



CAIA NURSERY

PARENT HANDBOOK



Dear Parents and Guardians,

Welcome to Caia Nursery! We are thrilled that you have chosen our nursery for your child's early learning journey. At Caia Nursery, we are dedicated to creating a nurturing environment where children feel cherished and joyful. This handbook provides essential information about our policies and expectations to ensure a smooth partnership. Please review it carefully and keep it for future reference.

Fees Policy

- **Payment Schedule:** Fees are due in advance and must be paid on or before the 1st day of each month or term, as per the agreed schedule.
- **Late Payments:** A penalty of 100 QR per day will apply to late payments. If fees are overdue by the first week of the month or term, your child may be temporarily excluded until fees are settled.
- **Registration:** Fees must be paid throughout the academic year (September-June) to maintain registration. Summer Camp fees (July-August) are optional.
- **Re-registration:** Missed payments may require re-registration at the current tuition rates, and any previously granted discounts will no longer apply.

Operational Hours

- **Regular Hours:** Caia Nursery operates from 7 AM to 3 PM.
- **Extended Hours:** Early drop-off is available from 6:30 AM, and late pick-up until 3:30 PM, subject to additional fees.
- **Ramadan Hours:** During Ramadan, operational hours are adjusted to 8 AM to 2 PM.

Health and Safety

- **Illness Policy:** Notify the nursery immediately if your child is unwell or shows symptoms of contagious illnesses. Children should remain at home until they are symptom-free for 24 hours.
- **Immunization Records:** Up-to-date immunization records must be provided in accordance with local health regulations.
- **Emergency Contacts:** Accurate and updated emergency contact information must be maintained.
- **Allergies and Medical Conditions:** Inform the nursery of any allergies or special medical conditions. Provide an action plan and any necessary medication.
- **Nut-Free and Healthy Eating:** Caia Nursery is a NUT and CHOCOLATE FREE zone. Please ensure all food items are nut-free and avoid packing chocolate,



chips, soft drinks, candy, and fast food. Ensure no provided food is a choking hazard ie. slicing grapes in half etc. Our staff can advise you on preparing healthy lunch boxes.

- **Hygiene Practices:** Emphasis on handwashing for children and staff. Proper techniques are enforced especially before meals, after toileting, and after outdoor activities.
- **Sanitization:** Regular cleaning and sanitizing of toys, surfaces, and common areas, with increased frequency for high-touch surfaces.
- **Safety Measures:** The nursery environment is childproofed to minimize hazards. Classrooms are shoes-free zones, and anti-slip socks are provided.
- **Supervision:** Adequate supervision is always maintained, adhering to ministry-required staff-to-child ratios.

Children's Belongings

- **Bedding:** Provide bed sheets and blankets, returned weekly for cleaning.
- **Clothing and Diapers:** Keep extra clothing and a month's supply of diapers at the nursery. Provide swimwear, swimming diapers, and a hooded towel for Splash Spot days.
- **Labeling:** Clearly label all belongings to avoid misplacement.
- **The nursery is not responsible for any lost jewelry or toys.** Please refrain from sending your child's personal toys from home or any valuable jewelry.

Children's Food

- **Meals:** Provide three nutritious meals and water daily. Unhealthy food is prohibited.
- **Nut-Free Policy:** Strictly no nuts due to allergies. Label all containers and bottles.

Attendance and Punctuality

- **Importance:** Regular attendance is crucial for your child's holistic development.
- **Notification of Absence:** Inform the nursery of any absences early via phone, WhatsApp, or Brightwheel.
- **Scheduling:** Minimize disruptions by scheduling appointments outside regular hours.
- **Drop-off and Pick-up:** Adhere to designated times; fines and warnings apply for repeated late pick-ups.

Child Behavior



- **Expectations:** Inappropriate behavior towards peers or staff is not tolerated.
- **Behavior Management:** Address issues through meetings, focusing on constructive behavior changes.

Parent-Staff Relationship

- **Professional Conduct:** Maintain professionalism. Address concerns directly with your child's teacher or management.
- **Communication:** Use official channels like Brightwheel or the Nursery phone/WhatsApp. Personal contact exchange with staff is prohibited.

Parent Involvement

- **Active Participation:** We encourage parents to volunteer in various capacities, assist with classroom activities, and help organize events or conduct workshops.
- **Educational Workshops:** Attend workshops and seminars to gain insights into child development and parenting techniques.
- **Special Events:** Participate in parent-teacher conferences, open houses, and themed celebrations to connect with the nursery community.
- **Family Days:** Join us for family days to engage in activities and experience your child's daily nursery life.

Parent-Parent Relationship

- **Confidentiality:** No personal information sharing. Address issues involving other children or parents directly with management.
- **Community Building:** Encouraged to organize playdates at your convenience; the nursery does not initiate these interactions.

We look forward to a wonderful year ahead and thank you for your cooperation and commitment to making Caia Nursery a safe, joyful, and enriching place for all our children.

Warm regards,

Caia Management.