Welcome to Haven Infant & Toddler Care Centre

This Parent Handbook outlines issues you will need to be aware of while you are part of our family. It is important that you read this booklet and ask questions about matters you do not understand. It is a means of creating a partnership with you, the parent. Together, we can join hands and create a warm, affectionate, trusting and interesting learning environment for your child / children and you.

Name of Child: __________________________

Age of Child: __________________________

Class/Group: __________________________
Haven Infant & Toddler Centre
(A SASCO LTD Initiative)

Parent’s Handbook

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Updated as at 13-Jan-15 effective from 1st October 2014
Haven Infant & Toddler Centre  
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**Operation Hours**

<table>
<thead>
<tr>
<th>Full Day Programme</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>7.00 am to 7.00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>7.00 am to 2.00 pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Half Day Programme</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>7.00 am to 1.00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>7.00 am to 2.00 pm</td>
</tr>
</tbody>
</table>

Centre opens from 7.00 am to 2.00 pm on Christmas’s Eve, New Year’s Eve and Chinese Lunar New Year’s Eve except Saturday.

**Holidays & Centre Closure**

Centre will be closed on Sundays and Public Holidays.

An additional (5.5) five and half days per year are set aside by the Early Childhood Development Agency (ECDA) for the centre’s planning and other developments. Out of these 5.5 days, 2.5 days are for staff training and developments.

Please refer to the centre’s yearly calendar for more details.

**Priorities**

1. Applications are based on first come first served basis and availability in the child’s age group.
2. Priority is also given to those who have sibling who is currently or previously in our centre.

**Documents required for registration and application for Government Subsidy (Photocopy)**

1. Child’s birth certificate
2. Parents’ identity cards
3. Child’s health booklet/vaccination certificate
4. Re-entry permit for child and mother (for permanent resident only)
5. Dependant pass of child and parents (for foreigners)
6. Divorce certificate/death certificate/separation document (for single father only)
7. Photographs and identity cards of persons fetching child home
8. For working mother: most recent employment letter or pay slip or CPF statement
9. For self-employed: latest CPF statement or Register of Company.
Upon confirmation, the following fees will be collected.
Deposit One month’s fee as according to the programmes and age group. 
It is refundable prior to a month’s notice.
Insurance $3.00 annually (optional)
First month’s fee Full month fee before subsidy.

The first month’s subsidy will be carried down to the second month’s fee payment.

**Service Fee Structure with No GST with effect from 01/10/2014**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Age Group</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Day Care</td>
<td>2 months – 18 months</td>
<td>$1200.00</td>
</tr>
<tr>
<td></td>
<td>19 months – 36 months</td>
<td>$688.00</td>
</tr>
<tr>
<td>Half Day Care</td>
<td>2 months – 18 months</td>
<td>$900.00</td>
</tr>
<tr>
<td></td>
<td>19 months – 36 months</td>
<td>$516.00</td>
</tr>
<tr>
<td>Emergency Full Day Care</td>
<td>2 months – 36 months</td>
<td>$45.00</td>
</tr>
</tbody>
</table>

In the event that the child is absent from the centre for any reason or away on family holidays, the service fee for the month is still payable in full and no refund will be made.

**Payment of Fees**

1. Fee can be paid through various modes. If by GIRO, the deduction will be on every **10th of the month**.
2. Centre encourages parents to use GIRO to make payment for the monthly fees. There is an **extra charge of $10.00 if GIRO is rejected**.
3. Cash and cheque payment should be paid before **7th of every month**. Cheque payment should be made payable to “**SASCO LTD**”.
4. There will be a late payment charge of **$20.00** if payment is made after **7th** of each month.

**Outstanding Fees**
Centre reserves the right to terminate our service if fee is outstanding for 1 month and reserving the right to claim any fees in arrears. Parents who wish their child to continue with the infant or toddler’s programme will have to pay a re-registration fee of $100.00

**Government Subsidy**
Centre will apply for the infant care or child care subsidy on behalf of eligible parents. Please refer to the information provided by ECDA.
### Fees & Incidental Charges with No GST with effect from 01/10/2014

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Fee (Effective until 1st October 2014)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration fee</td>
<td>Infant</td>
<td>$100.00 (one time, non-refundable)</td>
</tr>
<tr>
<td>Registration fee</td>
<td>Toddler</td>
<td>$60.00 (one time, non-refundable)</td>
</tr>
<tr>
<td>Deposit (Infant)</td>
<td>Full Day</td>
<td>$1200.00 (one time, refundable prior to one month notice)</td>
</tr>
<tr>
<td>Deposit (Infant)</td>
<td>Half Day</td>
<td>$900.00 (one time, refundable prior to one month notice)</td>
</tr>
<tr>
<td>Deposit (Toddler)</td>
<td>Full Day</td>
<td>$688.00 (one time, refundable prior to one month notice)</td>
</tr>
<tr>
<td>Deposit (Toddler)</td>
<td>Half Day</td>
<td>$516.00 (one time, refundable prior to one month notice)</td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
<td>$3.00 annually (optional)</td>
</tr>
<tr>
<td>T-shirt and shorts</td>
<td></td>
<td>$22.00 per set (11 months to 36 months)</td>
</tr>
<tr>
<td>Stack Cot</td>
<td></td>
<td>$75.00 each</td>
</tr>
</tbody>
</table>

### Late Pick Up Policy
Parents are advised to be punctual when fetching their child home. They have to inform the centre in advance in the event of any unforeseen emergencies that might cause lateness.

A ten minutes grace will be given for three times only, upon which parents have to pay **$5.00 for every 5 minutes after 7pm**. Parents who are persistently late will be requested to withdraw their child from the centre.

### Trial Period
Two weeks of trial period is provided by the centre. A Pro-rated subsidy is available for infants and toddlers who are enrolled in a full day or half day care programme and the parents must pay at least 2 weeks’ fees.

Should the parents decide to withdraw their child during the trial period, they must inform the centre before the trial period ends. The centre will charge a pro-rated fees amounting to 2 weeks and refund the deposit to the parents.
Withdrawal of Child

Withdrawal of child must be made on the 1st of each month and accompanied by a withdrawal letter (a standard withdrawal form is available at the office). Full fee must be settled and the child must attend the centre at least for a day in order to claim the infant care/child care subsidy.

Example Case
If withdrawal letter is submitted on the 1st of January, the effective date of withdrawal will be 1st of February (the last day in centre is 31st January). January fee must be paid and deposit will be refunded at the end of January.

Change of Employment
Working mother should inform the centre by producing the most recent employment document if there is a change of employment.

Changes of Address and Telephone Numbers
Please notify the centre immediately if there are any changes in your home / office telephone numbers and address. This update is important so as to maintain open communications at all times between the centre and parents.

Centre’s Rights
Centre reserves the rights to terminate our service rendered to parents (1 month written notice) in the events:

1. Parents are persistently late in fetching child.
2. Outstanding fee for 1 month and no satisfactory arrangements have been made.
3. Dispute between parents and teacher / centre and no satisfactory mediation arrangements have been made.
4. Parents are persistently disagreeable / uncooperative with centre’s arrangements or decisions.
5. Request for updated information are not met with regards to:
   - Child’s health
   - Working mother’s / single parent’s particulars
   - Documents required for claiming working mother’s subsidy
Our Philosophy
We believe in

- Providing tender loving care and close attachment with efficient and committed caregivers who can cater to the individual needs of the infants and toddlers.

- Providing a suitable environment for healthy, safe and nurturing experiences that allow young children to explore, make mistakes, be challenged and eventually experience success.

- Working in partnership with parents who we can share knowledge and experiences in building up the growth and development of their children.

- Developmentally appropriate infant and toddler curriculum that seeks to provide educational and developmental services within an atmosphere that is encompassed in love, respect and empathy.

Common Goals and Objectives for Infants and Toddlers

- To form a secure and trusting attachment that determines the physical, cognitive and psycho social wellbeing of a child.

- To provide appropriate care and experiences that meet the child’s growth patterns and developmental needs.

- To ensure a safe and clean environment this is essential for the general health of the infants/toddlers to explore.

Child Portfolios

The types of record appropriate for recording infant’s / toddler’s growth and development are:

- Daily routine care records
- Physical/social developmental checklist
- Photographs/ video recording
- Play observation forms
- Feedback form from parents
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**Daily Programme**
Planning the programme for the children in care will be arranged around individual needs in relation to:

- Arrival
- Health screening
- Toileting and hand washing
- Dressing and undressing
- Sleep and rest time
- Eating
- Preparation of food
- Play periods (indoor and outdoor)
- Learning Activities
- Departure

**Meals**
Children are provided with a balanced diet of vegetarian meals from Monday to Saturday. Please refer to the menu displayed on the notice board for more details.

**Transportation**
Parents shall make their own transport arrangements.

**Outings/Field Trips**
Educational tours are conducted during the term holidays for the children. Travel is by chartered bus only and will be fitted with seat belts. There will be additional charges for the fieldtrips.
Health / Medical Attention
To protect and enhance the wellbeing of infants / toddlers in a safe and healthy environment where they can learn and explore safely, centre observes the following rules:

1. The child requires certain **standard immunizations**.

2. Children will not be allowed to attend the centre if they are suffering from **contagious or infectious illnesses** such as measles, chicken pox, mumps, small pox, sore eyes, hand foot mouth disease (HFMD), fever, stomach flu, diarrhea, vomiting, etc.

3. Parents must take their child home if any symptoms related to the above-mentioned disease are suspected.

4. Parents should inform the Supervisor of the Centre on any communicable diseases so that other parents can be informed and precautions taken.

5. **Returning to the centre after an illness**, 
   Your child can return to centre after their MC has expired and he/she does not display any unwell symptoms. However the centre may request parents to obtain a certificate of fitness should there be doubts about the child’s health condition.

6. In case of emergency, the nearest clinic will be sought upon parent’s approval and the parents will bear the expenses.

Medicine Administration
All medicine for the child should be clearly labeled and instructions must be clearly written in the centre’s medicine administration form. Medicine will be placed in the child’s individual basket and returned at the end of the day. Centre will not administer any medicine if:
- Proper written instruction is not given
- Medicine does not reflect child’s name
- Medicine is non-prescribed (i.e. Off the counter / Chinese medicine)
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**Levels of Programme Staff and Qualifications**

Specialized training is an important requisite for staff working with infants and toddlers. The knowledge and understanding of an infant’s / toddler’s growth patterns and developmental needs are critical in providing appropriate care and experiences.

Continuous effort will be put in this aspect. Staff working in the centre should be continuously upgraded in training and qualified with the certification in Infant and Toddler development or its equivalent as recognized by the Early Childhood Development Agency (ECDA).

<table>
<thead>
<tr>
<th>Programmed Staff</th>
<th>Qualification</th>
<th>Responsibilities</th>
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| **Supervisor**   | Min 5 GCE O’ level credits including EL1 or MT  
Diploma in Pre-school Education – Leadership  
A valid First Aid Certificate  
2 years experiences in supervisory in Pre-school setting.  
A medical report to certify fit and free from infectious diseases. | Shall plan and direct infant care programme.  
Shall be responsible for staff working with infants and toddlers. |
| **Teacher**      | Min 3 GCE O’ level credits including EL1 or MT  
Diploma in Pre-school Teaching or Certificate in Pre-school teaching.  
A valid First Aid Certificate  
2 years experiences in pre-school setting with toddlers.  
A medical report to certify fit and free from infectious diseases. | Shall be primarily responsible for a group of toddlers in planning and carrying out the day to day development and caregiving tasks.  
Shall attend to the health and safety of the toddlers in attendance.  
Shall supervise Childcare Assistants. |
| **Childcare Assistant** | Basic Certificate in Early Childhood Care & Education.  
A valid First Aid Certificate  
A medical report to certify fit and free of infectious diseases. | Shall only work under the direct supervision of the Teacher. |
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Parent-Teacher Communication
Centre’s staff will use the Communication Notebook to communicate with parents. Both staff and parents need to check the notebook regularly, initial and date it after reading.

Parent-teachers’ meeting will be held twice a year. The purpose of it is to discuss children’s progress in the centre. Parents who wish to speak with the teachers are welcome to do so at the most convenient time.

Message will also be send out through emailing / handphones. Parents are required to check their mails and update centre of any changes in their email address / handphone number.

Parental Participation
We strongly encourage parents to work together with our staff. Parental involvement is most welcome and we also hope to have parent volunteers to assist in our centre’s various activities when necessary.
Visitation
No guest or visitors are allowed into the centre’s premises unless appointment(s) are arranged beforehand. Parents who want to visit the centre should plan with the Supervisor.

Other requirements needed from parents
Your child is required to bring the following items to school with his/her name clearly labeled on the items.

1. 2 sets of clean clothes
2. 3 Bibs (Infants)
3. 1 bath towel and 2 hand towels
4. 1 comb (Optional)
5. 1 plastic bag for soiled clothes
6. 1 mattress cover with plastic/recycled bag
7. 4 milk bottles with teats
8. Formula milk
   (Young Infant)
9. Nappy rash cream
10. Diapers
11. Wet wipes

Please do not allow your child to:
• Bring any type of food to centre.
  Our Meal times are as follow:
  Breakfast: 8.30 to 9.30am;
  Lunch: 11.30am to 1.00pm; and
  Tea-break: 3.00pm to 4.00pm
• Bring tidbits, toys and other unnecessary fanciful items
• Wait outside the school without adult’s supervision before the centre is open at 7.00am.
• Wear any jewelry or to bring expensive items to school. We will not be responsible for any jewelry or expensive items lost.