

Internal Regulations and Working Procedures of Creche do Gato Amarelo

I

General Objectives of Creche do Gato Amarelo

Today it is recognized that the first stage of infancy is of major importance for the correct development of children.

The general aim of **Creche do Gato Amarelo** is to provide the children with the means to allow them to develop all aspects of their personality, socially, intellectually, physically and emotionally, but always aware of differing paces of development in each child, which have to be respected.

Creche do Gato Amarelo aims to encourage a child to:

- become independent
- develop respect for itself and others
- socialize in group, recognizing each one's individuality
- develop expressive ability through dialogue and creativity
- develop curiosity and interest for comprehension

Creche do Gato Amarelo also aims to:

- provide parent(s)/carer(s) with confidence and peace of mind, enabling them to carry out their professional functions.
- collaborate with parent(s)/carer(s), whenever possible, with the introduction of new services and options in order to meet the children's needs.

II

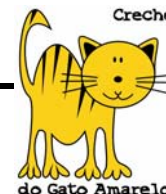
General Admission Conditions and Capacity of Nursery

The following are general admission criteria for children who attend **Creche do Gato Amarelo**, in accordance with current legislation (Despacho Normativo 99/89 of 27 October):

- Completion of application form
- Submission of child's individual file including
 - Photocopy of Birth Certificate
 - Photocopy of Health card covering medical assistance (public or private)
 - Inoculation card showing up to date inoculations
 - Medical certificate indicating that child has no infectious diseases
 - Name and contact of child's Doctor
 - Proof of residence (photocopy of gas, electricity or water bill, etc)
- Acceptance of this regulation as part of the Contract for Services Provided to be signed by the parent(s)/carer(s) and by the Creche do Gato Amarelo

Creche do Gato Amarelo has places for 55 (fifty five) children, distributed as following:

- 8 (eight) babies aged between 4 (four) months and up to being able to walk
- 20 (twenty) children aged between walking and 24 (twenty four) months, distributed in 2 (two) separate activity rooms



- 27 (twenty seven) children aged between 24 (twenty four) months and 36 (thirty six) months distributed in 2 (two) separate activity rooms

In order to comply with admission criteria, and in the event of full capacity, a waiting list will be compiled in order of pre-application. Whenever a place is available, the pre-application criteria will be respected and parent(s)/carer(s) will be notified.

Parent(s)/carer(s) will be informed in advance of these Internal Regulations and Working Procedures.

III

Date for Registration Renewal

Registration renewal for the following year must take place up until the last day of May of each year, and be paid with the monthly fee of June.

IV

Days and Hours of Opening

Creche do Gato Amarelo is open for twelve months of the year.

The nursery is open from 8.00 and the latest time for collection of children is 20.00 every day of the week except Saturdays, Sundays and other dates later indicated.

Parent(s)/carer(s) should take note of timetables, and endeavour to comply to these as near as possible:

- From 8.00 to 9.30 - Arrival of children
- From 9.30 to 11.30 – Play and learning activities
- From 11.30 to 12.30 – Lunch
- From 12.30 to 15.30 – Hygiene and sleep
- From 15.30 to 16.00 – Light tea
- From 16.00 to 18.00 – Play and learning activities
- From 18.00 to 20.00 – Departure

In the time between 18.00 and 20.00, in spite of some children being collected by parent(s)/carer(s), recreational activities will continue until the actual time of departure.

The services of the Creche do Gato Amarelo are closed on the following days:

- National holidays and municipal holidays in Lisbon
- 24 December
- 31 December

V

Short or Prolonged Absence and Holidays

In the case of a child's absence, either short or prolonged (for example, due to holidays, illness or other), parent(s)/carer(s) should inform **Creche do Gato Amarelo** until 9.30 on the respective day.



In the case of a prolonged absence, the parent(s)/carer(s) should, when possible, inform the probable date of the child's return.

In the case of absence due to illness, parent(s)/carer(s) should provide, on the child's return, a medical certificate stating that the child is able to return to the nursery.

In order to plan staff holiday periods, parent(s)/carer(s) should inform, as early as possible, of the dates they intend to take holidays.

VI Sudden illness

In the case of a sudden illness, **Creche do Gato Amarelo**, has an isolated area for a sick child. In this eventuality, the parent(s)/carer(s) will be immediately informed.

In the case of a child having a temperature above 38.5°C (thirty eight and a half degrees centigrade), the parent(s)/carer(s) must collect the child, the earliest as possible, after being notified.

VII Persons Authorized to Collect Children

When an application is submitted, it must be accompanied by a list of persons authorized to collect the child, so that, under no circumstances, will a child be given to any person who is not indicated on the above mentioned list.

In an exceptional case, where a child is collected by another person who is not on the list of authorized persons to collect the child, the parent(s)/carer(s) must inform the nursery in advance with the name of the person and a number of an identification document and this information will then be confirmed by the nursery to the parent(s)/carer(s).

VIII Meetings with parent(s)/carer(s)

The nursery will determine one or more days for parent(s)/carer(s) to make an appointment for meetings with the technical staff.

Parent(s)/carer(s) contacts with the nursery, should be made at two distinct levels, as indicated below:

- With the technical staff, when dealing with matters relating to learning and development of the child (for example behaviour, physical and mental development among others)
- With the management, when dealing with matters related to the quality of global service provided, either complaints or suggestions.

This procedure is fundamental to ensure, at each level, a focal point of information and to avoid misinterpretation of eventual facts that may occur.

These contacts are also possible through alternative means, namely through the following email addresses

- dt@gato-amarelo.net for matters related with technical aspects (this email goes to the Technical Director)
- vanda.vasques@gato-amarelo.net for matters related with overall quality of service (this email goes to the General Manager and owner)
- sugerir@gato-amarelo.net to make suggestions
- reclamar@gato-amarelo.net for complaints
- pedidos@gato-amarelo.net for special requirements (diets, special care needed, etc.)

IX

Arrival and Collection of Children

To help with the arrival and collection of the children, there is always a member of staff from **Creche do Gato Amarelo** in the reception area where the children are handed over and are collected by the parent(s)/carer(s).

The same member of staff:

- Receives the children and has them taken to their respective rooms.
- Picks up the children from the respective rooms and hands them over to the parent(s)/carer(s) when they arrive at the end the day.

No arrivals or collections are allowed outside the door of the nursery.

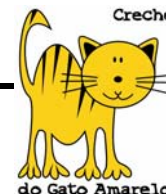
X

Catering

The menus provided at **Creche do Gato Amarelo** are prepared by a certified infant nutritionist.

In this area, so important and sensitive, the following requirements should be strictly observed:

- At the time of application, the parent(s)/carer(s) should indicate if a child has any allergic reactions to certain types of foods.
- This indication will be noted by the nursery.
- At any time, if parent(s)/carer(s) become aware of changes in the allergic behaviour of a child they must inform the nursery immediately.
- In order to enable a better control of the quality of the food, its suitability to children and the hours of meal times, food cannot be brought into the nursery from outside.



- The menus are posted weekly; however, special diets are available when prescribed medically.

XI Insurance

All children attending **Creche do Gato Amarelo** are covered by a personal accident insurance. These insurance take effect from the moment of registration.

Authorization must be given, in the case of an emergency, for a child to be transported to hospital by the staff of **Creche do Gato Amarelo**.

Parent(s)/carer(s) will be promptly informed of any of these eventualities.

XII Medication

In the case of a child being well enough to attend the nursery but still taking medication, parent(s)/carer(s) should take the respective medication to the nursery, which must have the following details on the box:

- Name of child and room
- Frequency of doses
- In the case of drops, indicate type of administration (nasal, eyes, ears or oral)

No medication will be given to children without exact instructions from the parent(s)/carer(s) or, in the case of an emergency, medical prescription.

XIII Clothing

The cost of two smocks for the children are included in the current fees, the care of these (washing and ironing) is the responsibility of parent(s)/carer(s).

Additionally, at the nursery, each child should have a complete change of clothes and a dummy identical to the one normally used, provided by parent(s)/carer(s).

XIV Childrens' Personal Objects

For safety reasons, the use of personal objects such as necklaces, earrings, rings bracelets or others, is not allowed.

Whenever possible, the use of toys belonging to a child, should be avoided in the nursery. If parent(s)/carer(s) choose to opt for this practice, **Creche do Gato Amarelo** takes no responsibility for any damage or loss.

Whenever a child, inadvertently, takes home a piece of a game, toy, puzzle or other, it must be returned the next day, to avoid games having missing pieces, so rendering them useless.

XV Payment of Fees, Cancellations and Updating



The fees are paid twelve times a year. The month of August is paid in two equal half amounts, one in June and the other with the December fee.

The fees should be paid between day one and seven of each month. Fees paid after that date, will be increased by 15%.

In the case of parent(s)/carer(s) want to cancel their child's registration with the nursery, they should inform **Creche do Gato Amarelo**, at least 30 days in advance. If this is not complied with, a further monthly fee will be charged.

The monthly fees will be updated annually in September and the parent(s)/carer(s) will be notified of this updated fee during the month of May. The registration for the next school year should be paid during the month of June.

XVI Services Included in Fees

Creche do Gato Amarelo aims to provide an all inclusive service in order to help make life easier for parent(s)/carer(s).

Thus, the following services are included in the monthly fee:

- Hours of opening from 8.00h to 20.00h
- Personal accident insurance for children
- Catering, including special diets, baby food and milk.
- Bottles and teats
- Nappies
- Baby wipes
- Barrier creams, cleansing and moisturizing creams.
- Liquid soap
- Serum
- Two smocks
- Bibs
- Learning tools
- Play and learning items

XVII Other services not included in the monthly fee

The following additional services, which are not included in the monthly fee, may be requested:

- Preparation of a take away type child's or parent(s)/carer(s) evening meal
- Use of nursery premises, at the weekends, for birthday parties.
- One Friday per month the nursery will be opened until 2:00, so that parent(s)/carer(s) can leave their children there, for the cost of €15.00 (fifteen Euros) per child, including dinner and supervision
- Other, by request of parent(s)/carer(s), will be considered in a case by case basis, provided the ability for **Creche do Gato Amarelo** to deliver them.



For the preparation of an evening meal, and to ensure the ability to acquire fresh products, it is necessary that **Creche do Gato Amarelo** is informed until 16.00 on the day this service is required.

The reservation of the nursery's premises for birthday parties must be thirty days in advance.