

# PARENTS' HANDBOOK

## **Dear Registered Parents**

Welcome to the Cherie Hearts Group International Family! We are proud to have you with us.

Please read this PARENTS' HANDBOOK thoroughly. In this handbook, you will find very comprehensive information about our Centre, its policies, rules and regulations. Information on admission, registration and withdrawal of your child are included as well.

## **Your Participation is Needed**

We recognize that the wholeness of your child's development depends on the co-operation and collaboration between parents and teachers.

We encourage your participation in our many activities and events. The Centre will on a regular basis organize events like Parent's Day, Sports Day, Orientation, Parents' Network Sessions and Parents' Workshops. As teachers and parents, we can work together to provide the children with a healthy, safe and enriching environment where they can grow, learn and acquire confidence in themselves and others.

Please feel free to ask any questions, give us suggestions and be involved in your child's active life at Cherie Hearts International Preschool.

# PARENTS' HANDBOOK

## 1. ELIGIBILITY

The Group is open to all children of ages 18 months to 12 years. Priority will be given to children of working parents and siblings of existing children.

### Age Grouping (may differ in some centres):

Infant Care	2 months to 17 months
Playgroup 1 & 2	18 months to turning 3 years old
Nursery	3 years old turning 4
Kindergarten 1	4 years old turning 5
Kindergarten 2	5 years old turning 6 years
Before / After School Care	18 months to 12 years old
Emergency Care / Flexi-Care	18 months to 12 years old

## 2. TYPES OF PROGRAMME

(Full Day / Half Day / Flexi-Care / Emergency Care)

Infant Care  
Playgroup 1 & 2  
Nursery  
Kindergarten 1 & 2  
Before / After School Care

### **3. OPERATING HOURS**

The Centre is open throughout the year except on Sundays, gazetted public holidays and additional days annually for staff training and development, workshops and spring cleaning, etc. A list of the Year's Closure Days will be given to you upon registration.

### **4. REGISTRATION**

Parents will have to complete and submit the Registration Form to the Centre.

In order to process the application, you are required to submit the following documents together with the Registration Form:

1. Child's Birth Certificate
2. Medical Record Book of the child to verify birth order
3. One recent photograph of the child
4. Parent's Identity card/Citizenship certificates/re-entry permit
5. For a mother or single father who is self-employed, a statutory declaration is required
6. Child's Immunization Papers: -
  - a. Measles
  - b. Triple Antigen
  - c. BCG

Upon confirmation of a place for your child, the following fees are payable:

- a. Registration fee
- b. A deposit equivalent to ONE month's programme fee and deposit for book club
- c. The first term programme fee
- d. Incidental charges

Parents can reserve a place for your child by placing a deposit equivalent to ONE month's fees together with the registration fee. Should parents withdraw their child once a place has been confirmed, the Centre will forfeit 50% of the deposit.

The deposit fee is refundable in the event of withdrawal from the Centre, provided that **one month's written notice** is given. The Centre will not entertain any verbal phone calls or short message services requests of withdrawal notice. Please note that the last date of the child in the centre is at the end of the month. For example, the one month notice date should be at the end of the month i.e. 30<sup>th</sup> November so that the child's last date in the centre would be 31<sup>st</sup> December. Deposits will only be returned at the end of the following month and may, also with the approval of the Management be used as the final month's programme fee. Term fee and incidental charges are not refundable in the event of withdrawal from the centre.

All fees are payable in advance, at least 2 days before the commencement of the new term, and no later than the 5<sup>th</sup> day of each term. Failing that, the deposit will be used to offset this and parents have to reinstate the deposit. If that is not done immediately; the child's name will be removed from the Centre. A late payment fee of 5% of the month fees would also be charged for parents who are habitually late in making payments.

Please note that there will be no refund or reduction of fees if the child is absent from Centre for any reason or away on family vacation. The Centre must be informed when the child is going to be away for some time in order to retain his/her place in the Centre and fees for that period must also be

paid. Children who have registered and been placed on the waiting list in the Centre will be allotted a place should your child be away from Centre, without a valid reason for too long a period. The Management will however consider on a case to case basis for genuine reasons, for children who need to be away from the Centre for more than a month. Monthly programme fees payment is also still required if there are any holidays. The Centre will also not refund any programme fee or deposit should the Centre be asked to close for a certain period by external authorities due to unforeseen circumstances.

The Centre reserves the right to transfer, combine or dissolve a class.

## **5. TRANSFER**

A request for transfer to other Cherie Hearts branches is allowed depending on the availability of vacancies in the respective locations.

Upon confirmation of an available place, 1 month notice of withdrawal of service at the existing location is required.

## **6. UNIFORM**

All children are required to wear the Centre's uniform / Sport T-shirt when attending any programme in the Centre or any school activity outside the Centre. At least 2 sets of uniform and 1 set of sport t-shirt must be purchased from the Centre.

## 7. MEDICAL & HEALTH

The Centre should also be informed if the child is suffering from any illness. The child will undergo a Daily Health Screening by a trained staff every morning. During the child's stay at the Centre, should he/she require any medical attention other than simple Home First Aid (which we will administer) the Centre will not treat the child but will contact the parents for instructions. The child will then be placed at the sick bay until the parents arrive to fetch the child. In cases of emergency or when the parents are unreachable, the Centre will use its initiative to send the child to the nearest doctor. Any expenses occurred shall be borne by parents.

The Centre can only administer medication which has been prescribed by a registered Medical General Practitioner or Traditional Chinese Medicine (TCM) to the child. A returning child must be well (i.e. no symptoms of illness/disease) upon expiry of medical certification even though medication needs to be continued. Medicine must be clearly labelled in your child's name and the centre will not administer shared medication amongst siblings. Parents are required to fill in the "Medicine Administration Form" provided at the Centre. Medicine brought in by parents must be taken home daily.

In order to protect the child and other children in the Centre from contagious diseases, under **NO** circumstances, should you send your child to the Centre if he/she shows any of the following signs/symptoms:

- a. High fever above 100 F / 37.5 °C
- b. Throat infections
- c. Conjunctivitis (eye infection)
- d. Vomiting and diarrhoea
- e. Other infectious diseases such as Hand Foot and Mouth Disease, measles, chicken pox, mumps

The child should also not attend school upon expiry of medical certification if he/she is still showing symptoms of illness/disease. If the Branch Director has doubts over the child's health condition, centres can request parents to refer the child to a medical practitioner for further assessment and ask for

the certificate of fitness to return to the centre. Parents might also occasionally be requested to make declarations on their travelling plans.

## **8. INSURANCE**

All children age 24 months and above are insured under **Group Protection Plan**, which covers your child whilst he/she is at the Centre or attending any of the Centre's related activity whether in or out of Centre.

## **9. OUTINGS/EXCURSIONS**

We will occasionally organize excursions and other study-related activities outside the Centre. Parents are given an option to send their children for such outings. Should parents decide to opt out of a certain activity, arrangements will be made for the full day children at the Centre and suitable activities will be conducted for the child. Parents consenting to the trips must sign and return the consent forms on time. Expenses of such outings/excursions will be borne by parents.

## **10. TRANSPORT**

The Centre will arrange school bus/school bus company to provide transportation. The school bus arrangement is based on a mutual arrangement between the parents and the centre/bus company. The Centre/bus company will not bear any responsibilities in the events of any accidents, mishaps or injuries sustained during the trip. The centre has imposed stringent safety rules for both the centre/bus company and the parents to ensure topmost safety of the child.

## **11. GENERAL RULES AND REGULATIONS**

- a. Children are not allowed to bring or wear any form of jewellery at the Centre. No money or toys are allowed unless requested by the Centre.
- b. Children must be in their uniform upon arriving school unless otherwise arranged or special approval is obtained.
- c. No food/drinks are allowed to be brought in by children unless specified and authorized by the Centre. Should your child have special dietary requirements, do discuss them with the Centre's Supervisor. A copy of the menu is displayed at the Parent's Bulletin Board.
- d. The Centre must be informed immediately should there be any changes in the parents or child's personal particulars and the "Change of Particulars" form must be filled.
- e. Every child MUST be fetched only by the designated parents/guardians. Should there be an alternative arrangement; the Centre must be informed in advance of the arrangement together with the particulars of the person fetching the child. This person may be asked to present his/her identity card for security reasons.
- f. Parents are to keep the Centre informed of the child's absenteeism and the reason.
- g. The child's mattress cover MUST be taken home every day for washing and returned on the following day as the Centre DOES NOT provide laundry service.
- h. The child's personal items, i.e. uniforms, bag, shoes etc, should be clearly labelled.



- i. Items that the child must bring to the Centre daily in a school bag,
  - i. 1 bath towel
  - ii. 1 additional pair of clothing
  - iii. 1 additional pair of underwear and 1 plastic bag for used clothing
  - iv. Milk bottles, milk powder and diapers
  
- j. The following items are to be brought and replenished as and when necessary:-
  - i. 1 mug                    }
  - ii. 1 toothbrush        }     *(please mark these items clearly)*
  - iii. 1 comb                }
  
- k. Parents/guardians are allowed to remain within the Centre premises for the first 3 days of the child's enrolment. However, there should be no disruptions to the activities being conducted by the teachers.
  
- l. For security reasons, we will dispose of any strange packages/bags found in the Centre immediately. Parents must also comply with any fire/tremor drill practices, which may be carried out from time to time.
  
- m. Parents/guardians who visit the Centre must obtain permission from the office before proceeding to the classrooms or elsewhere in the Centre's premises, and are not to loiter around the Centre grounds for safety reasons and to avoid disruptions to lessons.
  
- n. Parents/guardians must inform the staff and sign the "sign in/out" book when sending and fetching the child. Kindly also ensure that you close the door or latch the gates when entering/leaving the compound.
  
- o. A communication booklet will be given to your child. This booklet is intended for written communication between the parents and teachers. It is to be kept in the bag daily.
  
- p. When birthday celebrations are being held in the school, parents are to inform the Centre in advance if they will be attending the celebrations and if they are providing any logistic support.

- q. The Centre will hold regular Meet-The-Parents sessions in forms of individual meetings, Parents Workshops, Parents' Network Sessions meetings and other related activities, which will involve parent's participation like Concert and Sports Day. Kindly keep the Centre informed if your participation is possible and in which way.
- r. The Centre reserves the right to request any child to withdraw if the child needs professional help which the Centre may not be able to provide. We also reserve the right to terminate any child from our programmes if deemed necessary. In such an instance, the Centre will refund the deposit paid but the programme fee will be calculated on a pro-rated basis. The Centre will also refund the deposit and the programme fee will be chargeable on pro-rated basis should we decide to close the Centre or cease operation. Parents will be informed of such decisions one month in advance.
- s. While the Centre will take all necessary precautions and care to ensure the safety and health of your child, the Centre will not be liable in the event of any mishap or accident that may arise out of or whilst in the connection with the centre's activities and not due to Centre's negligence.
- t. Permission is granted for the use of Centre's photographs/video clips of children for the purpose of publicity and illustration of Centre's programmes.

**CHERIE HEARTS INTERNATIONAL PRESCHOOL RESERVES THE RIGHT TO MAKE ANY NECESSARY CHANGES TO ANY OF THE ABOVE INFORMATION AS AND WHEN DEEMED NECESSARY BY THE MANAGEMENT WITHOUT ANY PRIOR NOTICE.**

**ALL OTHER TERMS & CONDITIONS APPLY**