

ORA POLICIES & PROCEDURES



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Acceptable Use of Information Technology Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we recognize the importance of information technology (IT) in enhancing our operations and providing educational opportunities for children. This policy outlines the acceptable use of IT resources by nursery staff, parents, and visitors to ensure their safe and appropriate use.

The purpose of this policy is to:

- Define acceptable use of nursery IT resources.
- Promote the responsible and ethical use of IT.
- Protect nursery IT resources from misuse or damage.
- Ensure compliance with relevant laws and regulations regarding IT usage.

SCOPE

This policy applies to all nursery staff, parents, and visitors who access or use nursery IT resources, including but not limited to:

- Computers, laptops, tablets, and mobile devices.
- Internet access.
- Software applications and online platforms.
- Communication tools (e.g., email, messaging apps).

ACCEPTABLE USE

Users of nursery IT resources are expected to:

- Use IT resources for nursery-related purposes only, including educational activities, administrative tasks, and communication with parents.
- Respect copyright and intellectual property rights when using digital content.
- Protect personal and sensitive information from unauthorized access or disclosure.
- Comply with all applicable laws, regulations, and nursery policies related to IT usage.

- Report any security incidents, breaches, or suspicious activities to nursery management immediately.

PROHIBITED ACTIVITIES

The following activities are strictly prohibited:

- Accessing or distributing illegal or inappropriate content, including but not limited to adult material, hate speech, or pirated software.
- Engaging in activities that may compromise the security or integrity of nursery IT resources, such as hacking, unauthorized access, or malware distribution.
- Using IT resources for personal gain or commercial purposes unrelated to nursery activities.
- Harassing, bullying, or discriminating against others through IT channels.
- Sharing login credentials or accessing unauthorized accounts or systems.

SECURITY MEASURES

To ensure the security of nursery IT resources, the following measures will be implemented:

- Password protection: Users must use strong, unique passwords and change them regularly.
- Encryption: Sensitive data will be encrypted to prevent unauthorized access.
- Access controls: Access to IT resources will be restricted based on roles and responsibilities.
- Antivirus and firewall: IT systems will be equipped with antivirus software and firewalls to detect and prevent security threats.

ENFORCEMENT

Violation of this policy may result in disciplinary action, up to and including termination of employment or expulsion from nursery premises. Nursery management reserves the right to monitor and audit IT usage to ensure compliance with this policy.

REVIEW AND UPDATES

This policy will be reviewed regularly to ensure its effectiveness and relevance to nursery operations. Updates may be made as necessary to reflect changes in technology or regulations.

ACKNOWLEDGMENT

By accessing or using nursery IT resources, users acknowledge that they have read, understood, and agree to comply with this policy.

Admissions Policy

(Version 2023.01)

PURPOSE

To ensure that Ora Nursery is an accessible facility for all children and families.

POLICY STATEMENT AND PROCEDURES

In order to achieve our goal for providing inclusive education for all children, we operate the following admissions policy.

- We ensure that the existence of the setting is widely advertised in places accessible to all sections of the community.
- We ensure that information about our setting is accessible – in written and spoken form – and, where appropriate, in different languages.
- We arrange our waiting list in birth order.
- We welcome parents in all our activities.
- We describe our setting and its practices in terms of how it treats individuals, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.
- We aim to ensure that children with disabilities are able to take a full part in the life of the setting.
- We monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.
- We make our equal opportunities policy widely known.
- We are flexible about attendance patterns to accommodate the needs of individual children and families.

Adverse Weather Policy

(Version 2023.01)

PURPOSE

To highlight the procedures in place in times of adverse weather conditions.

DEFINITIONS

Adverse weather is defined as weather conditions which have unusual consequences which affect working conditions and/or prevent transportation and impact on safety. It can include but is not limited to: hurricanes, floods, sandstorms, blizzards, extreme heat and extreme cold.

CLOSURE OF THE NURSERY DUE TO ADVERSE WEATHER

In extreme cases of adverse weather, it may be essential to close the nursery to ensure the health and safety of all members of our Ora community. In these cases, staff at Ora will still be paid and parents will not be entitled to a refund for fees already paid.

ADVERSE WEATHER PROCEDURES

It is the responsibility of the Centre Manager to inform all staff and parents with as much notice as possible if the Centre will be closed/close early due to adverse weather. A notice will be sent out on our Parent application to inform all parents and verbal, or written communication will be sent out to staff.

Parent App Notice Template

"Dear parents,

Due to the current adverse weather conditions in Dubai at this time and with guidance from local authorities, the decision has been made to close Ora Nursery to ensure the health and safety of our whole community.

We look forward to welcoming you all back once it is safe to do so and hope to update you on our reopening soon.

Thank you for your understanding and cooperation.

Please stay safe during this time!"

The center should be inspected before the announcement of reopening to ensure no damages have occurred which will impact on the health and safety of the community. It is the Centre Managers responsibility to inform all staff and parents when the conditions and nursery are safe to reopen as usual.

Allergies and Reactions Policy

(Version 2023.01)

PURPOSE

The purpose of this policy is to ensure the safety and well-being of all children attending Ora Nursery by outlining measures to prevent and promptly address any allergic reactions.

CHILDREN'S ALLERGY POLICIES

At Ora Nursery, we take allergies and reactions very seriously to ensure the health and safety of all children in our care. It is the responsibility of the parents to inform us if their child has any allergies prior to their enrollment in the nursery.

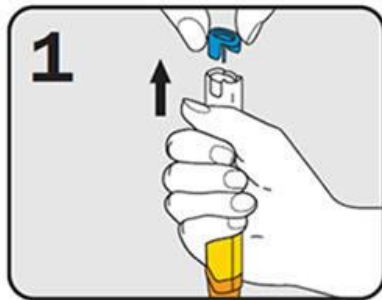
Once a child's allergy has been disclosed, it is imperative that this information is prominently displayed in the child's classroom, as well as in the health and safety folder and nursery clinic. This will allow all staff members to be aware of the child's specific allergy and take necessary precautions to prevent any potential reactions.

In the event of an allergic reaction, our staff is trained to administer any necessary medication as prescribed by the child's healthcare provider. Parents will be notified immediately and, if necessary, emergency services will be called.

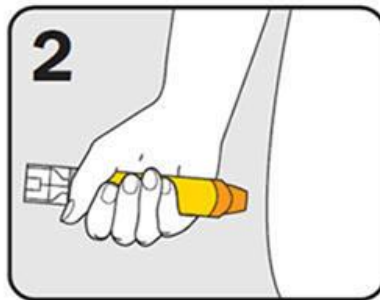
It is important that parents provide the nursery with up-to-date information regarding their child's allergies, any changes in their allergy management or treatment plan, and any new allergies that may develop. This will ensure that we are able to provide the best possible care for your child while they are in our care.

If a child has a severe allergy which may require an EpiPen administration, if reaction occurs, it is the parents' responsibility to provide this to the nursery staff upon registration. The nursery health and safety officer should store the labelled EpiPen in the nursery clinic and should make sure all staff are aware of the correct EpiPen administration procedures.

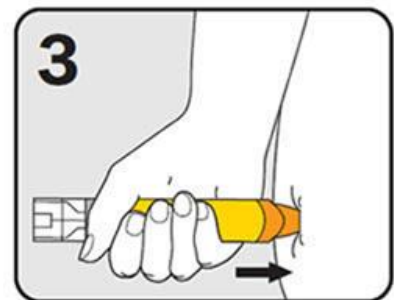
EPIPEN ADMINISTRATION



1 Form fist around EpiPen® and PULL OFF BLUE SAFETY RELEASE



2 Hold leg still and PLACE ORANGE END against outer mid-thigh (with or without clothing)



3 PUSH DOWN HARD until a click is heard or felt and hold in place for 3 seconds
REMOVE EpiPen®

ALLERGY & REACTION PROCEDURES

1. Identification of Allergies:

Parents/guardians are required to inform the nursery of any known allergies their child may have during the enrollment process.

Staff members will maintain updated records of children's allergies, ensuring that all relevant information is readily available.

2. Prevention Measures:

We strive to minimize the risk of allergic reactions by implementing preventive measures such as:

Informing parents of allergies within the nursery and avoiding use of these allergens in children's meals and snacks.

Educating staff members about common allergens and the signs of an allergic reaction.

Regularly reviewing and updating our policies and procedures to reflect best practices in allergy management.

3. Communication and Education:

Parents/guardians are encouraged to communicate openly with nursery staff about their child's allergies and any specific requirements.

Staff members will receive training on recognizing symptoms of allergic reactions and responding promptly and appropriately in emergency situations.

4. Emergency Response:

In the event of an allergic reaction, staff members will:

- Immediately administer any prescribed medication (e.g., epinephrine auto-injector) as per the child's individual care plan.
- Contact emergency medical services (e.g., paramedics) if necessary.
- Inform the child's parents/guardians of the situation and follow their instructions.
- Document the incident, including details of the allergen exposure, symptoms observed, and actions taken.

5. Allergen Management:

To prevent accidental exposure to allergens, we have established guidelines for handling and serving food, as well as procedures for cleaning and disinfecting shared spaces.

Allergen-specific protocols will be implemented for activities such as arts and crafts to minimize the risk of cross-contamination.

6. Communication with Parents/Guardians:

Parents/guardians will be notified of any incidents involving allergic reactions promptly.

We encourage open dialogue between parents/guardians and nursery staff regarding any concerns or questions related to allergies.

7. Allergy Awareness and Inclusion:

We promote a culture of inclusivity and respect for children with allergies, fostering an environment where all children feel safe, valued, and supported.

All staff members, including educators and support staff, will receive ongoing training and support to ensure the effective implementation of this policy.

8. Review and Revision:

This policy will be reviewed regularly to ensure its effectiveness and compliance with relevant regulations and guidelines.

Feedback from parents/guardians, staff members, and external stakeholders will be considered in the review process.

By adhering to this Allergies and Reactions Policy, we aim to create a nurturing and secure environment where every child can thrive without compromising their health and safety.

Annual Maintenance Policy

(Version 2024.07)

PURPOSE

The purpose of the Annual Maintenance Policy at Ora Nursery is to ensure a safe, clean, and well-maintained environment for children, staff, and visitors. This policy outlines the procedures for regular maintenance, servicing, and inspections to comply with regulatory standards and provide a high-quality learning environment.

OBJECTIVES

1. To maintain a safe and hygienic environment for all children, staff, and visitors.
2. To ensure that all nursery facilities and equipment are in good working order.
3. To comply with health, safety, and regulatory requirements.
4. To plan and execute regular maintenance activities efficiently and effectively.

SCOPE

This policy applies to all areas of the nursery, including classrooms, play areas, kitchens, bathrooms, and outdoor spaces.

RESPONSIBILITIES

Nursery Management and Administration:

- Ensure that annual maintenance contracts are in place and up-to-date.
- Oversee and coordinate all maintenance activities.
- Conduct regular reviews and inspections to ensure maintenance standards are met.

Health and Safety Officer:

- Report any issues or required repairs to nursery management promptly.

Maintenance Staff and Contractors:

- Perform maintenance tasks according to scheduled plans.
- Follow health and safety guidelines while performing maintenance tasks.

ANNUAL MAINTENANCE CONTRACTS (AMC)

Pest Control:

- Schedule regular pest control treatments to prevent infestations and maintain a pest-free environment.
- Ensure pest control services comply with health and safety regulations.
- Keep records of all pest control treatments and inspections.

Air Conditioning Maintenance and Cleaning:

- Arrange for regular servicing and cleaning of all air conditioning units.
- AMC providers will ensure that filters are cleaned or replaced regularly to maintain air quality.
- Keep records of all maintenance and servicing activities.

Water Tank Cleaning:

Building management are responsible for:

- Scheduling regular cleaning and disinfection of all water tanks.
- Ensuring compliance with health and safety standards for water quality.
- Sharing water tank cleaning records with the nursery.

The nursery will:

- Maintain records of cleaning and disinfection procedures.
- Follow up and request any delayed water tank cleaning reports.

Plumbing and Electrical Maintenance:

- Arrange regular inspections of all plumbing and electrical systems.
- AMC provider will perform necessary repairs and replacements to ensure systems are functioning safely and efficiently.
- Keep detailed records of all inspections, repairs, and maintenance activities.

General Maintenance:

- Schedule regular maintenance for playground equipment, furniture, and fixtures.
- AMC provider will perform routine checks and repairs to ensure all facilities are in good working order.
- Keep records of maintenance schedules and completed tasks.

PROCEDURES

Scheduling:

- Develop an annual maintenance calendar outlining scheduled maintenance activities and inspections.
- Coordinate with contractors and service providers to ensure timely execution of maintenance tasks.

Documentation:

- Maintain a comprehensive log of all maintenance activities, including dates, tasks performed, and any issues identified.
- Ensure all maintenance records are accessible for review by regulatory authorities.

Inspections and Reviews:

- Conduct regular inspections to identify any maintenance issues or areas requiring attention.
- Review maintenance records annually to assess the effectiveness of the maintenance plan and make necessary adjustments.

Emergency Repairs:

- Establish procedures for reporting and addressing emergency maintenance issues.
- Ensure that emergency repairs are carried out promptly to minimize disruption and ensure safety.

COMPLIANCE AND SAFETY

Health and Safety Standards:

- Ensure all maintenance activities comply with relevant health and safety regulations.
- Train staff on health and safety procedures related to maintenance tasks.

Contractor Compliance:

- Verify that all contractors and service providers adhere to health and safety guidelines and regulatory requirements.
- Conduct regular reviews of contractor performance to ensure quality and compliance.

By adhering to this Annual Maintenance Policy, Ora Nursery aims to maintain a safe, clean, and well-maintained environment, ensuring the well-being and safety of all children, staff, and visitors.

Anti-Bullying Policy

(Version 2024.07)

PURPOSE

Ora Nursery is committed to providing a safe and nurturing environment where all children, aged 0-5 years, can learn and play without fear of bullying. This policy aims to prevent and address any behavior that may be considered bullying among young children, fostering a culture of respect, kindness, and inclusion.

DEFINITIONS

Bullying: In the context of early childhood, bullying may include repeated acts of physical aggression, verbal abuse, exclusion, or any behavior intended to cause harm or distress to another child.

POLICY STATEMENT

At Ora Nursery, we recognise that due to the age and developmental stage of our children, bullying behaviors are not typical or understood. However, we are proactive in promoting positive social interactions and addressing any behaviors that may cause distress or harm to another child.

GUIDELINES

1. Promoting Positive Behavior:

- Educators will actively teach and model positive behaviors such as kindness, empathy, sharing, and cooperation.
- Children will be encouraged to express their feelings and resolve conflicts in a respectful manner.

2. Supervision and Monitoring:

- Staff will maintain close supervision during all activities to promptly intervene and redirect any behavior that may potentially lead to conflict or distress.
- Areas where children interact, such as play areas and classrooms, will be regularly monitored to ensure a safe and inclusive environment.

3. Educational Programs:

- Age-appropriate activities and discussions will be incorporated into the curriculum to promote understanding of feelings, respect for differences, and positive relationships.
- Storybooks, songs, and role-playing activities will be used to reinforce these values.

4. Zero-Tolerance for Bullying:

- Any behavior that may be perceived as bullying, including physical aggression, name-calling, exclusion, or intimidation, will be addressed immediately and appropriately.
- Staff will intervene calmly, provide guidance, and support both the child who demonstrates bullying behavior and the child who is affected.

5. Parental Engagement:

- Parents will be informed about the nursery's anti-bullying policy during orientation and through regular communications.
- They will be encouraged to discuss any concerns about their child's behavior or experiences at nursery, promoting a collaborative approach to addressing potential issues.

6. Staff Training and Awareness:

- All staff members will receive training on recognizing and responding to early signs of conflict and potential bullying.
- Ongoing professional development will focus on strategies for promoting positive behavior and creating a supportive environment.

7. Incident Reporting and Follow-Up:

- Any reported incidents or concerns related to bullying will be taken seriously and investigated promptly.
- Parents of all involved children will be informed and involved in developing solutions and strategies to prevent recurrence.

IMPLEMENTATION

- The Centre Manager will ensure that this Anti-Bullying Policy is effectively communicated and implemented across all aspects of nursery operations.
- Regular reviews and updates of the policy will be conducted to reflect best practices and ensure alignment with current understanding of child development and behavior management.

EVALUATION

- The success of this Anti-Bullying Policy will be evaluated through staff feedback, parent satisfaction surveys, and observations of children's behavior and interactions.
- Continuous improvement and adaptation of strategies will be based on feedback and outcomes to maintain a safe and supportive nursery environment for all children.

By adhering to this Anti-Bullying Policy, Ora Nursery aims to foster a positive and inclusive atmosphere where every child feels valued, respected, and safe to learn and grow.

Attendance Recording Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure accurate and consistent recording of children's attendance. This policy outlines the procedures for documenting attendance, managing absences, and communicating with parents to maintain a safe and organized environment.

OBJECTIVES

1. To ensure the safety and well-being of all children by keeping accurate attendance records.
2. To promote regular attendance and punctuality.
3. To establish clear procedures for reporting and managing absences.
4. To comply with regulatory requirements and best practices for attendance recording.

RESPONSIBILITIES

Nursery Management:

- Ensure staff are trained in attendance recording procedures.
- Monitor and review attendance records regularly.
- Address any attendance-related issues promptly.

Staff:

- Accurately record attendance at the beginning of each session.
- Report any unexplained absences to nursery management immediately.
- Communicate with parents regarding attendance and absences.

Parents:

- Ensure their child attends nursery regularly and on time.
- Inform the nursery of any planned absences or late arrivals in advance.
- Report any unexpected absences as soon as possible.

ATTENDANCE RECORDING PROCEDURES

Daily Attendance Recording:

- Record attendance accurately on a daily basis, noting the time of arrival and departure

Reporting Absences:

- Parents must notify the nursery of any absences, preferably before the start of the nursery day.
- Acceptable methods of notification include phone calls, emails, or the nursery's designated communication platform.
- Staff must record the reason for the absence in the attendance register.

Unreported Absences:

- If a child is absent without prior notification, the nursery will attempt to contact the parents by phone or email to ensure the child's safety.
- If the nursery cannot reach the parents, emergency contacts will be notified.
- Record all attempts to contact the parents or emergency contacts in the attendance register.

Late Arrivals and Early Departures:

- Parents must inform the nursery if their child will arrive late or leave early.
- Record the time of late arrivals and early departures in the attendance register.
- Ensure the child is safely handed over to a staff member upon arrival and departure.

Regular Reviews:

- Nursery management will review attendance records regularly to identify patterns of frequent or prolonged absences.
- Address any concerns with parents and offer support if needed to improve attendance.

COMPLIANCE AND CONFIDENTIALITY

- Ensure all attendance records are kept confidential and secure.
- Comply with regulatory requirements and guidelines for attendance recording and data protection.

COMMUNICATION WITH PARENTS

Regular Updates:

- Provide parents with regular updates on their child's attendance, including any concerns or patterns identified.
- Encourage open communication with parents regarding attendance and absences.

Absence Follow-Up:

- Follow up on any unexplained or prolonged absences to ensure the child's well-being and address any underlying issues.
- Document all follow-up actions and communications with parents in the attendance register.
- By adhering to this Attendance Recording Policy, Ora Nursery aims to maintain accurate attendance records, ensuring the safety and well-being of all children while fostering a culture of regular attendance and punctuality.

Behaviour Management

(Version 2023.01)

PURPOSE

To create a structured approach to understanding, addressing, and improving children's behavior. It aims to foster a positive, safe, and nurturing environment where all children can learn and develop social, emotional, and cognitive skills.

By setting clear expectations, providing consistent guidance, and using appropriate interventions, a behavior management plan helps children develop self-regulation, empathy, and respect for others. It also ensures that challenging behaviors are managed effectively, supporting the well-being of both children and staff, and promoting a harmonious nursery atmosphere.

CHILDREN'S EACH INDIVIDUAL NEEDS

Recognizing that all children are unique, it is essential for a behavior management plan to cater to each child's individual behavioral needs, goals, and objectives. Every child has different temperaments, developmental stages, and ways of responding to their environment. Therefore, a one-size-fits-all approach is not effective.

By tailoring behaviour management plans to reflect each child's specific circumstances we ensure that interventions and support strategies are appropriate and effective. By doing so, we can foster a positive and inclusive environment where every child can thrive, develop their full potential, and feel valued and understood

INDIVIDUAL BEHAVIOUR MANAGEMENT PLAN

At Ora Nursery, individual behavior management plans are utilized as needed to support a child's unique behavioral needs and to promote a cohesive classroom environment. These personalized plans include detailed information about the child's specific behaviors, triggers, and strengths, as well as clear, attainable goals and objectives tailored to their developmental stage. The plans outline positive reinforcement strategies, appropriate interventions, and consistent routines to encourage desired behaviors. Additionally, they emphasize collaboration with parents and caregivers to ensure consistency between home and nursery settings.

By addressing each child's individual needs, these plans help create a harmonious and supportive learning environment for all.

STRATEGIES FOR POSITIVE BEHAVIOUR SUPPORT

Environment:

- Always ensure use of age-appropriate resources to ensure all children remain safe in the classroom environment.
- Create a predictable and structured environment.
- Ensure a calm and organized physical space.

Positive Reinforcement:

- Provide specific praise for positive behaviors.
- Use reward systems such as stickers or responsibilities.
- Allow children to engage in preferred activities or choose activities they enjoy as a reward for good behaviour.

Clear Expectations:

- Communicate rules and expectations clearly and consistently.
- Use visual aids and simple language.

Consistency:

- Set clear and consistent classroom rules.
- Establish and maintain consistent daily routines.
- Provide warnings before transitions between activities.

Teaching and Modeling:

- Demonstrate positive behaviours and be a role model for children.
- Teach and model problem solving skills and peaceful conflict resolution strategies.
- Listen actively to children's concerns and needs, foster a supportive environment.
- Facilitate opportunities for children to practice and develop positive behaviour.
- Use circle times to reinforce positive behaviour.

INTERVENTIONS FOR CHALLENGING BEHAVIOUR

Redirection:

Redirect the child's attention to an appropriate activity when undesirable behavior occurs.

Natural Consequences:

Allow the child to experience natural consequences of their actions where safe and appropriate.

Calming Techniques:

Implement calming techniques such as deep breathing, quiet time, or a designated calm-down area.

Support Time:

When all other interventions have not worked, children will be temporarily removed from the classroom to another area with a member of staff for one-on-one support to help them calm down and regulate their behavior in a positive and supportive manner.

DOCUMENTATION AND MONITORING**Behavior Log:**

Keep a log of incidents, including time, date, behavior exhibited, and intervention used.

The purpose of a behavior log is to systematically track and document children's behaviors, providing valuable insights into their patterns and triggers. By recording specific incidents and observing common times or events that may provoke certain behaviors, the behavior log helps nursery staff identify underlying factors contributing to challenges. This information enables staff to develop targeted interventions and strategies to support each child effectively. Additionally, the behavior log facilitates collaboration with parents and caregivers by providing a clear record of behaviors and progress, ensuring a cohesive approach to promoting positive behavior and fostering a supportive environment for all children in the nursery.

Progress Reports:

Regularly review and document progress towards goals.

Behaviour Management Plans:

Behavior management plans give a clear picture of each child's individual needs, strategies and progress, ensuring targeted support and fostering positive development.

PARENT PARTNERSHIP

Maintain open and regular communication with parents/guardians regarding the child's behavior and progress.

Behaviour management plans should be discussed with parents on a regular basis and reviewed during regular parent teacher meetings.

Parents should be provided with strategies and tools to reinforce positive behavior at home.

REVIEW AND ADJUSTMENTS

Regular review dates are scheduled to assess the effectiveness of the plan and make necessary adjustments. Strategies and interventions should be modified based on the child's progress and changing needs.

CCTV Access Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure the safety and security of our children, staff, and premises while maintaining privacy and transparency for all.

DEFINITIONS

CCTV: CCTV stands for Closed-Circuit Television. It refers to a system of video cameras that transmit signals to a specific, limited set of monitors, primarily used for surveillance and security purposes.

CCTV Access: CCTV access refers to the ability to view and monitor the footage captured by a CCTV system. This access is typically restricted to authorized personnel to ensure security and privacy. It allows those with access to review live or recorded video to monitor activities, ensure safety, and investigate incidents within the surveillance area.

AUTHORISED CCTV ACCESS

Access to CCTV footage is strictly limited to the following personnel:

1. Manager
2. Administration
3. Health and Safety Officers

These individuals are authorized to view live and recorded footage to monitor activities, ensure safety, and investigate incidents within the surveillance area.

Law enforcement is also permitted to access the CCTV when required for legal and investigative purposes.

TEACHER AND KEY PERSON ACCESS

Teachers and key staff may request to view CCTV footage of their classroom to investigate incidents and understand the circumstances surrounding them.

Allowing teachers to view CCTV recordings when incidents occur helps professionals to review their professional practice and aims to improve their practices and avoid future incidents. It also has further benefits, including:

1. **Enhance Safety:** Teachers can identify potential safety hazards and take proactive measures to prevent future accidents.
2. **Professional Growth:** Reviewing footage offers teachers a valuable opportunity to reflect on their practices and improve their skills.
3. **Incident Prevention:** By understanding the root causes of incidents, teachers can implement strategies to avoid similar occurrences in the future.
4. **Accountability and Transparency:** Access to footage promotes accountability and transparency, fostering a culture of continuous improvement.

Requests must be submitted to the Manager, who will facilitate the viewing under supervised conditions to ensure compliance with privacy policies.

CONFIDENTIALITY

All CCTV footage is confidential and should only be accessed for the purposes outlined in this policy. Unauthorized access or sharing of footage is strictly prohibited and will result in disciplinary action.

By adhering to this policy, Ora Nursery ensures the safety, security, and continuous improvement of our educational environment for the benefit of all our children and staff.

Child's Absence Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure the well-being of children, maintain accurate attendance records, and foster clear communication between the nursery and parents regarding child absences. This policy outlines procedures for reporting, managing, and following up on absences to ensure the safety and continuous development of our children.

OBJECTIVES

1. To ensure the safety and well-being of children through accurate attendance tracking.
2. To promote regular attendance for consistent learning and development.
3. To establish clear procedures for reporting and managing child absences.
4. To facilitate effective communication between parents and the nursery regarding attendance.

REPORTING ABSENCES

Parent Notification:

- Parents must notify the nursery of their child's absence as soon as possible, preferably before the start of the nursery day.
- Notification can be made via phone call, email, or the nursery's designated communication platform.

Information Required:

- Parents should provide the child's name, class, and reason for the absence.
- For absences due to illness, parents should specify the nature of the illness and expected duration of the absence.

Managing Absences:

Short-Term Absences:

- For absences of up to three consecutive days, parents are expected to notify the nursery daily unless otherwise informed.
- Teachers will keep track of the child's missed activities and provide a summary of key learnings upon the child's return.

Long-Term Absences:

- For absences exceeding three consecutive days, parents must provide a written explanation or a medical certificate.

- The nursery will discuss with parents any necessary adjustments or support to help the child catch up on missed activities.

Unreported Absences:

- If a child is absent without prior notification, the nursery will attempt to contact the parents by phone or email to ensure the child's safety.
- If the nursery cannot reach the parents, emergency contacts will be notified.

ATTENDANCE MONITORING**Record Keeping:**

- Accurate attendance records will be maintained daily by the nursery staff.
- Absence details, including the reason and duration, will be documented in the child's file.

Regular Reviews:

- Attendance records will be reviewed regularly to identify patterns of frequent or prolonged absences.
- The nursery will communicate with parents to address any concerns and offer support if needed.

RESPONSIBILITIES**Parents:**

- Notify the nursery promptly of any absences and provide necessary information.
- Ensure their child attends nursery regularly and on time.
- Communicate any concerns regarding their child's attendance with nursery staff.

Nursery Staff:

- Maintain accurate attendance records and monitor for patterns of absence.
- Communicate with parents regarding unreported or frequent absences.
- Support children in catching up on missed activities after an absence.

By adhering to this Child's Absence Policy, Ora Nursery aims to ensure the safety, well-being, and continuous development of our children while fostering clear and effective communication with parents.

Child Pick-Up Authorisation Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure the safety and security of all children during the pick-up process. This policy outlines the procedures for authorising individuals to pick up children and the steps to verify the identity of those individuals.

OBJECTIVES

1. To ensure that children are released only to authorised individuals.
2. To provide a clear and secure process for verifying the identity of individuals picking up children.
3. To ensure compliance with child safety and security regulations.

RESPONSIBILITIES

Nursery Management and Administration:

- Implement and enforce the pick-up authorisation policy.
- Maintain accurate and up-to-date records of authorized pick-up individuals.
- Ensure all staff are trained on pick-up procedures and security protocols.

Staff:

- Verify the identity of individuals picking up children.
- Follow the pick-up authorisation procedures diligently.
- Report any unauthorised or suspicious individuals to nursery management immediately.

Parents/Guardians:

- Provide a list of authorised individuals who can pick up their child.
- Provide identification copy of authorized individuals for nursery reference.
- Inform the nursery of any changes to the authorised pick-up list promptly.
- Ensure authorised individuals are aware of and comply with nursery pick-up procedures.

Authorised Pick Up Individuals:

- Must show their identification when arriving at the nursery.
- Must comply with nursery pick-up procedures.

PROCEDURES

Authorisation List:

Parents/guardians must inform the nursery team of all individuals authorized to pick up their child and must provide copies of identification which is filed in each child's folder.

Photo Identification:

- Authorised individuals must present a valid photo ID (e.g., driver's license, passport) upon their first pick-up.
- Nursery staff will make a copy of the ID to keep on file for future reference.

Changes to Authorisation:

- Any changes to the authorised pick-up list must be made in writing by the parent/guardian.
- Parents/guardians can update the authorised pick-up list at any time by notifying nursery management.
- Temporary changes (e.g., a one-time pick-up by a different individual) must also be communicated in writing, preferably via email or a signed note.

Daily Pick-Up Procedure:

- Upon arrival for pick-up, staff will verify the individual's identity against the authorisation list and the photo ID on file.
- If the individual is not recognised, staff will request to see a photo ID to confirm their identity.
- If the individual is not listed on the authorised pick-up list, children will not be permitted to leave the nursery until written permission is received from a parent/guardian.

Unauthorised Individuals:

- If an unauthorised individual arrives to pick up a child, staff will not release the child and will contact the parent/guardian immediately for instructions.
- The child will remain under the supervision of nursery staff until an authorised individual arrives.
- Staff will document any incidents involving unauthorised pick-up attempts and report them to nursery management.

Emergency Pick-Up:

- In case of an emergency where a parent/guardian cannot pick up the child and an authorised individual is not available, the parent/guardian must contact the nursery management immediately to provide instructions.
- Nursery management will take appropriate steps to ensure the child's safety while awaiting further instructions from the parent/guardian.

By adhering to this Child Pick-Up Authorisation Policy, Ora Nursery aims to ensure the safety and security of all children during the pick-up process, providing peace of mind to parents and guardians.

Child Supervision Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure the safety and well-being of all children at Ora Nursery by providing consistent and appropriate supervision at all times, including during eating, sleeping, and toileting times.

DEFINITIONS

Supervision: The active and vigilant observation and monitoring of children by staff to ensure their safety and well-being.

POLICY STATEMENT

Ora Nursery is committed to providing a safe and secure environment for all children in our care. This policy outlines the supervision requirements for staff to follow, ensuring children are appropriately supervised at all times in accordance with nursery and KHDA (Knowledge and Human Development Authority) ratio guidelines.

SUPERVISION GUIDELINES

1. General Supervision:

- Children must be supervised at all times, ensuring they are within sight and hearing of staff members.
- Staff should position themselves strategically to observe all children in their care, being aware of their whereabouts and activities at all times.
- Regular headcounts must be conducted, particularly during transitions between activities and locations.

2. Eating Times:

- Staff must supervise children closely during meal and snack times to ensure safety and proper behavior.
- Any food allergies or dietary restrictions must be strictly adhered to, and staff should be vigilant in preventing food sharing.

3. Sleeping Times:

- Children must be checked regularly during nap times to ensure they are safe and comfortable.
- Staff should follow safe sleep practices, ensuring children sleep in designated areas and are positioned appropriately.

4. Toileting Times:

- Staff must supervise children during toileting to ensure their safety, privacy, and hygiene.
- Assistance should be provided as needed, and staff must ensure that children wash their hands properly after using the toilet.

5. Activity Transitions:

- During transitions between activities and locations, staff must maintain close supervision to ensure children move safely and in an orderly manner.
- Children should be counted before and after transitions to ensure everyone is accounted for.

RATIO AND CAPACITY GUIDELINES

Staff must adhere to the nursery and KHDA ratio and capacity guidelines at all times to ensure adequate supervision.

The ratios and capacity per age group are as follows:

AGE GROUP	STAFF TO CHILD RATIOS	SPACE REQUIREMENTS
45 days to 17 months 0-1.5 years old Babies/Toddlers	1:3	4.5 m ²
18 months to 35 months 1.5-3 years old Toddlers/Pre-FS	1:5	3.5 m ²
36 months to 47 months 3-4 years old FS1	1:8	3 m ²

STAFF RESPONSIBILITIES

1. Awareness and Vigilance:

- Staff must be constantly aware of their surroundings and vigilant in their supervision of children.
- Distractions, such as personal phone use, are strictly prohibited during supervision times.

2. Training and Compliance:

- Staff must undergo regular training on supervision practices and guidelines.
- Compliance with this policy is mandatory, and any lapses in supervision will be addressed promptly and may result in disciplinary action.

3. Communication:

- Staff should communicate effectively with each other to ensure continuous supervision, particularly during breaks, shift changes or when transitioning responsibility for children.

By adhering to this Child Supervision Policy, Ora Nursery ensures the safety, security, and well-being of all children in our care, providing parents with the confidence that their children are in a safe and nurturing environment.

Children's Daily Arrival and Departure Policy

(Version 2023.01)

PURPOSE

To ensure the safety, security and well-being of all children attending Ora Nursery, clear procedures are established for daily arrival and departure. We aim to create a structured environment that facilitates smooth transitions for children, supports effective communication between staff and parents and maintains accurate attendance records.

ARRIVAL PROCEDURES

Drop Off Time:

- The nursery opens at 8:00 AM and parents or guardians must drop off their child after this time.
- For families needing an early drop off, the nursery opens for Early Bird attendance from 7:30AM, no children will be permitted into the nursery before this time.
- Upon arrival, parents or guardians must accompany their child to the nursery reception where a Ora staff member will greet each child.

Health Check:

- Each child will undergo a quick health check, including a temperature screening and a visual check for any signs of illness.
- If a child shows any symptoms of illness, the parent will be asked to take the child home and return once they are free of symptoms or once a 'Fit for Nursery' note from their doctor is provided.

Transition to Classroom:

- After entering the nursery, Ora staff are responsible for signing children in on our internal Parent app. This ensures we have an accurate record of each child present.
- After signing in, children are supported to remove their shoes and place them in their individual cubbies before being taken to their classroom.

Belongings:

- Each child will have a designated cubby or storage area for personal belongings such as bags, coats, and lunch boxes.
- Parents are responsible for clearly labelling all items with their child's name to prevent confusion or misplacing of items.

DEPARTURE PROCEDURES

Pickup Time:

- Regular pickup time is before 6:00 PM and parents must pick up their child before this time.
- For families needing a later pick up, the nursery closes for Late Bird attendance at 6:30PM, no children will be permitted to remain in the nursery after this time.
- Ora staff are responsible for signing out children at pick up time on our internal Parent app. This ensures that we have an accurate record of the time children spend at the nursery on a daily basis.
- A staff member will verify the identity of the person picking up the child. If someone other than the regular parent or guardian is picking up the child, prior written authorisation must be provided.
- Only individuals listed on the authorised pick-up list will be allowed to collect a child. This list is updated regularly based on parent instructions. The nursery keeps records of all adults authorised to pick up each child.

Late Pick-Up:

- If you anticipate being late, please inform the nursery as soon as possible. Late fees apply as outlined in the nursery's fee policy.

Daily Report:

- At the end of the day, parents or guardians will receive verbal feedback about their child's day, including meals, naps, activities, and any notable events or achievements.
- Each day parents receive photo and video updates on our internal Parent app.

GENERAL GUIDELINES

Communication:

- It is the parent's responsibility to ensure that the nursery has up-to-date contact information, including emergency contact numbers.
- Any changes in pick-up routine or persons authorised to pick up the child should be communicated in writing.

Safety and Security:

- The nursery premises are secured during operational hours. Only authorised personnel and individuals with legitimate business at the nursery are allowed entry.
- Children will only be released to individuals who are authorised by the parents.

Absences:

- If your child will be absent, please notify the nursery as early as possible.

By adhering to these procedures, we aim to create a safe, organized, and welcoming environment for all children and their families.

Cleanliness in Class Policy

(Version 2023.01)

PURPOSE

This policy is designed to facilitate and maintain cleanliness in each classroom in Ora Nursery. It is the responsibility of management to ensure that all staff are aware of and follow the procedures as required by this policy and appropriate training is delivered to staff and a record of it is kept.

DEFINITIONS

Cleaning physically removes germs, dirt, and impurities from surfaces or objects by using soap (or detergent) and water. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Sanitation is the process of making something sanitary, as by cleaning or disinfecting.

CLEANING POLICIES AND PROCEDURES

One of the most important steps in reducing the spread of common infectious diseases or conditions among children and childcare providers is cleaning and sanitizing/disinfecting objects and any surface a child comes in to contact with that could be contaminated and spread disease to children and staff.

Nursery Cleaning

- Staff and cleaners will follow a cleaning checklist to ensure effective cleaning of the classroom and all equipment.
- All surfaces that come in to contact with food containers will be cleaned.
- Child food basket/storage will be cleaned and sanitized daily and will not be shared.
- Highchairs, chairs and tables will be cleaned and sanitised between each use.
- All rubbish will be removed daily and disposed safely.
- Resources will be cleaned and sanitized after each use.
- Books with plastic or laminated cover must be wiped with disinfectant.
- Electronic devices will be cleaned regularly with disinfectant wipes/alcohol pads.
- Deep cleaning will be carried out each evening.
- Hard floors will be swept and mopped (with cleaning detergent) and sanitized at least 3 times daily (morning, afternoon and evening).

- Utility mops will be washed, rinsed, and sanitized, then air dried in an area with ventilation from the outside and inaccessible to children.
- Cribs/Cots will be sanitized daily.
- Children's items including bedding, coats, etc. will be stored separately. Parents should provide 3 sets of bedding sheets. Used beddings will be sent home daily.
- Step-cans with disposable liners will be available to prevent recontamination of hands when disposing of used paper towels etc.
- There should be no strong odors of cleaning products. Room deodorizers are not used due to the risk of allergic reaction.
- Vacuuming, and mopping in the Centre will not occur when children are present. This is to reduce the exposure of chemicals and dust to children and staff. Every effort is made to only use items that can be cleaned and sanitized in the setting.
- Cracked or broken items are not able to be cleaned or sanitized properly. These items shall be removed until they are repaired, cleaned and sanitized.
- Regular cleaning and sanitization will increase if there is an outbreak of a contagious infection or disease in setting.
- Any pest problem should be reported to Centre Manager and Nurse.

Classroom Requirements

- The Centre will be equipped with pedal bins in all areas to dispose of waste safely.
- Adequate amounts of cleaning supplies and PPE will be always on site.
- Clear signage will be displayed to ensure hygiene protocols are clearly informed and followed.

IMPLEMENTATION DOCUMENTS

- Cleaning Checklists
- Hygiene Policy
- Infection Control Policy

Code of Conduct

(Version 2024.07)

PURPOSE

The purpose of the Code of Conduct for Ora Nursery staff is to establish clear guidelines and expectations for professional behavior, ensuring a safe, respectful, and nurturing environment for all stakeholders within the nursery community. This Code serves the following primary purposes:

Promoting Child Welfare: Ensuring the safety, well-being, and development of children by outlining appropriate interactions, supervision practices, and behavior management techniques.

Maintaining Professionalism: Upholding high standards of professionalism, integrity, and ethical conduct among nursery staff members in their interactions with children, parents, colleagues, and the wider community.

Guiding Decision-Making: Providing a framework for staff to make informed and responsible decisions in their roles, guided by the principles of fairness, respect, and transparency.

Ensuring Compliance: Aligning with local laws, regulations, and nursery policies to maintain legal and regulatory compliance in all aspects of nursery operations.

Fostering a Positive Environment: Cultivating a positive and inclusive nursery culture where teamwork, open communication, and mutual respect are valued and practiced.

Supporting Professional Development: Encouraging continuous learning and professional growth through adherence to best practices in early childhood education, child development, and safeguarding.

Enhancing Accountability: Clarifying roles and responsibilities and promoting accountability among staff for their actions and decisions while upholding the nursery's mission, values, and commitment to excellence.

By adhering to this Code of Conduct, Ora Nursery staff contribute to creating a nurturing and supportive environment where every child can thrive and reach their full potential in a safe and caring atmosphere.

PROFESSIONAL VALUES AND RELATIONSHIPS

Ora employees should:

- 1.1 be caring, fair and committed to the best interests of the children entrusted to their care, and seek to motivate, inspire and celebrate effort and success
- 1.2 acknowledge and respect the uniqueness, individuality and specific needs of children and promote their holistic development
- 1.3 be committed to equality and inclusion and to respecting and accommodating diversity including those differences arising from gender, civil status, family status, religion, age, disability, race, ethnicity and socio-economic status, and any further grounds as may be referenced in equality legislation in the future
- 1.4 seek to develop positive relationships with children, colleagues, parents, nursery management and others in the nursery community, that are characterised by professional integrity and judgement
- 1.5 work to establish and maintain a culture of mutual trust and respect in the nursery

PROFESSIONAL INTEGRITY

Ora employees should:

- 2.1 act with honesty and integrity in all aspects of their work
- 2.2 respect the privacy of others and the confidentiality of information gained in the course of professional practice, unless a legal imperative requires disclosure or there is a legitimate concern for the wellbeing of an individual
- 2.3 represent themselves, their professional status, qualifications and experience honestly
- 2.4 avoid conflict between their professional work and private interests which could reasonably be deemed to impact negatively on children

PROFESSIONAL CONDUCT

Ora employees should:

- 3.1 uphold the reputation and standing of the nursery
- 3.2 take all reasonable steps in relation to the care of children under their supervision, so as to ensure their safety and welfare
- 3.3 work within the framework of relevant legislation and regulations

- 3.4 comply with agreed local authority and nursery policies, procedures and guidelines which aim to promote children's education, welfare and child protection
- 3.5 report, where appropriate, incidents or matters which impact on children's welfare
- 3.6 communicate effectively with children, colleagues, parents, nursery management and others in the nursery community in a manner that is professional, collaborative and supportive, and based on trust and respect
- 3.7 ensure that any communication with children, colleagues, parents, nursery management and others is appropriate, including communication via electronic media, such as e-mail, nursery application texting and social networking sites

PROFESSIONAL PRACTICE

Ora employees should:

- 4.1 maintain high standards of practice in relation to children's learning, planning, monitoring, assessing, reporting and providing feedback
- 4.2 apply their knowledge and experience in facilitating children's holistic development
- 4.3 plan and communicate clear, challenging and achievable expectations for children
- 4.4 create an environment where children can become active in the learning and development process and develop lifelong learning skills
- 4.5 develop care, teaching, learning and assessment strategies that support differentiated learning in a way that respects the dignity of all children

PROFESSIONAL DEVELOPMENT

Ora employees should take personal responsibility for sustaining and improving the quality of their professional practice by:

- 5.1 actively maintaining their professional knowledge and understanding to ensure it is current
- 5.2 reflecting on and critically evaluating their professional practice, in light of their professional knowledge base
- 5.3 availing opportunities for career-long professional development

PROFESSIONAL COLLEGIALLY AND COLLABORATION

Ora employees should:

- 6.1 work with colleagues and management in the interests of sharing, developing and supporting good practice and maintaining the highest quality of care and educational experiences for children
- 6.2 work in a collaborative manner with children, parents/guardians, nursery management, other members of staff, relevant professionals and the wider school community, as appropriate, in seeking to effectively meet the needs of children
- 6.3 cooperate with statutory and public non-statutory educational and support services, as appropriate
- 6.4 engage with the planning, implementation and evaluation of curriculum at classroom and whole nursery level

Community Engagement Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to foster strong connections with the local community, promoting a sense of belonging and collaboration. This policy outlines our commitment to engaging with community members, organizations, and stakeholders to enhance the educational experience and contribute positively to the community.

OBJECTIVES

1. To build meaningful relationships with local community members and organizations.
2. To provide opportunities for children, staff, and parents to engage in community activities.
3. To enhance learning experiences through community involvement and resources.
4. To contribute to the well-being and development of the local community.

STRATEGIES FOR COMMUNITY ENGAGEMENT

Partnerships and Collaborations:

- Establish partnerships with local schools, businesses, and organizations to create mutually beneficial relationships.
- Collaborate with community groups to support events and initiatives that benefit children and families.
- Engage with local authorities and agencies to ensure alignment with community goals and standards.

Community Events and Activities:

- Organize and participate in community events such as fairs, cultural celebrations, and charity drives.
- Encourage children and families to take part in community service projects, promoting social responsibility and civic engagement.
- Host open days and community workshops to share nursery activities and resources with the wider community.

Resource Sharing and Support:

- Utilize community resources to enhance learning experiences, such as inviting local experts to speak or organizing field trips to nearby facilities.

- Offer support and resources to local families, including parenting workshops, health and wellness programs, and educational materials.
- Provide a platform for community members to share their skills and knowledge with the nursery, enriching the curriculum and broadening children's horizons.

Communication and Feedback:

- Maintain open lines of communication with community members through newsletters, social media, and community meetings.
- Seek regular feedback from community stakeholders to understand their needs and interests, and incorporate their suggestions into nursery activities.
- Promote transparency by sharing the nursery's community engagement efforts and outcomes with all stakeholders.

Inclusive Practices:

- Ensure that all community engagement activities are inclusive and accessible to all members of the community.
- Celebrate diversity and promote cultural awareness through community events and curriculum activities.
- Address barriers to participation by providing necessary support and accommodations.

RESPONSIBILITIES

Nursery Management:

- To lead and support community engagement initiatives.
- To allocate resources and staff time to community engagement activities.
- To monitor and evaluate the effectiveness of community engagement efforts.

Ora Staff:

- To actively participate in community engagement activities.
- To foster positive relationships with community members and organisations.
- To incorporate community resources and input into the curriculum and nursery activities.

Parents and Families:

- To participate in community events and activities organized by the nursery.
- To support the nursery's community engagement efforts through volunteering and providing feedback.
- To engage with community resources and opportunities provided by the nursery.

Complaints Policy

(Version 2023.01)

PURPOSE

The purpose of this policy is to ensure that parents and staff at Ora Nursery are aware of the complaints procedure in place.

COMPLAINT PROCEDURE

At Ora Nursery, we strive to provide the highest standard of care and service for all children and their families. We understand that there may be times when concerns or issues arise, and we value feedback as an opportunity for continuous improvement. This complaints procedure outlines the steps to be taken in the event that a parent or guardian wishes to raise a complaint.

Step 1 - Informal Resolution:

We encourage parents or guardians to first address any concerns directly with the relevant staff member involved. This informal approach often resolves issues quickly and effectively. Parents can arrange to speak with the staff member either in person or over the phone. If the concern involves a specific incident or behavior, it is best to address it as soon as possible to prevent reoccurrence.

Step 2 - Formal Complaint:

If the concern is not resolved through informal means or if the issue is of a more serious nature, parents or guardians may request a meeting with the Nursery Manager to submit a formal complaint. The complaint should include:

- Details of the incident or concern.
- Dates and times of the occurrence.
- Any relevant documentation or evidence.

Step 3 - Investigation:

Upon receiving a formal complaint, the Nursery Manager will conduct a thorough investigation. This may involve gathering statements from staff members involved, reviewing relevant records or documents, and speaking with any witnesses or parties involved. The Nursery Manager will ensure confidentiality throughout the investigation process.

Step 4 - Response:

Once the investigation is complete, the Nursery Manager will arrange a follow up meeting with the complainant within a reasonable timeframe, typically within 5 working days. The response will outline the findings of the investigation and any actions taken or proposed to address the complaint.

Step 5 - Escalation:

If the complainant is not satisfied with the response provided by the Nursery Manager, they may escalate the complaint to the General Manager of Ora Nursery. The complainant should outline the reasons for their dissatisfaction and any further actions they seek.

Step 6 - Review:

Following the resolution of the complaint, the nursery will review its policies and procedures to identify any areas for improvement. Feedback from complaints is valuable in helping us continually enhance our practices and services.

Confidentiality:

All complaints and investigations will be treated with the utmost confidentiality. Information will only be shared with those directly involved in addressing the complaint, and any personal information will be handled in accordance with data protection laws.

We are committed to addressing complaints promptly, fairly, and transparently, and we appreciate the opportunity to resolve any concerns raised by parents or guardians. If you have any questions or require assistance in lodging a complaint, please do not hesitate to contact the Nursery Manager.

Confidentiality Policy

(Version 2024.07)

At Ora Early Learning Centre, we are committed to maintaining the highest standards of confidentiality regarding all matters related to the children and their families. To uphold this commitment, the following guidelines must be strictly adhered to by all staff members:

1. Social Media and Photography:

- Under no circumstances are photos of children to be taken and uploaded to personal social media accounts or kept on personal phones.

2. Confidential Discussions:

- Any matter relating to children and their families is confidential and will not be discussed with individuals who are not part of the key team or family.

3. Proprietary Materials:

- Materials, handouts, and Centre documents are the property of Ora Early Learning Centre and should not be shared outside the Centre without administrative permission.

4. Mobile Phone Usage:

- Personal mobile phones are not permitted on the floor at any time.

5. Access to Records:

- Parents/caretakers will have ready access to files and records of their own children but not those of any other child.
- Staff will not discuss individual children with people other than the parents/caretakers of that child.

6. Information Sharing:

- Information provided by parents/caretakers to nursery staff will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- Any concerns/evidence related to a child's personal safety will be kept in a confidential file and shared only with the child's key worker and the Manager.

7. Privacy Respect:

- Staff may see or hear information regarding a child; this information should not be divulged outside the setting.
- Children's individual abilities and behavior should not be discussed with anyone other than the parent, unless it involves another child.

8. Disciplinary Actions:

- Any staff member found discussing individual children with anyone other than for curriculum planning or nursery management, or with people other than the parents/caretakers of the child, will face strict disciplinary action.

9. Information to Third Parties:

- Information given by parents or caretakers to the nursery will not be passed on to other adults without permission, except in exceptional circumstances when the safety of the child or staff is at risk.

- Issues relating to staff employment, whether paid or unpaid, will remain confidential to those directly involved.

10. Professional Sharing:

- Concerns or evidence relating to a child's welfare will be shared with other professionals on a 'need to know' basis only and will not be open for general discussion amongst staff.

11. Mandatory Reporting:

- While we cannot always promise not to pass on information (especially if we believe the child is in danger), we will do so in a manner that is totally appropriate and essential for the well-being of the child and in consideration of those involved.

12. Parental Discretion:

- Parents/caretakers may share information about themselves with other parents/caretakers as well as staff; the nursery cannot be responsible for information shared beyond those to whom the person has confided.

13. Support for Parent:

- If parents are experiencing difficulties, the nursery manager is available and may be able to offer guidance on where to go for help or advice.

By adhering to these guidelines, we ensure a safe, respectful, and confidential environment for all children, families, and staff members at Ora Early Learning Centre.

Confidentiality and Data Protection

(Version 2024.07)

PURPOSE

This policy outlines Ora Nursery's commitment to maintaining confidentiality and protecting sensitive information related to safeguarding concerns. Confidentiality is crucial to building trust with children, families, and staff, and it ensures that sensitive information is handled with the utmost care and respect for privacy rights.

RESPONSIBILITIES

Staff Responsibilities: All staff members, including volunteers and contractors, are required to adhere to this policy. They must understand the importance of confidentiality in safeguarding matters and maintain confidentiality at all times.

Designated Safeguarding Lead (DSL): The DSL is responsible for overseeing the implementation of this policy, ensuring that staff are trained on confidentiality procedures, and monitoring compliance with legal requirements.

CONFIDENTIAL INFORMATION

Types of Information

Confidential information includes but is not limited to, details of safeguarding concerns, personal information about children and families, and any records related to investigations or disclosures.

Handling Procedures

Confidential information should be stored securely, both electronically and in physical format. Access to this information is restricted to authorized personnel only, and strict protocols are in place to prevent unauthorized access or disclosure.

DISCLOSURE AND CONSENT

Legal Obligations

Disclosure of confidential information may be necessary in certain circumstances, such as when required by law or to protect the welfare of a child.

Parental Consent

Parents or legal guardians must provide informed consent before any confidential information about their child is shared with external agencies, except where legally mandated.

TRAINING AND AWARENESS

Staff Training

Regular training sessions are provided to staff on the importance of confidentiality, procedures for handling sensitive information, and legal obligations regarding data protection.

Awareness Campaigns

Nursery-wide campaigns are conducted to raise awareness among staff, children, and families about the importance of confidentiality and their rights to privacy.

RECORD KEEPING

Retention and Disposal

Records containing confidential information are retained for the period specified in data protection regulations. Secure disposal methods are used to ensure that information is permanently erased when no longer required.

COMPLIANCE AND MONITORING

Audit and Review

Regular audits and reviews of confidentiality procedures are conducted to assess compliance with this policy and identify areas for improvement.

Reporting Breaches

Any breaches of confidentiality or unauthorized disclosure of sensitive information must be reported to the DSL immediately for investigation and remedial action.

POLICY REVIEW

Review Cycle

This policy is reviewed annually or as needed to ensure it remains current and aligned with legal requirements and best practices in safeguarding and data protection.

By adhering to these policies and procedures, Ora Nursery ensures that confidential information related to safeguarding concerns is handled responsibly, protecting the rights and privacy of children and families while maintaining a culture of trust and professionalism within the nursery community.

Continuous Professional Development Policy

(Version 2024.07)

PURPOSE

At Ora Nursery, we recognize the importance of continuous professional development (CPD) for all our staff members. This policy outlines our commitment to supporting and promoting ongoing learning and growth to ensure that our staff remain competent, knowledgeable, and capable of providing high-quality care and education to children.

DEFINITIONS

Continuous Professional Development (CPD): The ongoing process of improving and expanding the knowledge, skills, and abilities of individuals through various learning activities.

POLICY STATEMENT

Ora Nursery is dedicated to fostering a culture of continuous learning and professional growth among its staff. We believe that every employee should strive to excel in their role by actively engaging in CPD activities, including reading, research, networking, and formal study opportunities.

GUIDELINES

1. Individual Responsibility for CPD:

- Each staff member is encouraged to take personal responsibility for their professional development journey.
- Employees are expected to stay informed about current trends, research, and best practices in early childhood education and related fields.

2. Resources and Support:

- The Centre Manager is committed to providing resources and support to facilitate staff CPD.
- Access to relevant books, journals, online resources, and educational materials will be made available to staff.

3. Internal Training:

- Monthly internal training sessions will be conducted to address key areas of professional development identified by the Centre Manager and staff feedback.

- These sessions will cover topics such as child development, curriculum updates, health and safety protocols, and pedagogical techniques.

4. External Training Opportunities:

- Regular external training opportunities will be organized based on the specific professional development needs identified by staff members.
- Staff will have access to workshops, seminars, conferences, and courses relevant to their roles and career aspirations.

5. Feedback and Appraisal:

- During staff meetings, 1:1 sessions with management, and annual performance appraisals, staff are encouraged to discuss their professional development goals and training needs.
- Feedback from these sessions will inform the planning and implementation of future CPD activities.

6. Documentation and Reflection:

- Staff members are encouraged to maintain a CPD portfolio to document their learning achievements, reflections, and areas for further development.
- Reflection on CPD activities should be incorporated into staff meetings and appraisals to evaluate effectiveness and identify future learning priorities.

IMPLEMENTATION

The Centre Manager will oversee the implementation of this CPD policy and ensure that all staff members are aware of their responsibilities and opportunities for development.

Regular reviews will be conducted to assess the effectiveness of CPD initiatives and make necessary adjustments to meet evolving needs and standards.

EVALUATION

The success of this CPD policy will be evaluated through feedback from staff, observations of performance improvements, and outcomes in childcare and education quality.

Continuous improvement in staff competencies and job satisfaction will be key indicators of the policy's effectiveness.

By adhering to this Continuous Professional Development Policy, Ora Nursery aims to cultivate a skilled and motivated workforce that delivers excellence in early childhood education and care.

Curriculum Policy

(Version 2023.01)

PURPOSE

To highlight the curriculum used at Ora.

THE EARLY YEARS FOUNDATION STAGE (EYFS)

At Ora, we follow the UK Early Years Foundation Stage which highlights learning and development outcomes for children from birth to 4 years old. By following this curriculum, we are able to provide children with high quality learning experiences which are structured, balanced and relevant to each child, in line with their age and stage of learning.

CHILDREN'S DEVELOPMENT AND LEARNING

The provision for children's development and learning is guided by the Early Years Foundation Stage and reflects the four key themes and the principles of the EYFS. These key themes are:

- **A Unique Child** – We recognize that each child is unique and has their own set of personal interests, strengths and challenges. All children are treated fairly and are valued and supported as individuals.
- **Positive Relationships** – We build positive relationships through respecting others, valuing parents as partners, supporting all learners and providing children with key people to help them build strong and secure relationships.
- **Enabling Environments** – We have carefully designed learning areas which have been developed to support each child's holistic learning and development. We use observations and assessments to ensure high quality teaching and care and support all children on their individual learning journey.
- **Learning and Development** – Children are encouraged to learn through play and exploration while also being active in their own learning journey. We use personalized learning experiences and encourage children to be creative and resilient decision makers.

The care and education provided at Ora helps children to develop, learn and grow by providing all children with interesting activities that are engaging, effective and appropriate for the age and stage of development of each child.

AREAS OF LEARNING AND DEVELOPMENT

There are seven areas of learning and development which comprise of three Prime Areas and four Specific Areas.

Prime Areas:

1. Personal, Social and Emotional Development
2. Communication and Language
3. Physical Development

Specific Areas:

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

For each area, there are clear learning objectives which are outlined in The Early Years Foundation Stage framework and also in the Development Matters, early years guidance documentation. All staff are encouraged to become familiar with the framework and outcomes expected at age to ensure high quality of provision at Ora.

LEARNING THROUGH PLAY

Play helps young children to learn and develop. At Ora, we use the guidance outlined in Early Years Foundation Stage to plan and provide a range of play activities, which help children to make progress in each of the areas of learning and development. In some play activities, children lead the learning and decide how they will use the activity whereas in others, an adult takes the lead in helping the children to take part in the activity with specific learning objectives in mind.

USE OF THE CURRICULUM

At Ora, the EYFS framework is used to support the planning of effective and appropriate learning activities for children from birth to five years old. It is also used as a way to track and assess children's learning and development to ensure they are making progress as expected. It also helps to identify if there are areas of concern which can then be discussed with parents and addressed to help children reach their full potential. All teaching staff members are encouraged to familiarize themselves with the EYFS framework and useful documentation is readily available for reference.

Cultural and Religious Sensitivity Policy

(Version 2024.07)

PURPOSE

Ora Nursery is situated in the UAE and serves children from diverse nationalities and cultural backgrounds. We are committed to fostering an inclusive and respectful environment that values and celebrates cultural and religious diversity. This policy aims to promote understanding, respect, and sensitivity towards various cultural and religious practices among staff, children, and families.

DEFINITIONS

Cultural Sensitivity: Awareness and respect for cultural differences, traditions, values, and customs.

Religious Sensitivity: Respectful consideration and accommodation of religious beliefs, practices, and observances.

POLICY STATEMENT

At Ora Nursery, we recognize the importance of cultural and religious diversity in shaping a child's identity and fostering mutual respect among our community members. This policy outlines our commitment to promoting cultural and religious sensitivity, understanding, and inclusion within our nursery environment.

GUIDELINES

1. Cultural Awareness and Education:

- Staff members will receive training on cultural diversity and sensitivity to enhance their understanding of different cultural backgrounds.
- Educational materials, books, and resources reflecting diverse cultures will be integrated into the nursery curriculum to promote cultural awareness among children.

2. Respect for Religious Practices:

- Religious practices and observances of children and their families will be respected and accommodated as much as possible within the nursery setting.
- Staff will be trained to handle requests related to religious dietary restrictions, attire, prayer times, and other religious practices sensitively and respectfully.

3. Celebration of Cultural Events:

- Culturally significant holidays, festivals, and events from various cultures represented in the nursery community will be celebrated and acknowledged.
- Activities and events will be inclusive, promoting participation and understanding among all children.

4. Language and Communication:

- Staff will strive to communicate effectively with children and families, respecting their preferred language of communication when possible.
- Translations or interpreters will be provided as needed to ensure clear communication with families who speak languages other than English or Arabic.

5. Inclusive Environment:

- The nursery environment will be inclusive and welcoming to all children and families, regardless of cultural or religious background.
- Displays, decorations, and classroom materials will reflect and celebrate the diversity of cultures represented within the nursery.

6. Conflict Resolution and Sensitivity:

- Any conflicts or misunderstandings arising from cultural or religious differences will be addressed promptly and sensitively.
- Mediation or support will be provided to resolve conflicts and promote mutual respect among children and families.

7. Parental Engagement:

- Parents will be encouraged to share cultural traditions, practices, and celebrations with the nursery community through participation in events and activities.
- Upon enrolment parents are encouraged to complete a 'Language, Culture and Identity' Parent Questionnaire to ensure that all families cultures are recognised and celebrated.
- Regular communication with parents will ensure their involvement in decisions related to cultural and religious practices affecting their children.

By adhering to this Cultural and Religious Sensitivity Policy, Ora Nursery aims to create a nurturing and inclusive environment where every child and family feels valued, respected, and supported in their cultural and religious identities.

Emergencies & Critical Incident Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure that in the event of any emergency or critical incident at Ora Nursery, there is a clear and effective guideline in place to minimize injuries and further risks.

DEFINITIONS

Critical Incidents: Any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of individuals.

Emergency: A situation that poses an immediate risk to health, life, property, or the environment.

POLICY STATEMENT

Measures Taken to Reduce Risk

Daily safety checks are conducted by supervisory room staff and management before the building is opened to children to ensure the premises are safe. Any faults or damage identified are reported to the most senior person on duty, and appropriate action is taken to resolve the matter.

DEALING WITH AN ACCIDENT

- 1. Situation Assessment:** The situation is assessed.
- 2. Emergency First Aid:** Given as required.
- 3. Emergency Services:** Called as necessary by delegating to another staff member, particularly in the event of serious injuries, accidents, or illnesses.
- 4. Child Comfort:** The child is comforted and reassured.
- 5. Information Collection:** Initial information is gathered to manage the situation and understand how the accident happened.
- 6. Parental Notification:** The individual with parental responsibility is informed without delay if the child requires further medical treatment, has had a bump to the head, or any other severe injury. If the injury is immediately noticeable to the parent upon collection, staff will inform parents in advance.

7. Hospital Visits: If a child needs to go to the hospital, they will be accompanied by a familiar staff member until the parent arrives. The staff member will take necessary details, including allergies, medical conditions, parents' wishes, parent's details, date of birth, home address, and doctor's details.

8. First Aid Kit Maintenance: Staff ensure any cleaning and replenishing of the first aid kit is done immediately.

9. Accident Form Completion: A nursery accident form will be completed.

INVESTIGATING INCIDENTS

All serious incidents are thoroughly investigated, including considering whether a new risk assessment is needed or if current risk assessments need reviewing. Any equipment involved in an incident will be assessed for repair or removal from the nursery.

AMBULANCE PROTOCOL

When the ambulance arrives, nursery staff must provide paramedics with the child's emergency details form and a detailed account of the accident or reason for the call.

ACCIDENT PROCEDURE

1. All accidents must be recorded in the accident/injury record sheet book and on a head injury form if applicable.
2. Recording of accidents must be done immediately after the child has had the accident.
3. The parent/caregiver must sign the accident book form. The accident/injury record sheet stays in the medical record file.
4. In the event of a child requiring hospital treatment, a staff member must:
 - Make every effort to contact the child's parent/caregiver or emergency contact.
 - Take all relevant information in respect of the child to the hospital (medication record, food charts etc.)
 - Remain with the child until the parent/guardian arrives.

Emergency Evacuation Plan

(Version 2024.01)

PURPOSE

The purpose of having an effective emergency evacuation plan in place is to ensure the safety and well-being of the children, staff, and visitors in the event of an emergency or disaster. By having a well-thought-out plan and clear procedures in place, nursery staff can quickly and efficiently evacuate everyone from the building to a safe location, reducing the risk of injury or harm. Additionally, an evacuation plan helps to minimize disorganisation and confusion during an emergency situation, allowing for a calm and organised response from all individuals involved. Ultimately, the goal of an emergency evacuation plan in a nursery is to protect lives and prevent harm in the face of unforeseen circumstances.

KEY ROLES

There are several key roles and responsibilities in place as part of the emergency evacuation plan. These are outlined below:

1. **Evacuation Management Leader** – Centre Manager – Responsible for overseeing the entire evacuation process, ensuring all children and staff are accounted for and safely evacuated. Works in coordination with emergency services and Dubai Airport Freezone authorities and security to ensure a smooth evacuation process.
2. **Evacuation Coordinator** – Health and Safety Officer – Responsible for assessing the situation and determining the best course of action for evacuation. Will do a final check of the nursery, retrieve the first aid kit and once outside will check that all children and staff are present and safely out of the building. If any first aid is needed, the health and safety officer will provide.
3. **Evacuation Communication Coordinator** – Administrator – Responsible for collecting parent details and staff and child attendance before assisting with evacuating children and staff. Once outside the administrator will use the Parent app to communicate with parents, where necessary, and provide updates on the evacuation.
4. **Class Teachers and Teaching Assistants** – Class teachers and teaching assistants will be responsible for ensuring that all children are safely evacuated using the safest fire exits and moved safely and efficiently to the assembly point.
5. **Cleaners** – Responsible for ensuring all areas are clear and safe to evacuate. Will assist in evacuating children from the nursery.

EVACUATION PROCEDURES

In cases of emergency, the following evacuation procedures should be followed:

1. Upon hearing the fire alarm, the building must be evacuated immediately.
Do not stop to pick up any personal belongings. Your life and the lives of our children are more important.
2. It is the classroom staff's responsibility to work in collaboration with other team members to calmly gather the children and WALK them out of the building through the safest fire exit route. Classroom staff are responsible for making sure that all children within the class are out and ensuring that class registers are taken with them.
3. Staff not designated to the classrooms will assist in taking children to the designated assembly points.
4. Walk to the assembly point (back side of the nursery near to the outdoor play area exit door) and arrange children into their classes for more efficient attendance taking.
5. The Centre Manager will work with Emirates Towers authorities and security to call Civil Defence, and if need be, the police and ambulance.
6. Evacuation Coordinator and Evacuation Communication Coordinator are responsible for carrying out one last check of the nursery and ensuring all individuals are out of the building.
7. Before leaving the nursery, the Evacuation Communication Coordinator will collect parent contact list, whole nursery attendance sheet, for children and staff.
8. The Health and Safety Officer will collect the first aid box and take to the assembly point.
9. It is the Evacuation Communication Coordinator responsibility to get in contact with parents and, when needed arrange for safe and organised collection.

Do not run, shout or scream as this will cause panic to the children.

No one must re-enter the building until it is declared safe to do so by relevant authority!

EMERGENCY CONTACT NUMBERS

Fire Department – 997

Ambulance – 998

Police - 999

FIRE EXITS

There are 6 fire exits located in the nursery – these are shown on the Evacuation Map displayed in each area in the nursery.

Fire Exit 1 – Reception entrance (this exit should be used as the primary route).

Fire Exit 2 – Outdoor play area entrance (this exit should be used if the primary route is not safely accessible)

Fire Exit 3 – Located at the back of the nursery in front of the Jetsets classroom (this exit should be used if Fire Exit 1 and 2 are not safely accessible).

Fire Exit 4 – Exit door from the kitchen- (this exit should be used if Fire Exit 1, 2 and 3 are not safely accessible).=

ASSEMBLY POINT

The designated assembly point for Ora Nursery is backside of the nursery just near to the outdoor play area door. If in doubt, follow the Evacuation Management Leader who will direct you to the assembly point safely and efficiently.

Teachers and teaching assistants will ensure all children are accounted for and safely gathered at the assembly point.

The Evacuation Management Leader will conduct an initial headcount to ensure all children and staff are present. These will then be followed up by the Evacuation Coordinator.

COMMUNICATION

The Evacuation Management Leader will coordinate with Emirates towers authorities to contact emergency services and inform them of the emergency situation and next steps.

The Evacuation Communication Coordinator will contact parents via a post on the Parents App to inform them of the evacuation and provide updates.

Staff will communicate with each other to coordinate the evacuation process smoothly.

TRAINING

Regular training drills will be conducted to ensure all staff and children are familiar with the evacuation procedures.

Staff will receive training on how to remain calm and keep the children calm during emergency evacuations.

Staff will receive training on Fire Safety at least every 2 years in line with authority requirements.

IMPLEMENTATION DOCUMENTS

Please refer to the following documents to ensure the effective implementation of this plan:

- **Evacuation Map** – the evacuation map should be followed in line with this plan to ensure safe and efficient evacuation procedures.
 - **Staff and Student Daily Attendance** – these should be easily accessible for easy recovery in case of emergency evacuation procedures.
- By following this emergency evacuation plan, we will ensure the safety and well-being of all children and staff at the nursery

Fee and Cancellation Policy

(Version 2024.07)

Registration

Registration documents and initial fees, including a one-time registration fee must be submitted in full before your child's enrolment at Ora.

Payment Methods

Parents have the option to pay their fees monthly, termly or annually as outlined in each centre's 'Fee Structure'.

We accept credit card, bank transfer or cheques payable to Ora.

Schedule of Fees

Fee payments (monthly, termly or annually) are due prior to the start of classes. Any payment not received by the 5th day of the month will incur an AED 300 late payment charge.

Fee Refund

Ora Nursery has a no refund policy in place, on any fees.

Late Fees

Extended timing beyond your child's collection time will result in an additional charge of AED 60 for each hour before 6pm. A late fee of AED 150 will apply for pick up after 6pm, the centre closing time, as this is highly discouraged due to strict operating hours dictated by KHDA/ADEK.

Sibling Discounts

Where parents have more than one child enrolled and attending the centre on a standard package, a fee reduction is offered on the fees for the second and subsequent children. The sibling discount can only be availed whilst the children are both attending the centre and cannot be combined with any other discounts / promotions.

Corporate Discounts

Certain companies have opted to work with Ora on a preferred basis and may be eligible for discounts/ promotional rates and/or extra services. Ask your Company Human Resources head to contact Ora to find out details of the programs on offer. You can get information from the Ora team on our current affiliations/offers.

Absence

Fees remain payable for periods of sickness or unexpected absence as your child's place is secured and staff and associated costs continue to accumulate and be met by the centre. No discount or refund is applicable for children who are absent due to sickness or leave before the end of their contract.

Holiday Discount

In case your child is to take any leave during the term, you are required to provide a written notice to the centre at least 14 days in advance of your child's leave and before payment for the month is taken. The leave period will be charged at 50% of the normal fee to maintain your child's place at the centre.

No refund or discount can be applied on Term and Annual packages.

Withdrawal of Your Child's Enrolment

A minimum of one calendar month notice must be given to us in writing when terminating your child's registration.

Adverse Conditions

Ora Nursery may close due to adverse conditions and upon the advice of KHDA/ADEK. Please note that no refunds will be provided in the event of closure due to such conditions.

Public Holidays

Ora Nursery will be closed on public holidays, and these days must be paid in full; no discounts will be provided.

Non-Payment of Fees/Contract Termination

If the payment of any fees is outstanding for more than 10 days after the start of your child's package, this may result in the termination of your childcare contract and the loss of your childcare place along with forfeiture of any payments made. Upon termination of this contract your child shall

not be permitted entry to the centre. This shall be regarded as a formal demand for all outstanding payments, and we will issue a final invoice and pass this to a debt collection agency for full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

Re-Registration

If your child has been away from the Centre for more than one term, a re-registration fee will be applied and must be settled before your child rejoins.

First Aid Policy and Procedure

(Version 2024.07)

PURPOSE

The purpose of the First Aid Policy and Procedure is to ensure the health and safety of children, staff, and visitors by providing prompt and effective first aid treatment. This policy outlines the responsibilities, procedures, and training requirements to manage medical emergencies and minor injuries effectively.

OBJECTIVES

1. To provide timely and appropriate first aid care to children, staff, and visitors.
2. To ensure that all staff members are trained and equipped to handle medical emergencies.
3. To maintain accurate records of all first aid treatments and incidents.
4. To comply with all relevant health and safety regulations and guidelines.

FIRST AID RESPONSIBILITIES

Nursery Management:

- Ensure that adequate first aid facilities, equipment, and supplies are available and maintained.
- Arrange first aid training for staff in line with government directives.
- Conduct regular reviews and audits of first aid procedures and supplies.

Health and Safety Officers:

- Hold qualifications related to health and safety.
- Complete health and safety officer training.
- Hold a current and valid first aid certification.
- Provide immediate first aid treatment to anyone who is injured or unwell.
- Record all first aid treatments and incidents accurately.
- Replenish first aid supplies as needed and report any deficiencies to management.

All Staff:

- Be familiar with the nursery's first aid policy and procedures.
- Report any injuries, illnesses, or medical emergencies immediately to a designated first aider.
- Support the health and safety officer as needed during a medical emergency.

FIRST AID PROCEDURES

In the Event of an Injury or Illness:

- Assess the situation quickly and calmly to determine the severity of the injury or illness.
- Ensure the safety of the injured or ill person and others around them.
- Call for a designated first aider immediately.
- Administer first aid according to training and nursery procedures.

Serious Injuries or Medical Emergencies:

- If the injury or illness is serious, call emergency services immediately (998).
- Provide necessary first aid until emergency services arrive.
- Notify the child's parents or guardians as soon as possible.
- Complete an incident report form detailing the nature of the injury, the treatment provided, and any actions taken.

Minor Injuries:

- Administer appropriate first aid treatment for minor injuries, such as cuts, bruises, or minor burns.
- Record the incident in the accident report book.
- Inform the child's parents or guardians at the end of the day or sooner if needed.
- Provide parents with a copy of the accident report.

Medication Administration:

- Only administer medication if it has been prescribed by a doctor and provided by the parent with written instructions.
- Follow the nursery's medication policy and ensure all medication is stored securely.
- Record the administration of any medication in the medication log.

FIRST AID EQUIPMENT AND SUPPLIES

First Aid Kits:

- Ensure first aid kits are fully stocked and easily accessible in key areas of the nursery.
- First aid kits should include bandages, dressings, antiseptic wipes, gloves, scissors, tweezers, ice packs, and a first aid manual.

Automated External Defibrillator (AED):

- Ensure an AED is available for nursery use in case of emergencies.

EMERGENCY CONTACT INFORMATION

Up-to-date emergency contact information for all children and staff must be readily available and updated as required.

TRAINING AND CERTIFICATION

Staff Training:

- Ensure all staff receive basic first aid training and are familiar with the nursery's first aid procedures.
- Designated first aiders must hold a current first aid certification from a recognised provider.
- Conduct regular refresher training and drills to keep skills and knowledge up-to-date.

CPR and AED Training:

- Provide CPR and AED training for designated first aiders and other staff as appropriate.

RECORD KEEPING

First Aid Log:

- Maintain a first aid log book to record all treatments and incidents.
- Include details such as the date and time of the incident, the nature of the injury or illness, the treatment provided, and the name of the first aider.

Incident Reports:

- Complete an incident report form for all serious injuries or medical emergencies.
- Submit the incident report to nursery management for review and follow-up.

By adhering to this First Aid Policy and Procedure, Ora Nursery aims to ensure the health and safety of all children, staff, and visitors, providing a safe and supportive environment for everyone.

Equal Opportunities Policy

(Version 2024.07)

PURPOSE

Ora Nursery is committed to providing equal opportunities for all children, families, and staff members regardless of race, ethnicity, nationality, gender, religion, disability, or socioeconomic background. This policy outlines our commitment to promoting diversity, inclusion, and fairness in all aspects of nursery operations.

DEFINITIONS

Equal Opportunities: Ensuring that all individuals have equal access to resources, opportunities, and treatment within the nursery, free from discrimination or prejudice.

POLICY STATEMENT

At Ora Nursery, we believe that every child, family, and staff member deserve to be treated with dignity, respect, and fairness. We are dedicated to creating an environment where diversity is celebrated, and everyone has the opportunity to thrive and contribute positively to our community.

GUIDELINES

1. Admissions and Enrollment:

- Admission criteria will be applied fairly and transparently to ensure equal access for all children and families.
- No child will be discriminated against based on their race, ethnicity, nationality, gender, religion, disability, or any other characteristic protected by law.

2. Curriculum and Learning Environment:

- The nursery curriculum will reflect and respect the cultural, linguistic, and religious diversity of our community.
- Educational materials, books, and resources will be inclusive and promote positive representation of various backgrounds and experiences.

3. Staff Recruitment and Employment:

- Recruitment processes will be based on merit, skills, and qualifications relevant to the role.

- We are committed to creating a diverse workforce that reflects the community we serve, promoting equal opportunities for career development and advancement.

4. Training and Professional Development:

- All staff members will have access to training and professional development opportunities regardless of their background.
- Training programs will address diversity awareness, inclusive practices, and strategies for supporting children from diverse backgrounds.

5. Promoting Inclusive Practices:

- Staff will actively promote inclusive practices that respect and value the individual differences of children and families.
- Positive behavior management techniques will be used to foster an inclusive environment where every child feels safe, valued, and respected.

6. Handling Discrimination or Harassment:

- Any form of discrimination, harassment, or unfair treatment based on protected characteristics will not be tolerated.
- Complaints or concerns regarding discrimination will be taken seriously, investigated promptly, and resolved sensitively.

7. Parental and Community Engagement:

- Parents and families will be encouraged to participate in nursery activities and contribute to the inclusive culture of the nursery.
- Community partnerships will be fostered to promote diversity awareness and inclusion beyond the nursery setting.

IMPLEMENTATION

The Centre Manager is responsible for implementing and monitoring the Equal Opportunities Policy, ensuring compliance and promoting a culture of inclusion.

Regular training and awareness sessions will be conducted to educate staff about their responsibilities under this policy and encourage inclusive practices.

The effectiveness of this Equal Opportunities Policy will be evaluated through feedback from staff, families, and community members. Ongoing reviews will assess the impact of the policy on promoting diversity, inclusion, and equality within the nursery.

Ora Nursery is dedicated to upholding the principles of equality and fairness in everything we do. By embracing diversity and providing equal opportunities, we strive to create a welcoming and supportive environment where everyone can thrive and reach their full potential.

Governance (Arrangements and Skills)

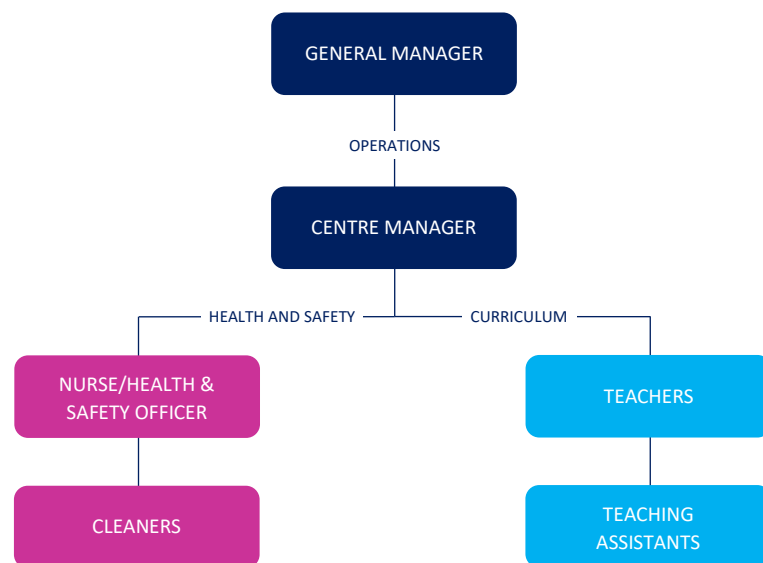
(Version 2023.01)

PURPOSE

To establish clear structured roles of the management committee to ensure the setting runs effectively, efficiently and safely. The aim is to ensure that the Centre keeps following its vision and mission and that all statutory and compliance requirements are satisfied.

MANAGEMENT COMMITTEE

Ora Nursery is managed as per the structure below and all staff are qualified for the position they hold or are working towards it to comply with KHDA guidelines.



SKILLS, EXPERIENCE AND ROLES OF MEMBERS

It is the policy of Ora that each position must have a written job description of the basic function, duties and responsibilities, supervision exercised, and qualifications. The job description describes the job or position and the skills and qualifications required to perform the job; it does not describe the person performing the job.

PARENT'S INVOLVEMENT

At Ora Nursery, we value and promote engaged participation by parents in a consistent, organised and meaningful way. Parents are actively involved in the consultation, planning, implementation and evaluation of programmes and activities that assist their child's development. It includes regular two-way and meaningful communications between parents and childcare providers and involves parents in decision making.

We believe that parental engagement is essential and plays an integral role in children's learning and development. At Ora, parents are encouraged to be full partners in their child's educational and developmental progress.

Handwashing Policy

(Version 2023.01)

PURPOSE

This policy is designed to facilitate a good hand washing routine in Ora Early Learning Centre. A hand washing policy needs to be in place to prevent the hands from becoming a medium for cross-infection.

DEFINITIONS

Cross infection - Is the transfer of harmful microorganisms, usually bacteria and viruses. The spread of infections can occur between people, pieces of equipment, or within the body.

Disinfection - the process of cleaning something, especially with a chemical, in order to destroy bacteria and viruses.

POLICY STATEMENT

Good hand washing and drying procedures help to protect both staff and children from infections, germs, wound contamination and help to preserve general hand and nail health.

HANDWASHING PROTOCOLS

Handwashing Options

1. Liquid soap and running warm water provide effective disinfection if done in accordance with this hand washing policy. The centre provides liquid soap and disposable paper towels by each sink for both staff and children.
2. Alcohol based hands rub is offered as an alternative when soap and water is not available.

Staff Handwashing Responsibilities

1. All staff are obliged to keep their hands washed and clean throughout their shift.
2. Staff will wash their hands for 20 seconds.
3. Staff are obliged to encourage each other and the children to maintain the hand washing policy at all times.
4. Staff are responsible for washing their hands particularly:

- Before and after changing a nappy. However, it is the centres policy that all staff should always wear disposable rubber gloves for nappy changing.
- After cleaning a child's nose.
- Before and after handling food.
- After using the toilet.
- After using cleaning sprays and other cleaning materials (e.g. liquids, sponges or cloths).
- After dealing with spills of bodily fluids. However, it is the policy of Ora Early learning centre that staff should always wear disposable rubber gloves in such situations.
- After caring for a sick child.
- After handling soiled clothing or linen.
- Before and after making milk bottles.
- When returning from outside.
- After dealing with waste.

It is important that good hand washing habits are incorporated into the daily routine of Ora Early Learning Centre and the care provided. Therefore, all children should be encouraged to wash their hands:

- After every toilet session
- Before and after eating
- After activities
- When hands are visibly dirty
- When returning from outdoors
- At regular intervals throughout the day

Staff have a duty to oversee the children's hand washing and to make sure that correct hand washing procedure is followed by the children at all times. Staff encourage children to wash their hands for 20 seconds.

Staff are to assist in the hand washing of children who are unable to wash their hands independently.

Handwashing Guidelines

In order to wash hands effectively the following steps need to be fulfilled:

1. First wet your hands with warm running water.
 2. Apply a small amount of liquid soap.
 3. Wash hands for 20 seconds.
 4. Rinse hands of any soap.
 5. Hands need to be effectively dried by with a disposable paper towel.
- *Never use extremely hot or cold water.
- *Never use and share nail brushes.

Health and Safety Policy

(Version 2023.01)

PURPOSE

To ensure that Ora is a healthy and safe environment where staff and children can thrive happily and confidently. This policy outlines the ways in which Ora aims to ensure the health and safety of all staff members, children, visitors and other individuals.

HEALTH AND SAFETY

Ora takes the maintenance of Health and Safety extremely seriously as a matter of both legal and moral importance. The management team and all other staff members will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

All staff are responsible for ensuring that the provisions of this policy are always adhered to. As such, they are required to:

- Take responsible care of their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to injury or damage and assist in the investigation of any such events.
- Undergo regular and relevant health and safety training.
- Maintain an environment that is safe and without risk to health.

The Centre Manager holds ultimate responsibility for ensuring that the nursery operates in a safe and hazard-free manner. The Centre Manager will ensure that adequate arrangements exist for the following:

- Ensuring that all staff members both understand and accept their responsibilities in relation to health and safety procedures.
- Encouraging staff members to undertake health and safety training.
- Monitoring the effectiveness of this policy and authorizing any necessary revisions to its provisions.
- Providing adequate resources necessary to meet the nursery's health and safety responsibilities.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded.
- Reviewing all reported accidents, incidents and dangerous occurrences.
- Information received on health and safety matters is made available to all staff members.

Hygiene Policy

(Version 2023.01)

PURPOSE

This policy is designed to facilitate a good hygiene routine in Ora Early Learning Centre. Management is responsible for making sure that appropriate hygiene training is delivered to staff and a record of it is kept.

DEFINITIONS

It is the responsibility of Ora Early Learning Centre to ensure that all staff are aware of and follow the procedures as required by this policy. All visitors to the premises (for example: cooks, workmen and delivery personnel) should also comply with this hygiene policy. Nurses will be appointed as the Health and Safety Representative for each centre.

Hygiene – conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness.

Sanitation - conditions relating to public health, especially the provision of clean drinking water and adequate sewage disposal.

POLICY STATEMENT

One of the most important steps in reducing the spread of common infectious diseases or conditions among children and childcare providers is ensuring personal and environment hygiene.

PERSONAL HYGIENE

- Handwashing is essential to promote personal hygiene and to reduce the risk of cross contamination. Please see the 'Handwashing Policy' for further information on handwashing protocols.
- Upon entering the centre all children's and staff's shoes will be removed and kept in their own personal cubbies before entering the nursery.
- All staff and children will be required to wear clean clothing every day.
- Nurses and cleaners will be required to change their clothing on arrival and before leaving the centre.
- Good respiratory hygiene will be encouraged 'Catch It, Bin It, Kill It'
- When developmentally ready children should be encouraged to be independent in caring for their own personal hygiene. Children will be taught to wash their hands effectively and be taught the 'Catch It, Bin It, Kill It' mantra. Children will be encouraged to attend to toileting needs independently and to dress/undress themselves.

- Nursery staff will assist younger children with hand washing and toileting and wiping noses and covering their nose/mouth with a tissue when they cough/sneeze.
- Sanitizing stations will be located in all areas of the centre.
- Sanitizer will be used for all adults and children over the age of 2 where required. Children under 2 will regularly wash hands with warm soapy water only.
- Children will be encouraged to avoid touching their eyes, nose and mouth and will be encouraged not to put resources in their mouths.

ENVIRONMENTAL HYGIENE

- Cleaners will follow a daily and weekly cleaning checklist to ensure effective cleaning of the nursery and all nursery equipment.
- All surfaces that come in to contact with food containers will be cleaned.
- Outside shoes are not permitted inside the nursery to prevent the risk of cross contamination.
- Communal areas and frequently touched surfaces in the nursery will be cleaned and disinfected regularly.
- Bedding and sleeping areas and equipment will be washed and disinfected every day and will not be shared.
- Child and staff cubbies will be cleaned and sanitized daily and will not be shared.
- All rubbish will be removed daily and disposed of safely.
- Resources will be cleaned and sanitized after each use.
- Books with plastic or laminated cover must be wiped with disinfectant and left overnight before used again.
- Electronic devices will be cleaned regularly with disinfectant wipes.
- Deep cleaning will be carried out each evening.
- The centre will be equipped with pedal bins in all areas to dispose of waste safely.
- Sanitizing stations will be set up in all areas of the nursery.
- Adequate amounts of cleaning supplies and PPE will be on site at all times.
- A washing machine and dryer will be on site to ensure daily washing of uniforms, bedding and all other soft furnishings.
- Ventilation units are in place to prevent risk of transmission.

Classrooms:

- Cupboards: will be washed, rinsed, and sanitized daily.
- Furniture, will be cleaned and sanitized daily.
- Hard floors will be swept and mopped (with cleaning detergent) and sanitized at least three times daily.
- Utility mops will be washed rinsed and sanitized then air dried in an area with ventilation to the outside and inaccessible to children.

Sleeping Area:

- Cribs/Cots will be washed, rinsed, and sanitized daily.
- Bedding to be sent home for families to wash. Bedding will be removed from mats and stored separately.
- Children's items including bedding, coats, etc. will be stored separately. Parents should provide 3 sets of bedding sheets.

Toilets

- Toilet seats will be cleaned and sanitized after each usage (children or adult)
- Bathroom(s) will be cleaned every hour or more often if necessary. Sinks, counters, toilets, and floors will be cleaned and disinfected multiply times a day.

General Cleaning

General Cleaning of the entire center will be carried out as required.

- Wastebaskets (with disposable liners) will be available to children and staff and will be emptied when full.
- Step-cans will be used to prevent recontamination of hands when disposing of used paper towels, etc.
- There should be no strong odors of cleaning products. Room deodorizers are not used due to the risk of allergic reaction.
- Door handles and faucets are cleaned regularly.
- Diaper and food waste containers will have a tight-fitting lid.
- Vacuuming, mopping and professionally carpet shampooing in the center will not occur while children are present.
- This is to reduce the exposure of chemicals and dust to children and staff. Every effort is made to only use items that can be cleaned and sanitized in the setting.
- Cracked or broken items are not able to be clean or sanitized properly.
- These items shall be removed until they are repaired, cleaned, and sanitized.
- Regular cleaning and sanitation will increase if there is an outbreak of a contagious infection or disease in setting.

COMMUNICATION

- Staff and parents will receive a written copy of this policy in their orientation packets before beginning work at the center.
- Training will be provided on cleaning and sanitation guidelines and procedures at time of employment and when necessary.

ICT Environment Policy

(Version 2024.07)

PURPOSE

ICT (Information and Communication Technology) holds numerous potential benefits for young children. When used appropriately, ICT can:

- Support children's cognitive and emotional development, as well as the development of social and cooperative skills.
- Assist in the emergence of early literacy and mathematical thinking.
- Enhance and strengthen relationships between children and teachers, providing teachers with new ways to gain insight into children's thinking and interests.

DEFINITIONS

Cognitive skills: Core skills used by the brain to think, read, learn, remember, reason, and pay attention.

Information and Communication Technology (ICT): Refers to the various technologies and tools used to handle information and facilitate communication. ICT encompasses a wide range of devices, applications, and services, including computers, smartphones, tablets, software, the internet, telecommunications networks, and other digital platforms. These technologies enable the storage, retrieval, transmission, and manipulation of data, supporting activities such as communication, education, business, and entertainment.

POLICY STATEMENT

Ora provides the use of digital cameras, computers, tablets, and internet facilities for staff. These tools allow staff to:

- Record activities occurring in the setting.
- Enhance education by aiding in activities, providing information, sharing children's progress and achievements with parents, and planning activities.

We ensure that any photos or recordings taken of children in our setting are only done with prior written permission obtained during registration from each child's parents.

DIGITAL CAMERAS, MOBILE PHONES, COMPUTERS AND TABLETS

- All devices are PIN protected.
- Photographs will be downloaded or deleted at the end of each session.

- Staff must use only the nursery's own phones/tablets to take photographs, and these should be downloaded or deleted at the end of each session.
- Ora's telephone number should be given out for emergency contacts for staff.
- Staff members are not to use their mobile phones for personal use during working hours.
- Additional consent will be obtained for our annual class photograph session.
- Photographs of children will be deleted or destroyed when they leave the setting.
- Learning content and data are available on password-protected computers within the nursery, accessible only by staff.

COMPUTER AND INTERNET USE

The computer system is owned by Ora and has appropriate software to ensure safe internet use. Ora reserves the right to examine or delete files on its system and monitor any sites visited.

RULES FOR RESPONSIBLE USAGE FOR STAFF AND VOLUNTEERS

- Never share personal passwords with anyone.
- Do not access others' files without permission.
- Do not use shared drives for personal information.
- Ensure any matters regarding child protection are sent via secure email.
- Personal computer discs/pen drives will not be used without permission.
- Social networking sites should not be accessed via work computers or during work hours unless it is the official Facebook page for updates or adding photos.
- Computers will be used only for agreed purposes, work emails, online training, etc.

SOCIAL NETWORKING

- Ora employees should never post anything regarding children, their parents or families, or others at the setting.
- No photographs from the nursery or ones that identify the nursery or children from the nursery may be used on personal accounts.
- No photographs of other members of staff, students, or volunteers should be used without their consent.
- Any employee who becomes aware of social networking activities by a staff member, student, or volunteer that are deemed distasteful or inappropriate should inform the manager.

Incident and Accident Reporting Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to ensure a systematic approach to managing and documenting incidents and accidents. This policy outlines the procedures for reporting, investigating, and responding to incidents and accidents to maintain a safe environment and comply with regulatory requirements.

OBJECTIVES

1. To ensure the safety and well-being of children, staff, and visitors.
2. To provide clear guidelines for reporting and documenting incidents and accidents.
3. To investigate incidents and accidents thoroughly to prevent recurrence.
4. To comply with health and safety regulations and best practices.

SCOPE

This policy applies to all children, staff, visitors, and contractors at Ora Nursery.

DEFINITIONS

Incident: Any unplanned event that does not result in injury or damage but has the potential to do so.

Accident: Any unplanned event that results in injury or damage.

RESPONSIBILITIES

Nursery Management:

- Ensure the implementation and adherence to this policy.
- Review and analyze incident and accident reports.
- Implement corrective actions to prevent recurrence.

Ora Staff:

- Report all incidents and accidents immediately.
- Provide first aid and support as needed.
- Complete the relevant documentation accurately and promptly.

Parents:

- Report any incidents or accidents that occur at home that may affect the child's well-being at the nursery.
- Provide relevant information and cooperate with the nursery during investigations.

PROCEDURES**Immediate Response:**

- Assess the situation and ensure the safety of all involved.
- Provide immediate first aid or medical attention if required.
- If the incident or accident is severe, contact emergency services (998) immediately.

Reporting:**Staff Reporting:**

- Report the incident or accident to the designated first aider and nursery management immediately.
- Complete an Incident or Accident Report Form on the same day of the occurrence.

Parent Reporting:

- Inform nursery management of any incidents or accidents at home that may impact the child's well-being.

DOCUMENTATION**Incident or Accident Report Form:**

- Include details such as the date, time, and location of the incident or accident.
- Describe the nature of the incident or accident, the individuals involved, and any injuries sustained.
- Record the actions taken, including first aid provided, and any follow-up actions required.

Witness Statements:

- Collect statements from witnesses, if applicable, to provide a comprehensive account of the event.

INVESTIGATION

- Nursery management will conduct a thorough investigation of the incident or accident.
- Identify the root cause and any contributing factors.
- Develop a plan to address the root cause and prevent future occurrences.

COMMUNICATION

- Inform the parents or guardians of any incident or accident involving their child as soon as possible.
- Provide a copy of the Incident or Accident Report Form to the parents or guardians.
- Discuss any follow-up actions or care needed for the child.

FOLLOW UP

- Monitor the injured person's recovery and ensure they receive appropriate care.
- Implement any corrective actions identified during the investigation.
- Review and update risk assessments and safety procedures as necessary.

RECORD KEEPING

- Maintain all Incident and Accident Report Forms and related documentation in a secure and confidential manner.
- Ensure records are accessible for review by regulatory authorities if required.

REVIEW AND EVALUATION

- This policy will be reviewed annually to ensure its effectiveness and compliance with current regulations.
- Nursery management will regularly review incident and accident reports to identify trends and areas for improvement.

By adhering to this Incident and Accident Reporting Policy, Ora Nursery aims to ensure the safety and well-being of all children, staff, and visitors, fostering a secure and responsive environment.

Inclusive Education Policy

(Version 2023.01)

PURPOSE

To ensure that all children at Ora are treated fairly and provided with equal opportunities to support their ability to reach their full potential. Ora is committed to ensuring the appropriate support and care is given to each child and that all children's individual needs are understood and valued. All staff are responsible for providing inclusive teaching and care.

INCLUSIVE EDUCATION AT ORA

At Ora, we value that each individual is unique and that all children have their own personal strengths and areas for development and ensure that our admissions policy is non-selective. We strive to provide an environment where all children, regardless of disability, learning need, ethnicity or religion, are supported to reach their full learning potential.

To do this, it is the responsibility of class teachers, in collaboration with parents and other appropriate specialists, to identify areas in need of support/additional care. Children's progress is tracked and reviewed to ensure any learning needs are identified and addressed as early as possible.

Where necessary, reasonable adjustments will be made for children with special educational needs and/or physical disabilities. By doing this, Ora strives to provide a secure environment in which all children can flourish.

It is the Centre Managers responsibility, in collaboration with the SENCO, to ensure that all staff are adequately prepared and knowledgeable in providing appropriate care for all children. The nursery recognizes the importance of continuous professional development and training as a key factor in effective inclusion. Internal training and meetings with staff ensure that areas of development are addressed, and all staff are encouraged to seek continuous training to develop their ability to teach and care for children with a variety of learning needs. Inclusive practices at Ora are regularly reviewed, monitored, and evaluated to ensure the highest level of education is provided for all children, regardless of learning needs.

To ensure that all children feel part of our Ora community, we:

- Ensure all children feel valued and positive about their similarities and differences.
- Ensure that all children have equal access to learning and play opportunities.
- Reflect a wide range of people and communities in our resources.
- Acknowledge and celebrate a wide range of special occasions.

- Create an understanding and empathetic environment where everyone feels comfortable and respected.
- Ensure that children whose first language is not English have full access to learning opportunities.
- Ensure that all learning opportunities are inclusive and all children are supported and challenged based on their own individual needs.
- Work in partnership with families.
- And, where necessary, we work with external agencies to ensure children receive the correct level of care and support to work towards the best possible outcome for all children.

Infection Control Policy

(Version 2023.01)

PURPOSE

This policy provides a set of measures to reduce the spread of illness, through cross-infection, in the nursery. From time-to-time infectious diseases will occur amongst children and staff. This policy covers ways of preventing infection and communicable diseases, including handwashing, general hygiene, and maintaining a clean environment.

DEFINITIONS

Infection is the invasion of an organism's body tissues by disease-causing agents, their multiplication, and the reaction of host tissues to the **infectious** agents and the toxins they produce.

Infectious Diseases caused by bacteria, viruses, parasites, or fungi; the diseases can be spread, directly or indirectly, from one person to another.

POLICY STATEMENT

Infection control policies are procedures used to minimize the risk of spreading **infections**. Infectious diseases are more common amongst nursery children. It is therefore important that Ora actively promotes measures to control outbreaks. Conditions, such as diarrhea and vomiting, can spread quickly through schools, affecting children and staff, and then transmitting further to more vulnerable members of the community – for example, babies, pregnant women, immune-compromised individuals, and the elderly.

- The policy should be followed by all members of the Ora community.
- It is the policy of Ora to provide a happy and healthy environment for every child in our care. We take measures to prevent and minimize the spread of infection in our school.
- To help achieve this we work in partnership with parents and guardians. Parents must be encouraged to advise the nursery of the reason for their child's absence. If it is because of illness, the diagnosis should be ascertained whether this is the opinion of the parent or diagnosed by a doctor.

INFECTION CONTROL RESPONSIBILITIES

Ora Management ensures implementation of the policy to include children, family members/guardians, close contacts, staff and visitors. All members of the Ora community are

required to comply with the policy and local infection control guidelines. The Centre will notify parents of certain conditions, where cases have been confirmed by a diagnosing doctor, as these infections may require urgent action to minimize the risk to others within the community.

Early detection and prevention are a way of helping the Ora community to stay healthy and free from diseases. It is the duty of everyone to limit and prevent the spread of infection in the school. Therefore, in these cases of communicable diseases, it is necessary to take action by notifying the parents of the affected student's class while still maintaining the confidentiality of the affected student. The purpose of this is to let the parents be aware and vigilant of their children to check for signs and symptoms which might lead to the given infection.

When returning to Ora, children and staff are required to be symptom-free for at least 48 hours without taking any fever-reducing medicines. It is also possible to return, before this time, with the presentation of a doctor's certificate stating that the individual is fit to come back to the nursery. It may be the doctor's recommendation to undertake further tests. If a further test is taken, it is the parent/carers responsibility to forward the results to the centre. On arrival at the nursery, our nurse will carry out a final assessment of the individual and confirm that the child/staff member is fit to return.

INFECTION CONTROL PROCEDURES

1. Proper assessment at the entry point.

It is the responsibility of parents not to bring their children to the nursery if they have the following signs and symptoms as they are not allowed to enter the facility.

- Fever (37.5C)
- Cough
- Muscle pain or fatigue
- Shortness of breath
- Sore Throat
- Runny nose
- Diarrhea
- Nausea
- Headache
- Heavy Nasal Discharge
- Red, watery and painful eyes

2. Reporting Infectious illnesses/cases.

It is important to be aware of Dubai Health Authority Directives regarding diseases or conditions in which the child should be excluded from the Nursery and the list of Notifiable communicable diseases. If your child is suspected or has a confirmed diagnosis of infectious disease, please contact the Centre as soon as possible. Parents should send in the Medical Report from the doctor to the Centre via email. The nurse is then able to alert the nursery community, if appropriate, and instigate measures as mandated by the Health Authority.

Please refer to Page 28-35 (attached below)

<https://www.dha.gov.ae/Asset%20Library/HealthRegulation/StandardsForClinicsInNurseriesELCs.pdf>

- LIST OF DISEASES OR CONDITIONS IN WHICH THE CHILD SHOULD BE EXCLUDED FROM THE NURSERY
- LIST OF NOTIFIABLE COMMUNICABLE DISEASES

3. Handwashing

Hand washing is one of the most important ways of controlling the spread of infection. The recommended method is the use of liquid soap, warm water, and paper towels. Hands should always be washed after using the bathroom, before eating or handling food, and after handling animals.

4. Practice Coughing and Sneezing Etiquette

Coughing and sneezing are easily spread infections. Children and adults should be encouraged to cover their mouth and nose with a tissue and dispose of the tissue appropriately in a bin.

5. Cleaning and Disinfecting.

All spillage of vomit, saliva, nasal and eye discharge, blood, and faeces should be cleaned up immediately. Disposable gloves must be worn. When spillage occurs, clean using a product that combines both a detergent and a disinfectant.

6. Wounds

If a child has an oozing wound, cuts, and abrasions, it must be covered by a well-sealed waterproof dressing.

7. Clean Environment

Maintaining a clean environment is essential in good infection control. Adequate waste bins are provided throughout the nursery. Regular cleaning of non-contaminated surfaces (e.g. table tops, toilet seats...) takes place with a standard cleaning solution.

8. General and Medical Waste Proper Disposal

General and Medical waste should be discarded separately. General wastes such as papers, plastics, and other materials not contaminated with chemicals and blood are to be disposed of in designated bins for general wastes. Medical wastes such as PPE's, cotton with blood, cloth, wound dressings, and other materials contaminated with blood and chemicals are disposed of separately in a designated Medical Waste container.

IMPLEMENTATION DOCUMENTS

- Cleanliness in Class Policy
- Extracted Guidelines from DHA
- Handwashing Policy
- Hygiene Policy
- Sanitisation Policy



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APPENDIX 4: LIST OF DISEASES OR CONDITIONS IN WHICH THE CHILD SHOULD BE EXCLUDED FROM THE NURSERY

Condition	Incubation period	Exclusion of Cases	Exclusion of Contacts
Acute Amoebic dysentery (Amoebiasis)	Range from 2 – 4 weeks	Exclude until diarrhea has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Chickenpox	Range from 10 to 21 days; (usually 14-16 days)	Exclude from school until all vesicles become crusted & dry, or until no new lesions appear within a 24-hour, (an average range of 4-7 days from appearance of rash).	Not excluded. Any child with an immune deficiency (e.g. with leukemia, or as a result of receiving chemotherapy) should be excluded for their own protection and seek urgent medical advice and varicella-zoster immunoglobulin (ZIG), if necessary.
Conjunctivitis		Exclude until discharge from eyes has ceased, unless doctor has diagnosed a non-infectious conjunctivitis.	Not excluded
Coronaviruses (SARS, MERS, COVID-19)	Range from 2-14 days	Exclude until medical certificate of recovery is produced (Subject to the current guidelines)	Subject to the current National authority guidelines
Cytomegalovirus (CMV) infection	Range from 3 – 12 weeks.	Exclusion is not necessary	Not excluded
Diarrheal illness - unspecified		Exclude until symptoms (diarrhoea/ vomiting) has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Diarrheal illness - viral (Adenovirus,	Varies with pathogen	Exclude until symptoms (diarrhea/ vomiting) has resolved for at least	Not excluded



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Norovirus, Rotavirus)	(usually from 12 hours to 4 days)	24 hours (without anti-diarrheal medications)	
Diarrheal illness- Bacterial (shigella, Non-typhoidal salmonella, campylobacter)	Varies with pathogen (usually from 10 hours to 7 days)	Exclude until symptoms (diarrhea/ vomiting) has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Diarrheal illness- E.coli infection, Shiga toxin or Vero toxin producing (STEC or VTEC)	Range from 1-10 days; usually 3-4 days	Exclude cases until they have two negative stool specimens collected at least 24 hours apart and at least 48 hours after discontinuation of antibiotics	Not excluded
Diarrheal disease- Giardiasis	Range from 1 to 4 weeks (usually 7 to 10 days)	Exclude until symptoms (diarrhea/ vomiting) has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Diphtheria	Range from one to ten days; (usually 2-5 days)	Exclude until medical certificate of recovery from illness is received; which is following two consecutive negative nose and throat cultures (and skin lesions in cutaneous diphtheria) taken 24 hours apart and not less than 24 hours after completion of antibiotic therapy.	Exclude Family / household contacts until investigated by medical professional and shown to be clear of infection.
Glandular fever (Epstein-Barr Virus infection)	Approximately 4 – 8 weeks	Exclusion from school is not necessary Note: ONLY exclude from (contact/collision) sports for 4 weeks after onset of illness	Not excluded
Hand, Foot and Mouth disease	Usually 3 – 6 days	Exclude until all blisters have dried.	Not excluded.

Standards for Clinics in Nurseries and ELCs

Code: DHA/HRS/HPSD/ST-11 Issue No: 3 Issue Date: 19/01/2022 Effective Date: 19/01/2022 Revision Date: 19/01/2027

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Norovirus, Rotavirus)	(usually from 12 hours to 4 days)	24 hours (without anti-diarrheal medications)	
Diarrheal illness- Bacterial (shigella, Non-typhoidal salmonella, campylobacter)	Varies with pathogen (usually from 10 hours to 7 days)	Exclude until symptoms (diarrhea/ vomiting) has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Diarrheal illness- E.coli infection, Shiga toxin or Vero toxin producing (STEC or VTEC)	Range from 1-10 days; usually 3-4 days	Exclude cases until they have two negative stool specimens collected at least 24 hours apart and at least 48 hours after discontinuation of antibiotics	Not excluded
Diarrheal disease- Giardiasis	Range from 1 to 4 weeks (usually 7 to 10 days)	Exclude until symptoms (diarrhea/ vomiting) has resolved for at least 24 hours (without anti-diarrheal medications)	Not excluded
Diphtheria	Range from one to ten days; (usually 2-5 days)	Exclude until medical certificate of recovery from illness is received; which is following two consecutive negative nose and throat cultures (and skin lesions in cutaneous diphtheria) taken 24 hours apart and not less than 24 hours after completion of antibiotic therapy.	Exclude Family / household contacts until investigated by medical professional and shown to be clear of infection.
Glandular fever (Epstein-Barr Virus infection)	Approximately 4 – 8 weeks	Exclusion from school is not necessary Note: ONLY exclude from (contact/collision) sports for 4 weeks after onset of illness	Not excluded
Hand, Foot and Mouth disease	Usually 3 – 6 days	Exclude until all blisters have dried.	Not excluded.

Haemophilus influenza type b (Hib)	Range from 2 – 4 days	Exclude until the person has received appropriate antibiotic treatment for at least four days.	Not excluded.
Hepatitis A	Range from 15 – 50 days; usually 28-30 days	Exclude until a medical certificate of recovery is received, and until 7 days after the onset of jaundice or illness.	Not excluded.
Hepatitis B	Range from 60 to 150 days; Usually ninety days	Acute illness: Exclusion until recovered from acute attack. Chronic illness: Not Exclusion	Not excluded.
Hepatitis C	Range from 14– 182 days (usually range: 14– 84 days)	Exclusion is not necessary.	Not excluded.
Human immuno-deficiency virus infection (HIV/AIDS)	Usually one to four weeks	Exclusion is not necessary.	Not excluded.
Impetigo	The incubation period Varies according to the causative organism It is usually one to three days for streptococcal infections and four to 10 days for staphylococcal infections	Exclude until lesions are crusted and healed. The child may be allowed to return earlier provided that appropriate treatment has commenced and that sores on exposed surfaces must be properly covered with water-proof dressings	Not excluded.
Influenza / influenza like illnesses	Usually 1 to 4 days	Exclude until at least 24 hours after fever has resolved without the use of fever-reducing medicines.	Not excluded



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Leprosy		Exclude until receipt of a medical certificate of recovery from infection.	Not excluded
Measles	Range from 7 – 23 days from exposure to symptom onset; Usually 10-14 days.	Exclude for at least 4 days after the onset of rash. Or until medical certificate of recovery from illness is received	Immunized contacts not excluded. Unimmunized contacts should be excluded until 14 days after the first day of appearance of rash in the last case. (If unimmunized contacts are vaccinated within 72 hours of their first contact with the first case, or received immunoglobulins within 6 days of exposure, they may return to school).
Meningitis (viral, bacteria - other than meningococcal meningitis)	Varies according to the causative organism	Exclude until well.	Not excluded.
Meningococcal Meningitis infection	Range from two to ten days; usually 3 -4 days.	Exclude until receipt of a medical certificate of recovery from infection.	Household contacts must be excluded from school until they have received appropriate chemoprophylaxis for at least 48 hours.
Mumps	Range from 12 - 25 to days; commonly parotitis develop 16 - 18 days	Exclude for 9 days after the onset of swelling OR until this swelling resolved.	Not excluded.

Pediculosis (Head lice)		Exclude until appropriate treatment has commenced. Note: Rescreening is needed 7-10 days after initial treatments, to inspect hair for live crawling lice.	Not excluded
Pertussis (whooping cough)	Usually 7 to 10 days after infection, but may also appear up to 21 days later	Excluded 21 days after the onset of cough & illness if no antibiotic treatment is given OR until they have completed 5 days of a course of recommended antibiotic treatment. AND receipt of a medical certificate of recovery from infection;	If the household contacts have not previously had whooping cough or vaccination against whooping cough; they must be excluded from attending a school for twenty one days after last exposure to infection OR until they have completed 5 days of a course of an appropriate antibiotic
Poliomyelitis	Range from 4 – 35 days; Usually 7 – 10 days	Exclude from schools until 14 days after the onset of illness and until receipt of a medical certificate of recovery from infection	Not excluded.
Rubella (German measles)	Range from 12 – 23 days; usually 17 days.	Exclude until fully recovered or for at least seven days after the onset of rash.	Not excluded Note: Female staff of child-bearing age should ensure that their immune status against rubella is adequate.
Scabies	It may take 2–8 weeks before onset of itching in a person not	Exclude until appropriate treatment has commenced.	Not excluded

	previously exposed to scabies. Symptoms develop much more quickly if a person is re-exposed, often within 1–4 days.		
Streptococcal infection (including scarlet fever)	Range from two to five days	Exclude the child has received appropriate antibiotic therapy for at least 24 hours and after the fever has resolved for 24 hours (without the use of fever-reducing medicines); OR until receipt of a medical certificate of recovery from infection; which issued when	Not excluded
Tuberculosis (excluding latent tuberculosis)	It takes about 4–12 weeks from infection to a demonstrable primary lesion or positive skin test reaction	Exclude until receipt of a medical certificate from the health officer of the Department, that the child is not considered to be infectious.	Not excluded.
Typhoid fever/paratyphoid fever	For typhoid fever ranges from 6–30 days; usually 8–14 days (but this depends on the infective dose) For paratyphoid fever is usually 1–10 days.	Exclude until receipt of a medical certificate of recovery from infection.	Not excluded unless the health authorities consider exclusion to be necessary.

APPENDIX 5: LIST OF NOTIFIABLE COMMUNICABLE DISEASES

Group A1: Report immediately by telephone and electronic notification within 4- 8 hrs of identification ■

Group A2: Report immediately by electronic notification within 24 hrs of identification ■

Group B: Report by electronic notification within 5 working days or 7 days of identification ■

Table 1: Group A1	Table 2: Group A2	Table 3: Group B
Immediately Reportable Diseases (4- 8 hrs)	Immediately Reportable diseases (24 hrs)	Weekly reportable diseases (5 working days)
AFP/ Poliomyelitis ■	Dengue Fever ■ 1	Ascariasis ■ 7
Anthrax ■	Food borne Illness Specify: ■ 1 - Hepatitis A - Salmonellosis - Shigellosis	Brucellosis ■ 7
Botulism ■	Haemophilus influenza invasive disease ■ 1	Chickenpox ■ 7
Cholera ■	Hepatitis E ■ 1	Congenital syphilis ■ 7
Diphtheria ■	HIV (+ ve) ■ 1	Cytomegalovirus ■ 7
Food borne Illness Specify: ■ - Food poisoning - Escherichia coli	Human Immunodeficiency Virus (HIV)/AIDS ■ 1	Encephalitis ■ 7 - Bacterial - Viral
Influenza, Avian (human) ■	Influenza A H1N1 ■ 1	Food borne Illness Specify: ■ 7 - Amoebic dysentery - Bacillary dysentery - Giardiasis - Typhoid/Paratyphoid
Measles ■	Legionellosis ■ 1	Gonococcal infection ■ 7
Meningococcal Meningitis ■	Leprosy (Hansen's Disease) ■ 1	Hepatitis B ■ 7
Neonatal Tetanus ■	Malaria ■ 1	Hepatitis C ■ 7
Nipah Virus ■	Meningitis Specify Etiology: ■ 1 - Bacterial or Viral	Hepatitis D (Delta) ■ 7
Plague ■	Pertussis (Whooping Cough) ■ 1	Herpes zoster ■ 7
Rabies ■	Pulmonary tuberculosis bacteriology and histologically not confirmed ■ 1	Infectious mononucleosis ■ 7
Rubella (German measles) ■	Tetanus ■ 1	Influenza ■ 7

Severe Acute Respiratory Syndrome (SARS) 📄	Tuberculosis (Extra-pulmonary) 📄 1	Influenza 📄 7
Smallpox (Variola) 📄	Tuberculosis (Extra-pulmonary) 📄 1	Intestinal worms 📄 7
Viral Hemorrhagic Fevers (e.g., Crimean-Congo, Ebola, Lassa, and Marburg viruses) 📄	Tuberculous Meningitis 📄 1	Invasive Pneumococcal Disease (IPD) 📄 7
Yellow Fever 📄	Tuberculosis (Pulmonary) 📄 1	Listeriosis 📄 7
COVID-19 📄		Mumps 📄 7
		Neonatal conjunctivitis 📄 7
		Pneumonia 📄 7
		Relapsing Fever 📄 7
		Scabies 📄 7
		Scarlet fever 📄 7
		Schistosomiasis 📄 7
		Sexually Transmitted Infection (STIs) 📄 7: - Chlamydia - Gonorrhea - Syphilis (early & late) - Chancroid - Genital warts - Herpes simplex - Trichomoniasis
		Trachoma 📄 7
		Typhus Fever 📄 7
		Other communicable diseases not specified in this list 📄 7
		Other protozoal intestinal diseases 📄 7
		Other zoonotic bacterial diseases not elsewhere classified 📄 7
		Others and unspecified Infectious diseases 📄 7

Information Access and Storage Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we are committed to maintaining the confidentiality, security, and integrity of all sensitive information pertaining to children, families, and staff. This policy outlines our procedures for accessing and storing information to ensure compliance with data protection regulations and best practices.

ACCESS TO INFORMATION

1. Authorized Personnel:

Access to sensitive information is restricted to authorized personnel only, including nursery staff and management team members. Each staff member will have access to information relevant to their role and responsibilities.

2. Confidentiality Agreement:

All staff members are required to sign a confidentiality agreement upon employment, acknowledging their responsibility to maintain the confidentiality of any information they may access in the course of their duties.

3. Need-to-Know Basis:

Information will only be disclosed to staff members on a need-to-know basis, ensuring that access is limited to those who require it to perform their duties effectively.

4. Visitor Access:

Visitors, including parents and external contractors, will not have access to sensitive information unless authorized by nursery management for specific purposes.

STORAGE OF INFORMATION

1. Physical Storage:

Sensitive information will be stored in hard copy format within lockable cupboards located in secure areas of the nursery premises. These cupboards will be accessible only to authorized personnel with designated keys or access codes.

2. Filing System:

Information will be organized using a structured filing system, with each filing requirement having a designated folder. Folders will be labeled with the contents highlighted and securely stored within the cupboards.

3. Retention Period:

Information will be retained for the duration required to fulfill legal and regulatory obligations. Once information is no longer required, it will be securely disposed of in accordance with data protection guidelines.

4. Electronic Storage:

Where applicable, electronic information will be stored on secure, password-protected systems with restricted access. Encryption and other security measures will be implemented to safeguard electronic data.

SECURITY MEASURES

1. Lockable Cupboards:

Cupboards containing sensitive information will be kept locked at all times when not in use, and keys or access codes will be securely managed by nursery management.

2. Restricted Access:

Access to sensitive areas of the nursery premises will be restricted to authorized personnel only, with measures in place to prevent unauthorized entry.

3. Training and Awareness:

Staff members will receive training on information security practices and their responsibilities regarding the handling of sensitive information.

4. Regular Audits:

Regular audits and reviews will be conducted to ensure compliance with this policy and identify any areas for improvement in information security practices.

COMPLIANCE

This policy complies with relevant data protection legislation, including the General Data Protection Regulation (GDPR), and reflects best practices in information security management. All staff members are required to familiarize themselves with this policy and adhere to its provisions at all times. Any breaches of this policy will be taken seriously and may result in disciplinary action.

This policy will be reviewed regularly to ensure its effectiveness and relevance to the nursery's operations.

Information Technology in the Classroom Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we recognize the importance of integrating information and communication technology (ICT) into early childhood education while ensuring that its usage aligns with our educational philosophy. This policy outlines the guidelines for the use of ICT equipment in the nursery classroom, emphasizing the limitation of screen time and the promotion of active engagement in learning activities.

The purpose of this policy is to:

- Promote responsible and purposeful use of ICT equipment in the nursery classroom.
- Ensure that ICT usage supports and enhances the educational objectives of the nursery curriculum.
- Limit screen time and prioritize active engagement in learning experiences for children.

SCOPE

This policy applies to all nursery staff responsible for planning and facilitating learning activities involving ICT equipment, as well as children enrolled in the nursery program.

GUIDELINES

Educational Purpose: ICT equipment, including computers, tablets, and interactive whiteboards, should only be used for educational purposes that align with the nursery curriculum. Activities should be designed to support children's learning and development across various domains, including cognitive, social, emotional, and physical.

Limitation of Screen Time: Screen time for children in the nursery classroom should be limited and carefully monitored to ensure it does not exceed recommended guidelines. Screen time refers to any time spent interacting with electronic devices with screens, including watching videos, playing games, or using educational apps. The nursery will adhere to age-appropriate recommendations for screen time limits as outlined by reputable health organizations.

Active Engagement: Children should be actively engaged in learning activities rather than passively sitting and watching screens. ICT equipment should be used to facilitate hands-on, interactive, and

play-based learning experiences that encourage exploration, experimentation, problem-solving, and creativity.

Balanced Approach: While ICT can enhance learning experiences, it should be integrated into the nursery curriculum in a balanced manner alongside other learning activities. Nursery staff will ensure that children have opportunities for a diverse range of experiences, including outdoor play, group activities, sensory exploration, and creative arts, to promote holistic development.

Supervision and Monitoring: Nursery staff will closely supervise children's use of ICT equipment to ensure their safety and well-being. Staff members will actively engage with children during ICT activities, providing guidance, support, and scaffolding as needed to maximize learning outcomes.

Training and Professional Development: Nursery staff will receive training and professional development opportunities to enhance their knowledge and skills in effectively integrating ICT into the nursery curriculum. Training will focus on selecting age-appropriate digital resources, designing meaningful learning experiences, and promoting responsible use of ICT equipment.

EVALUATION AND REFLECTION

The effectiveness of ICT usage in the nursery classroom will be regularly evaluated and reflected upon to identify areas for improvement and innovation. Feedback from nursery staff, parents, and children will be solicited to inform ongoing enhancements to ICT practices.

REVIEW AND UPDATES

This policy will be reviewed periodically to ensure its alignment with current research, best practices, and regulatory requirements related to ICT usage in early childhood education.

Intimate and Personal Care (including diaper changing) Policy

(Version 2023.01)

It is the responsibility of all Ora staff members to ensure that children are cleaned and cared for in a respectful and hygienic manner.

Microbes that cause disease may be present in bodily fluids, even when a child does not appear to be unwell, and it is therefore essential to ensure that when cleaning materials such as nappies are changed and disposed of hygienically.

When taking care of intimate and personal care, staff must ensure that:

- Changing surfaces are smooth, non-absorbent and easy to clean.
- Areas where personal care are taken care of are not used by children during play.
- Disposable gloves are used after assembling equipment and for the duration of cleaning and preparing the child.
- Soiled nappies are disposed of in an individual sealed nappy sack before placing into a bin lined with a plastic liner. The bin should have a secure lid and be operated by foot pedal.
- If a child needs to be washed, a sink with running water must be used. The clean will need to be thoroughly cleaned and disinfected after use.
- Hands are washed and gloves are changed between each child's intimate and personal care.
- Towels should not be reused by different children.
- All children's equipment must be individually labelled and kept in the child's own cubby.
- All surfaces used for intimate and personal care of the children must be cleaned and sanitized between each use.
- When appropriate, children are encouraged to be independent in taking care of their intimate and personal care needs. Support is provided by nursery support staff where needed.
- Children are supervised at all times to ensure their health and safety when taking care of their own needs.

Key Contact Information

(Version 2024.07)

PURPOSE

Having key contact information readily available for children's health, safety, and education serves a crucial purpose in ensuring their well-being and development. These contacts provide quick access to professionals and authorities who can offer immediate assistance in emergencies, such as medical emergencies, safeguarding concerns, or educational support.

By maintaining updated contact details for healthcare providers, child protection agencies, educational regulators, and other relevant authorities, nurseries and caregivers can act swiftly and effectively to address any issues that may arise, thereby promoting a safe and nurturing environment where children can thrive and grow.

This proactive approach not only enhances the safety and security of children but also supports the collaborative efforts between families, caregivers, and community stakeholders in safeguarding their welfare.

KEY CONTACT INFORMATION

Here is the contact information for relevant internal contacts at Ora Nursery:

Role	Name	Email	Contact Number
General Manager	Tanja Nikolic	tanja@ora.ae	056 659 4987
Centre Manager	Nazima Reyaz	nazima@ora.ae	0505999604
Designated Safeguarding Lead (DSL)	Blessy Andrews	hso@ora.ae	0508292187

Here is the contact information for relevant local authorities in Dubai linked to education, safety, and child protection:

1. Knowledge and Human Development Authority (KHDA)

Role: Responsible for regulating the education sector in Dubai, including nurseries and schools.

Phone	Email	Website
+971 4 364 0000	info@khda.gov.ae	www.khda.gov.ae

2. Dubai Police Child Protection Center

Role: Handles cases related to child abuse and exploitation.

Phone (Emergency)	Phone (Non-Emergency)	Website
999	+971 4 609 5555	www.dubaipolice.gov.ae

3. Dubai Ambulance

Role: Provide emergency medical services and ambulance transportation in Dubai.

Phone (Emergency)	Phone (Non-Emergency)	Website
998	+971 4 223 2323	www.ambulance.gov.ae

For emergencies, always dial 998 or 999 for immediate assistance.

4. Dubai Civil Defence (DCD)

Role: Ensure public safety and protect lives and property from fire and other emergencies in Dubai. They also conduct fire safety inspections, enforce regulations related to fire prevention, and provide education and awareness programs to enhance community safety.

Phone (Emergency)	Phone (Non-Emergency)	Website
997	+971 4 707 5555	www.dcd.gov.ae

For fire emergencies, dial 997 for immediate assistance.

5. Dubai Foundation for Women and Children

Role: Provides support and services for victims of domestic violence, child abuse, and human trafficking.

Phone	Website
800 111 (24/7 Helpline)	www.dfwac.ae

6. Community Development Authority (CDA)

Role: Responsible for social development and child protection services in Dubai.

Phone	Email	Website
800 2121	info@cda.gov.ae	www.cda.gov.ae

These authorities play crucial roles in ensuring the safety, well-being, and educational quality for children in Dubai. Nurseries should contact these agencies as appropriate for reporting safeguarding concerns, seeking guidance, or accessing support services.

Non-Discrimination and Diversity Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we are committed to fostering an inclusive and welcoming environment where diversity is celebrated, and every child and family is valued and respected. We believe that diversity enriches the learning experience and promotes understanding, empathy, and mutual respect among children and staff. This policy outlines our commitment to non-discrimination and promoting diversity within our nursery school community.

NON-DISCRIMINATION

- We do not discriminate against any child, family, or staff member on the basis of race, color, ethnicity, nationality, religion, gender, gender identity, sexual orientation, disability, socioeconomic status, or any other characteristic protected by law.
- All children have equal access to nursery school programs, services, and activities, regardless of their background or circumstances.
- Staff recruitment, hiring, training, and promotion practices are based on qualifications, skills, and merit, without regard to any protected characteristic.

INCLUSIVE ENVIRONMENT

- We strive to create an inclusive environment where all children and families feel welcomed, accepted, and valued.
- We celebrate and respect the unique backgrounds, cultures, languages, and traditions of children and families in our nursery school community.
- We provide support and accommodations to ensure that every child can fully participate in nursery school activities and programs.

PROMOTING DIVERSITY

- We integrate diversity and inclusion into our curriculum, teaching materials, and classroom activities to promote understanding, empathy, and appreciation for different perspectives and experiences.
- We encourage children to learn about and respect diversity through books, stories, discussions, and activities that highlight different cultures, traditions, and identities.
- We provide opportunities for children to interact with peers from diverse backgrounds and learn from each other's experiences.

ADDRESSING DISCRIMINATION AND BIAS

- Discriminatory behavior, including harassment, bullying, or exclusion based on any protected characteristic, is not tolerated in our nursery school.
- Staff members are trained to recognize and address discriminatory behavior and bias whenever it occurs, whether among children or adults.
- Children are taught the importance of kindness, respect, and acceptance of others, and are empowered to speak up against discrimination or unfair treatment.

CONTINUOUS IMPROVEMENT

- We regularly review and evaluate our policies, practices, and curriculum to ensure that they promote diversity, inclusion, and non-discrimination.
- We welcome feedback from children, families, and staff members on ways to improve diversity and inclusion in our nursery school community.

COMPLIANCE

- This policy complies with all applicable laws and regulations regarding non-discrimination and equal opportunity, including but not limited to the UAE's Anti-Discrimination Law (2015) and the Dubai Inclusive Education Policy (2017).
- Any concerns or complaints regarding discrimination or harassment will be promptly and thoroughly investigated, and appropriate action will be taken to address and resolve them.

COMMUNICATION

- This policy is communicated to all staff members, parents, and guardians, and is readily accessible in our nursery policy folder and other communication channels.
- Parents, guardians, and staff members are encouraged to raise any concerns or questions regarding diversity and inclusion with nursery school management.

Ora Nursery is committed to creating a nurturing and inclusive environment where every child and family feels valued, respected, and supported. We believe that by embracing diversity and promoting inclusion, we can create a richer, more vibrant learning community for all.

Nutrition and Catering Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we recognize the importance of nutrition in supporting children's health, growth, and development. We are committed to promoting healthy eating habits and providing guidance to parents on nutrition. This policy outlines our approach to nutrition and catering within our nursery.

HEALTHY EATING GUIDELINES

- We encourage and promote healthy eating habits among children by teaching children and parents about the benefits of healthy eating and encouraging parents to offer nutritious snack and meal options during their child's time at the nursery.
- We advise parents to include a variety of fruits, vegetables, whole grains, lean proteins, and dairy products to ensure a balanced and nutritious diet for children.
- We advise parents to limit the availability of processed foods, sugary snacks, and high-fat items in our nursery environment.

PARENTAL GUIDANCE ON NUTRITION

- Parents are provided with information and resources on nutrition to support their child's health and development.
- We offer guidance on healthy meal planning, portion sizes, and strategies for introducing new foods to children.
- Parents are encouraged to pack nutritious meals and snacks for their child to bring to the nursery each day, following our recommendations for balanced nutrition.

CATERING SERVICES

Ora Nursery does not provide any catering services for children attending the nursery.

FOOD STORAGE AND PREPARATION

At Ora Nursery, we do not refrigerate or heat up children's food due to health and safety considerations. Children's meals and snacks are kept in their individual containers and distributed by staff at eating times.

- Parents are advised to pack cool food items, such as sandwiches, fruits, and vegetables, in a cool bag with ice packs to keep them fresh throughout the day.
- For hot food items, parents are instructed to use a thermos to keep the food at a safe temperature until it is consumed by their child.
- Children's meals and snacks brought from home should be labeled with the child's name and are stored in designated areas within the nursery.

ALLERGY AWARENESS AND REACTION PREVENTION

- Ora Nursery is a strictly nut-free environment, nut products, including Nutella and similar products that contain traces of nuts, are not permitted in the nursery.
- We are committed to providing a safe environment for children with food allergies.
- Parents are required to inform nursery staff of any food allergies or dietary restrictions their child may have, and appropriate accommodations will be made to ensure their safety.

**See Allergy and Reactions Policy for more information.*

NUTRITION EDUCATION

- We incorporate nutrition education into our curriculum to teach children about the importance of healthy eating and making nutritious food choices.
- Children participate in hands-on activities, cooking demonstrations, and discussions about different food groups and their benefits.

CONTINUOUS IMPROVEMENT

- We regularly review and evaluate our nutrition and catering policies to ensure they align with current best practices and recommendations.
- Feedback from parents, staff, and children is welcomed and considered in making any necessary adjustments or improvements to our policies and practices.

Ora Nursery is committed to promoting healthy eating habits and providing a supportive environment for children to develop lifelong skills for healthy nutrition. Through collaboration with parents and ongoing education, we strive to foster a culture of wellness and well-being within our nursery school community.

Offsite Visits and Activities Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we believe that offsite visits and activities are valuable opportunities for children to explore the world around them, engage in new experiences, and enhance their learning in meaningful ways. This policy outlines our procedures and guidelines for organizing and conducting offsite visits, including field trips and other outings.

The purpose of offsite visits and activities is to:

- Enrich children's learning experiences by providing opportunities for hands-on exploration and discovery.
- Foster curiosity, independence, and social skills through exposure to new environments and activities.
- Support the development of knowledge, understanding, and appreciation of the world beyond the nursery setting.

PLANNING AND APPROVAL

- All offsite visits and activities must be planned and approved in advance by nursery management.
- Nursery staff members responsible for organizing offsite visits must conduct a risk assessment and ensure appropriate supervision and safety measures are in place.
- Parental consent forms must be obtained prior to each offsite visit, outlining the details of the trip and any associated risks or requirements.

TRANSPORTATION

- Transportation arrangements for offsite visits will be made in accordance with RTA and KHDA regulations and best practices for ensuring the safety and well-being of children.
- Parents will be informed of the transportation arrangements for each offsite visit and provided with any necessary instructions or guidelines.
-

SUPERVISION

- Offsite visits will be supervised by nursery staff members who are experienced and trained in first aid and emergency procedures.
- The staff-to-child ratio will be maintained at all times to ensure adequate supervision and support for children during offsite activities.

SAFETY AND RISK MANAGEMENT

- Risk assessments will be conducted for each offsite visit to identify and mitigate potential hazards and risks.
- Safety guidelines and procedures will be communicated to staff members, children, and accompanying adults prior to each offsite visit.
- Emergency contact information and first aid supplies will be carried by staff members during offsite activities.

CURRICULUM INTEGRATION

- Offsite visits will be planned and organized to align with the nursery curriculum and support learning objectives across different areas of development.
- Staff members will facilitate discussions and reflections with children before, during, and after offsite visits to deepen their understanding and learning experiences.

COMMUNICATION AND DOCUMENTATION

- Parents will be informed of upcoming offsite visits well in advance and provided with any necessary information or forms.
- Staff members will maintain accurate records of offsite visits, including attendance, incident reports, and feedback from children, parents, and staff.

REVIEW AND EVALUATION

The effectiveness and impact of offsite visits and activities will be regularly reviewed and evaluated by nursery management to identify areas for improvement and ensure ongoing compliance with this policy.

This policy complies with all relevant regulations and guidelines governing offsite visits and activities, including health and safety requirements.

This Offsite Visits and Activities Policy is designed to ensure the safety, well-being, and meaningful learning experiences of children participating in offsite visits at Ora Nursery. By adhering to these guidelines and procedures, we are committed to providing enriching and enjoyable experiences that contribute to the holistic development of every child in our care.

Outdoor Play and Equipment Safety Policy

(Version 2024.07)

PURPOSE

Ora Nursery is committed to providing a safe and enriching outdoor play environment for children. This policy aims to ensure the safety and well-being of all children during outdoor activities and the proper maintenance and use of outdoor play equipment.

DEFINITIONS

Outdoor Play: Activities that take place outside the nursery building, including playground activities, gardening, and nature exploration.

Outdoor Play Equipment: Structures and materials used by children during outdoor play, such as climbing frames, swings, slides, and sand pits.

POLICY STATEMENT

At Ora Nursery, we prioritise the safety of children during outdoor play activities.

This policy outlines our commitment to maintaining safe outdoor play environments and ensuring the proper supervision, maintenance, and use of outdoor play equipment.

GUIDELINES

1. Supervision and Safety Oversight:

- Outdoor play activities will be supervised by trained staff members who are aware of safety protocols and emergency procedures.
- Staff-to-child ratios, as recommended by KHDA guidelines, will be maintained during outdoor play to ensure adequate supervision and safety.

2. Risk Assessment and Management:

- Regular risk assessments of outdoor play areas and equipment will be conducted to identify potential hazards.
- Hazards identified will be mitigated or eliminated promptly to maintain a safe play environment.

3. Outdoor Play Area Maintenance:

- Outdoor play areas will be inspected daily before use to ensure they are free from hazards such as sharp objects, broken equipment, or debris.

- Equipment maintenance checks will be performed regularly to ensure structural integrity and safety standards are met.

4. Safe Use of Equipment:

- Children will be instructed on the safe and appropriate use of outdoor play equipment.
- Only age-appropriate equipment will be accessible to children, and equipment will be used in accordance with manufacturer guidelines.

5. Hygiene and Health Considerations:

- Handwashing facilities or sanitizing stations will be available near outdoor play areas to promote hygiene before and after play.
- Sun protection measures, including sunscreen application and provision of shaded areas, will be implemented during outdoor play sessions.

6. Emergency Preparedness:

- Staff will be trained in emergency procedures specific to outdoor play areas, including procedures for injuries, inclement weather, or other emergencies.
- Emergency contact information for children and staff will be readily available and accessible during outdoor play sessions.

7. Parental Communication:

- Parents will be informed about the outdoor play policy during orientation and through regular communications.
- They will be updated on any changes to outdoor play schedules, equipment upgrades, or safety protocols as necessary.

IMPLEMENTATION

The Centre Manager is responsible for ensuring the implementation of the Outdoor Play and Equipment Safety Policy and for conducting regular reviews to assess its effectiveness.

Staff training on outdoor play safety procedures will be conducted periodically to reinforce safety protocols and best practices.

The effectiveness of this policy will be evaluated through regular inspections, incident reports, and feedback from staff, parents, and children.

Any necessary adjustments to the policy will be made to enhance safety and improve the outdoor play experience for all children.

By adhering to this Outdoor Play and Equipment Safety Policy, Ora Nursery aims to create a stimulating and secure outdoor environment where children can explore, play, and learn safely.

Parent Engagement Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to foster a collaborative and inclusive environment where parents are actively involved in their children's education and development. This policy outlines the strategies and practices to ensure effective communication, partnership, and participation between the nursery and parents.

OBJECTIVES

- To create a welcoming and inclusive atmosphere for parents.
- To promote regular and open communication between the nursery and parents.
- To encourage parents' active participation in their children's learning and nursery activities.
- To support parents in understanding and contributing to their children's development.

STRATEGIES FOR PARENT ENGAGEMENT

Communication:

- Regular updates through newsletters, emails, and social media.
- Scheduled parent-teacher meetings to discuss child development and progress.
- An open-door policy for parents to communicate with staff about any concerns or suggestions.
- Annual surveys to gather feedback and suggestions from parents.

Participation:

- Invitations to parents to participate in nursery events, such as cultural celebrations, field trips, and educational workshops.
- Opportunities for parents to volunteer in the classroom, sharing skills or interests that enrich the learning environment.
- Organizing parent committees and forums to involve parents in decision-making processes.

Educational Support:

- Providing resources and information to help parents support their children's learning at home.
- Offering workshops and seminars on child development, parenting strategies, and educational topics.
- Sharing insights and activities to reinforce learning themes being explored at the nursery.

Building Community:

- Hosting social events, such as family days and picnics, to strengthen the nursery community and build relationships among families.
- Encouraging peer support networks where parents can share experiences and advice.
- Creating a welcoming environment where diversity is celebrated and all families feel valued.

Feedback and Improvement:

- Establishing clear channels for parents to provide feedback and voice concerns.
- Acting on parent feedback to improve nursery practices and policies.
- Regularly reviewing and updating the Parent Engagement Policy to ensure its effectiveness.

RESPONSIBILITIES OF THE NURSERY

1. To communicate regularly and transparently with parents.
2. To provide opportunities for parents to engage in their children's learning and nursery activities.
3. To respect and value parents' input and feedback.
4. To create a supportive environment where parents feel welcomed and involved.

RESPONSIBILITIES OF THE PARENTS

1. To participate actively in their children's education and nursery activities.
2. To communicate openly and respectfully with nursery staff.
3. To provide feedback and suggestions to help improve the nursery's services.
4. To support and reinforce the nursery's efforts in promoting their children's development.

By adhering to this Parent Engagement Policy, Ora Nursery aims to create a strong partnership between parents and the nursery, enhancing the overall educational experience and development of our children.

Parents' Rights and Responsibilities Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to clearly outline the rights and responsibilities of parents at Ora Nursery to ensure a cooperative, respectful, and supportive environment for our children's growth and development.

PARENTS' RIGHTS

Safety and Well-being: Parents have the right to expect a safe and nurturing environment for their children.

Communication: Parents have the right to open, honest, and regular communication regarding their child's progress, behavior, and any concerns that may arise.

Confidentiality: Parents have the right to confidentiality regarding their child's personal information and records.

Involvement: Parents have the right to be involved in their child's education and nursery activities, including participation in events, parent-teacher meetings, and decision-making processes that affect their child.

Feedback: Parents have the right to provide feedback and suggestions regarding the nursery's operations, policies, and their child's care and education.

Access to Policies: Parents have the right to access and review all nursery policies and procedures.

Complaint Resolution: Parents have the right to a fair and timely resolution of any complaints or concerns they may have.

PARENTS' RESPONSIBILITIES

Safety Compliance: Parents are responsible for adhering to the nursery's safety policies and procedures, including drop-off and pick-up protocols.

Communication: Parents are responsible for maintaining open and respectful communication with nursery staff, promptly informing them of any changes or concerns regarding their child's health, behavior, or personal circumstances.

Respect: Parents are responsible for treating all nursery staff, children, and other parents with respect and consideration.

Participation: Parents are responsible for participating in nursery activities and events, including parent-teacher meetings and educational workshops, to stay engaged in their child's development.

Feedback: Parents are responsible for providing constructive feedback and suggestions to help improve the nursery's services and environment.

Policies and Fees: Parents are responsible for familiarizing themselves with and adhering to all nursery policies, including those related to fees, payments, and attendance.

Health and Well-being: Parents are responsible for ensuring their child's health and well-being, including providing up-to-date medical information and following the nursery's guidelines for illness and medication.

By adhering to this policy, Ora Nursery fosters a cooperative and supportive environment, ensuring the best possible experience for both children and their families.

Parent-Teacher Meeting Policy

(Version 2024.07)

PURPOSE

The purpose of this policy is to facilitate effective communication between parents and teachers, ensuring that parents are well-informed about their child's progress and development. This policy outlines the responsibilities of both teachers and parents to ensure productive and meaningful meetings.

OBJECTIVES

1. To provide a structured and supportive environment for discussing children's progress and development.
2. To foster a collaborative relationship between parents and teachers.
3. To address any concerns or questions parents may have regarding their child's education and well-being.
4. To ensure that all necessary documentation and feedback are prepared and recorded.

TEACHER'S RESPONSIBILITIES

Preparation:

- Ensure all children's documents, including progress reports, assessments, and work samples, are up-to-date and ready for the meeting.
- Review each child's development and prepare discussion points based on their progress and any areas needing attention.

Communication:

- Acknowledge and respond to parents' questions and feedback with professionalism and empathy.
- Provide clear and concise information about the child's achievements, challenges, and next steps.

Documentation:

- Document all parent-teacher meeting notes, including key discussion points, agreed actions, and any follow-up required.
- Maintain records of meetings in the child's file for future reference.

Meeting Conduct:

- Arrive on time and be fully prepared for the scheduled meetings.
- Create a welcoming and respectful environment for open dialogue.

- Focus on the child's best interests and ensure a collaborative approach to their development.

PARENTS' RESPONSIBILITIES

Scheduling:

- Book meeting slots in advance through the nursery's scheduling system.
- Notify the nursery promptly if they need to reschedule or cancel the meeting.

Preparation:

- Complete any parent questionnaires or forms provided by the nursery prior to the meeting.
- Review any information or documents sent by the nursery to prepare questions or discussion points.

Attendance:

- Attend the meeting at the arranged time to ensure a smooth and efficient schedule.
- Be punctual and respectful of the allocated time for the meeting.

Engagement:

- Actively participate in the discussion, sharing insights and concerns about their child's progress.
- Listen to the teacher's feedback and collaborate on strategies to support their child's development.

By adhering to this Parent-Teacher Meeting Policy, Ora Nursery aims to create a positive and productive environment for discussing children's progress, fostering a strong partnership between parents and teachers for the benefit of the children's education and development.

Partnership with Parents Policy

(Version 2023.01)

At Ora, we aim to make the nursery a welcome place where children and families settle quickly and feel comfortable and confident to approach all staff members.

To ensure positive parent relationships and effective partnership we:

- Introduce all parents to staff members at Ora.
- All staff members are expected to greet parents in a positive manner.
- Classroom staff are expected to feedback to parents every day and listen to and discuss comments and concerns.
- Where needed, the Centre Manager will meet with parents to ensure positive relationships.
- Our Parent app is used daily to communicate with parents and share regular updates.
- Termly topics and calendars are shared with parents to keep them informed of curriculum updates and learning areas.
- We have termly parent-teacher meetings where parents are invited to meet with the class teacher to discuss their child's learning and development.
- We plan parent participation events, where parents are invited to the nursery to share milestone events and celebrate special occasions.
- We have an open-door policy where parents are encouraged to visit the nursery reception to discuss their child's progress.
- Parents have access to communication with class teachers through the use of our app.
- Feedback and concerns from parents are listened to respectfully and next steps are created in collaboration with parents.

At Ora, we understand the significant impact of positive partnership with parents on a child's learning and development. For this reason, it is part of Ora's Partnership with Parents policy that all staff are responsible for creating and maintaining positive relationships with parents which support effective working partnerships.

Physical Contact Policy

(Version 2023.01)

PURPOSE

The purpose of this policy is to ensure that all physical contact between staff and children at Ora Nursery is appropriate, safe, and supportive. This policy aims to protect both children and staff by setting clear guidelines for physical interactions, thereby fostering a secure and nurturing environment.

DEFINITIONS

Physical Contact: Any touch or physical interaction between staff and children.

Appropriate Contact: Physical interactions that are necessary for the care, comfort, and developmental needs of the child, and that are conducted in a safe, respectful, and professional manner.

Inappropriate Contact: Any physical interaction that is not suitable for the child's age or developmental stage, or that makes the child feel uncomfortable, scared, or threatened.

GENERAL GUIDELINES

- Physical contact should always be initiated by the child and be responsive to the child's needs and preferences.
- Staff should ensure that physical contact is appropriate to the situation and the child's age, developmental stage, and individual needs.
- All physical interactions must respect the child's personal space and comfort levels.
- Staff must always use gloves when handling intimate care of children.

APPROPRIATE CONTACT

Given the nature of our role in caring for young children, physical touch is often necessary; however, it must always be appropriate and respectful.

Types of appropriate contact:

1. **Comforting:** Gentle pats on the back, hugs initiated by the child, or holding a child's hand to provide reassurance.
2. **Assisting:** Helping with tasks such as dressing, toileting, or feeding, where physical assistance is necessary and appropriate.
3. **Instructional:** Physical guidance in activities such as sports or arts and crafts, where touch is necessary to demonstrate a technique or ensure safety.

INAPPROPRIATE CONTACT

- Any form of physical punishment or aggressive handling is strictly prohibited.
- Kissing is strictly prohibited.
- Avoid any contact that could be misinterpreted or is unnecessary, such as prolonged hugging or sitting on laps, unless it is specifically required for the child's comfort and initiated by the child.

TRANSPARENCY AND ACCOUNTABILITY

- Physical contact should always be conducted in view of others. Private, one-on-one situations should be avoided where possible.
- No children should access areas where CCTV is not present unless with a parent (for example, the 'Breastfeeding Room'.
- Staff must report any incident of inappropriate contact or any situation where physical contact made them or the child uncomfortable to the designated safeguarding officer immediately.

TRAINING AND AWARENESS

- All staff will receive regular training on appropriate physical contact and safeguarding procedures.
- Staff should be familiar with the signs of discomfort or distress in children and respond appropriately by discontinuing the contact and addressing the child's needs.

PARENTAL INVOLVEMENT

- Parents will be informed of this policy and encouraged to discuss any concerns they have regarding physical contact.
- Parental preferences and cultural sensitivities regarding physical contact will be respected and incorporated into the child's care plan.

By adhering to these protocols, Ora Nursery aims to maintain a safe and respectful environment where children can feel secure and nurtured.

Positive Behaviour Policy

(Version 2023.01)

At Ora, we understand the importance of good behaviour in facilitating an effective teaching and learning environments for all children and staff. It is the responsibility of all Ora staff, children and parents to work together to achieve a positive learning environment by promoting positive behaviour through consistent practices.

Staff, children and parents are expected to be:

- Kind
- Polite
- Respectful
- Honest
- Helpful
- Tolerant
- Responsible

Staff members at Ora are responsible for ensuring that children are aware of nursery expectations and help children to:

- Understand and develop characteristics of positive behaviour.
- Develop into kind, polite, caring and thoughtful individuals who respect and value all feelings, opinions, beliefs and differences.
- Develop their confidence, self-esteem and self-discipline.
- Cooperate and work positively with others.
- Create a positive learning environment.

It is also the responsibility of class teachers to:

- Create stimulating learning environments.
- Work with others to ensure that children are developing appropriately in line with personal, social and emotional outcomes.
- Provide clear and positive learning experiences.
- Listen to children and identify triggers for undesirable behaviours.
- Support children to build resilience and teach alternative methods for dealing with their emotions.

We ensure that positive behaviour is encouraged and supported by maintaining a consistent approach throughout the whole nursery. Our approach focusses on understanding, patience and communication. Staff are expected to be effective role models for children, showing good manners, kindness and generally setting a good example for the whole community. We teach appropriate behaviours through carefully planned learning opportunities and the use of positive reinforcements. It is important that when undesirable behaviours are displayed, staff respond calmly and consistently and understand that most likely this behaviour is a child's attempt at communicating their feelings. During these instances we listen and support children to handle their emotions and ensure children are always treated respectfully and fairly.

Recruitment Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we recognize that our staff play a crucial role in providing high-quality care and education to the children in our nursery. This Recruitment Policy outlines our procedures and guidelines for the recruitment and selection of staff members, ensuring that we attract, select, and retain qualified individuals who share our commitment to excellence.

APPLICATION PROCESS

- Job vacancies at Ora Nursery will be advertised through various channels, including online job portals, social media, and local community networks.
- Prospective candidates are required to submit their CVs to the Human Resources (HR) department for initial screening.

QUALIFICATIONS AND CERTIFICATES CHECK

- The HR department will review each candidate's CV to ensure they meet the minimum qualifications and experience requirements for the position.
- Qualifications, certificates, and references provided by candidates will be thoroughly verified to ensure accuracy and authenticity.

INTERVIEW WITH NURSERY MANAGER

- Candidates who pass the initial screening will be invited to meet with the Nursery Manager for a discussion about the role and their suitability for the position.
- The interview will assess the candidate's skills, competencies, and suitability for the position, as well as their alignment with the nursery's values and objectives.
- The Nursery Manager will provide feedback to the HR department based on their assessment of the candidate's qualifications, experience, and suitability for the role.

INTERVIEW WITH HR

- Candidates who receive positive feedback from the Nursery Manager will be invited to participate in an interview with the HR department.

SAFE RECRUITMENT POLICY

- All staff members working in the nursery will be required to obtain a Police Clearance Certificate before being offered a position.
- Successful candidates will also be subject to reference and background checks before being offered a position.
- The above are necessary to ensure the safety and well-being of the children in our care and to maintain a safe and secure environment within the nursery.

KHDA APPROVAL FOR TEACHING STAFF

- Teaching staff employed in the nursery will be required to obtain approval from the Knowledge and Human Development Authority (KHDA) before commencing their employment.
- KHDA approval is necessary to ensure that teaching staff meet the standards and qualifications required for teaching in educational institutions in Dubai.

OFFER OF EMPLOYMENT

- Candidates who successfully complete the recruitment process, including the verification of qualifications, references, police clearance, and KHDA approval (if applicable), will be offered employment with Ora Nursery.
- The offer of employment will be contingent upon the satisfactory completion of all pre-employment checks and requirements.

POLICY REVIEW

- This Recruitment Policy will be reviewed annually and updated as necessary to ensure compliance with regulations, best practices, and the evolving needs of our nursery.

By adhering to the procedures outlined in this Recruitment Policy, Ora Nursery is committed to selecting and hiring qualified individuals who will contribute to the success and excellence of our nursery and the positive development of the children in our care.

Risk Assessment Policy

(Version 2023.01)

PURPOSE

To ensure that staff are aware of the protocols in place in relation to limiting risks at the nursery and to guarantee a healthy and safe environment where staff and children can thrive happily and confidently. This policy outlines the ways in which Ora aims to ensure the health and safety of all staff members, children, visitors and other individuals through ongoing daily risk assessments.

DEFINITIONS

RISK ASSESSMENT – the process of identifying which hazards or potential risks exist or could arise at the nursery, evaluating how they may cause harm and the steps which must be taken to minimize harm.

RESPONSIBILITIES

Ora takes the maintenance of Health and Safety extremely seriously as a matter of both legal and moral importance. It is the responsibility of all members of staff at Ora Nursery to be aware of risks and take the necessary steps to minimize the possibility of incidents.

All staff are responsible for ensuring that the provisions of this policy are always adhered to. As such, they are required to:

- Take responsible care of their own health and safety as well as of other persons who may be affected by their acts or omissions at work.
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to injury or damage and assist in the investigation of any such events.
- Report risks to the Centre Manager to be reviewed and rectified.
- Undergo regular and relevant health and safety training.
- Maintain an environment that is safe and without risk to health.

The Centre Manager holds ultimate responsibility for ensuring that the nursery operates in a safe and hazard-free manner. The Centre Manager will ensure that adequate arrangements exist for the following:

- Ensuring that all staff members both understand and accept their responsibilities in relation to health and safety procedures.
- Encouraging staff members to undertake health and safety training.
- Monitoring the effectiveness of this policy and authorizing any necessary revisions to its provisions.

- Providing adequate resources necessary to meet the nursery's health and safety responsibilities.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded.
- Reviewing all reported accidents, incidents and dangerous occurrences.
- Information received on health and safety matters is made available to all staff members.

Risk assessment checklists are present in each area of the nursery, these must be used daily to ensure areas are safe for all children and staff. However, it is the responsibility of all staff to use their own initiative and understanding of health and safety to ensure high healthy and safety standards at all times.

Colour Key Code

Mild risk	Moderate risk
Moderate-Serious risk	Serious risk – potentially fatal

RISK ASSESSMENT

What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Unauthorised visitors entering the nursery	Children and staff		Small chance of injury or harm but mostly it's a security and protection issue.	Door access panel used. Reception door must always be closed. One staff member must be in reception whenever possible.
Doors	Anyone in the nursery (especially children)		Trapped fingers – injury can range from a bruised finger to amputation. Bumped heads Other trapped body parts	Door finger protectors on all doors. Doors to always be closed. Doors must only be open and closed by an adult. Doors must never be thrown open or slammed closed. Door wedge must be used when doors are open.
Floors	Anyone in the nursery (especially children)		Bumps, grazes, risk of head injuries	Children must wear socks with grips to limit risk of slipping on smooth flooring.

				Floors must be clean and free of tripping risks. Children should be reminded to walk in classrooms and corridors. Where running is encouraged in the indoor garden, staff must ensure the environment is safe.
Obstructions on the floor	Anyone in the nursery		Bumps, grazes, risk of head injuries	Floors in communal areas must remain obstacle free. In classrooms where activities are on the floor, staff must pay extra attention to ensure no falls or trips.
What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Electrical sockets	Children		Electrocution and result could be fatal	Electrical socket covers must be placed on all outlets at child height.
Sharp edges/corners	Anyone in the nursery (especially children)		Bumps, scratches, risk of head injuries	Edge protectors placed on all sharp corners (compulsory) and edges (where needed).

Cleaning products	Children		Skin reactions, burns, poisoning – result could be fatal	Cleaning products must be placed out of reach of children at all times and must be locked away when not in use. Cleaning products must never be left unattended in areas which children have access to.
Classroom toys and resources	Children		A range of injuries from toys and resources	Toys and resources must be risk assessed before being used in the classrooms. Toys and resources must be clean and in safe working condition. Resources used that may result in injury (e.g. child scissors) must be used with direct adult supervision.

What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Tables and chairs	Children		A range of injuries including falls, bumps.	All furniture must be checked to ensure it is in safe working condition (e.g. no broken/wobbly legs on chairs and tables, no sharp corners) Furniture is age appropriate and the correct size for children in the classroom. Furniture must be spread apart appropriately to limit risks of bumps. Classroom tables should be heavy enough to avoid children being able to move them.
Cupboards	Children		Trapped fingers in cupboard doors. Bumps on handles or side or edge of cupboard. Injuries/incidents from items inside the cupboards.	Cupboards at child height must have safety locks. All edges and handles must be covered with edge protectors to limit risk. In older classrooms where children are encouraged to be more independent and have access to classroom resources, resources accessible in the cupboards must be risk assessed and children supervised when accessing.
Cubbies	Anyone in the nursery (especially children)		Bumps from edges and corners	See 'Sharp edges/corners' Cubbies must be appropriately placed in the classrooms and corridors to limit risks.

What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Toilets	Anyone in the nursery (especially children)		Hygiene and health issues	Toilets must be in good working order, clean and with sufficient toilet paper.
Sinks	Anyone in the nursery (especially children)		Hygiene and health issues	Sinks must be in good working condition, clean and with sufficient hand soap.
Wet floors	Anyone in the nursery (especially children)		Slips, falls and bumps	Floors must be dried immediately after cleaning, if this is not possible a 'Wet Floor' sign must be placed in a visible area.
Medicines and medical equipment	Anyone in the nursery (especially children)		Misuse of medical equipment, overdosing, could be fatal	Medicines and medical equipment must be locked away at all times, only to be accessed by Centre Manager, Health and Safety Officer and Nurse. Medicines and medical must never be stored at child height and must never be accessed by children. Medicines and medical equipment must be checked to be in compliance with DHA regulations and within expiry dates. Medicines and medical equipment must be stored in the nursery clinic.



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				Children must never have access to the nursery clinic without adult supervision.
What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Food safety	Anyone in the nursery (especially children)		Food poisoning Allergic reactions	Children bring their own food and water to the nursery to avoid food poisoning and other risks from catering at the nursery. Food must not be shared between children and staff are never permitted to give children additional food/beverages without parental permission.
Hot food & beverages	Anyone in the nursery (especially children)		Burns (ranging from minor to major burns)	Hot food and beverages must never be consumed or taken into an area where children are present. Warm beverages can be consumed in the classrooms as long as these are in an insulated flask and placed out of children's reach.

Glass	Anyone in the nursery (especially children)		Cuts (ranging from minor to deep wounds) – could require stitches and in extreme situations could be fatal	Glass must not be used in the nursery. Where it is used and cannot be avoided (eg. eye glasses, windows, phones, laptops) if broken must be cleaned immediately with one person monitoring the area until all glass is removed. Glass should be disposed of safely in a double bag and taken straight to the big garbage bin which is not accessed by children.
What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Sharp hazards (e.g. knives, adult scissors, box cutters)	Anyone in the nursery (especially children)		Cuts (ranging from minor to deep wounds) – could require stitches and in extreme situations could be fatal	Sharp hazards such as knives and scissors must never be placed within a child's reach. These items must also not be used by an adult when they are in the presence of children. Adults using these items must make sure to take the proper precautions to avoid injury to themselves or others.

Loose wires, electrical cabling and electrical equipment	Anyone in the nursery (especially children)		Tripping, electrocution, strangulation – could be fatal	Wires, electrical cabling and electrical equipment must always be safely organized and out of reach of children. Liquids must be kept away from all electrical items. Where electrical equipment is used by children in class activities, this must be under direct adult supervision and tidied away immediately after.
Fire	Anyone in the nursery		Burns, smoke inhalation, could be fatal	Staff must be aware of fire safety and evacuation protocols, and these must be strictly followed. Fire exits must be free from obstructions at all times. Children must be closely supervised during emergency situations. The nursery must close until it is assessed to be safe for children and staff to return.
What are the hazards?	Who is at risk?	What is the likelihood of injury or harm?	What could happen?	What control measures are in place?
Flooding	Anyone in the nursery		Hygiene and health issues, danger of electrical malfunctions	Staff must be aware of evacuation protocols and must strictly follow. Exits must be always free from obstructions. Children must be closely supervised during emergency situations and parents informed. The nursery must close until it is assessed to be safe for children and staff to return.



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Public health incidents	Anyone in the nursery (especially children as they haven't fully developed their immune systems)		Health issues and illnesses spreading	The nursery must be clean and sanitised daily. Children must be checked before being admitted into the nursery to identify and monitor any symptoms (fever, rash etc). In widespread health incidents, the nursery will follow procedures outlined by the DHA and increase sanitization & disinfections.
Severe weather				The nursery will follow government directives in cases of severe weather.
Food safety	Anyone in the nursery (especially children)		Food poisoning Allergic reactions	Children bring their own food and water to the nursery to avoid food poisoning and other risks from catering. Food must not be shared between children. Staff are never permitted to give children additional food/beverages without parental permission.

Safe Recruitment Guidelines

(Version 2024.07)

PRE-EMPLOYMENT SCREENING PROCESS

Application Form:

- Ensure all applicants provide a Curriculum Vitae or complete a comprehensive application form including personal details, employment history, and references.

Interview Process:

- Conduct thorough interviews to assess qualifications, experience, and suitability for working with children.
- Interviews with nursery manager and human resources.

Identification Verification:

- Obtain a copy of valid identification (passport or Emirates ID) to verify identity.

Educational Qualifications:

- Verify educational credentials and certifications relevant to the position.

Professional Experience:

- Verify employment history and relevant work experience.

Reference Checks:

- Obtain at least two professional references from previous employers or supervisors who can attest to the applicant's character, work ethic, and suitability for working with children.

Criminal Record Check:

- Conduct a comprehensive criminal background check through local authorities or a recognized agency to ensure the applicant has no history of criminal offenses that may pose a risk to children.
- Potential candidates are responsible for providing a Police Clearance Certificate.

Child Protection Training:

- Confirm completion of mandatory child protection training or willingness to undergo training upon hiring.

Final Approval:

- Final approval is provided from nursery manager, senior management and HR after reviewing all documentation and background checks.

POST-EMPLOYMENT REQUIREMENTS

Probation Period:

- New hires are subject to a six-month probation period to assess performance and suitability for the role.

Continuous Professional Development:

- Ora offers ongoing internal and external training and development opportunities related to childcare, safeguarding, and early childhood education.
- Ora employees are also expected to be responsible for their own continuous professional development through independent research and study.

Performance Reviews:

- Regular performance reviews are conducted to provide feedback and support professional growth.

Monitoring and Support:

- Regular supervision is maintained, and support is provided to ensure adherence to nursery policies and best practices in child care.

Policy Adherence:

All staff members are provided policies during their training and induction period. All staff are expected to remain familiar with and adhere to nursery policies, including safeguarding, health and safety, and behavior management.

This checklist should be used systematically for each nursery staff member during the hiring process to ensure compliance with KHDA recommendations and to safeguard the well-being of children in our care. Adjustments may be made based on specific roles or additional regulatory requirements.

Safe Sleep Policy

(Version 2023.01)

PURPOSE

Ora Nursery operates a Safe Sleep policy. This policy aims to ensure that all staff and parents are aware of the sleeping policies and procedures in place at Ora, ensuring the safety of all children during sleeping periods.

BABY SLEEPING PROCEDURES

At Ora, we implement the following procedures when placing babies to sleep:

- All babies must sleep in a cot for their scheduled sleeping times (this will be discussed with parents and a routine will be recorded and followed where possible).
- Babies will always be placed on their backs to sleep unless there is a certain medical condition that requires stomach sleeping (in these cases a doctor's note should be provided and displayed in the baby sleeping area).
- Babies heads will not be covered with loose items and these items shall remain out of the cot at all times.
- Loose bedding, pillows, bumper pads, teddies etc. will not be used in cots.
- Visual supervision is required at all times. At least every 15 minutes the key person will check on the baby, looking for the rise and fall of the chest.
- The temperature of the sleeping room will be regulated and kept at a comfortable temperature.
- Parents will be informed of how long their child has slept during the day.

SLEEPING PROCEDURES FOR NAP TIME

Once children are ready, they will move to a Ora Nursery schedule where nap time will occur only between the times of 12.00pm and 2.00pm. In partnership with parents, an agreed period of time for sleep will be agreed and where possible this will be followed. A quiet and darkened room will be provided for sleeping, the temperature of this room will be monitored and kept at a comfortable temperature. Children will have their own sleeping mat to nap on and bedding can be brought for him but will not be provided by the nursery. Children will be supervised at all times when sleeping and parents will be informed of how long their child has slept during the day.

Ora Nursery ensures that all children receive the rest and sleep they need and regard it to be a highly important part of a child's learning and developmental needs.

Safeguarding and Child Protection Policy

(Version 2023.01)

PURPOSE

To ensure that Ora is a healthy and safe environment where children can thrive happily and confidently. This policy outlines the ways in which Ora aims to ensure safeguarding and child protection.

ORA'S COMMITMENT

Ora is committed to protecting children and promoting their welfare, regardless of age, race, or gender to feel safe and protected from any situation or practice that results in him or her being physically or psychologically harmed.

The management takes seriously its responsibility to protect and safeguard the welfare of children and young people in its care. It is recognized that Ora staff are particularly important in the safeguarding & child protection process as they have regular contact with the students in their care and are in a position to identify concerns early. They are able to provide direct help and support to the children and should prevent an escalation of events. An effective whole-nursery child protection policy is one which provides clear direction to staff and others about expected behaviour when dealing with child protection issues. An effective policy also makes explicit the school's commitment to the development of good practice and sound procedures. This ensures that child protection concerns, referrals and monitoring may be handled sensitively, professionally and in ways which support the needs of the child.

We recognize to safeguard and protect children in our care and to promote their welfare we must:

- Create an environment in our centres that promote a healthy self-image.
- Encourage children to develop a sense of independence and autonomy that is age appropriate and suitable for their stage of development.
- Provide a safe and secure environment.
- Always listen, understand, and appropriately respond to children.
- Share information with other agencies as deemed appropriate following and internal investigation by the Centre Manager and in accordance with UAE laws.

UAE LAW

In November 2012, the UAE Cabinet approved "Wadeema's Law" to "protect children in the UAE". The law includes creating special units that intervene when children are at risk and stresses that all children have rights regardless of religion and nationality."

Action will be taken under the guidance of this law if staff have reason to believe that there has been physical, emotional or sexual assault experienced by a child, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented.

JOB ROLES AND RESPONSIBILITIES

All adults working with or on behalf of children have a responsibility to protect and safeguard them. There are, however, key people within the school who have specific responsibilities under safeguarding & child protection procedures. It is the role of the Safeguarding Officer (Centre Manager) to ensure that all the child protection procedures are followed within the school, and to make appropriate, timely referrals if practicable.

A designated Child Protection Lead will be appointed at each Nursery. If for any reason the Designated Child Protection Lead is unavailable, the Deputy Designated Child Protection Lead has been identified who will act in their absence. Additionally, it is the role of the Designated Child Protection Lead to ensure all staff employed including temporary staff and volunteers within the school are aware of the school's internal procedures, to advise staff and to offer support to those requiring this.

RECRUITMENT PROCESS

Ora Head Office HR Department are responsible for ensuring that the nurseries follow a safe recruitment process. As part of the nursery recruitment and vetting process, Police Clearance checks will be sought on all staff that have substantial and unsupervised access to children and references and experience letters will be sought.

NURSERY PROCEDURES

Staff are kept informed about child protection responsibilities and procedures through induction, briefings, and awareness training. There may be other adults in the nursery who rarely work unsupervised, more usually working alongside members of the school staff. However, the Centre Manager will ensure they are aware of the nursery's policy and the identity of the Child Protection Lead. Any member of staff, volunteer or visitor to the school who receives a disclosure of abuse, an allegation, or suspects that abuse may have occurred must report it immediately to the Centre Manager or in their absence, the Deputy Child Protection Lead. In the absence of either of the above, the matter should be brought to the attention of the most senior member of staff. The Centre Manager or their Deputy will immediately refer cases of suspected abuse or allegations in accordance with the procedures outlined within this policy.

The nursery will always undertake to share an intention to refer a child with the parents unless to do so could place the child at greater risk of harm or impede a criminal investigation. On these occasions' advice will be taken.

Confidentiality is of utmost importance to Ora and fully understood by all those working with children, particularly in the context of child protection. The only purpose of confidentiality in this respect is to benefit the child. A member of staff must never agree with a student to keep a secret, as where there is a child protection concern this must be reported to the Safeguarding Officer and may require further investigation by appropriate authorities.

Staff will be informed of relevant information in respect of individual cases regarding child protection on a "need to know basis" only. Any information shared with a member of staff in this way must be held confidentially to themselves.

Recording and monitoring well-kept records are essential to good child protection practice. Our nursery is clear about the need to record any concern held about a child or children within our school, the status of such records and when these records should be passed over to other agencies.

Any member of staff receiving a disclosure of abuse or noticing signs or indicators of abuse, must make an accurate record as soon as possible noting what was said or seen, putting the event in context, and giving the date, time and location. All records will be dated and signed and will include the action taken.

These file notes are kept in a confidential file, which is separate to other files, and stored in a secure place by the Centre Manager. In the same way notes must be kept of any pupil who is being monitored for child protection reasons.

Safeguarding and Child Protection Procedures

(Version 2024.07)

PROCEDURES FOR IDENTIFYING AND RESPONDING TO CONCERNS ABOUT THE WELFARE OF CHILDREN

Identification of Concerns:

1. **Observation and Awareness:** Staff members are trained to be vigilant for signs of abuse, neglect, or any other concerns regarding a child's welfare. This includes physical indicators such as unexplained injuries, changes in behavior, emotional distress, or patterns of absences.
2. **Documentation:** Any observations or concerns must be documented immediately and accurately using incident report forms provided by the nursery. This includes details of the observation, the child involved, and any witnesses.
3. **Communication:** Staff are encouraged to maintain open communication with each other and with parents, fostering an environment where concerns can be discussed sensitively and appropriately.

Responding to Concerns:

1. **Designated Safeguarding Lead:** All concerns about the welfare of a child should be reported promptly to the designated safeguarding lead (DSL) or deputy DSL. They are responsible for overseeing safeguarding within the nursery and for coordinating actions in response to concerns.
2. **Initial Assessment:** The DSL conducts an initial assessment of the concern, gathering additional information as needed from staff observations, parent discussions (where appropriate), and any relevant records.
3. **Decision Making:** Based on the assessment, the DSL determines the appropriate course of action. This may include:
 - Providing support within the nursery.
 - Seeking advice from local safeguarding authorities.
 - Making a referral to external agencies if abuse or neglect is suspected.

Reporting Protocols:

1. **Local Reporting Requirements:** In Dubai, nurseries are required to report safeguarding concerns to several key authorities, including:
 - **Dubai Foundation for Women and Children:** Provides support and services for victims of domestic violence, child abuse, and human trafficking.
 - **Dubai Police Child Protection Center:** Handles cases related to child abuse and exploitation.

- **Dubai Community Development Authority (CDA):** Responsible for child protection and welfare services, including family support and counseling.

2. **Notification:** The DSL ensures that relevant authorities are notified promptly and appropriately, following legal reporting requirements and maintaining confidentiality.

Support Mechanisms:

1. **Child and Family Support:** The nursery provides ongoing support to the child and their family throughout the process, including access to counseling services, advocacy, and guidance on legal rights.

2. **Staff Support:** Staff involved in reporting safeguarding concerns receive appropriate support and guidance, ensuring their well-being while maintaining professionalism and confidentiality.

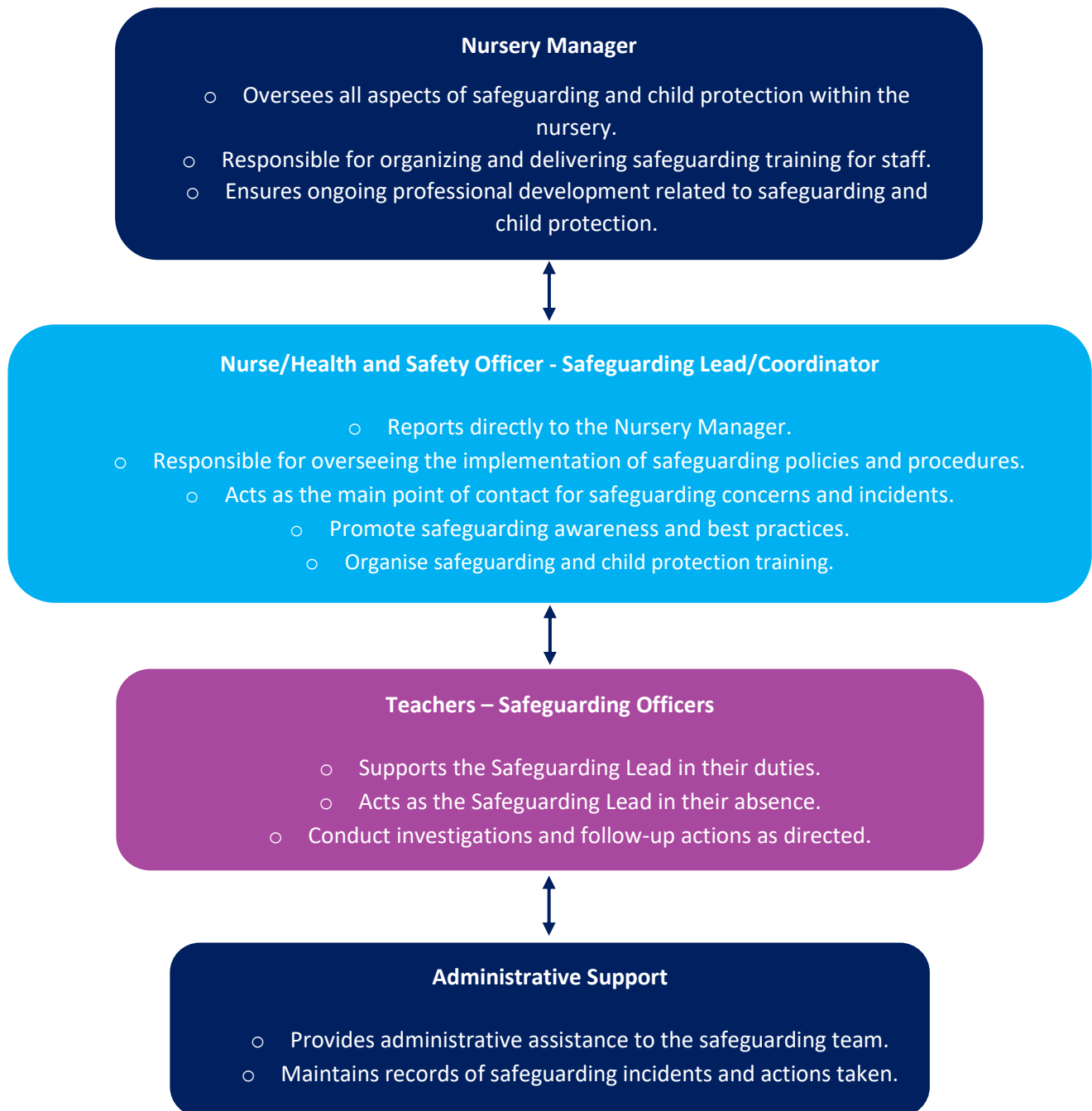
Follow-Up and Review:

1. **Monitoring and Review:** The DSL monitors the situation closely, ensuring that appropriate actions are taken and providing updates to relevant stakeholders as necessary.

2. **Review and Reflection:** After each safeguarding concern, the nursery conducts a review to evaluate the effectiveness of responses, identify any areas for improvement, and update policies and procedures as needed.

By following these detailed procedures, Ora Nursery ensures a proactive and sensitive approach to safeguarding and child protection, prioritising the safety and well-being of every child in our care.

Safeguarding and Child Protection Team



This organisational chart provides a clear structure for the safeguarding and child protection team at the nursery, ensuring accountability, clear lines of communication, and effective management of safeguarding concerns. Adjustments can be made based on the changing needs of the nursery.

Sanitisation Policy

(Version 2023.01)

PURPOSE

This policy is intended to aid Ora staff and administrators to protect the health, safety, and wellbeing of students, teachers, staff, families, and community by reducing the spread of germs in the centre.

DEFINITIONS

Cleaning physically removes germs, dirt, and impurities from surfaces or objects by using soap (or detergent) and water. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Clean surfaces and objects using soap and water prior to disinfection.

Sanitation is the process of making something sanitary, as by cleaning or disinfecting.

POLICY STATEMENT

Cleaning, disinfecting and proper sanitization are key to limiting exposure to germs and maintaining a safe environment among children and childcare providers.

PROCEDURES

1. Cleaning and Disinfection

- Ensure safe, correct use and storage of cleaning and disinfection products approved by DM, including storing products securely away from children. Suggested list of cleaning and disinfection companies can be found at DM website: <https://www.dm.gov.ae/healthsafety-approved-list/>
- Follow DM cleaning and disinfecting guidelines (DM-PH&SD-GU94-CDCN2) (for both daily routine disinfection and for terminal disinfection). Centers are not allowed to use cleaning or disinfecting products that carry a DANGER or a CORROSIVE label warning that may compromise the health of the children and individuals with respiratory illnesses or medical conditions. Different cleaning products and/or disinfectants must not be mixed under any circumstances.

SURFACE	INSTRUCTIONS
Appliances	Wipe the surface with paper towel and water. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Countertops and floors*	Wipe the counter tops with paper towel and water. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry. Sweep the floor then mop the floor with Dettol solution.
Sinks and faucets	Pre-wash surface with soap and water. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Bins	Pre-wash surface with soap and water then rinse. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Toys	Pre-wash surface with soap and water then rinse. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Highchairs	Pre-wash surface with soap and water then rinse. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Light Switches	Wipe the surface with paper towel and water. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Walls and Floors	Pre-wash surface with clean water. Sweep the floor. Mix 20ml Dettol into 400 ml of water, spray the solution on the wall and let it air dry. Mop the floor with Dettol solution and let it air dry.
Nappy Changing Tables	Wipe the surface with paper towel and water. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.
Toilets	Pre-wash the toilet bowl and bidet with soap and water. Brush bowl with scrub brush and let stand for 10 minutes. Flush. Mix 20ml Dettol into 400 ml of water, spray the solution then let it air dry.

Personal Protective Equipment (PPE) and Infectious Waste

- PPE equipment will be double bagged and disposed of in separate bins, this must be Stored safely for 72 hours before being removed.
- All Infectious waste must be in yellow bags.

General Waste Management

GENERAL WASTE DISPOSAL -Any waste that includes paper, plastic, glass, liquids and organics.

- Identify all General Waste. All staff knows the difference between infectious and non-infectious waste products.
- All general waste must be placed in black bags.
- Make sure that bins are kept away from where the child is being treated and from food preparation area.
- Make sure that waste is always monitored during the day.
- Waste containers must have a lid.
- General waste must be disposed and kept in a well secured and ventilated room located in the building.
- After disposal, disinfect the bin and wash your hands.

Security Video Surveillance (CCTV)

(Version 2024.07)

PURPOSE

This policy ensures that all activities at Ora Nursery are monitored by CCTV surveillance for safety and security.

DEFINITIONS

Surveillance: Surveillance cameras are video cameras used to observe an area.

POLICY STATEMENT

At Ora Nursery, we prioritize the safety and security of our children, staff, and visitors. To achieve this, we have implemented a comprehensive CCTV surveillance system throughout our premises. The purpose of this system is to:

Ensure Safety and Security: Monitor and enhance the safety of all individuals within the nursery, including children, staff, parents, and visitors.

Monitor Staff Interaction: Oversee staff interactions with children to ensure they meet our high standards of care and professionalism.

Prevent and Detect Crime: Deter criminal activities such as theft, vandalism, and unauthorized access, and assist in the investigation of any incidents.

Support Incident Investigation: Provide evidence for any disciplinary or legal proceedings related to incidents occurring within the nursery.

Maintain Building Security: Protect nursery property and facilities from damage and unauthorized access.

Our CCTV system is designed to operate in compliance with guidelines set by KHDA and the MCC (Monitoring and Camera Control) of the UAE. It is intended to respect the privacy of individuals and is not used to record sound or provide live images for the internet.

By implementing this CCTV policy, Ora Nursery aims to create a secure environment that promotes the well-being of all individuals within our community.

PURPOSE OF THE SURVEILLANCE SYSTEM

The system has been installed by the nursery with the primary purposes of:

- Monitoring staff interaction with children.
- Ensuring children are appropriately cared for.
- Identifying any activities or events that might warrant disciplinary action against staff and providing evidence to the Nursery Manager.
- Reducing the threat of child abduction.
- Preventing damage to the building.
- Deterring theft.
- Assisting in the prevention and detection of crime.
- Ensuring the safety of all users, including staff, children, parents, and visitors, while respecting individuals' privacy.
- Deterring criminal intent.

RECORDING AND ACCESS

Digital recordings are made using a digital video recorder operating in real mode, monitoring the site continuously 24 hours a day. Images are typically retained for 60-90 days from the date of recording, after which they are automatically overwritten.

Viewing of recorded CCTV images is restricted to the MCC (Monitoring and Camera Control), the Nursery Manager, and staff who need access in accordance with the system's purpose.

Parents will not have access to view recordings.

Settling In Policy

(Version 2024.07)

PURPOSE

The purpose of the Settling In policy is to ensure a smooth and supportive transition for children starting nursery. This policy outlines procedures to help children feel comfortable, secure, and happy in their new environment, fostering positive relationships with staff and peers.

OBJECTIVES

1. To create a welcoming and supportive environment for new children and their families.
2. To facilitate a smooth transition from home to nursery.
3. To build positive relationships between children, parents, and staff.
4. To ensure that each child's individual needs are met during the settling-in period.

RESPONSIBILITIES

Nursery Management:

- Ensure staff are trained and equipped to support children during the settling-in period.
- Provide resources and information to parents about the settling-in process.
- Monitor the effectiveness of the settling-in procedures and make adjustments as necessary.

Staff:

- Create a warm and welcoming environment for new children and their families.
- Establish positive relationships with children and parents.
- Observe and respond to each child's individual needs and emotions.
- Communicate regularly with parents to provide updates and address any concerns.

Parents:

- Participate in the settling-in process and follow the nursery's guidance.
- Communicate any specific needs or concerns about their child.
- Provide comfort and reassurance to their child during the transition.
- Maintain open communication with nursery staff

SETTLING IN PROCEDURES

Pre-Start Visits:

- Arrange pre-start visits for the child and their parents to familiarise themselves with the nursery environment and staff.
- Introduce the child to their key person, who will be their primary caregiver and point of contact.

- Allow the child to explore the nursery and participate in activities during these visits.

Gradual Integration:

- Begin with shorter sessions and gradually increase the duration of the child's time at the nursery.

Personalised Settling-In Plan:

- Develop a personalised settling-in plan for each child, based on their individual needs and preferences.
- Consider factors such as the child's age, previous childcare experience, and personality.
- Regularly review and adjust the plan as needed, in consultation with parents.

Communication with Parents:

- Maintain open and regular communication with parents throughout the settling-in period.
- Provide daily updates on the child's progress and daily activities.
- Encourage parents to share any concerns or feedback and address these promptly.

Supportive Environment:

- Create a nurturing and inclusive environment that promotes belonging and security.
- Provide familiar and comforting items, such as the child's favourite toys or comfort objects, to help ease the transition.
- Use positive reinforcement and encouragement to build the child's confidence and independence.

Observation and Assessment:

- Observe the child's behaviour, interactions, and emotional responses during the settling-in period.
- Use these observations to assess the child's adjustment and identify any additional support needs.
- Communicate any observations and assessments with parents and involve them in decision-making.

By adhering to this Settling In Policy, Ora Nursery aims to provide a smooth and supportive transition for children starting nursery, ensuring they feel comfortable, secure, and happy in their new environment.

Teaching, Learning Program and Assessment

(Version 2023.01)

PURPOSE

The purpose of this policy is to ensure that all students at Ora Nursery receive a high-quality education that meets their individual needs and supports their development in a holistic manner.

At Ora, pedagogy remains child-centered, and developmentally appropriate, with an emphasis on play-based learning. Children are regularly observed, and their learning and developmental milestones are recorded.

TEACHING AND LEARNING PROGRAM

At Ora Nursery, our teaching and learning program is based on the Early Years Foundation Stage (EYFS) curriculum, which is a framework that sets the standards for the learning, development and care of children from birth to five years old. Our approach to teaching and learning is centered around the belief that children learn best through play, exploration and hands-on experiences.

Our curriculum is designed to cater to the individual needs and interests of each child, recognizing that every child is unique and develops at their own pace. We provide a variety of learning opportunities that promote holistic development in the areas of communication and language, physical development, personal, social and emotional development, literacy, mathematics, understanding the world and expressive arts and design.

Our teaching staff are highly qualified and experienced in working with young children, and they use a combination of child-led and adult-led activities to facilitate learning and development. Child-led activities allow children to explore, experiment and discover the world around them through play, while adult-led activities provide structured learning opportunities that support specific learning goals.

We believe in creating a nurturing and stimulating environment that encourages curiosity, creativity and a love for learning. Our classrooms are well-equipped with age-appropriate resources, toys and materials that facilitate learning through play. We also provide opportunities for outdoor play and exploration to foster physical development and a connection to nature.

Assessment plays an important role in our teaching and learning program, as it helps us to track each child's progress and identify areas for further development. We use observation, assessment tools

and feedback from parents to inform our planning and ensure that every child is making progress towards their individual learning goals.

At Ora Nursery, we are committed to providing a high-quality early childhood education that prepares children for lifelong learning and success. Our teaching and learning program is designed to be inclusive, responsive and engaging, and we strive to create a positive and supportive learning environment for all children.

ASSESSMENT

At Ora Nursery, we believe in providing high-quality assessments that accurately track the developmental and learning progress of each child in our care. Our assessment strategies are designed to be inclusive, developmentally appropriate, and culturally sensitive. Our goal is to provide comprehensive feedback to both parents and teachers to support each child's individual growth and development.

Assessment Strategies:

1. We use a variety of assessment tools and techniques, including observations, checklists, portfolios, and standardized assessments. These assessments are conducted at regular intervals to capture the child's progress over time.
2. Our assessments are tailored to each child's individual needs and abilities. We take into account the child's interests, strengths, and areas for growth when designing our assessments.
3. We involve parents in the assessment process by providing regular updates on their child's progress and inviting them to participate in assessment meetings and discussions.
4. Our assessments are ongoing and reflective, allowing us to adjust our teaching strategies and interventions to better support each child's development.
5. We adhere to ethical guidelines and practices when conducting assessments, ensuring the privacy and confidentiality of each child's information.

Tracking of Developmental and Learning Progress:

1. We keep thorough records of each child's developmental and learning progress, including observations, assessments, and work samples. These records are kept in a secure and confidential manner.
2. Teachers regularly review and analyze assessment data to identify trends and patterns in each child's progress. This information is used to inform teaching practices and plan for future learning experiences.
3. We communicate assessment results with parents through parent-teacher conferences, progress reports, and informal discussions. Parents are encouraged to ask questions and provide feedback on their child's progress.

4. We monitor the progress of children receiving additional support services or accommodations to ensure that their needs are being met effectively.

5. We collaborate with other professionals, including speech therapists, occupational therapists, and psychologists, to ensure a holistic approach to assessing and tracking each child's development.

Overall, our assessment strategies and tracking of developmental and learning progress at Ora Nursery are designed to support each child's unique journey towards academic success and personal growth. We are committed to providing a nurturing and supportive environment where every child has the opportunity to reach their full potential.

Formative Assessments are completed as follows:

-Informal observations of the children are done on a daily basis. Teachers and Teaching Assistants will note down what they see and what they hear during their observation/ interaction with children (this can be in the form of post its, for example).

-Photographs and videos are taken of the children during play or when engaged in activities.

-A Formal Observation is completed at least once a month.

-A relevant selection of informal observations, pictures/ videos and 'Learning Stories' are included in each child's individual online 'Learning Journeys' throughout the month.

-We use EYFS tracking sheets to monitor children's progress and ensure children are supported and challenged as developmentally appropriate.

Summative Assessments are completed as follows:

Progress Check at Age 2 is completed once the child becomes two years old.

When a child is aged between two and three, practitioners will review their progress, and provide parents with a short-written summary of their child's development in the prime areas. This progress check identifies the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners will develop a targeted plan to support the child's future learning and development, involving other professionals if and when necessary.

A final report is completed when children leave the nursery.

All data within a child's learning record is subject to our Safeguarding, Data Protection and Confidentiality policies.

Travel and Transportation Policy

(Version 2023.01)

PURPOSE

At Ora Nursery, we prioritize the safety and well-being of our children, families, and staff members. This policy outlines our procedures and guidelines regarding transportation to and from the nursery, as well as transportation arrangements for field trips and other offsite activities.

DROP-OFF AND COLLECTION

- Parents or guardians are responsible for dropping off and collecting their children from the nursery each day.
- Drop-off and collection times will be communicated to parents in advance to ensure a smooth and efficient process.
- Staff members will be present at designated drop-off and collection points to assist families and ensure the safety of children.

TRANSPORTATION INFORMATION FOR FAMILIES

- Parents will receive detailed information and instructions regarding transportation to and from the nursery, including directions, parking facilities, and any relevant regulations or guidelines.
- Information will be provided to parent's in one of the following formats: written materials, emails, and/or verbal communication, to accommodate the needs of all families.

PARKING ASSISTANCE

- Ora Nursery will work closely with community management to facilitate parking arrangements for families dropping off and collecting their children.
- We will provide guidance and support to families to ensure they are aware of designated parking areas and any restrictions or regulations in place.

FIELD TRIP TRANSPORTATION

- Ora Nursery does not provide transportation for regular nursery activities or events.
- When transportation is required for field trips or offsite activities, Ora Nursery will arrange transportation through a third-party provider.
- All transportation arrangements will comply with regulations set forth by the Roads and Transport Authority (RTA) and the Knowledge and Human Development Authority (KHDA).

COMPLIANCE AND SAFETY

- Ora Nursery is committed to ensuring the safety and well-being of children during transportation.
- All transportation providers contracted by Ora Nursery will adhere to strict safety guidelines and standards, including proper licensing, insurance, and vehicle maintenance.
- Staff members will accompany children during field trips and offsite activities to provide supervision and support throughout the transportation process.

By adhering to the guidelines outlined in this Travel and Transport Policy, Ora Nursery is committed to providing safe, efficient, and reliable transportation services for our families and ensuring the well-being of all children in our care.

Wellbeing Policy

(Version 2023.01)

PURPOSE

To ensure that Ora is a healthy and safe environment where staff and children can thrive happily and confidently. This policy outlines the ways in which Ora aims to ensure the wellbeing of all staff members, children, visitors and other individuals.

COMMUNITY WELLBEING

At Ora, we aspire to provide positive mental health and well-being care for our whole community (children, staff, parents and carers) and recognize how important mental health and emotional wellbeing is to our lives. We recognize that children's mental health is a crucial factor in their overall wellbeing and can affect their learning and development. All community members are responsible for promoting an environment where mental health and wellbeing are supported and nurtured.

Our aim is to be a nursery where:

- All community members are valued.
- All have a sense of belonging and feel safe.
- Everyone is able to talk about their feelings/opinions.
- Positive mental health and wellbeing is valued.

CHILDREN'S WELLBEING

Children's wellbeing is one of our top priorities at Ora. To promote children's wellbeing, we:

- Acknowledge each child as a unique individual.
- Allow adequate time for free play, where children can explore their own interests freely.
- Ensure positive interactions with adults.
- Recognise children's emotions and provide understanding and empathy while working together to improve feelings.
- Remain consistent, ensuring all children feel valued, safe, comfortable and have a sense of belonging.
- Work closely with children and parents to build strong home-nursery relationships.
- Actively listen and encourage children to explore their strengths and interests.
- Provide a warm and welcoming environment which is developed to promote children's learning and wellbeing.

STAFF'S WELLBEING

At Ora, staff's wellbeing is promoted through the use of:

- Regularly planned staff meetings where all members of staff are valued and respected. All views are taken into account and (where possible) changes are implemented to support staff's wellbeing.
- Regularly planned team building activities.
- Highlighting achievements and rewarding staff for hard work.
- Promotion of mental health awareness and ways to encourage wellbeing.
- Culture of empathy and compassion.

Whistleblowing Policy

(Version 2024.07)

PURPOSE

Ora Nursery is committed to maintaining the highest standards of ethical behavior, transparency, and accountability. This Whistleblowing Policy aims to provide a mechanism for staff, parents, or stakeholders to raise concerns about suspected wrongdoing, unethical behavior, or misconduct within the nursery, without fear of reprisal.

SCOPE

This policy applies to all employees, volunteers, contractors, parents, and stakeholders associated with Ora Nursery.

REPORTING PROCEDURE

1. **Confidential Reporting Channel:** Concerns should be reported in writing via email or in person to the Designated Safeguarding Lead (DSL). Anonymity will be respected to the extent possible, but providing contact information is encouraged to facilitate thorough investigations.
2. **Nature of Concerns:** This policy covers concerns related to:
 - Safeguarding and child protection issues
 - Fraud, theft, or financial misconduct
 - Health and safety violations
 - Breaches of nursery policies or regulations
 - Any other unethical or illegal conduct affecting the nursery
3. **Protection against Retaliation:** Ora Nursery prohibits retaliation against individuals who report concerns in good faith. Any form of retaliation against whistleblowers will be treated as a serious disciplinary offense.
4. **Investigation and Response:** Upon receiving a report, the DSL or appointed committee will conduct a thorough and impartial investigation. Investigations will be handled promptly, confidentially, and with sensitivity to the concerns raised.
5. **Feedback and Communication:** The whistleblower will receive feedback on the outcome of the investigation to the extent possible, while respecting confidentiality and privacy considerations.

POLICY REVIEW

This Whistleblowing Policy will be reviewed annually to ensure it remains effective and compliant with legal requirements and best practices. Updates may be made as necessary to improve processes and maintain transparency.

CONTACT

For whistleblowing concerns, please contact the centre manager or designated safeguarding lead. Contact information can be found in 'Key Contact Information'.

We encourage all members of the Ora Nursery community to uphold our values of integrity and responsibility by reporting concerns in accordance with this policy. Your commitment to transparency and accountability helps us maintain a safe and supportive environment for all.