

# 13. Day Care Center Policies



All parents are requested to make themselves aware of the ISSR Day Care Center policies that apply to the day-to-day life of their child. These policies cover all aspects of educational provisions at ISSR Day Care Center, as well as broader managerial policies. They inform and protect all members of our Day Care Center community. Policies can be viewed at the Day Care Center office at any time. The main Day Care Center policies directly affecting parents and children are outlined below.

## 14. Queries

For routine matters relating to your child and classroom activities please bring to the attention of the classroom teacher by contacting the office via Telegram. Parents are asked to make an appointment with the office to meet teachers after class hours via Telegram. Should you have any further questions or concerns after meeting with your child's teacher, you may make an appointment with the office to speak with the ISSR Day Care Center Principal. Parents are not permitted to enter classrooms without an appointment with the class teacher, or without being accompanied by a member of the administration or teaching staff.

For all other questions not specifically of an academic nature, please make an appointment to speak to our administration team or the Principal.

## 15. Attendance



Good attendance is of great importance for the development of all children, this supports a healthy routine which is of great importance for young children. A child should never be absent unless necessary.

# 16. Absences

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When a child is absent from the ISSR Day Care Center, the parents/carers must notify the Day Care Center by telephone before 7:55am. If possible, the parents/cares should inform the Day Care Center of the expected duration of the absence.

To report an absence, please call the office on 099 87 87 82



## 17. Duty of Care

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Provision of care on the part of ISSR Day Care Center is dependent on all relevant information being available to the school and that this information is correct and up to date.

Please ensure that:

- Contact details are up to date
- Parents/Carers absences or unavailability are always known
- Medical conditions are known
- Vaccination information is kept up to date
- Medications are known and explained how to administer to your child by our Admin staff

At all times, ISSR Day Care Center will exercise its responsibility to ensure the care and safety of students based on the information at hand. When unforeseen events occur, such information will assist in the proper implementation of any relevant emergency policy.

As part of our commitment to childrens care, ISSR Day Care Center ensures that there are staff members with up to date First-Aid certification on site and that the whole team is aware of emergency procedures.



## 18. Child Protection

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As part of our child protection policy, ISSR Day Care Center has strict rules regarding the conduct of visitors to the school. Staff members must wear an identity badge during the school day.

Any adult who is not a member of staff must wear a visitor badge whenever they are on the ISSR Day Care Center premises. This includes parents who are at school to drop off/pick up their children or to deliver lunch.



## 19. Enrollment & Registration

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**Enrollment:** All new children admitted to ISSR Day Care Center are required to pay the full enrollment and registration fees according to the ISSR Day Care Center enrollment policy.

**Fees:** First semester fees are due in August on commencement of the Day Care Center year and then the second semester in January.

Enrollment fees are non-refundable and are to be paid in full before the Day Care Center term starts. A child admitted during the Day Care Center year must arrange payment of fees before schooling starts. A full semester payment is required, irrespective of when in the semester a child starts.

Books, classroom supplies, infant supplies and minor miscellaneous resources or expenses are charged separately to cover each child's general usage of, art materials, and related materials throughout the Day Care Center year. This fee is non-refundable and must be paid in full before the program starts.

**Certificates of Attendance:** These can be provided to parents who require certification for a foreign national administration regarding their children e.g. clarification of the curriculum followed at ISSR Day Care Center, key dates of their child's enrollment or other information. Please contact the ISSR Day Care Center office regarding these.

**Insurance:** All students and staff at ISSR Day Care Center are covered by a group accident insurance policy for injury on ISSR Day Care Center grounds and during any excursions. This insurance does not cover illness while attending ISSR Day Care Center. Parents are not charged for this cover, which becomes active once initial fees are paid.

## 20. Drop Off and Collection

**Drop Off:** The Day Care Center gate will be open from 7:30am and will be manned by security and a staff member. Parents are required to wear their Day Care Center ID badges when dropping off or picking up their child. Parents should accompany their child with the member of staff to their child's allocated room on arrival at the Day Care Center.

**Pick Up:** Pick up will commence at 4:00pm. Parents/carers are requested to pick up their children no later than 4:10pm. Parents will be met by a member of staff who will accompany them to their child's room for pick up. For late collections without prior arrangements, a fee will be incurred by the parents/carers concerned.

**Late Pick Up:** Arrangements can be made at the office for late pick ups up to 5pm. This service will incur an extra fee.

**Please note:** If a parent/carer does not have their ID badges with them for drop off and pick up, they will have to go to the office to sign in and receive a visitors badge.

All parents and families must follow the directions of ISSR Day Care Center staff and be courteous and respectful at all times.

We ask that you obey the rules of the road outside of the Day Care Center.



## 21. Illness & Medication

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If a child becomes unwell during the school day, the ISSR Day Care Center will contact the parents and request that the child be collected from school, particularly when a child is running a fever, has diarrhea or vomiting or has signs of a contagious illness.

If a child has a case of vomiting, fever or diarrhea, they must be kept at home until they have recovered. If the school suspects one of these cases, a parent will be called to collect their child from school.

For children with an ailment that does not otherwise prevent their presence in school, ISSR Day Care Center cannot take responsibility for administering medicine. However, an arrangement can be discussed on a case-by-case basis.

Parents are responsible for updating their child's vaccinations each year and should inform the school administration whenever there is a change of status regarding such vaccinations. A record of all medication taken at ISSR Day Care Center is kept in the school office.



## 22. Healthy Eating

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As we aim to educate the 'whole child' at ISSR Child Care Center, this includes their physical health. It is the Day Care Center policy that only healthy food is allowed for snacks during break time and lunch time. We discourage sending in soft drinks, chocolates, fast food, pizza or sweets. The Day Care Center recommends that the practice of healthy eating habits should also be reinforced at home within the bounds of cultural norms.

## 23. Dental Health

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Parents must provide their child/children with a named toothbrush and toothpaste. Please ensure your child has his/her own toothpaste supply. This applies to children 12 months to 36 months.



## 24. Day Care Center Property

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All persons entering ISSR Day Care Center should at all times respect school property and resources found on the premises be this in the classroom or outdoors.



## 25. Disciplinary Action

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At ISSR Day Care Center children from various backgrounds are enrolled and attend school without prejudice. All children have equal rights, and equal access to school staff and resources. In return, the school expects respect from all parents and children, towards all school personnel including administration staff, teachers, teaching assistants, security guards, gardeners, drivers, cleaners and any other adults employed at ISSR Day Care Center, as well as respect for school property and its environment.



Children must also show respect to each other at all times. Inappropriate behaviour in terms of actions, body language or verbal expressions will result in the school policy on discipline being applied (parents can view this policy at the school office).



## 26. Health and Safety

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At our Day Care Center, we conduct fire drill practices twice a year. These drills are designed to ensure that both children and staff are aware of safety procedures and can respond quickly and effectively in case of an emergency.

Our goal is to create a safe environment where everyone knows how to act during a fire, minimizing risks and ensuring the well-being of our Day Care Center.

## 27. Conclusion

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This booklet is intended to give only basic information to parents about the ISSR Day Care Center. All other queries can be obtained by arranging a meeting with the Principal, administration or by checking out the ISSR Day Care Center website: [www.issr.edu.kh](http://www.issr.edu.kh)

