuries sustained, the steps taken to treat the injury and the course of action taken thereafter.

This is signed by the class leader/assistant, the manager and the parent/collector on receiving a copy. Our copy is kept in the accident/incident record file in the office for future reference.

## Administering Medication

Our nurse or manager administers all medicines.

A medical consent form must be completed and signed by a parent or guardian and a full explanation provided with full details of the medicines, dosage and administration times. The medicine should be in its original container and clearly labelled with the child's name.

For **antibiotics** to be administered a full explanation must be given about the illness. Your child's attendance will then be at the discretion of the nurse.

## First Aid Training

Tiny Town staff hold a First Aid and CPR certificate in child care. We also have an arrangement with a paediatrician to visit us on a monthly basis.

## Fire Drills

We have a fire drill each month. Our fire safety equipment and escape routes are contracted to be inspected and checked on a quarterly basis by How United Limited. The Civil Defense also conducts ad-hoc inspections throughout the year.

### **Staff Sickness**

At Tiny Town we have taken the precaution of employing several spare teachers. If your child's teacher is absent, one of our spare teachers will step in.

### **Toilet-training/Nappies**

Nappies and wet wipes must be provided by you.

Toilet training, as far as possible, will be handled in accordance with your specific requests and according to the developmental needs of the individual child. We will help as much as possible.

### **'No Nuts' Policy**

Due to the serious nature of nut allergies, Tiny Town has a **NO NUT POLICY**. Please refrain from bringing in any nut products. If we see any nut product accidentally put in the snack bag, it will be removed and returned home with a reminder.

### **'No Pork' Policy**

**Kindly refrain from sending in any pork products in your child's packed lunch as this risks offending cultural and religious sensitivities.**

### **Snack Times**

We serve breakfast from 9.00 a.m. until 9.30 a.m. and lunch from 12.00 p.m. to 12.30 p.m.

Our younger babies may have extra or different snack times according to their normal routines.

If your child is with us for the entire day between 6.00 a.m. to 3.00 p.m. they may require a third snack later in the day. There should be sufficient food supplied for your child to eat throughout the day with drinks please. We will top up their water bottles as often as required.

## Snacks

- We ask that you send in nutritional snacks that are full of goodness. We encourage you to send in fruit, cut up and prepared in advance.
- Please send snacks in a small bag/lunch box as storage size is limited.
- Please mark you child's lunch bag, boxes and containers with their names.
- Please do not send sugary fizzy drinks. Water is available at all times.
- Please avoid any chocolate bars or chocolate covered biscuits.
- Please do not send in candy/sweets.
- All left-over snacks will be returned home (with the exception of yoghurts) so you can monitor what your child has eaten that day.
- Snacks will **not** be swapped or shared.
- Please adhere to our **NO NUT POLICY** at all times.
- All food is stored carefully and refrigerated as necessary. We can heat up food in a microwave oven if required.

## Nursery trips

Tiny Town does not have any trips outside the nursery premises in keeping with Ministry guidelines.

## Sun Awareness

The nursery has two shaded outdoor playgrounds.

We still encourage parents to provide a sun hat which children will be expected to wear when playing outside in the sunshine.

Play activities are monitored to ensure children do not become too hot or dehydrated. If applicable, sun cream should be applied **before** arriving at nursery.

## Birthdays

Birthdays are important! We will help to celebrate with parties and games. If you would like to bring in a cake, please advise us beforehand. Children are given a small piece to mark the occasion. Please let us know if you do not wish your child to have cake at nursery.

Please remember – **no nuts on or in the cake!**

## **Procedure for Collection of Children**

Children will only be released to parents and adults listed on the 'Consent Form' included in the information pack.

Release to any other adult requires written authorisation signed and dated by you, or by direct communication with the Nursery Manager. Identification may be requested at any time from the new collector.

## **Labelling of Items**

Where possible, please ensure all items brought to the Nursery are clearly labelled with your child's name. We will give you a name tag for their school bags.

## **Shoes & clothing**

Please ensure your child wears suitable clothing and footwear.

We use an assortment of safe and child friendly materials and water based paints that wash out when cleaned immediately. Darker colours have been known to leave a mark and therefore we ask that you send your child in suitable play clothes to enable them to freely enjoy all the activities Tiny Town has to offer.

## **Spare Clothing**

Please supply a spare set of clothes for your child, which can be left at nursery. Spare clothes that are soiled will be returned and suitable replacements should be sent in the next day.

## **Hygiene**

We have three cleaners who are responsible for keeping the premises as clean and hygienic as possible. Toys are washed and sanitised daily.

## **Nap times**

If your child requires a nap during the day, we will use one of our two sleeping rooms. These are staffed and monitored throughout the day. Our bedding is washed after each use.

## Care & Discipline

Each and every child will be treated as an individual, with their progress and welfare carefully monitored.

In cases of 'anti-social' behaviour, staff will endeavour to explain why such behaviour is unacceptable. They will use only positive guidance, redirection and the setting of clear boundaries that will enable your child to become self-disciplined.

Our aim is to encourage children to be fair, respect property, respect others and to be responsible for their own actions.

Discipline and guidance shall be consistent and based on an understanding of the individual needs and development of your child.

Aggressive physical behaviour towards staff or another child is unacceptable.

Staff will intervene immediately when a child becomes physically aggressive to protect all children and encourage more acceptable behaviour.

**We use a 'Time Out' policy if the child continues to mis-behave after their second warning.**

This simply means removing them from an activity for two or three minutes. We then encourage them to apologise before being allowed to re-join the activity.

**Tiny Town reserves the right to exclude or require the removal of any child at any time, if it is deemed necessary. This is at the absolute discretion of the Nursery Manager. This will be implemented if it is considered to be in the best interests of the nursery.**

## Photographs

Photographs are taken throughout the year of all activities. These can be seen on our Facebook page. Please send a friend request to Yasmin Quamar-Couch. Photographs may also appear on the Tiny Town website and other social media. **Please let us know if you do not wish to have photos of your child published or your child to be photographed.** We will seek your permission if we wish to use photos for any promotional advertising.

## Professional Photographer

A professional photographer visits Tiny Town each year. We usually use Pret-A-Portrait from the U.K. Purchase of photos is optional after viewing.

## Fees

Nursery fees are due on the **1<sup>st</sup> of every month** or to the nearest Sunday after the 1<sup>st</sup>.

Payments can be made by cash or cheque. Cheques should be made payable to Tiny Town Nursery. Please write the full date and amount in English. There is a 10% discount for sibling's fees.

Your child's registration represents a commitment from both you the parents and Tiny Town. We commit to taking care of your child and you commit to paying for the service. We have a contract. Termination of the contract requires one month's notice.

If you leave Tiny Town for any length of time and fees have been missed, then the contract is broken and a new contract is needed to re-register your child (subject to availability).

If your child takes a holiday throughout the year, other than the official days the nursery is closed, **all fees must be paid to secure your child's place. Non payments of fees may lead to your child's place being passed to the next child on the waiting list.**

If your child is ill, **all fees must be paid to secure your child's place. Non payment of fees may lead to your child's place being passed to the next child on the waiting list.**

## Refunds

In the eventuality of a family relocation or if you wish to leave Tiny Town, providing you give one month's notice any full month's fees paid in advance will be refunded.

## Opening and Closing Times

**Please be reminded that Tiny Town timings are from 6.00 a.m. to 3.00 p.m. Please call on 4483 4553 if you are going to be late.**

## **Comments and Suggestions**

We are always looking at ways in which we can improve what we do here at Tiny Town.

We value all comments and suggestions you may have.

We have an 'open door' policy and your thoughts and ideas are always welcome.

Thank you for your time, and your trust.

Yasmin Quamar-Couch  
Principal

### **British Nursery**

**Call:** 4483 - 4553 / 6602 - 8092

**Email:** [info@tinytown.com.qa](mailto:info@tinytown.com.qa)

**[www.tinytown.com.qa](http://www.tinytown.com.qa)**