



Parent's Handbook



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Dear Parents, Guardians and Care Givers,

Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Understanding that children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances, Sure Starts Children's Centre provides a safe and secure environment for children to excel.

The centre provides a content and rewarding environment for children by providing resources, play opportunities and firsthand experience, which allows children to build on their natural abilities and at their own pace. Sure Starts Children's Centre follows the Early Years Foundation Stage (EYFS) which promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

Children will be encouraged to be confident, independent and develop their self-esteem. Through play children develop intellectually, creatively, physically, socially and emotionally. Our centre provides a protected and stimulating environment where each child has the opportunity to develop at his/her own pace.

Sure Starts Children's Centre is governed by a Board of Trustees which includes parents and local professionals. The Trustees delegate the day to day running of the organisation to the Directors and Senior Management Team. We aim at working in partnership with children, families and the community by being a responsive, informed, transparent and innovative provider of early year's education, childcare and integrated family services.

On behalf of the management board, the school teachers, administration and the support staff we would like to welcome all of you into a school that is both ours and yours.

Liz Mleli & Lillian Mazengo
Managing Directors for Sure Starts Children's Centre



Hours of Operation

Sure Starts Children's Centre is open from 7.30am to 4.30pm, Monday to Friday.

For security reasons parents should respect the opening and closing times of the entrance gate to Sure Starts:

7.30am – 8.30am

12 noon - 4.30pm

Preschool: 8am – 2pm

Daycare Half Day: 8am – 12 noon

Daycare Full Day: 8am – 4pm

Extra Activities: 2.30pm – 4pm

Children must attend a minimum of 3 mornings per week.

We request that the times above are strictly adhered to. Late drop-offs can be disruptive for the children and class time. Please send a text message to the administration office if you are running late.

In case of absence, parents must inform the school immediately. For absences of more than 3 days due to health reasons, a medical certificate is required.

Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
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National Holidays
 School Closed
 Holiday Club
 Start / End of Term

Term 3 (6th January 2014 - 14th March 2014) - 48 teaching days

Term 4 (24th March 2014 - 6th June 2014) - 51 teaching days

Term 1 (11th August 2014 - 10th October 2014) - 45 teaching days

Term 2 (20th October 2014 - 12th December 2014) - 39 teaching days

Term 3 (5th January 2014 - 13th March 2014) - 49 teaching days

Term 4 (23rd March 2014 - 12th June 2014) - 52 teaching days

Sure Starts Children's Centre
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 +255 686 475 347 or +255 754 475 347



Curriculum

For our nursery and preschool, Sure Starts Children's Centre provides a rich curriculum in which the educational program is designed to meet the needs of the whole child. We have adopted the UK's Early Years Foundation Stage (EYFS) Curriculum which recognizes that each child's progress is individual to them and different children develop at different rates.

We adopt different programs depending on the age group of the child. For example, the infant and toddler programs provide a warm, nurturing atmosphere in which caregivers play and talk with children as they care for their needs. These teachers care for children in a manner that assists them in developing trust in their surroundings and in their caregivers. Lesson plans for these age groups include a lot of sensory activities and outdoor play. Infants have stable, consistent routines based on their own schedules for eating, resting, and playing. Through encouragement and activities centered on weekly themes, toddlers develop independence while maintaining a sense of security.

Preschool children's daily activities centre on units of study that are interesting and meaningful to young children and their balanced schedules provide experiences in both group and individual settings. Stories, music, language experiences, mathematics, projects and discussion of unit studies take place in groups.

Classrooms are arranged into interest areas of varying educational toys, materials, and games. These learning centres provide places for books, blocks, art, puzzles, science, manipulative materials, and dramatic play. They provide practice in making decisions, following directions, working independently, and learning the care and use of materials. Group lessons include stories, music, gross motor activities, language experiences, and discussion of the current unit of study.

Our educational programmes involve activities and experiences for children as follows:

- Communication and language
- Physical development
- Personal, social and emotional development
- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

The three characteristics of effective teaching and learning are,

- Playing and exploring
- Active learning
- Creating and thinking critically



Our teachers

Each child is assigned a 'key person' who will work closely with them and the parents / caregivers to build relationships and to work through both the good and challenging times.

We employ qualified and experienced staff who are carefully selected for their educational background, early childhood training and experience, and for their sensitivity to the individual needs of young children. All of our staff are adequately vetted and screened and also undergo a thorough induction program with ongoing training throughout. All our staff possess Paediatric First Aid certificates as we have an in-house system in place to provide this and all staff have undergone Safeguarding Children training.

The centre uses no harsh, cruel, or unusual treatment and our guidelines entail the following:

- NO corporal punishment or threats of corporal punishment is to be used
- NO shaking, biting, hitting of children
- NO humiliating or yelling of a child or making a child feel rejected
- NO child must be subjected to abusive or profane language
- NO punishment must be associated with food, naps, or toilet-training
- Staff may use time-out or brief, supervised separation from the group if necessary, but staff must not place children in a locked room or in a dark room with the door closed

At Sure Starts Children's Centre, our children are encouraged to explore, discover and create together and our teachers are united by a genuine interest in children and an enthusiasm for learning. They are trained to provide a developmentally appropriate curriculum that challenges and enriches each child. Our programs are designed to help children grow toward increasing physical, social, and emotional competence so that they feel safe and confident in our school.

Speech Therapy

We have, and implement an effective policy for ensuring equality of opportunities and for supporting children with learning difficulties. We focus on each child's individual learning, development and care needs to ensure that the children and families with whom we work are fully included.

Bi weekly a Speech Therapist visits the centre to provide services for children with speech delay, articulation disorders, fluency disorders or voice disorders which can be determined prior to an assessment.



Registration

All parents will be asked to fill in a child registration form, an 'All About Me' form and a healthcare questionnaire when enrolling at Sure Starts. Please also provide a copy of both your child's vaccination history and child's birth certificate. Please let us know as soon as any changes are made to your address, cell number or emergency number.

Registration / Deposit Fee

A non-refundable registration fee of \$300 is required for every child attending Sure Starts, as well as a refundable deposit of \$200 which will be deducted from your last terms tuition only if at least 4 weeks' notice has been given.

Fees

	8.00am – 2.00pm	8.00am - 12 noon	8.00am – 4.00pm
Preschool 4- 6 years	\$1,200 per term	-	-
Daycare 0 – 4 years	-	\$800 per term	\$1,700 per term
Extra Curricular Activities	-	2.30pm – 4.00pm Tsh 20,000 per session	-

There is a 20% discount for siblings on all fees

Meals – A separate fee of \$20 per week is charged for meals.

Meals include breakfast, a morning snack and lunch. All meals are nutritionally well balanced to meet the healthy needs of your child.

Prices are subject to change with written notice.

Fees and times can be tailor-made to suit specific needs. Please enquire at the office.



Payment Policy

- Fees are required one term in advance, payable by the due date stated on the invoice which will be emailed to you. A penalty of an additional 10% will be incurred on late payments and we reserve the right not to accept any child whose fees have not been paid
- Sure Starts Children's Centre reserves the right to increase the fees on an annual basis, and notice will be given in the event of any changes
- A penalty fee will be charged to parents collecting their children outside of the school's opening times at \$15 for every 30 minutes late
- The centre will be closed over weekends and public holidays – please refer to the centre's calendar

PAYMENTS CAN BE MADE AS FOLLOWS:

1. Directly to our company bank account:
INCITO Tanzania Limited
Commercial Bank of Africa (CBA)
Ohio Branch, Dar es Salaam
Dollar Account Number: 1086490027
2. Cheque payment directly into our account, to be deposited 2 weeks before the payment deadline.

Reference: Sure Starts/Name of your child

Please email the proof of payment to us on info@sscc-tz.com or drop a copy off with the administration office.

Waiting List

Children who apply for enrolment are placed on a waiting list according to the date the application is received or postmarked. Parents are welcome to apply as soon as their doctors tell them a due date, or they begin the adoption process. Siblings of currently enrolled children receive priority on the waiting list. They are placed after other siblings on the list and must be the appropriate age for an opening in a classroom to enter the program. Once a child leaves the centre, the child's siblings no longer receive this preference.



Unscheduled Closings

In situations where the centre may need to close due to uncontrollable circumstances such as bad weather or natural disasters, parents will need to pick up their child upon notification.

Toilet Training

Independent toileting is an important part of early childhood education. Children's readiness and parents' wishes guide staff as they assist children in accomplishing this developmental task. If your child is currently being toilet trained please ensure you pack 2 -3 extra changes of clothing in their bags.

Rest Period

Infants and young toddlers rest on their own schedules. All other children have a rest period following lunch each day, in which they may sleep or engage in a quiet activity. Rest time takes place between 1.00pm and 2:30pm. Children may bring a small pillow and a stuffed toy or security object, if they wish. All items must be labeled with the child's name.

Extra Curricular Activities

Our extra-curricular activities are designed to assist children to think outside the box and give them a great imagination and ability to view the world in a broader perspective, whilst having fun. This will also help them to perform well at school.

Our programme includes activities in arts and crafts, cookery, dance and music, gardening, upcycling, songs and stories, stitch and sew and more running Monday – Friday from 2.30pm – 4pm.

Please enquire for more information and enrolment forms at the administration office.

Holiday Club

Our Holiday Club runs during most of the school holidays and has been developed to ensure that the children are not only having fun with a large variety of activities but they are making lots of friends too. Activities include arts and crafts, cookery, sports, dance and music, games and indoors and outdoors fun.

Please enquire at the administration office for confirmed Holiday Club dates or refer to the school calendar.



Clothing

Safety is our primary concern. Shoes should be appropriate for running and climbing and avoid flip flops or backless sandals as they are unsafe on the playground. Jewellery is not permitted, with the exception of small stud earrings that cannot catch on clothing and playground equipment.

Parents are responsible for providing extra clothes, sunscreen and a sunhat for their child in their school bag, all clearly marked with the child's name. This is particularly important for those children who are toilet training (please also pack additional wipes and nappies clearly labelled), but is also required for all children in case of accidental food, water, or creative project spills. Please also pack a water bottle in your child's bag and label all your child's possessions.

Toys from Home

Please do not bring toys from home as these can sometimes cause disruptions in the classroom environment. The only toy we will allow your child to bring from home is one stuffed animal or doll to sleep with during nap time. Toy guns and weapons are strictly prohibited. We will not be responsible for any toys that are brought from home.

Food and Nutrition

Our nutritional standards are benchmarked by guidelines from the 'School Food Trust' as we believe children start learning about food at a very early age and it is important that they get the right start with their food choices and therefore we aim to make eating positive and enjoyable.

Sure Starts Children's Centre provides well-balanced and nutritious food which includes a morning snack, lunch and afternoon snack. Menus for children are carefully planned in accordance with nutritional value and appeal to children. Fresh food is prepared daily and consists of a balanced diet containing grains, fish, meat, eggs, fruits, vegetables and yoghurt. All our meals are low in salt and sugar.

The centre will also provide a variety of meals for infants who have been weaned although parents may bring infant food as they wish.

Please inform the office of any food allergies and if you do wish to send your own food, please ensure your child's name is on the lunch bag. Please if sending in food or snacks for your child, do not send fried foods, crisps, sweets, fizzy drinks or chocolate except on special occasions such as birthdays.

Breakfast : 8am – 8.30am

Morning snack : 9.45 am – 10.15am

Lunch : 12 noon – 12.30pm

Afternoon snack : 3.30pm



Sure Starts Children's Centre – Menu 2014

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
BREAKFAST	Weetabix	Ulezi Porridge	Cornflakes	Ready Brek	Oats
MORNING SNACK	A selection of sliced fruits				
LUNCH	Beef or Vegetable Stew with Ugali and rice or Sausage, Mashed potato, green beans and cabbage	Vegetable pasta bake or Beef Lasagne, peas and carrots	Shepherd's pie and green beans	Rice and Ugali with Chicken & vegetables or Fish pie with vegetables	Margarita and red pepper pizza with salad or Picnic – Carrot, Cucumber and pepper sticks, tomatoes and a selection of sandwiches with fillings
DESSERT	Yoghurt	Chocolate Sponge or Pineapple Upside Down Cake with Custard	Custard with seasonal fruits	Ice-cream or jelly	Fruit Crumble

*For younger children food can be pureed or alternative meal will be made. When this is a case we will let you know.

Alternatives are made for those with food allergies.

Health and Safety

A health questionnaire needs to be completed for your child before they can attend the centre, as well as a copy of your child's vaccination history. Parents should ensure that their immunisations are kept up to date.

The centre's staff make every effort to prevent the spread of disease. This includes frequent hand washing (children and teachers) and instruction in hygiene, which significantly minimizes the spread of germs. The centre also takes great care to disinfect diaper-changing areas after each use and hand gels are readily available all over the centre. Although we acknowledge that this can sometimes be an inconvenience for working parents, when children become ill while at the centre parents are informed and consent is obtained before attending to a sick child. Keeping your sick child at home will help them recover fully, and will help lessen the chance of a relapse.

If your child is receiving medical attention or is on medication for a long term illness please inform the Centre Manager so that we can guarantee the staff are aware of your child's situation and any special needs they may have. If your child is not coming Daycare/Preschool on their scheduled day due to an illness or a contagious condition, please contact the Centre Manager (+255 686 475 347 or +255 754 475 347).

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If your child has any of the following conditions, they should be kept at home. If any of these conditions develop whilst at Sure Starts, you will be notified (and your child must be picked up from the centre).

- Fever (over 99.5 F / 37.5 C degrees under arm)
- Diarrhoea (severe or persistent) – the child needs a clear period of 48 hours before returning to the centre
- Vomiting - the child needs a clear period of 48 hours before returning to the centre
- Conjunctivitis (pink/red eye)
- Infectious skin disorders, such as ringworm, rashes or any other parasitic infestation etc.
- Communicable diseases, such as chicken pox, mumps or measles (Rashes can be the first sign of many infectious illnesses, such as chickenpox and measles. Children with these conditions should not attend school. If your child has a rash, check with your GP before sending them to school).
- Yellow or green mucus from nose or throat
- Common Cold - if your child is sneezing and/or coughing regularly, they should not come to Sure Starts as this is the most contagious stage of a cold. If your child has a more severe and long-lasting cough, consult your GP. They can give guidance on whether the child should stay off school.
- Sore throat - A sore throat alone doesn't have to keep a child from school. If it's accompanied by a raised temperature, the child should stay at home.
- Any other conditions deemed necessary by management for the well-being of your child and the other children enrolled

A child with an illness for which antibiotics have been prescribed may not come to Sure Starts until a minimum of 36 hours have passed since they have taken their first dose. The child must also be feeling well enough to fully participate in the Sure Starts daily schedule.

It's important to inform the centre if your child is going to be absent. On the first day of your child's illness, send a message to the administration office to tell them that your child will be staying at home. The centre may ask about the nature of the illness and how long you expect the absence to last. If it becomes clear that your child will be away for longer than expected, phone the centre as soon as possible to explain this.

Medication

When your child needs to take medicine at the centre, the following procedures are required:

1. Sign-in medicine daily, or leave permission for "as needed" medication that you leave at the centre.
2. All medication belongs in the administration office. For medication that needs to be refrigerated, there is a container marked "medication" in the kitchen. Please give the initial dose of any medication your child has not had before to check for a reaction.
3. All medication must be in the original container, labeled with the child's name and the date it is brought to the center.
4. The dosages on the medication label will be followed unless a doctor's note states other instructions.



Please note that all of our teaching and administration staff are fully trained in First Aid.

Accidents and Emergencies

At the centre, children are supervised carefully at all times. However, if an emergency arises, the child's parents are contacted. When parents are unavailable, centre administration will notify nominated alternative contacts from the child's files.

Parents will be notified of all injuries by way of an Accident Report filled out at the time of the injury. Parents will be notified immediately by phone of any injuries which may require medical attention or a consultation with the parent, such as severe nose bleeds. In the unlikely event of a severe injury, Sure Starts will seek emergency help and then phone the parent.

Emergency Drills

The centre has policies and procedures for emergencies, such as fires, storms, etc. Each staff member is aware of these procedures to ensure the children's safety. Drills are staged regularly. Evacuation plans are posted in each room. There is always a staff member present with CPR and first aid training.

Fumigation

The centre, both indoors and outdoors, is fumigated at the beginning and end of every term and whenever we feel it is necessary to do so against insects and rodents.

Child Release Policy

Your child is to be escorted to the centre each morning by a responsible adult and will be signed in by a staff member, on the weekly sign-in sheets. Your child will also be signed out at the end of the day. No child may leave the centre unless accompanied by an adult. Your child will not be permitted to leave the centre with any unauthorized person, so it is essential that you inform us when someone else is picking up your child. Identification must be presented at time of pick-up; otherwise your child will not be released to anyone other than a parent. Children will not be released to other persons unless written permission is given.

Transparency and Communication

The Children's Centre encourages parental involvement in children's care and education in both informal and formal ways. Our staff members are always available to talk on a daily basis, or an appointment can be made with the administration office.

Each child will receive a communication notebook which is placed in the child's schoolbag every Friday. Please ensure that you read the teachers comments and respond if you feel it necessary or have any queries regarding toilet training, behavior, activities etc and return the notebook every Monday. If your child's notebook is lost, we ask that you please replace it. Any important notices will also be attached to the communication notebook and the person collecting your child(ren) will be reminded of the notebook.



At the end of each month all parents will be emailed a monthly newsletter which details the themes and activities that have been covered that month and those that are to be covered in the following month as well as containing notices of important dates or centre plans. All parents are invited to participate in parent/teacher meetings, parent workdays, and fundraisers. Good centre-parent communication is an essential component of quality child care. If you have any concerns or suggestions, we would like to know them.

For any questions, concerns or enquiries please direct them to the administration office - info@ssc-tz.com and nyugah@sscc-tz.com or +255 686 475 347 / +255 754 475 347 - and we will communicate with you accordingly.

Progress Reports

Progress Reports are handed out at the end of each school term. Please ensure that you return the reports at the beginning of the following term so that at the end of the academic year (June) you will receive a full progress report.

Birthdays

Birthdays are special at Sure Starts Children's Centre. If you wish to send in cakes or plan something special, please notify the office and we will be able to tell you how many children are expected in the centre that day. We can also organize a birthday party for your child at the centre on a weekend at an extra cost. Please ask at the office for more details about this service.

Notices

It is the parent's responsibility to read the newsletter and calendar and to check emails, bulletin boards, notebooks (sent home every Friday to be returned to the centre every Monday), and lunch bags for notes and notices.

Confidentiality

Children have a right to privacy. Neither students, staff nor parents may divulge any information about children or families to others.

Sure Starts Children's Centre's list of parents and children's names will not be released without prior notification. Parents must sign a release before their child's picture will appear in any newsletter or other child care publication associated with the Centre.

Policy Changes

In the event of an operational policy change or change in an item in the child care enrolment agreement, parents will be notified in writing or via e-mail and on our Facebook page.



Complaint Procedures

We welcome any compliments, complaints and suggestions about the service we provide and there is a comments box at the reception for this purpose.

Parents are encouraged to discuss problems with their children's designated staff or key worker. In most instances, a day care issue will be discussed with the teacher informally, and the parent may not label it a grievance -- but simply a concern, gripe, complaint, etc. When a parent feels he cannot discuss a problem/complaint informally with the teacher, the director is available upon request.

All problems/complaints whether handled informally or through the formal grievance procedure are expected to be timely - right after the incident/problem occurs. This makes it possible to obtain more accurate data/information. We review the feedback and suggestions we receive from you and use these to inform our planning and to improve our services.