

# Parent Handbook



**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE**

**57 Van Gelder Road  
Bramley View  
2090**

**011 264 4864 / 074 401 9228 / 079 864 4750**

**[muhluriahc@gmail.com](mailto:muhluriahc@gmail.com)**

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE**

Muhluri Pre-School And Aftercare Centre's goal is to be Bramley View and surrounding areas leading preschool program and to educate our learners in a safe and secure environment, while honoring who God created them to be by understanding their needs and learning styles so that they master academic skills, become lifelong self-directed learners and exemplary examples of Godly Character.

Our program gives children ages 3-months through 6-years enriching opportunities to develop the whole child. We focus on learning through both child-directed play experiences and curriculum time. We believe a balance of play and preschool enhances growth and development in all areas: physically, socially, emotionally, creatively, and intellectually. This is achieved in a safe, secure and loving environment with caregivers who are dedicated to enriching children's lives.

We provide Children opportunity to learn about God's love for them through Bible stories and songs. We do not teach denomination doctrine to our children. We teach basic principles concerning Godly character such as loving one another, sharing, kindness etc. children are encouraged to be good examples in their behavior.

**NON-DISCRIMINATION POLICY:**

Muhluri Pre-School And Aftercare Centre does not discriminate on the basis of gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all the rights, privileges, programs and activities generally made available to learners at the Centre.

**Rules and Regulations**

Muhluri Pre-School And Aftercare Centre is licensed and regulated by the Department of Social Development in terms of the Non Profit Act, 1997 and Public Health for a Child Care Services in terms of Section 101 of the Public Health By-Laws of the City of Johannesburg (Local Authority Notice No. 830 of 2004).

**1. DROPPING OFF, PICK UP CHILDREN AND ATTENDANCE**

At Muhluri Pre-School And Aftercare Centre, we cannot prevent a legal parent to take the child without the necessary court documentation e.g. an interdict (except if a parent is obviously in an unacceptable state of mind or physically inept e.g. under the influence).

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

Parents have a right to access their children at any time. However, we do have a drop off time of 8:30am each day so that the child can take part in our full educational program.

Parents are permitted to come to school and spend the day on a voluntary basis or for a short time just to observe.

Late coming and absenteeism affects the child's learning, we cannot be answerable for that.

In the event that a parent is unable to pick up their child, they may authorize another legal adult to pick up. Children will not be released to a minor. Authorized adults must be listed on the enrollment form to pick up and the authorized adult must bring ID book/card. Children will not be released to adults without an ID book/card.

Muhluri Pre-school And Aftercare Centre undertakes to provide normal day to day care, we cannot accept responsibility for children with special needs and requirements.

Muhluri Pre-school And Aftercare Centre and the staff cannot be held responsible for any child who is not signed for upon arrival.

Between 06h00 and 08h30 in the morning is drop off time and pick up time is between 15h00 and 18h00. During this time the staff ratio will be lower since they work shifts.

Please ensure that you close the security gate behind you upon entering and exiting for all our safety and security.

Operation hours are strictly 6h00 to 18h00 (day care) and 14h30 to 17h30 (aftercare) [Monday to Friday].

A penalty fee of R50,00 will be charged from 18h00 TO 19h00 and R30 for every 30 minutes thereof regardless of the reasons. The staff working hours are stipulated until 18h00, they will receive these payments, as overtime will take effect.

We reserve the right to terminate your contract should you refuse to pay the penalty fee.

Should late picking happen more than twice for more than 5 minutes, at the end of the month all those minutes will be added up and penalty will be charged accordingly.

Day care services are available throughout the year and closed from 15 December to 7 January. However, the aftercare Centre is open during school term dates as specified in the school diary and closed during public holidays and has an annual shut down of

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

three weeks during December from the 15<sup>th</sup> to 8<sup>th</sup> January. Full tuition is due even for holiday months.

An arrangement to bring a child from the 4<sup>th</sup> January can be made before the 30<sup>th</sup> of November (at a minimum cost).

At no extra cost early re-opening will depend on numbers (minimum 10 (ten) children).

A maximum of 2 (two) staff members will be available for 10 (ten) to 20 (twenty) children.

Potty Training: Is compulsory from month 24 between August and April only.

## **2. PREVIOUS CENTRES**

The Centre reserves the right to do reference checks with the previous Centres attended and do credit check.

## **3. AFTERCARE**

We do not do homework, we supervise to the best of our abilities and it is the responsibility of the parent to do a follow up.

## **4. MEDICATION**

We are not allowed by the law to administer any medication. Please inform your physician/doctor that your child is in full-day preschool and that you prefer to give medications at home, mornings and evenings. Knowing this, many doctors will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. Please remember, Muhluri Pre-School And Aftercare Centre is designed for **well** children.

If medications need to be administered at school, the following conditions must be met:

- ❑ **Prescription medication will be accepted only if it is in the original container and hasn't reached its expiration date.**
- ❑ Nonprescription medication **will not** be administered at Muhluri Pre-School And Aftercare Centre.
- ❑ Before any prescription medication can be administered, we must have permission in writing by the child's parent or guardian. Please fill out the

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

medication forms and enter instructions into the Daily Medication Log Book. Please bring a copy of the information given to you by the pharmacy.

- Medication needs to go home after the last date that the medication is administered.

Health forms are required to be completed at the time of enrollment showing any allergies, physical handicaps, a statement of general health, and a current immunization history. These must be updated and kept current.

Medication (prescription only) may be given to children with a signed medical information sheet. These are located in the office.

Children with contagious illnesses must stay at home until all symptoms have disappeared. This includes amongst others, tonsillitis, diarrhea, eye infections, mumps, measles, chickenpox, head lice etc. Under these circumstances, we request a certificate from the doctor stipulating that the child may return to the Centre.

If your child has a skin rash or eye infection that is not contagious according to the doctor, we require a written confirmation from the doctor stipulating that the child may return to the Centre.

## **5. ILLNESS AND EXCLUSION POLICY**

We have the right to refuse attendance of your child if the above procedure was not followed and when it is clear that our child is not well and may be a threat to himself/herself, other children and staff members.

You must inform the Centre if your child contracts or has been in contact with any contagious illness or ailment e.g measles, mumps or chicken pox etc. If a contagious illness has been diagnosed where several children at our Centre are affected, a medical practitioner will be consulted and on his advice the Centre may be closed for a few days. Disinfecting service will take place and a report will be available for your perusal.

You will be required to fetch your child if he or she has a temperature of 38 degrees Celsius and we cannot succeed in bringing the temperature down.

We cannot adhere to your request to keep you child inside due to allergies, medical reasons or illnesses.

There is no extra staff available to supervise such children. If a child is too sick to play outside or take part in the normal activities, he/she needs to stay at home until the symptoms have cleared.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child with proper supervision and give extra attention to hand washing and sanitation practices.

Parents need to pick up children within 1 hour of notification. In the event of *severe* illness or injury, or if a parent fails to pick up their child within a reasonable amount of time, Muhluri Pre-School And Aftercare Centre may call for an ambulance at the parent's expense.

If a child is sent home sick from our program, they may not return until the child is symptom-free for 24-hours.

## **6. INJURIES**

Muhluri Pre-school And Aftercare Centre has a right to act upon any urgent and immediate medical requirements of your child and has the right to use its own discretion to determine when a situation is considered urgent and whether immediate medicate care is required.

The staff of Muhluri Pre-school And Aftercare Centre will perform first aid to the best of their ability, knowledge, qualifications and experience. Parents will be notified immediately if need be. In case of serious injuries first aid will be performed if possible and/or an ambulance will be called to the Centre will transport the child to the nearest emergency facility where a staff member will stay with the child until your arrival.

Parents are entirely responsible for all medical expenses.

## **5. PROCEDURES FOR HANDLING EMERGENCIES**

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 10111, giving location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. **All children must have an emergency medical release form on file in case of such an emergency.**

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

If a child ingests or comes in contact with a poisonous substance the staff will contact the Poison Control Center 0800119900.

## **6. PARENT NOTIFICATIONS**

Open Communication with parents is very important to children's success. Muhluri Pre-School And Aftercare Centre has multiple ways of communicating with parents. In some situations, parents may be asked to sign documents acknowledging that communication has taken place. Listed below are ways that Muhluri Pre-School And Aftercare Centre may communicate with parents:

- Parents' Notice Board located in the verandah.
- Through sms, email and/or whatsapp notifications.
- Written memos placed in your child's family folders.
- Social media site such as Facebook.
- Verbal communication with the child's teachers and director.

## **7. DISCIPLINE & GUIDANCE POLICY**

Muhluri Pre-School And Aftercare Centre staff members are trained to use a positive method of discipline and guidance that encourages self-esteem, self-control, and self direction. Just a few examples used in this situation are: praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; reminding a child of behavior expectations daily by using clear, positive statements and redirecting behaviors. There may be times during the day when a supervised separation time is needed. This is a "time-out" and is used according to the child's age and development and limited to one minute per year of the child's age. Muhluri Pre-School And Aftercare Centre staff will never use Corporal Punishment or negative discipline that may hurt or humiliate a child.

Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. This aim is to develop personal standards in self-discipline, not to enforce a set of inflexible rules. Giving children understandable guidelines and redirecting their behavior helps them to develop internal control of their actions and encourages acceptable behavior. Muhluri Pre-School And Aftercare Centre reserves the right to terminate care for the child for discipline problems at any time.

## **8. LUNCH AND SNACK**

Muhluri Pre-School And Aftercare Centre children get breakfast, morning snack and lunch from the Centre, however bring their own afternoon snack. Each child's snack must be kept in their classroom in their personal lunch boxes brought from home. The classrooms do not have refrigerators so snack must be ready to serve from their lunch

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

box. Hot and cold packs (foiled lunch bags) are a good way to keep food warm or cold as needed.

Parents are asked to complete an “Infant Feeding Sheet” at the beginning of each month. This instructs us on how to feed your baby according to your directions.

Muhluri Pre-School And Aftercare Centre provides morning snack for all children. Lunch is served at 11:30 or 12:30am (Depending on age group). Afternoon snack is served after the rest period around 3:00pm, and for the school-age kids as they arrive after school. Menus are posted in the kitchen and on the notice board at the beginning of the month. Please advise the center of any allergies. *Muhluri Pre-School And Aftercare Centre is a Pork-Free School.*

### **9. IMMUNIZATION REQUIREMENTS**

Immunization records must be current for all children enrolled in the Infant-Toddler, Preschool and Grade R programs. A copy must be in the child’s file. **It is the parent’s responsibility** to ensure that your child’s immunizations are current. Failure to keep children current on immunizations may lead to disenrollment.

From time to time Muhluri Pre-School And Aftercare Centre may have children enrolled that have not received immunizations due to personal belief. A certified affidavit must be on file for these children.

### **10. TUBERCULIN TESTING REQUIREMENTS**

Based on local health department guidelines, proof of TB testing is not required in order to be enrolled in our program.

### **11. HEARING AND VISION SCREENING**

Hearing and Vision Screening will be recommended to parents whose children indicates a need for such.

### **12. ENROLMENT PROCEDURES**

Upon selecting Muhluri Pre-School And Aftercare Centre to meet your child’s educational needs, all enrolment paperwork are required before the child can start our program. Incomplete paperwork will not be accepted. Paperwork required for enrollment includes:

- Enrolment/Registration Form
- Authorization for Emergency Medical Attention
- Tuition/Payment Agreement



**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

- Immunisation Card
- Parents' ID Copies (Certified)
- Child's Birth Certificate Copy (Certified)
- Third party's consent and ID copy (Certified)
- Infant Feeding form (has to be submitted monthly until your infant is 12 months old)

When removing your child from the center you must give a **1 calendar month's written notice**. If a **1 calendar month's written notice** is not given you are still responsible for paying for the month.

Parents will be notified within 30 days of any policy change in writing. Signatures from parents may be required.

### **13. TRANSPORTATION**

Children of all ages who requires the transportation service will be transported from home to Pre-schools and/or schools and back home (at a cost).

### **14. WATER ACTIVITIES**

Parents will be notified in advance of water play activities. Muhluri Pre-School And Aftercare Centre does not go on school trips that involve swimming with all our children. Parents are required to pack appropriate clothes for the children on days when they will be doing water activities at the Centre. Such days will be communicated with the parents.

### **15. FIELD TRIPS**

Parents will be notified in writing of the school educational trips well in advance. All school trips are educational and are compulsory. Parents will be liable to pay for the trip even if the child is not participating.

A child shall not be taken on school trips unless a parent or guardian has signed the indemnity form.

### **16. ANIMALS**

Muhluri Pre-School And Aftercare Centre may have Petting Zoo and/or Zoo trips to allow the children to learn about animals.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**17. QUESTIONS OR CONCERNS**

If parents have questions or concerns about our program, we encourage you to have open communication with your child's teacher and the Center Director. Through open communication, we can ensure that all parties are well informed and working as partners in the child's education. From time to time, the Center Director may complete a Parent Concern Form. Parents will receive a copy of this form with the appropriate outcome.

**18. OPEN DOOR POLICY**

We welcome parents at any time, in any area of our school. Muhluri Pre-School And Aftercare Centre is an NPO (Non Profit Organisation). We have the right to refuse service at anytime to anyone.

**19. PARENT PARTICIPATION**

We encourage parent involvement, especially on school trips and helping with class parties. Also, if you have a concern, please schedule a time to meet with the classroom teacher and/or the Director of the Centre.

**20. MINIMUM STANDARDS FOR CHILD CARE CENTERS**

Muhluri Pre-School And Aftercare Centre is licensed and regulated by the Department of Social Development and Public Health Department. Parents may review our registration documents at any time.

**21. COMPLIANCE HISTORY**

Muhluri Pre-School And Aftercare Centre encourages parents to view our compliance history with Department of Social Development and Public Health Department.

**22. EMERGENCY EVACUATION PLAN**

Below is the Emergency Evacuation Plan designed for Muhluri Pre-School And Aftercare Centre. Parents are encouraged to read this information carefully. In the event a parent is present in the building during an emergency, Muhluri Pre-School And Aftercare Centre will ask parents to participate accordingly.

During any emergency the best course of action is to BREATHE AND STAY CALM, know how many children you have and have your sign-in and - out log and transition sheet in your hands.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

If you have children of your own in the facility, but in another classroom, trust that their teachers will take care of them just as you are taking care of the children in your care.

*In all situations in this Emergency Evacuation Plan, "Director" refers to Nomakhaya Mazulu. In the Director's absence, the Assistant Director on duty (Busi Chauke or office staff in charge) assumes the role of Director and then designates another staff member to assume the responsibilities of the Assistant Director. In all situations in this Emergency Evacuation Plan, the Director or designated person in charge will notify the Health Department and/or call 10111 as each situation dictates. In all situations in this Emergency Evacuation Plan, the Director or designated person in charge may delegate any portion of his/her duties to other staff members, volunteers or emergency personnel as he/she deems necessary.*

**23. STORMS/BAD WEATHER**

- Stay calm. Watch the kids, not the situation.
- Get your sign-in/out sheet and your transition sheet and stuff it in your clothing. Grab your flashlight.
- Take all of your children to the center hallway. Have the children sit as close together as possible and have the children duck and cover. This will be familiar to the children since you practice this each time you have a severe weather drill.
- Infant classroom: Place your babies in two cribs and cover the top with a mattress from another crib. Place mattress sideways across top of the crib and huddle next to it. Role the cribs to the Center hallway.
- Stay there until advised that the bad weather has passed.
- It can be helpful to quietly sing songs with the children to help them keep calm.
- The Director in charge will monitor local weather stations and the weather alert radio for updates.

**24. COMMUNICABLE DISEASE OUTBREAK**

- All staff members will vigilantly follow policies and procedures regarding diaper changes, toileting, hand-washing, food preparation and general common sense measures such as keeping surfaces clean, changing bedding, teaching children how to cover coughs and sneezes, etc., to prevent the spread of germs that cause illness in the first place.
- In the event of an outbreak, the Director, or person in charge, will notify the Health Department to inform them of the situation and ask for instructions and guidelines to follow for specific illness or outbreak.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

- The Director, or person in charge, will inform all staff members of instructions and guidelines and require them to follow the same.
- The Director, or person in charge, will also notify all parents about the situation in writing within 48-hours.
- All staff is to follow the school's confidentiality policies when speaking of the above outbreak. Any violation of the confidentiality policy is grounds for immediate termination.

**25. LOCK DOWN**

**(INCLUDES WEAPON, HOSTAGE INCIDENT, INTRUDER, TRESPASSING,  
DISTURBANCE)**

- The Director, or person in charge, will announce, "Lock Down" or other discrete code and will call 10111/112. The Director, or designated person, will supervise the front desk at all times during the incident, if possible.
- Upon hearing this, or sooner if you are aware that an intruder has entered the building or immediate vicinity, say calmly to the children a discrete phrase, such as "Rabbits in the Hole"; the children will know what to do because you practice this every month.
- Infant classroom: Place babies in two or three cribs with a few quiet toys. Place another empty crib or two in front of your classroom door. This might cause an intruder to change his/her mind about entering your classroom.
- Get your sign-in/out sheet and your transition sheet in your hands and stuff them into your clothing.
- Close all your classroom doors and lock them if possible.
- Turn off the lights.
- If you have reason to believe that no one else in the center is aware of the danger, and you can safely do so, use the intercom to calmly announce the secret code for "Lock Down".
- Whisper and remind the children that "we are to be very quiet."
- Do a name/face check silently.
- Keep the children and yourself safe, in place, and away from all interior and exterior windows.
- Watch the children, not the situation!
- If the intruder enters your classroom, do not argue with him.
- The Director, or person in charge, will ensure that all building entrances and exits are locked and that no unauthorized individuals leave or enter the building.
- Await further instructions from the Director, or person in charge, or emergency personnel.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**26. ACCIDENT**

- Breathe and stay calm.
- Make sure all children are supervised. If you are alone, tell them to sit down near you.
- Comfort the child by speaking in a low, quiet voice.
- Apply first aid as needed.
- Call the office if you need further assistance and/or the Director, or person in charge to call 10111/112.
- If the child is bleeding profusely, apply pressure to stop the bleeding. (In an extreme case, take off the child's shirt and use that.)
- If injury is to the head or face, report it to the office immediately - even if it is minor.
- Complete an Accident/Incident Report, have the Director sign it immediately, and have the parent sign it when the child is picked up.
- Turn the Accident/Incident Report in to the Director, or person in charge, before you leave on the same day.
- Keep the Accident/Incident Report confidential while in your presence.
- In the event of serious illness or injury involving an adult, contact the office and a Director, or the designated person in charge, will call 10111/112 and/or the person's emergency contact.

**27. ILLNESS**

- Ask the child, "What doesn't feel good?"
- Contact the front office and have the child's temperature taken. If the fever is over 40 degrees Celsius, the Director, or person in charge, will contact the parent.
- If no fever, make the child comfortable and keep an eye on him.
- If the child complains of pain, ask him to point with one finger where it hurts the most and then investigate that spot for injury or discoloration and inform the Director.
- Light vomiting or mild diarrhea: If no pain, call the Director after the third episode.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**28. BOMB THREAT OR OTHER THREAT**

- Write down everything the person says.
- Ask where the bomb is.
- Ask when the bomb (or other threat) will "go off" or "happen".
- Write that down, too.
- Notify Director, or person in charge, to call 10111 immediately.

**29. OFF-SITE EVACUATION AND RELOCATION (so you know how staff handle the situations)**

- Your primary responsibility is to keep the children safe.
- Keep your sign-in/out sheet and transition sheet in your hands or stuff them into your clothing.
- If time allows, gather children's diaper bags, bottles, baby formula/food, and coats.
- Children will be evacuated in the center's car from oldest to youngest so that older children can assist with keeping children seated at the evacuation site. Depending on the situation, the neighbouring Centres may also send transportation vehicles.
- The Director is responsible for keeping a charged cell phone with her and overseeing and directing the evacuation process. She is the last person to leave the building.
- The Assistant Director or lead staff is responsible for taking the emergency binder (of permission slips and parent contact information), the first aid kit, emergency medication (i.e. insulin, EPIpens, asthma medications), and a charged cell phone and accompany the first vehicle to the evacuation site so that she can be in charge of the evacuation site.
- The Director and Assistant Directors are aware of each cell phone number.
- After all children and staff have been relocated to the evacuation site and are safe and have had all needs taken care of, the Director and Assistant Director will designate staff to contact parents and notify them of the situation.
- Staff members will continue to supervise and take care of the children including entertaining them with songs, stories, games, etc. at the evacuation site. Watch the kids, not the situation.
- The Assistant Director will continue to supervise and take care of the needs of the staff.
- The Director will be the contact person for emergency personnel and parents.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

- The center's usual verification process for allowing adults to pick up children from the Centre will be used at the evacuation site. (i.e. only persons listed on the child's enrolment form as authorized to pick up will be allowed to do so after showing ID book/copy.)

**30. FIRE**

- When aware of fire or when alarm/horn sounds, quietly say, "Fire drill boys and girls; line up at the door, please." This should be familiar to them since you say it every month when you practice monthly fire drills. *Your primary responsibility is to get the children safely out of the building. Do not attempt to put out the fire unless it is between you and a child or preventing exit.*
- Get your sign-in/out sheet and your transition sheet and keep it with you.
- Make a quick head count.
- Make sure you have everyone.
- Infants: Place all of the children in two cribs.
- Proceed to the proper fire exit and exterior meeting place as designated on the floor plan in the classroom. This is the same spot you take the children each month during your fire drill.
- Do a name/face check once you are outside and check it against your sign-in/out sheet and transition sheet. If anyone is missing, tell the Director, or person in charge, or a fire fighter immediately, but never leave the children unsupervised.
- The children must be safe (out of way of emergency vehicles and the fire) and supervised at all times. Watch out for anthills, broken glass and other hazards.
- Watch the kids, not the situation.
- The fire department, Director, or person in charge will tell you when you and the children can re-enter the building or begin off-site evacuation procedures.

**31. BREASTFEEDING**

Muhluri Pre-School And Aftercare Centre will provide a comfortable place with a seat for mothers to breastfeed their child if they choose to do so. Parents may also provide breast milk for their child to be served while in our care.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**32. CHILD ABUSE REPORTING**

Muhluri Pre-School And Aftercare Centre staff are **REQUIRED** to report immediately to the police or Child Protection Unit (CPU) any instance when there is reason to **suspect** the occurrence of physical, sexual or emotional child abuse, child neglect, or exploitation. Our staff receive annual training on recognizes and preventing abuse and neglect, including sexual abuse. Muhluri Pre-School And Aftercare Centre has made a commitment to help increase awareness and prevention techniques to employees through trainings, memos and monthly newsletters. Muhluri Pre-School And Aftercare Centre will also coordinate with community organizations on strategies to prevent abuse and neglect.

The staff may not notify parents when the police or CPU is called about possible child abuse, neglect, or exploitation, except on the recommendation of CPU or the police when they are called.

Some examples of abuse and neglect are: leaving a child in a vehicle unattended, not securing a child in a seat belt or booster seat, unexplained marks or bruises on opposite sides of the body and child hygiene issues.

If parents feel they need assistance with possible child abuse, neglect or sexual abuse, we encourage you to get help.

The Child Protection Unit number is 0800 111 213 and Childline number is 08000 55 555, if you would like to report any suspected child abuse or neglect.

**33. WELL CHECKS**

Muhluri Pre-School And Aftercare Centre staff will do a visual check of the children upon arrival each morning. If a staff member notices anything unusual they are required to point this out to the parent at that time. If your child has an accident overnight, parents should please notify staff members when dropping off so that staff can assist in watching the child for side effects.



## ADDITIONAL POLICIES

### 34. TUITION AND FEES

#### TERMS AND CONDITIONS OF ENROLMENT

- NB: Fees are payable in advance, not in arrears [on or before 3rd of each month]
- **Fees are calculated from start date to DECEMBER.**
- A 10% discount will be given to one of the two or more kids from the same house with the same surname registered in our Centre. However breach of any fee rules will be an immediate disqualification for the discount.

- Discount is applicable for fees paid in advance (See fee structure).
- If fees are not paid by the 3rd of every month services will be suspended immediately, meaning the child will be sent away with whoever is bringing him/her and won't be allowed on the premises until all fees are paid in full.

NB: (Except if a satisfactory arrangement is made with the office to the said date.)

- No fees = No Attendance.
- The full amount is payable before December and no notice from October will be accepted.
- Only a parent responsible for payment of fees should sign if the other does not have source of income.
- All outstanding fees are subject to a collection commission which includes attorney/client and tracing fees, which will be for the account of the client.
- Please make either EFT (Electronic Fund Transfer), cell phone banking or ATM deposit when paying. Cash payments are not encouraged.
- A penalty of R50 will be charged on payments not paid by the 3rd of the month except if the 3rd fall on a weekend or public holiday but the fees must be paid on the day the child comes to the Centre, be it the 4th or the 5th. An extra R50 will be charged if payment is still not received by the 10th of the month.
- Day care and/or Aftercare fees are due even when schools are closed.
- Under no circumstances will refund be given.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**35. EXTRA FEES**

A non-refundable registration fee is due at the time of enrollment. There is also a supply fee at the time of enrollment.

Registration excludes stationery and uniform. (Compulsory).

Returning clients get stationery and uniform at a fee (Compulsory).

Fees are subject to annual increase.

A **non-refundable** fee of R300,00 is required before the 20th of November each year to reserve space for your child for the following year. Then your January fees will be less R300,00.

**36. PARENT REFERRALS**

We greatly appreciate your business and know that you will be so pleased with our service that you will tell all your friends and acquaintances about us! If one of those families decides to enroll their child(ren), we will credit your account the amount of 1 week's tuition after that family has been with us for 90 days. Our greatest advertising asset is you!!

**37. CONFIDENTIALITY**

While your child is enrolled in our program, parents may come across confidential information about our program, our staff and sometimes other children. All information received from Muhluri Pre-School And Aftercare Centre must remain confidential at all times. Breaching confidentiality may lead to disenrollment.

**38. PARENT CODE OF CONDUCT**

Please understand, young children are present in our building. Some adult language is not appropriate for young children. Muhluri Pre-School And Aftercare Centre prohibits swearing or cursing on our property.

Threatening staff, children or other parents will not be tolerated. Muhluri Pre-School And Aftercare Centre has the right to terminate care in the event of disruptive behavior from a parent or guardian.

Muhluri Pre-School And Aftercare Centre must follow particular rules on discipline and guidance. All adults, including parents, must follow these rules while on our property.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**39. PARENT RESPONSIBILITIES**

**Children must be signed in and out** with the child's teacher when arriving and departing the center. Please understand that due to liability issues, staff of Muhluri Pre-School And Aftercare Centre is not permitted to take children home from our Center.

**In order not to confuse school toys with a child's personal property, we ask that children not bring playthings from home.** Muhluri Pre-School And Aftercare Centre staff cannot be responsible for lost or broken personal toys. Two exceptions to this are a stuffed animal for use during naptime by full-day preschool children and for Show & Tell purposes. You will be notified by your child's teacher if and when the class will have Show & Tell.

There are several ways you can help us maintain the best possible teaching atmosphere for your child:

- Communicate any concerns regarding our program or your child immediately to staff.
- Pick up and read the notices and information left for you in your child's folder and/or posted outside your child's classroom, at the reception desk, or in e-mail.
- Pick up your child's papers/projects monthly. Their work is very important to them and provides another means of communication between parent and child and helps the parent share in the child's day.
- Please be aware of the scheduled meal times of breakfast and lunch, 8:30 am and 11:30am/12:30, and make sure your child arrives in time to be included in those meals, if necessary. It is very difficult to try and feed a child later than the scheduled meal time, and causes a disruption in the classroom schedule, which affects all of the children in the classroom.
- Please do not allow your child to bring gum or candy to the classroom.
- Periodically check on your child's supply of extra clothing. Please take home soiled clothing promptly.

Smoking on the premises is prohibited, either indoors or outdoors of Muhluri Pre-School And Aftercare Centre.

**40. WITHDRAWAL FROM PRESCHOOL AND/OR AFTERCARE PROGRAM**

1 calendar month's written notice must be given for withdrawing a child from Muhluri Pre-School And Aftercare Centre.

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**41. CUSTODY SITUATIONS**

Muhluri Pre-School And Aftercare Centre prefers NOT to get involved with custody disputes. Muhluri Pre-School And Aftercare Centre will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. With this being said, it is imperative that all enrollment forms are completed with both parents information. In the event that a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, Muhluri Pre-School And Aftercare Centre has the right to terminate care.

**42. CURRICULUM**

Muhluri Pre-School And Aftercare Centre uses a variety of age appropriate curriculum. We believe that children learn best through actively engaging with people and things in their environment. Children are involved in hands-on experiences, real-life adventures, and assisted discovery as they explore concepts through play and teacher direction. Muhluri Pre-School And Aftercare Centre is a place where essential readiness skills are nurtured through play, investigation and of course, fun! Our programs provide developmentally and age-appropriate activities and materials for exciting and wonder filled environments.

**43. DAILY SCHEDULE**

Muhluri Pre-School And Aftercare Centre classrooms follow a daily schedule designed specifically to meet the children's developmental, social, emotional and personal needs. All schedules are contingent on the needs of the children and may vary from day to day. Below is an example of your child's typical day: Times vary per classroom for a staggered outside time.

6:00-08:00	Arrival
08:00 - 08:30	Breakfast
08:30 - 09:00	Morning Ring
09:00 - 09:20	Toilet Routine
09:20 - 09:40	Activity Time
09:40 - 10:40	Free indoor play
10:40 - 11:00	Snack Time
11:00 - 11:30	Free Indoor Play
11:30 - 11:50	Toilet Routine
11:50 - 12:10	Creative Art Activity
12:10 - 12:30	Story time
12:30 - 12:45	Lunch time
12:45 - 13:00	Tidy Up time

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

13:00 – 14:30	Nap Time
14:30 – 15:00	Toilet Routine
5:00 – 15:30	Snack Time
15:45 – 17:30	Departure Time

**44. CLASSROOM ASSIGNMENTS**

Classroom assignments are based on each individual child’s chronological age, developmental age, emotional age and physical age. Muhluri Pre-School And Aftercare Centre transitions children to new classrooms at their birthdate however from time to time we may request a transition sooner based on the individual child’s needs.

**45. CHILD TO STAFF RATIOS**

The teacher:child ratio at Muhluri Pre-School And Aftercare Centre is 1:6 for babies, 1:24 in other age groups.

**46. NAP TIME**

Supervised rest periods are provided for all children under five years of age who attend Muhluri Pre-School And Aftercare Centre. Please provide a clean blanket and sheet for naptime and take them home on Fridays for washing. You may also bring in a special blanket or stuffed animal if desired, but they must be able to fit in your child’s nap bag provided by the center. The center will order you a nap mat (cost is covered in the registration fee). They are very thick and comfortable for the children and carry a 2 year warranty. At any time a nap mat tears the mat must be replaced.

**47. CLOTHING**

Preschool children must have a complete change of clothing, **clearly marked with the child’s name**, sent to Muhluri Pre-School And Aftercare Centre daily. Preschool children need to be dressed for the weather. Caps, mittens and warm clothing must be worn during the cooler seasons for the daily outdoor playtime. Accidents can happen, even for the older preschoolers, when they wait too long before going to the bathroom, or if they get wet on the playground.

**48. PERSONAL BELONGINGS**

Parents must supply all bottles, diapers, wipes and diapering accessories for their child. Please label everything with your child’s first and last name.

We use washable crayons, markers and paint during art time, but the children’s clothing may get stained from just being kids! Please dress your children in play clothes since PLAY is what we do!!

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

Please leave all valuable items at home since Muhluri Pre-School And Aftercare Centre cannot be responsible for broken or lost items.

**49. OUTDOOR PLAY**

Outdoor play is a regular part of the daily routine. Children should be prepared to play outside some part of every day. Please do not request that your child stay indoors. Children too sick to go outside should not be at school. Children **may not** wear flip flops due to the danger these shoes may cause on the playground.

**50. BIRTHDAYS**

Most children enjoy celebrating special events with their preschool friends (birthdays, new babies and holidays). Parents may send a treat to share with the class. Please make arrangements with the teacher several days in advance.

**51. SCHOOL SAFETY POLICIES**

Parents need to personally escort their child(ren) inside the building to sign in and out when their children enter and leave the facility. Parents are welcome to visit the Center any time during the day to observe their child without prior approval. However, if you would like to stay and spend time with your child during activities, please see the office so we can do a proper criminal history check, as required by law.

Our facility is equipped with a fire evacuation plan and fire drills are practiced monthly.

Our facility is under CCTV Camera surveillance 24/7/366.

You will be notified of any incidents other than minor scrapes or bumps with a phone call. We will also give you a written report at pick up time. First aid will be applied to minor incidents. In the event medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

**52. PHOTOGRAPHS**

Muhluri Pre-School And Aftercare Centre believes in the benefit of using real life pictures in our educational program. Photos taken of the children will be done with a school owned camera and will only be used in our program. If parents choose to take pictures of events held at our program, they may only photograph their child, unless written permission is given by the other parent. Please note: during certain parent events, such as Grade R graduation, Christmas programs and Fun Days, photographs

**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

may be taken. If you wish for your child to not be photographed, you may want to remove them from these events.

The Center has a Center website and facebook page. We from time to time update our website and facebook page with pictures of our children. Children are only added to the website or facebook page if permission is given by the parent on their enrolment form.

**53. OUTSIDE EMPLOYMENT**

Employees of Muhluri Pre-School And Aftercare Centre are prohibited from outside employment with parents of the organization. This includes, but is not limited to, babysitting and/or nanny- type jobs.

**54. CYBER IDENTITY/SOCIAL NETWORKING WEB SITES**

Cyber identity and social networking is very exciting these days. However, please understand that employees of Muhluri Pre-School And Aftercare Centre are prohibited from participating in social networking with parents and children. This includes, but is not limited to, Facebook, Twitter, and Instagram. Any staff found to be social networking with parents will be terminated immediately from their employment. Please keep this in mind when making those requests.

**55. BITING**

Biting is a common issue in early child development. The best way to deal with biting is consistency between providers and parents. Biting could occur for multiple reasons. Proper communication will help determine why a child is biting. Muhluri Pre-School And Aftercare Centre will work with parents when biting becomes a problem. We will make every effort to solve the issue as soon as possible.

**56. CELL PHONES**

Proper parent communication is imperative when working with young children. It is difficult to communicate when cell phones are in use. Please refer to attached cellphone policy.

**57. DESTRUCTION OF PROPERTY**

If your child is responsible for destruction of property due to behavior or not listening to their child care provider, the parent will be responsible for the cost of replacing the destroyed property.



**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

**58. DIAPERING AND TOILET TRAINING**

The center does not allow pull ups at the center. Pull ups make it difficult during diaper changing for clothes have to be completely removed. Pull ups are only allowed if they are the kind that you can unfasten and refasten on the sides.

Toilet training is started in the 2-year-old classroom here at the Center. Toilet training can be a very emotionally charged experience for children, parents and teachers. With the number of children in a group this can sometimes make the process more difficult. We would like the training process to go as smoothly as possible. In toilet training parent-teacher cooperation is essential. Toilet training is one of the major hurdles in the socialization of the child.

We are very happy to work with your child in toilet training once they are in the two year old class. We find that children are not usually ready before the age of two. Once your child is in the two year old class we do not push them to toilet train right away. We go with the child. When the teacher feels that your child is ready to begin training, we will let you know and have you begin bringing panties/underwear and lots of extra clothes. Once we start working with your child they must be brought to the center in panties/underwear. If you bring your child in a diaper (we consider pull ups diapers and don't recommend them) then they will stay in diapers that day. We **WILL NOT** work on toilet training with your child if you are not working at home also. It does no good for us to work with them at the center if they are not worked with at home.

From past experience, it has been found that if you don't push the children and wait until *they* are ready, they completely toilet train in about 2 weeks or less.

All children must be toilet trained to move to the 3-year-old classroom. If your child turns 3 and is not toilet trained they cannot move up. Once your child turns 3 they have 30 days to be toilet trained and move up. 30 days after your child's 3rd birthday if they are not toilet trained they will no longer be allowed at the center until they are. This is normally not a problem. Most girls are usually toilet trained by 2 1/2 and boys between 2 1/2 and 3.

We feel confident that if we all work together and make this a positive experience for the children and have consistency at home and at the center this will be a very smooth process.

**59. GRIEVANCE PROCEDURE**

If you have a problem with your child's teacher you should talk about it with the appropriate staff person. Concerns about children or a child's teacher should first be discussed with the teacher. If this does not take care of the matter, it is then discussed with the director. NEVER discuss problems you have with a staff member with another



**MUHLURI PRE-SCHOOL AND AFTERCARE CENTRE  
PARENT/STAFF HANDBOOK**

staff member. All problems with staff must be discussed with the director or assistant director.

*We, Muhluri Pre-School And Aftercare Centre, know that you trust us with your most valuable treasure, your child, and we strive to serve our families the absolute best in preschool education and childcare. We believe that excellent early childhood development is the foundation for a bright future for our children at Muhluri Pre-School And Aftercare Centre. With our nurturing environment and God's love we feel confident our children will grow to be well rounded and developmentally on or above age level when they leave our program for Primary school.*