Policy Manual

2024 - 2025

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Sunflower Garden Nursery Policy Manual

Admissions Policy

Policy Statement

Sunflower Garden Nursery has developed and implemented an Admissions Policy, which clearly mandates:

1. Admission criteria and process
2. Admission information and registration documents
3. Admission records keeping

1. Admission Criteria and Process

1.1 Fair, Non-Discriminatory, Transparent Approach

Sunflower Garden Nursery has implemented a fair, non-discriminatory, and transparent admission process where, other than due to full enrolment, we do not deny admission to any child. This includes:

- All children irrespective of nationality, ability, and religious background to pursue fairness and equality as per Federal Decree Law No. (3) of 2016 Concerning Child Rights, Federal Decree Law No. (29) of 2006 Concerning the Rights of People with Special Needs and its amendments, and in line with article 9 of Federal Decree Law No. (51) of 2022 Regulating Nurseries.

- We also accept children that don't have a vaccination card or who does not meet all the requirements of completed vaccination records. Children will be accepted on the condition that the completed necessary vaccinations will be provided to Sunflower Garden Nursery within the year of enrolment, as per the child's age. If the parents do not wish to vaccinate their child and convey their intention of notvaccinating their child, their admission decision will be referred to ADEK and the Abu Dhabi Department of Health (DOH) by the Nursery.

1.2 Age Guidelines

During the license registering, Sunflower Garden Nursey must clearly indicate the age range of the children they are catering for. All children will be more than 45 days old and less than 4 years during the enrolment period.

1.3 Priority Admission

All students will admit on a first-come, first-served basis. However, we may apply admission priorities if there are more requests than available seats, and these priorities must be specified in the Sunflower Garden Nursery Admissions Policy.

1.4   Admission of Children with Additional Needs

All new applications with identified additional needs will be directly referred to the Nursey Principal, who will assess what is the best way to accommodate the child's needs.

If the child cannot be accommodated by the Nursery, an "inability to accommodate" notification and a risk assessment that will be demonstrating that any proposed controls are inadequate and is not in the best interest of the child, will be sent to ADEK. An extra copy will be provided to the child's parents.

1.5   Student Capacity

Sunflower Garden Nursery will be complying with the space requirements set out in the Physical Environment Policy.

1.6   Flexible Attendance Choices

In the Nursery, we offer a full and part-time attendance for the children, subjected to the space and availability. The attendance options is clearly mentioned on the enrolment forms and also on the social media platform.

1.7   Admission Process

During the admission process, we clearly communicate with all new and existing children about the admission process. This will also include re-enrolment of existing children.

2. Admission Information and Registration Documents

2.1   Registration Documents

The following documents must be collected before the child can attend the Nursery:

- Basic registration details (full name in both Arabic (if available) and English, date and place of birth, nationality, current and permanent address, parent information, emergency contact details, etc).

- Official documents (e.g., copies of Emirates ID, current and valid passport and visa of the child and parents, the child's birth certificate, passport-sized photographs.

- Copy of the Sunflower Garden Nursery's terms and conditions signed by the parents.

- Completed and signed health documents (including the children's immunization records).

- Documentation for children with additional needs, such as relevant assessments, previous individual education plans, advanced learning plans, and other provisions, if needed.

- Any other relevant information deemed necessary (for example, dietary requirements, pick-up and drop-off arrangements, fees and session, allergies, parental consent, etc.).

3. Registering Children's Records

Admin will officially register the child with ADEK once they decide to enrol them. This will be done using the Electronic Student Information System (esis). The records of the child will also be updated online in the system during re-enrolment.

- **Medical Records:** Sunflower Garden Nursery maintains a medical record file for each enrolled child and these files will be kept in a secure place that ensures the confidentiality of health information.

- **Storage of Records:** Sunflower Garden Nursery keeps records of all children's admission files, including all required information and documents. This includes:

  - Storing these sensitive records (whether in hard copy or electronic form) in secure facilities and equipment that is only accessible to authorized staff whose work requires them to have access.

  - Ensuring the confidentiality of information as per Federal Decree Law No. (45) of 2021 Concerning the Protection of Personal Data and as per the UAE Ministry of Education Regulatory Compliance Manual for Early Childhood Institutions (MoE, 2020.

  - Inactivating these records once the child leaves the nursery by deleting/disposing of them safely as per Federal Decree Law No. (45) of 2021 concerning the Protection of Personal Data and in line with ADEK's requirements.

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Behavior Management Policy

Policy Statement

Sunflower Garden Nursery has developed and implemented a Behaviour Management Policy that lays out clear guidelines in the following areas:

1. Positive behaviour guidelines for employees

2. Basic rules for children

3. Challenging behaviour management strategies

4. Prohibited behaviour management practices

5. Parental involvement

1.Guiding Principles

1.1 Positive behaviour guidelines for employees

Sunflower Garden Nursery ensures that in every interaction with adults, the child and his dignity and self-esteem must be always protected as well as his social, emotional and physical needs. In doing so, all staff must follow the following principles when communicating with children:

- Children must be spoken to in a calm, friendly, positive and respectful manner.
- The level of understanding and maturity of children should be taken into account when allowing independence in tasks and explaining to them why their behaviour is not appropriate.
- Children of all origins should be treated with respect and consideration.
- Children's efforts, achievements and feelings must be recognized with sincere encouragement, because this positively affects children's self-esteem and self-regulation.
- Children must have a balance between free play and basic rules to enable holistic development.
- Children's self-expression and the expression of feelings, thoughts and interests must be encouraged.
- Children should naturally be encouraged to learn positive behaviour by creating their own understanding of what is right or wrong through activities.
- Children should be given the opportunity to develop a sense of responsibility by giving them a chance to work out their choices.
- Children should be given enough time to respond to requests so that they can behave according to the established ground rules.

1.2 Establishment of basic rules

Sunflower Garden Nursery has established basic rules of conduct that are made clear to all staff and should only be addressed to children in positive and respectful language.

2. Physical Environment

Sunflower Garden Nursery constantly monitors and reorganizes its physical environment to promote the developmental needs of the children using it, taking into consideration their safety while giving them enough opportunities to move freely.

3. Strategies to Manage Challenging Behaviour

3.1 General Guidance

Sunflower Garden Nursery has established acceptable strategies for managing children and challenging behaviour according to the principles outlined in Section1.1 Positive behaviour guidelines for employees.

3.2 Conflict Resolution

Sunflower Garden Nursery provides guidance and training to staff on resolving conflicts between children.

3.3 Tantrum Management

Sunflower Garden Nursery has put in place acceptable measures for managing tantrums and provides the necessary training to employees on how to implement these measures.

3.4 Biting

Sunflower Garden Nursery educates the workers about the causes that can lead to biting and how to manage a biting incident.

3.5 Management of Bullying

There are clear, efficient and acceptable measures that Sunflower Garden Nursery has put in place addressing bullying, taking into consideration:

- The child with bullying behaviour
- The bullied child
- The management of bystanders

4. Practices for Managing Prohibited Behaviour

Sunflower Garden Nursery has set clearly defined practices for managing prohibited behaviour for employees. These include, but are not limited to, the following practices:

- Use of physical disciplinary measures or punishments.
- Using derogatory terms to refer to or label children or their behaviour.
- Isolation of the child in any room or space without adult supervision.

5. Parental Involvement

Sunflower Garden Nursery promotes parental involvement through regularly engaging parents in behaviour management conversations, including but not limited to:

- Notifying parents if their child engages in challenging behaviour (e.g. persistent tantrums, withdrawn behaviour, bullying or bites) and how staff dealt with such behaviour.
- Parents are requested to closely monitor behaviour problems at home and share the information to the nursery to gain a comprehensive understanding of children and their behaviour and its causes.
- Raise awareness and share resources about strategies to help children overcome behavioural problems.
- Encourage and support parents in treating their children and challenging behaviour in accordance with the nursery's practice.
- Parents are reassured that certain forms of aggressive behaviour such as biting are typical aspects of child development and should not cause concern.
- Integration of parents' feedbacks and suggestions into the staff behaviour management strategies and practices.
- Development of joint plans to deal with difficult behaviours in the home and the nursery.

Sunflower Garden Nursery Policy Manual

Child Attendance Policy

Policy Statement

Sunflower Garden Nursery has developed an implemented a child attendance policy, and all guidelines and policies are accessible to the public on the nursery's website and provided to parents through the Parent Handbook and Parent Orientation Pack throughout the registration process. SFGN Child Attendance Policy will include all guidelines, protocols, and policies concerning:

1. Choosing the days for attendance

2. Tracking children's daily arrivals and departures

3. Keeping records

4. Handling absences—including those that are not explained

5. Dropping-off and Picking-up children early

6. Children picked up late

1. Choosing Days of Attendance

SFGN provides parents with flexible programs that are presented to them via official channels and during the registration process, when parents are required to designate in writing the weekdays and time slots that they have chosen. Among them are:

- Full or part-time attendance alternatives for students of all ages
- The minimum time slot available for part-time attendees
- The maximum time slot available for all attendees
- Costs and options for early drop-off
- Costs and options for late pick-up
- Options for after-hours care and extracurricular activities

2. Tracking Children's Arrival and Departure Times

SFGN has a manual central attendance system at the entrance that track each child's daily arrival and departure times.

3. Keeping Records

In order to accurately record and track each child's attendance, SGN utilizes manual attendance logs that are digitized and turned in to management at the conclusion of each week in order to precisely record and monitor every child's attendance.

4. Maintaining Records

To record and monitor all children's attendance accurately, SFGN shall export and save digital attendance logs every week, or if manual attendance logs are used, they shall be digitized and submitted to management at the end of each week.

5. Handling Absences

In order to support and encourage good attendance, SFGN ensures to:

- Clearly explain to parents how to report their child's absence and the appropriate channels for formal reporting.

- Track down on all absences, keeping a record of them, and adhering to a well-defined procedure when a child misses school frequently or without permission.

- Adhere to a well-defined procedure in the event that a parent fails to reply to their child's absence.

 At the time of enrollment, parents are informed of the following:

- The guidelines and penalties for unapproved absences and/or persistently missing school.

- In accordance with Federal Decree Law No. (3) of 2016 Concerning Child Rights, SFGN is authorized to report suspected maltreatment to the appropriate Child Protection Center if they suspect abuse or neglect.

- When a child's sudden absence raises questions about a potential child protection issue, SFGN is prepared to take the necessary actions outlined by ADEK and is on the lookout for signs of abuse.

5. Dropping-off and Picking-up children early

The early pick-up and drop-off policies of SFGN are communicated to parents.

5.1 Early Drop-off

- SFGN shall notify parents of the early drop-off guidelines.
- Early drop-off fees are included in the registration pack and pricing structure.
- SFGN shall explain the procedure for emergencies to parents and notify them during registration that early drop-offs are only permitted with prior notice.
- When verifying an early drop-off, SFGN shall inform parents of any associated fees.
- Parents must submit written requests for early drop-off to SFGN (by email or communication app).
- SFGN shall assign a minimum of two employees to greet early arrivals; one of these employees needs to be trained in first Aid.

5.2 Early Pick-up

- SFGN's early pick-up policies are disclosed to parents.
- Parents must submit written requests for early pick-up (via email or messaging applications).
- When parents are unable to provide a written request ahead of time, SFGN is required to record conversations about early pick-up and keep these records on file in case of emergency.
- Before handing the child to the parent, SFGN records the departure time into the system.

6. Children picked up late

- SFGN shall make sure that parents are informed of the nursery's closing time as well as the times at which their child's sessions end.
- The registration pack's fee schedule will include any additional costs that apply for late pick-up, along with terms and conditions.
- SFGN shall specify exactly what actions they will take in the event that a child is not picked up at the appointed time.
- When a child leaves late, SFGN shall notify the key team right away.
- SFGN shall assign a minimum of two staff members to oversee tardy pick-ups; one of them needs to possess first aid training.
- In the event of persistently late pick-ups, SFGN will discuss attendance schedules with parents and important team members.

Sunflower Garden Nursery Policy Manual

Child Pick-Up Authority

Purpose

This policy lays out a precise framework for identifying designated individuals who are permitted to pick up children from Sunflower Garden Nursery as well as for managing difficult or unusual situations involving the pick-up of children in the event that their parents are not there. The method for picking up children is standardized.

The Federal Decree Law No. (3) of 2016 Concerning Child Rights, which mandates that caregivers for children take all reasonable steps to ensure their safety and wellbeing and that the best interests of the children, come first in all activities and decision-making that affects them, serves as the legal foundation for this policy.

Policy Statement

Sunflower Garden Nursery has created and executed a Child Pick-Up Policy that, at the very least, describes all policies, procedures, and guidelines that must be adhered to with regard to:

1. Management Accountability

2. Employee Accountability

3. Communication with Parents

1. Management Accountabilities

- Sunflower Garden Nursery management is responsible for making sure that parents are informed in a clear and concise manner of the guidelines set forth in the Child Pick-Up Authority Policy.

- The Child Pick-Up Authority Form must be given to parents by the Sunflower Garden Nursery management at the time of registration.

- The Child Pick-Up Authority form should specify the requirements for appointing a pickup authority in the event that parents are not there. The authorized individual needs to:

  - Be at least eighteen years old
  - Possess a current form of identification, such as a passport or EID

1.1 Information Verification

At the time of registration, SFGN management will assign a person to oversee the process of confirming the correctness and completeness of the data on the Child Pick-Up Authority Form.

1.2 Information Update

All information provided on the Child Pick-Up Authority Form must be examined on a regular basis, and any changes must be promptly recorded in the child's records, in accordance to the SFGN management.

1.3 Key Team Communication

The key team will constantly be updated on the children's current pick-up details by SFGN management through the following means:

- Sharing a copy of the Pick-Up Authority Form with the key team, which contains accurate and/or current information regarding the child's approved pick-up person or persons.
- Assisting them in identifying the approved pick-up person or people.
- Keeping an updated copy of the authorization form for child pickup at the front desk/reception.
- Giving parents direct notice of any unexpected adjustments.
- Taking down or canceling right away the access to pick-up authority data that is out-of-date or erroneous.

1.4 Record Keeping

SFGN management is responsible for keeping all records pertaining to pick-up arrangements for at least two years after the child permanently leaves the nursery. Additionally, SFGN makes sure that every child has a personal file containing the following information:

- Details for the child's registration

- Parent ID and information

- A signed Pick-Up Authority Form

- Identification and a current photo of the pick-up authority.

2. Employee Accountabilities

SFGN will make sure that all employees get training and direction regarding the nursery's Child Pick-Up Authority Policy. This training will cover the following topics:
- Knowledge that a child will never be permitted to leave the facility with anyone other than those designated as pick-up authorities in writing by the parent.

- Procedure for drop-off and pick-up.

- The course of action to be taken in the event that a child is not picked up at the appointed time and the parents or pick-up authority are not reachable.

- The method for determining the child's pick-up authority.

- The steps to take in the event that an unapproved individual shows up to pick up a child.

- The course of action to be taken if there is a disagreement or misunderstanding about who the child should depart with.

- The procedure to guarantee a child's security and well-being in the event of unexpected situations.

- The legal foundation and rules prohibiting a parent from seeing their child (such as the need for a court order).

- Knowledge that staff members are not, under any circumstances, permitted to leave SFGN's grounds in an attempt to locate the parent nor, without fail, bring the child to their own house or the child's home.

- The ability to oversee and handle unexpected or unforeseen circumstances with a child's pick-up authority.

3.   Communication with Parents

- When parents register and attend the Parent Orientation Day, SFGN ensures to notify parents of their Child Pick-Up Authority Policy. To guarantee that the policy is strictly followed, the nursery will make it clear to parents what is expected of them.

- As stated in the ADEK EEI Parent Engagement & Communication Policy, SFGN ensures to incorporate the Child Pick-Up Authority Policy in the registration packet and the Parent Handbook.

Sunflower Garden Nursery Policy Manual

Child Protection and Safeguarding

Purpose

The philosophy, methods, and approach for safeguarding children from various forms of abuse and damage while they are in the care of Sunflower Garden Nursery are outlined in this policy. It creates consistency in the duties that SFGN has when it comes to helping and cultivating children's sense of safety and self-assurance.

Policy Statement

In accordance with Federal Decree Law No. (3) of 2016 Concerning Child Rights, Federal Decree Law No. (31) of 2021 Promulgating the Crimes and Penalties Law, Federal Decree Law No. (5) of 1983 Concerning Nurseries, Federal Decree Law No. (18) of 2020 Concerning Private Education, Executive Council Chairman Decision No. (26) of 2013 Regarding the Regulation of Private Schools in the Emirate of Abu Dhabi, and other pertinent UAE laws, Sunflower Garden Nursery has developed and executed a Child Protection and Safeguarding Policy.

SFGN adheres to the terms of this policy, as well as any associated Dama AI Aman rules, handbooks, and guidelines. At the very least, the following are covered by the policy:

1. SFGN's Duty of Care and Statement on Child Protection and Safeguarding.
2. Individuals designated to safeguard children .
3. The steps taken to address any cases of abuse .
4. Awareness and training for staff .
5. The disciplinary procedure .
6. Duties related to management.
7. Visit guidelines .
8. Confidentiality.

1. Guiding Principles

1.1 Duty of Care

Sunflower Garden Nursery has a legal responsibility of care to uphold and maintain the environment for the general wellness of the children in their care in accordance with Federal Decree Law No. (3) of 2016 Concerning Child Rights, which protects children's rights to learn and play in a safe and secure environment.

1.2 Statement on Child Protection and Safeguarding

SFGN Child Protection and Safeguarding Policy will start with a Child Protection and Safeguarding Statement, which will serve as the foundation for the policy's needs and allow the nursery to set up its safeguarding procedures appropriately. Internal reviews of this statement shall occur at least once a year, unless an incident, new law, or guideline indicates that an interim review is necessary.

2. Individuals designated to safeguard children

- SFGN shall designate a Child Protection Team (CPT) and a Child Protection Coordinator (CPC), and shall report these appointments to ADEK on a yearly basis.

- Within the nursery, case management is the responsibility of the CPC. In the event that the CPC is doubtful of child abuse or is incapable of carrying out their duties, a delegate must be selected.

- The Child Protection Team (CPT) may consist of up to five more members in addition to the CPC and deputy CPC.

- Members of the CPT are required by ADEK to complete CPC training; ideally, they should be senior staff members or any other staff members with prior experience working with children who are at risk of academic failure.

- When a case of abuse is discovered, the CPC should be contacted first. In addition to carrying out all duties assigned by the CPS/CPU, the CPC will communicate with the ADEK Child Protection Specialist (CPS) to report the case of suspected maltreatment.

3. The steps taken to address any cases of abuse

In accordance with Federal Decree Law No. (3) of 2016 Concerning Child Rights, SFGN shall establish explicit protocols for handling allegations of child abuse, whether they are suspected or proven. As long as no other legal requirements are broken in this regard, the following actions are required and compliant with the instructions stated in (ECA, 2024) Handling Child Maltreatment Concerns Within Nurseries.

- All Staff - Federal Law No. (3) of 2016 Concerning Child Rights requires all staff members to report any cases of alleged and/or suspected maltreatment (conducted by any alleged/suspected perpetrator inside or outside of SFGN) directly to the ADEK Child Protection Unit (CPU) within 24 hours of becoming suspicious. This includes anyone who, in the course of their employment, has regular or temporary contact with children and who provides services to children or to Sunflower Garden Nursery.

- Any concerns regarding abuse that were identified in SFGN shall be reported to the CPC or another representative, regardless of whether the abuse occurred within or outside the institution. If the reporter cannot get in touch with the CPC, another representative, or other CPT members, or if they believe it is not in the child's best interest to notify the CPC or the team, they should notify the FCA or CPU at ADEK directly by completing the Safety Concern Form online on the digital safety concern portal.

- In the event of an emergency, in which the child is in immediate danger, the CPC is required to promptly report the incident to the Police at (999) and the principal, together with a copy of the Safety Concern Form completed online via the digital safety concern portal.

- Every employee must abide by the protocols described in the Safety Concern Referrals in Abu Dhabi Educational Institutions, as well as the ECA (2024) guidance on Handling Child Maltreatment Concerns in Nurseries.

Relevant contact details are as follows:

- Abu Dhabi Police: 999
- Family Care Authority (FCA): 800444   icm@adfca.gov.ae
- MoE Child Protection Unit (CPU)':   cpu@moe.gov.ae
  80085   https://daasafetvconcern.abudhabi/
- Safety Concern Portal:

*SFGN shall get in touch with the MoE CPU, which serves as the reporting hotline. From there, the request will be routed to the ADEK CPU.

4. Awareness and training for staff

In accordance with CPU mandates, SFGN shall provide all employees with training on the organization's child protection and safeguarding policy. Before any employee begins work at SGN, the nursery makes sure that they are completely aware of and understand their

responsibilities and obligations under this policy. Additionally, SGN shall continuously have training program in place to maintain staff knowledge of child safety and safeguarding protocols, which must include the following mandated requirements:

- The CPC and deputy CPC must complete all safeguarding and child protection   policy training required by ADEK, as well as an affidavit certifying that they will respect the highest ethical standards and code of conduct in handling incidents of child abuse.

- All SFGN employees are required to finish any training on child protection policies and safeguards mandated by ADEK and to attest to the fact that they have done so and are aware of their duties.

- SFGN shall see to it that all personnel are trained in the awareness, comprehension, and management of all types of abuse in order to enable them to see any indications that a child may have been the victim of inappropriate behavior.

- Volunteers must sign attesting to having read SFGN's Child Protection Policy and undergo sufficient orientation and training on safeguarding procedures and the policy.

- It will also be necessary for all invited guests to certify that they have read and comprehended SFGN's Child Protection Policy.

- The SFGN Principal will appropriately oversee all staff members who offer counseling, assistance, advocacy, or have close personal contact with children and who undergo ongoing training in child protection and safeguarding.

5. The Disciplinary Procedure

When a staff member violates confidentiality or mistreats minors, SFGN shall specify exactly what disciplinary action is taken. These actions are thorough, equitable, and compliant with the guidelines outlined in the Handling Child Maltreatment Concerns within Nurseries (ECA, 2024) document.

When an employee is suspected of maltreating a child, they must be put on temporary administrative leave while the matter is resolved.

All employees will get information about the disciplinary procedure at staff orientation and training, and it will also be included in the Staff Guidelines Handbook. Every employee must sign

an affidavit attesting to having read and comprehended the Child Protection and Safeguarding Policy and the disciplinary procedure.

6. Duties related to management

All employees must be completely aware of the child protection and safeguarding elements of SFGN's Management's policies, and they must work hard to apply them with sensitivity, alertness, and determination. Specifically, SFGN must:

- Demand that personnel, volunteers, and guests obtain the required approvals from the appropriate local authorities and undergo vetting before being permitted to engage within the SGN environment.

- Create and distribute a set of guidelines that, for the convenience of all staff members, segregate and summarize the implications of each policy for child safety and safeguarding. These recommendations are included in the staff guidelines handbook.

- Make sure that SFGN prominently displays the following contact information:

  o Abu Dhabi Police: 999
  o Family Care Authority (FCA) :800 444 icm@adfca.gov.ae
  o MOE Child Protection Unit (CPU) : 800 85 cpu@moe.gov.ae

7. Visit guidelines

The rules governing visits, as well as the obligations of the visitor and any staff person arranging/coordinating the visit, is clearly stated in detail by SFGN, and parents should be able   to   read   and   review   them   via   the   Parents   Handbook.

In order to sign in visitors (such as prospective parents or authorized suppliers), SFGN makes sure that the front desk reception staff strictly abides by the rules. One such rule is that visitors must present a form of identification (such as an Emirates ID or passport), which must be kept at reception until the visitor leaves the premises. The guest will receive a badge that they must wear the entire time they are in the nursery.

The guidelines for visits, which include the following, are posted by SFGN at the front desk for everyone to see.

- Only when a verified staff appointment is made outside of pick-up and drop-off hours may parents—registered or prospective—of children registered at SFGN make visits.

- Only after operation hours may any workers, suppliers, or maintenance personnel enter SFGN. They should always be accompanied by an administrative staff member and obtain permission from SFGN management before accessing the nursery in case of an emergency.

Before permitting any contracted contractors to perform any work on the property, SFGN must get trade licenses and personnel IDs from each of them.

The following kinds of visits must, at the very least, be forbidden during business hours:

- Visits from people or organizations that interfere with children' education or the routine operation of SFGN (e.g., maintenance works).

- Visits from people who aren't prospective parents (parents who want to enroll their children in SFGN, for example) or parents of children who are enrolled.

- Visits from businesses or vendors (like salespeople) without any prior planning or scheduling, or from parents if their child is involved (like during birthday celebrations or special occasions).

8. Confidentiality

In order to protect institutional data and provide confidentiality guidelines that all staff members must adhere to, SFGN requires all employees to comply with Federal Decree Law No. (45) of 2021 Concerning the Protection of Personal Data. All children's data (records, photos, information, etc.) will be safeguarded in accordance with the following sections:

8.1 Safeguarding Child Protection Data

- All information pertaining to children, including surveillance system footage, including case reports of maltreatment, must be kept completely confidential.
- All parties concerned shall maintain the confidentiality of the identities of the concerned child, the alleged/suspected perpetrator, and the person reporting the case.
- Only authorized personnel from ADEK and the FCA, as well as members of the Abu Dhabi Judicial Department's investigating teams, will have access to the data.
- With the exception of investigative and judicial authorities and within the scope of their legal duties, authorized personnel should be absolutely banned from discussing open or

closed cases with the media, any third parties, other staff members, and/or unauthorized SFGN employees.

- Written records of child protection concerns shall be kept securely and separated from the main set of children's files to be used to assess the likelihood of risk.
- Copies of child protection records and/or records of concern are transferred accordingly (separate from children's files) when a child leaves SFGN.

8.2 Safeguarding Children's Personal Data

- Children's physical medical records and personal family details shall be filed separately and kept in a locked cabinet, with access given only to the concerned staff member, such as the nurse or management.

- Staff shall be instructed to only use the device(s) provided by SFGN to take photographs of children, regardless of the purpose they are used for (e.g., learning journals, observations, the communication app, social media, etc.). If the staff member is using their own device, it shall only be with permission from the management and after signing a confidentiality agreement form.

- Only with parental permission may photos of children be taken and used for marketing, social media, and website publications. To ensure that all staff members are aware of which children are not allowed to be on social media, consent forms must be signed by parents at the time of registration. Additionally, a list of children who do not have parental consent should be displayed in each key group.

- Tablets and other gadgets must always be kept securely locked away in SFGN premises and cannot be taken from the premises.

- When staff members are interacting with children, they may not use their cell phones.

- SFGN management is responsible for making sure that all employees, trainees, and volunteers are aware of and follow any policies pertaining to the use of mobile phones. These policies should be made explicit to all staff members during orientation and published in the Staff Guidelines and Handbook.

- Management will routinely verify that the CCTV system is operational and adequately recording by checking its coverage and functioning.

Any exceptions to the preceding principles involving children must be based on the consent of the children's parents as well as the approval of the SFGN management

Sunflower Garden Nursery Policy Manual

Child Supervision

Purpose

This policy establishes a defined framework for delivering critical and effective supervisory techniques, as well as promoting safe surroundings for children under the care of Sunflower Garden Nursery (SFGN). It standardizes SFGN's learning environments and establishes clear expectations for all stakeholders (including SFGN management and staff, parents, regulators, service providers, etc.)

Policy Statement

SFGN shall create and implement a Child Supervision Policy that specifies all processes, procedures, and recommendations for:

1. Managing staff
2. Oversee drop-off and pick-up timings
3. Supervision during outdoor activities and transitions
4. Oversee special activities
5. Supervise children with special needs
6. Supervise outings and field trips
7. Staff Training on Strategies for Active Supervision

In accordance to the SFGN Child Supervision Policy, all staff members who are in charge of watching over children are required to maintain constant awareness of every child in their care and to make sure the children are safe and well.

1. Managing Staff

Effectively, SFGN will guarantee each child's supervision by:

- Enforcing the requirement that whenever children are present, there be a minimum of two staff members on the property.

- Ensuring that there is enough qualified staff on hand during the day to attend to the needs of the kids.

- By September 1, 2026, maintaining the minimal adult-to-child ratios:

Age group	Adult-to-child ratio
(0–1 year)	1:3
(1-2 years)	1:4
(2-3 years)	1:5

(3–4 years)	1:8

- Determining the number of students in each key group and allocating an adequate number of staff to each learning group.

- Ensuring that each employee is aware of their obligations and role in maintaining the minimal adult-to-child ratios at all times.

- Organizing tasks and schedules to guarantee the availability of essential personnel in the event that a management team member is designated to assist the essential group and is counted among the adult-to-child ratio at that stage.

- The adult-to-child ratio does not take volunteers and trainees into account

- Hiring a sufficient number of employees with the experience some competencies (credentials, knowledge, skills, and abilities) required to consistently offer adequate and efficient supervision for every age group.

- Scheduling employee tasks.

- Ensuring that all employees have received first aid training from a certified provider and that, at all times, 10% of the personnel who have received first aid training are present in SFGN or at any other external activity under SFGN supervision.

- Adding the following details to the personnel roster:

  - All employees on duty during the hours that SFGN is open
  - The daily adult-to-child ratio for every class of SFGN
  - The names of employees who do non-supervisory tasks and are not included in the adult-to-child ratio (such as additional staff or flexible support)
  - The scheduled break times (beginning and ending times) for each employee who is present each day.

- Listing the staff roster that is now in effect and maintaining a record of all rosters at all times.

- Having a clause allowing for the last-minute replacement of absent employees.

2. Oversee drop-off and pick-up timings

Children's pick-up and drop-off locations are coordinated by SFGN in accordance with the nursery's Child Supervision Policy. These locations are as follows:

- Clearly defined, locked at all times, with the exception of drop-off and pick-up times, and clearly signposted.

- The one and only authorized supervised entrance to the building.

- A subject to certain safety protocols that is outlined in SFGN Child Supervision Policy.

- Guarded by a security officer if the property is big and the exit gate opens straight into a road.

- Consistently overseen by duly designated personnel, with an adequate number of employees based on location and size. The designated staff, which does not include members of the core team, are clear about their duties and responsibilities in maintaining applicable safety measures.

- Explicitly explained to parents.

3. Supervision during outdoor activities and transitions

3.1 Outdoor Supervision

SFGN takes into account every outdoor environment supervision concerns prior to preparing and arranging outdoor play by:

- Carrying out a risk analysis and implementing safeguards.

- Ensuring that personnel are always aware of the number of children under their supervision.

- Making certain that all important group room supervision guidelines, including ratios, are followed when playing outside.

- Educating employees on how to position themselves consistently such that all outdoor locations are visible and easily accessible.

- Keeping children out of blind spots and unsupervised areas by barring their access.

3.2 Transition Times

SFGN is responsible for ensuring that staff members use transition supervisory techniques (such as walking ropes, head counts, etc.) and that the Child Supervision Policy expressly states:

- All transitional periods, both inside and outside of the learning spaces, require adherence to staff supervision guidelines.

- Activities that could divert staff members' attention from active supervision are strictly forbidden, especially during transition periods.

4. Supervision of Special Activities

- Before a special activity occurs, SFGN performs a risk assessment, taking into consideration the potential need for additional staff, given the nature and duration of the activity.

- The staffs are trained by SFGN to confidently recognize changes in the environment throughout the day and adapt their practices accordingly.

- Special activities involving heat (cooking or baking) or water (splash pools or swimming pools) may only be carried out with the assistance of additional staff, who are only allowed to supervise the children's safety and are not permitted to participate in the activity itself.

5. Supervision of Children with Special Needs

As part of the activity's risk assessment in the learning space, SFGN supervises children with additional needs and assign additional staff (an adult) if necessary to ensure that they do not endanger their own safety or the safety of others.

6. Supervision during Outings and Field trips

Prior to a field trip or outing, SFGN performs a risk assessment and create explicit supervision standards in the Child Supervision Policy. Among these are:

- Facilities (such as drop-off and parking areas, elevator security, access to the stairs, etc.)

- Activities (such as the need for extra assistance with food, toileting, and participation).

- Transportation (such as the route, bus capacity, need for extra supervision, etc.)

- Services (e.g., workforce of service providers, type of support, availability of first aid, access to potable water, using the restroom, etc.)

7. Staff Training on Strategies for Active Supervision

At the time of orientation and throughout subsequent staff training, SFGN provides all employees with instruction on safety and supervision techniques as well as ground rules. These are specified in detail in the Child Supervision Policy and comprise, but are not limited to:

- Setting up the environment
- Staff placement
- Counting and scanning
- Listening
- Organizing and arranging the activities
- Observing and anticipating the play and behaviour of the children
- Engaging and redirecting

Staff responsibilities for children's supervision in accordance with the foregoing are included in the Staff Guidelines Handbook.

Sunflower Garden Nursery Policy Manual

Complaints Policy

Purpose

This policy establishes the procedures for filing and responding to complaints about any aspect of Sunflower Garden Nursery (SFGN). It standardizes how formal and informal complaints are addressed, recorded, and handled in a fair, open, and efficient manner, while also aligning expectations for all stakeholders (SFGN management and staff, parents, regulators, service suppliers, and so on).

Policy Statement

SFGN created and implemented a Complaints Policy that clearly outlines procedures for:

1. Parental complaints.
2. Staff complaints.
3. Managing complaints while retaining confidentiality.
4. Recording of complaints.

1. Parental Complaints Process

SFGN keeps the complaints procedure as straightforward and transparent as possible, and parents are assured that anyone who wishes to file a complaint will be assisted throughout the process as needed. The SFGN Complaint Policy is shared with parents upon registration and included in the Parent Handbook and Parent Orientation Pack.

1.1 Communicating the Complaint

SFGN clearly specifies that parents may approach the nursery with informal or formal complaints verbally (by phone or in person) and/or in writing (e.g., via email, communication app, or SMS).

1.2 Assigning a Person

SFGN formally assigns a person in the nursery as a point of contact for the purpose of filing an informal or formal complaint.

1.3 Informal Complaints Procedure

All informal complaints are reported to the SFGN Principal and parents are encouraged to communicate complaints or concerns in a courteous manner, using appropriate language, tone, and demeanor.

1.4 Official Complaints Procedure

SFGN applies and adheres to the formal complaints management procedure for formal parent complaints.

2. Staff Complaints Process

2.1 Informal or Formal Complaints.

SFGN states that:
- Even if a complaint has been settled at the team level, line managers must report any informal concerns to the Principal.
- Formal staff concerns are registered using a complaint form.
- In every instance involving a formal complaint, a staff complaints log is kept up to date.

2.2 Complaints

SFGN includes a precise process for handling employee complaints. This protocol specifies that all staff complaints must be submitted in writing and submitted using an official complaint form, a letter, or an email. The complaint procedure is explained to all employees at staff orientation and are published in the handbook of staff rules and regulations.

2.3 Whistleblowing.

SFGN has a clear whistleblowing process that protects whistleblowers' identities whenever possible and guarantees that they are not mistakenly terminated or subjected to retaliation. The whistleblowing process also includes a protocol for reporting a concern to ADEK directly if an SFGN management team member or the owner is involved. The whistleblower method is presented to all employees at the time of orientation and included in the Staff Guidelines Handbook.

3. Complaints Management Process

A formal complaint handling process that comprises the following minimal components and is divided into four steps (acknowledgment, investigation, communication, and review) are specified and implemented by SFGN.

1. A designated contact person
2. Complaint form
3. Method of documentation
4. Anticipated time of response
5. Anticipated time of resolution
6. Escalating complaints

3.1 Handling Particular Concerns

SFGN ensures that any complaints that fall outside the scope of the nursery's investigation will be appropriately referred, as specified in the Complaints Policy. The appropriate law enforcement, child protection, or health and safety authorities are notified when a complaint includes allegations of a violation of someone's rights (child or adult) and/or criminal action or behavior.

3.2 Keeping Information Private

To protect all parties involved, whether directly or indirectly, from unfavorable consequences, unfair treatment, or disrespect, SFGN makes sure that all conversations and documentation pertaining to handling and resolving a complaint, regardless of its source, are kept strictly confidential and limited to the Nursery Principal and those directly involved.

4. Recording of Complaints

SFGN is responsible for keeping all complaint records separate from staff or child record files in a Complaints Records File, and for storing and discarding them.

SFGN complaint records shall contain:

- The complainant's name.

- The complaint's nature and specifics.

- The time and date that the complaint was sent/filed.

- The way that the complaint was sent in.
- The name of the individual who was notified of the complaint.
- The degree of risk that the complaint's issue poses to the child or children.
- How they were handled, which included:

  - Any locally applied resolution.
  - The minutes of any particular meetings with the complainant and any related correspondence.
  - Deadlines for the complaint's investigation and the complainant's notification of the results.
  - Specifics of the conducted inquiry.
  - The investigation's conclusion.
  - Information about any preventative or remedial measures needed to address the issue.
  - Details provided to the complainant regarding the complaint's investigation's status and results, as well as whether or not the action taken to address it was approved.
  - Specifics of any plan put in place, as agreed upon with the child's parents, for the child's care in response to the complaint.
  - Specifics of any process review related to risk management, taking into account the kind of complaint.
  - Information on any modifications to practice or policy.

Sunflower Garden Nursery Policy Manual

Duty of Care Policy

Purpose

This policy establishes suitable standards for daily duty of care activities that protect and secure children while also providing appropriate learning opportunities. Sunflower Garden Nursery (SFGN) provides a duty of care statement that reflects their commitment in this regard.

Policy Statement

SFGN has created and executed a Duty of Care Statement that shows their dedication to fulfilling the moral and legal obligations entrusted with giving children a safe, secure, and healthy environment.

The following fundamental ideas are incorporated into SFGN health and safety policies, processes, and practices which form the basis of the Duty of Care Statement:

1. Adhering to applicable laws, regulations, and guidelines

2. Giving first priority to children's physical and mental health

3. Establishing a secure physical environment for children.

4. Preserving the privacy of children

5. Encouraging a positive "risk culture"

6. Making training, support, and staff development investments.

7. Involving parents and keeping them informed

All parents, employees, and other stakeholders must be made aware of these guidelines and the Duty of Care Statement.

Sunflower Garden Nursery Policy Manual

Emergency Management

Purpose

The purpose of this policy is to outline the procedures for effectively responding to and managing emergencies at our nursery. It covers important aspects such as evacuation plans, first aid procedures, and communication protocols. By standardizing the emergency response process, the policy ensures that everyone involved, including the Nursery management, staff, parents, regulators, and service providers, is well-prepared and aware of the roles and responsibilities during an emergency.

Policy Statement

An Emergency Management Policy has been developed and will be implemented, which addresses the following:

1. Compliance with existing legislation, guidelines, and frameworks
2. Planning and preparing for emergencies
3. Procedures for specific emergencies (including procedures for medical emergencies, evacuations, lockdowns, and shelter-ins)
4. Communication procedures during emergencies
5. Designated roles and responsibilities during emergencies
6. Drills and training
7. Reunification and recovery

1. General Principles
1.1 Compliance

The Emergency Management Policy guides the development and execution of effective emergency response in line with the laws, regulations, and policies enforced in the UAE regarding emergency preparedness and management. It includes any specific requirements of ADEK and any other requirements by relevant authorities in Abu Dhabi such as the Abu Dhabi Public Health Centre (ADPHC) and the Abu Dhabi Civil Defence Authority (ADGDA).

1.2 Defining Emergencies
A list of possible emergencies is set up as part of our Emergency Management Policy.

- Air Pollution Episode. Heavy smog outside the Nursery will affect students and staff susceptible to respiratory problems.

- Chemical Spill. These accidents occur outside the Nursery but can still endanger students and staff. Smaller spills, such as cleaning solutions inside the Nursery is not a high risk.

- Criminal Act. A crime inside the Nursery.

- Bomb Scare. A call that threatens the Nursery

- Falling Aircraft. A crashed airplane near the Nursery creates dangerous and emergency situations like explosion and fire.

- Fire. Bush fires near the Nursery building, even miles away from the area, can escalate to high level of emergency.

- Fire (onsite). Fire within the Nursery area can turn into a major emergency causing a stampede.

- Floods. Floods can happen during and after a heavy rainfall.

- Missing Child. A single child or a group of children suddenly disappears.

- Severe Windstorm. High winds likely creating heavy rainfall. This includes hurricanes and tornados.

- Threatening Individuals. Aggressive person/s acting belligerently inside or outside the Nursery premises.

- Earthquake. Sudden shakes, mild and strong, can cause damage to school buildings.

2. Emergency Preparedness

2.1 Emergency Signage, Fixtures, and Equipment

All necessary emergency signage, fixtures, and equipment is in place on the premises and transportation in line with the regulations laid out in the UAE Fire and Life Safety Code of Practice (Mol, 2018) and Regulatory Compliance Manual for Early Childhood Institutions (MoE, 2020). A Nursery emergency signage, fixtures, and equipment will be regularly maintained in line with the requirements of the ADEK Physical Environment Policy.

2.2 Designated Roles and Responsibilities

The following functions and responsibilities that lead to executing all emergency management activities within the institution in line with the UAE Fire and Life Safety Code of Practice (Mol, 20J8) will be established, designated, and documented:

- Fire Warden
- Assistant Fire Warden
- Emergency Response Team (ERT)
- Fire and Life Safety Managers

2.3 Emergency Action Plans

An emergency action plan is in place in line with the requirements of the UAE Fire and Life Safety Code of Practice (Mol, 20J8) as well as any additional requirements set by the ADCDA and the Abu Dhabi Occupational Safety and Health System Framework (OSHAD-SF). At a minimum, standard procedures for each of the following responses/needs will be documented:

- Medical emergency
- Evacuation
- Lockdowns and Sheltering-in-Place
- Emergencies on the road, in case the Nursery use a transportation service.

2.4 Parental Involvement in Planning

All parents need to be involved in the emergency planning process to the extent possible and promote knowledge and awareness around the emergency protocols that will be followed in the Nursery.

2.5 Planning Communication During Emergencies

A comprehensive approach is in place for communication during emergencies that includes, but is not solely restricted to, the following components:

- A clear chain of command
- Communication procedures specific to types of responses noted under section Procedures During Emergencies
- An information-sharing mechanism

2.6 Staff Support, Training, and Emergency Drills

A comprehensive training for all staff on emergency procedures, will be provided and laid out in the Emergency Management Policy. All staff training covers:

- Information on the following emergency procedures: Evacuation, Lockdowns/shelter-ins, medical emergencies, and emergencies on board vehicles.

- Location of fire safety signage, equipment, and fixtures such as manual call points, exit signage, assembly points, extinguishers, and fire hose reels.

- Familiarity with the layout of the Nursery (including exits and evacuation routes).

- Familiarity with the designated roles and responsibilities of staff during emergencies.

- Emergency communication procedures.

- Assisting and supervising children during emergencies.

- Use of emergency equipment.

A mechanism to run regular evacuation drills is in place with the requirements of the UAE Fire and Life Safety Code of Practice (Mol, 2OJ8). Following each drill conducted, the Drill Observer must fill out the Drill Observation Checklist shown in the ADEK EEI Emergency Management Policy Guide. This checklist will be used as an assessment of the effectiveness of the drill and captures actions taken before, during, and after its occurrence.

2.7 Emergency Contact Information

An accurate and updated list is available of emergency contacts for every child enrolled and every member of staff. The list contains the following information:

- Emergency contact information consist of:
    o Name of emergency contact
    o Relationship to the individual
    o Home address
    o Mobile phone number(s)
    o Home phone number(s)
    o Work phone number(s)
    o Work email
    o Work name and address

- In total, the information of 3 emergency contacts for every child (including at least 1 parent) and staff shall be kept on record.

- A form will be used to obtain and document emergency communication preferences from at least one parent and one emergency contact person, including preferred language and the communication method, such as phone, email, or parent app. While every effort must be made to uphold these preferences, circumstances of an emergency may necessitate alternative communication methods.

- Emergency contact information is accessible and available in every child and staff folder or record.

- Contacts of national and local agencies or entities that provide immediate assistance and support in response to emergencies such as the civil defence, ambulance/paramedics, and police is displayed in a place that is visible and accessible by all adults on site (e.g., bulletin board, near the entrance, etc.).

2.8 Emergency Kits

An emergency kit is built, prepared, and maintained that contains the following documents and items:

- Emergency contact information for children and staff
- Daily attendance sheet
- Evacuation map/floor plan with evacuation route outlined
- Printed directions to a safe evacuation location (if distant from the nursery)
- Medication list with dosing instructions for each child who takes medication
- Medications
- First aid kit
- Nappies, baby wipes, and toilet paper
- Sanitary wipes and hand sanitizer
- Medical gloves
- Bottled water
- Flashlight and batteries
- Paper towels
- Blankets
- Whistle

3. Procedures During Emergencies

3.1 Identifying the Appropriate Response

As part of the emergency action plan, the Nursery has instructions in place that guide the staff in assessing the emergency and identifying the appropriate response to be taken in case of an emergency.

3.2 Procedures for Medical Emergencies

Staff responding to an emergency need to make sure that there is no immediate threat to the person harmed from the sequence of actions taken and that any action taken first and foremost prioritizes the individuals' safety, health, and wellbeing. The following actions by need to be included by staff in the medical emergency response:

- Any situation needs to be assessed by:
  - Checking that the individuals harmed and/or anyone else close by (including staff themselves) are not in any immediate danger.
  - Identifying what caused the medical emergency and how many harmed individuals there are.

- Protecting themselves, the individuals harmed, and others from any immediate danger. Staff must not put themselves or anyone else at risk.

- Moving the individual harmed if leaving them would cause them more harm.

- Ensuring the individual harmed has sufficient space (or a "safe zone") around them either by:
  - Moving the individual to a secure place without any children around to avoid creating any stressors for both the individual and the children in attendance.
  - Clearing the children from the area where the individual is located.

- Contact the emergency services (998) immediately for medical assistance.

- Checking if the individual's breathing if they are unconscious. If there are no signs of breathing, the individual should be carefully positioned for artificial respiration, their airway cleared, and cardiopulmonary resuscitation (CPR) administered.

- Continuing to administer CPR until the paramedics arrived.

- Commencing with defibrillation (only by staff trained on the use of an automated external defibrillator), watching for signs of responsiveness. Continue with CPR and defibrillation in alternation until paramedics arrive or until the individual becomes responsive. Non-trained staff must not use the defibrillator under any circumstance.

- Focusing on keeping the individual calm, speaking to them in a soothing voice, and providing comfort and support as needed

- Explaining the situation to the harmed individual and describe any actions that will be performed on them before doing so.

- Administering first aid to stabilize the individual's condition, alleviate any pain, or prevent the condition from getting worse. If there are multiple people harmed, those with life-threatening conditions must be tended to first.

- Notifying the Nursery Director (or staff holding the highest authority on duty) and nurse (if applicable) of the medical emergency.

- Contacting other relevant authorities where appropriate once the condition is stabilized (e.g., police, civil defence).

- Informing the individual's emergency contact(s) of the incident and request additional instructions, information, and/or consent where applicable (e.g., asking for preferences in terms of hospitalization, whether the incident has happened before, whether the individual is allergic to penicillin, etc.)

- Clearing access path for emergency services by moving furniture and unlocking doors.

- Assigning another staff member to wait for the ambulance outside.

- Removing the individual's medical record file and medication/dosage instructions from the emergency kit and share it with the first respondents on arrival (if the individual harmed is a child or a member of staff).

3.3 Procedures for Evacuation

An evacuation plan has been developed in line with the requirements detailed in the UAE Fire and Life Safety Code of Practice (Mol, 2018) and include the following actions:

- Staff who discover or witness an emergency requiring evacuation (e.g., fire, smoke, gas leak) must raise the alarm and follow the planned communication procedures for an emergency to be declared.

- Any staff near fire, smoke, or heat must evacuate without delay using fire exits. Staff responsible for children located near gas, fire, smoke, or heat must evacuate them along

with visitors immediately without the need to use emergency equipment since any delays can be costly.

- Staff must not wait for lifts, elevators, and escalators unless instructed by Emergency Service Personnel and/or the Fire Warden.

- Staff must not re-enter the evacuated building unless instructed by Emergency Service Personnel and/or the Fire Warden.

- Staff with designated roles and responsibilities undertake their predetermined responsibilities as listed in the UAE Fire and Life Safety Code of Practice (Mol, 2018).

- The Civil Defence must be contacted as soon as is reasonably possible.

- The First Aider(s), Assistant Fire Warden, and/or Fire Warden must collect and distribute the emergency kit(s) and emergency equipment as needed (e.g., walking/evacuation ropes, evacuation cribs) upon hearing the alarm

- Staff with older children in their care (2 years or older) must gather them, count heads, and evacuate them using a walking/evacuation rope.

- Staff with younger children in their care (below 2 years old) must place them in evacuation cribs, count heads, and evacuate them.

At least 1 predetermined assembly point need to be available to use as per the UAE Fire and Life Safety Code of Practice (Mol, 2OJ8), which mandates that each assembly point:

- Need to be identifiable by the necessary signage in English and Arabic in line with the specifications listed in the UAE Fire and Life Safety Code of Practice (Mol, 20J8).

- Need to be located a minimum of 15 meters away from the building. It also cannot be located at a horizontal distance that is less than the vertical height of the building.

- Need to be located somewhere safe from possible falling debris or fire/heat radiation.

- Need to be located away from fire access roads and fire truck parking areas so as not to obstruct emergency service operations.

- Need to be easily accessible.

- Need to be in large enough to accommodate all occupants of the Nursery premises.

- Can be in landscaped areas, parking lots, pedestrian paths, or playgrounds.

3.4 Procedures for Lockdowns and Sheltering-in-Place

A lockdown and shelter-in-place plan is developed which include the following actions:

- Staff who witness or discover an emergency requiring a lockdown or shelter-in- place response must follow the planned communication procedures for an emergency to be declared.

- Emergency services must be contacted as soon as is reasonably possible.

- If needed and possible, the First Aider(s), Assistant Fire Warden, and/or Fire Warden must collect and distribute the emergency kit(s) to prepare for an extended lockdown and/or shelter-in-place.

- Each member of staff is responsible for the children in their care, regardless of if they are the child's key person. As such, staff must gather children, usher them into the closest room, and instruct them to do the following:
    - Assume safe positions for the event (e.g., drop, cover, and hold on in the case of an earthquake).
    - Stay away from doors, windows, and vents.
    - Stay quiet (e.g., in case of intruders and/or terrorist threats)

- Staff must take attendance periodically to ensure no one goes missing.

- Staff must lock all doors and windows from the inside in case of a lockdown. If located in a room that does not lock, staff must stay in the room and remain out of sight.

- Staff must wait for the "all clear" from the emergency service personnel and/or the Fire Warden before resuming daily activities.

3.5 Procedures for Emergencies On-board Vehicles

If the Nursery offer transportation services it will include, at a minimum, the following actions in their emergency procedures on board vehicles:

Table 1: Procedures for Emergencies On-board Vehicles

Function	Actions
Bus Supervisor	• Declare an emergency. • Identify a suitable assembly point outside the vehicle in case of evacuation. • Explain to children what they need to do and keep them calm and quiet. • Release/cut safety belts for children to allow for their movement (e.g., either outside the vehicle in cases of evacuation or away from windows in case of lockdowns). • Administer first aid in cases of medical emergencies, maintain the injured passenger's position, and keep children a reasonable distance away. • Conduct regular headcounts. • Inform the Nursey Management of the situation and communicate updates.

Function	Actions
Driver	• Park the vehicle safely and manage entry to and exit from the vehicle (e.g., if an evacuation is needed all doors and emergency exits must be open, but the opposite is needed in case of a lockdown/shelter-in-place). • Contact emergency services and liaise with them upon arrival. • Support in evacuation, lockdown, or first aid procedures. • Address the source of the emergency if deemed safe (e.g., using an extinguisher in case of a fire).

Additionally, the Nursery will incorporate other required actions as part of their action plans in line with the requirements of ADEK or the Integrated Transport Centre (ITC

3.6 Reporting Emergencies

In line with the requirements of the ADEK EEI Incident Management Policy to ADEK the Nursery management need to report the emergency after the threat from the emergency has passed.

3.7 Death

In the unfortunate event that an individual dies while in the care of the Nursery or onsite, the Nursery will have a protocol in place that includes the following actions:

- Keeping the scene of death cordoned, with access limited to essential staff determined by the nurse and/or Nursery management.

- Notifying police immediately and following instructions given by emergency responders.

- Preventing any disturbance to the scene to preserve evidence needed for investigations.

- Reserving any conversation around the incident until all police interviews have been completed.

- Informing ADEK the same day the death occurs.

- Refraining from sharing any information with the media.

- Providing (age-)appropriate, supportive, and reassuring messages to children and adults directly affected.

4. Reunification and Recovery
4.1 Reunifying Children with Parents

We will be prepared efficiently to reunite children with their parents by incorporating and implementing the following measures as part of our Emergency Management Policy:

- Maintaining a constant channel of communication with parents through the information-sharing mechanism implemented

- Sharing critical information with parents regarding a missing or injured child as soon as it is made available, directly (e.g., via phone call), and only after the initial emergency has been contained.

- Using the established communication channel to share the location of reunification once the Nursery receives the "all clear" from emergency service personnel.

- Using the established communication channel to urge parents to remain patient while the process takes its course and providing them with a waiting time estimate.

- Ensuring that children are only released to parents, or a verified pick-up authority.

- Conducting headcounts throughout the reunification process to ensure that no child goes missing or is left behind.

Necessary measures need to be taken to ensure that visitors at the time of an emergency can safely leave the premises after receiving the "all clear" if they are unable to do so on their own.

4.2 Recovery

The following requirements need to be met before resuming day-to- day operations:

- Conducting a thorough investigation of the situation, as well as completing any corrective actions needed in line with the Incident Management Policy.

- Conducting damage and needs assessment to identify challenges and issues that need to be addressed.

- Ensuring that all damage to the Nursery physical environment has been contained or repaired and that it poses a minimum risk to children, staff, or visitors.

- Conducting a debriefing session with parents to openly discuss the emergency, the Nursery's response, and any feedback from parents.

- Receiving the "all clear" from ADEK and other involved authorities before resuming operations.

- Reviewing and updating the emergency action plan to capture any feedback, issues, or challenges that arose during the emergency response.

Sunflower Garden Nursery Policy Manual

Fees Policy

Purpose

The following policy ensures that the Nursery will adhere to proper financial planning practices, promoting financial stability and accountability. By standardizing fee structures and payment schedules, it aims to provide clarity and consistency for both the institution and parents, facilitating transparent financial transactions.

Policy Statement

Following is a transparent Fee Policy, which are included in the registration pack for parents, and covers the following topics:

1. Fee structure and fee payment schedule
2. Fee payment
3. Fee refund
4. Non-payment of fees
5. Fee increase

1. Fee Structure and Fee Payment Schedule

A transparent fee structure and payment schedule allows the Nursery to manage the finances in a stable manner, which the Nursery will:

- Clearly outline the fee structure and payment schedule for the academic year in the policy, illustrating the payable fee, payment deadlines, packages/discounts, and any additional fees chargeable to parents apart from tuition fees. The fee structure clearly state the period covered by the fees.

- Make sure that all ADEK fee approvals will be secured as per Article 11, Federal Decree Law No. (51) for 2022 Regulating Nurseries and any decisions issued in this regard before publishing the fee structure on the website for parents' view. Approved fees applicable to the relevant year will only be charge.

- Any changes or updates to the fee structure and payments scheduled will be communicated to the parents before the start of the academic year, as well as the process by which they can address their concerns with the Nursery, if any.

2. Fee Payment

The fee types and the payment schedule terms and conditions is listed in the policy, which include the following minimum elements:

- Payment deadline.

- Amount payable by the Nursery's payment schedule (whether monthly, termly, annually, etc.).

- Fee payable as per the days and timing options (if the nursery offers flexible timings and days).

- Payment mode (cash, credit card, cheque, or bank transfer).

2.1 Fee Types

Any additional fees the Nursery aim to charge above and beyond the tuition fees is identified and included in the Fee structure. These additional fees will be itemized in invoices and any optional additional fees will not be billed to parents without their consent. Information about additional fees is also included in the Nursery's fee structure and payment schedule document.

2.2 Terms and Conditions for Fee Payments

The terms and conditions of fee payments will be clearly documented and verbally informed to the parents in advance.

3. Fee Refund

The registration fee is strictly non-refundable. Any refund for the tuition fee will be refunded after checking the attendance of the child. Then the remaining amount will be deducted and refunded to the parent by issuing a cheque.

4. Non-Payment of Fees

All non-payment issues are dealt with in a discretionary and respectful manner to avoid subjecting the child and/or parent to potential embarrassment. Moreover, we include the following details about non-payment of fees in their Fee Policy:

- The implications of non-payment of fees: The Nursery choose to keep a non-negotiable stance on the non-payment of fees, and it will be clearly articulate our fee structure and payment schedule.

- The terms and conditions for late fee payments, with specific mention of the penalty charges and the period after which the charges will be applicable.

- The number of reminders and/or need to be given before the Nursery decides to withdraw a child's enrolment at the Nursery.

- The duration of the period allowed to settle the payment after the parents have responded to the reminders.

- A statement indicating that the Nursery reserves the right to withdraw a child from the Nursery in case of non-compliance with the stance on fee payments. A notice period should be indicated after which the child will be withdrawn due to non-payment of fees.

5. Fee Increase

The Nursery needs to obtain approval from ADEK for any fee increases. This will also be announced to parents according to processes indicated by ADEK.

Sunflower Garden Nursery Policy Manual

Food and Nutrition Policy

Purpose

This policy is to sets out a clear framework for the provision of food and nutrition to children and young people in the Nursery. It standardizes nutritional guidelines and offerings across the Nursery with the necessary requirements and actions to establish and implement a comprehensive food and nutrition policy considering the individual needs and requirements of children, as well as the engagement of parents in the decisions and processes relating to their children's nutrition.

Policy Statement

The following document contains a Food and Nutrition Policy, which outlines all processes, procedures, and guidelines that need to be followed:

1. The food and drinks provided for meals and snacks
2. The eating environment and social aspects of mealtimes
3. Rewards, celebrations, and special occasions
4. The management of dietary restrictions
5. The management of inconsistent eating
6. Bringing food and drink from home (food guidelines for parents)
7. Learning about food and cooking with children
8. Food safety, storage, and hygiene
9. Staff training
10. Specific practices relating to infants (including support for bottle-feeding and breastfeeding)

1. General Principles

1.1 Children's Right to Food

In the Nursery we will ensure that all children will receive enough nutritious food while in our care.

1.2 Food Service Menu

If the Nursery offers food services we will develop a weekly menu, which meets the minimum requirements. The weekly menu will:

- Be developed jointly between the Nursery and a licensed dietitian, nutritionist, or food service provider.

- Aligning with the food and nutrition requirements set by relevant authorities in Abu Dhabi.

- Having a multiple option for meals and snacks for children to choose from.

- Featuring Emirati dishes and local seasonal produce.

- Including multiple options of equivalent nutritional value.

- Including meal options that accommodate all dietary restrictions of the children receiving the food.

- Providing nutritional value and total calories for every meal or snack provided in alignment with the "Sehhi" program.

- Being revised and adapted in line with feedback from both parents and children.

- We will communicate the menu with the parents at least once a week and inform them immediately of any amendments.

1.3 Food Guidelines for Parents

At Sunflower Garden Nursery we will provide parents with guidelines that has been set by the relevant authorities in Abu Dhabi for sending healthy food with their child to school.

1.4 Specific dietary Restrictions

All necessary steps will be taken by the Nursery to meet children's individual dietary requirements in line with the nutritional and food safety requirements of relevant local authorities.

1.5 Prohibited food and Drinks

We will make sure that any food and drinks will be offered as part all of the food service, brought from home, or consumed during special occasions and celebrations have the minimal risk to Children's Health, well-being and development. The following list of prohibited food and drink items, is included-but are not solely restricted to - The following items:

- **Sugar-** sweetened drinks fruit juices made from syrups soft drinks energy or sports drinks (except for isotonic sports drinks)

- **Caffeinated drinks:**
  o hot or iced coffee

- o hot or iced tea

- **Food with added sugars:**
  Candies, sweets, marshmallows, caramel, cotton candy, lollipops, jelly/jellies, and chewing gums chocolates (except dark chocolate) Ice cream, slushies, and other processed frozen desserts Flavored or sweetened milk and yogurt.

- **Foods excessively high in salt (sodium):**
  Fried foods including foods such as fried chicken, chicken Nuggets, falafel and samosas) Fried and baked potato based and corn based snacks (including puffed corn balls, potato chips, and sticks) Processed meats (including hot dogs, deli meats, sausages, etc.) Pickled vegetables

- **Ultra - processed foods:**
  - o Foods containing artificial sweeteners, preservatives, colors or flavors manufactured from chemicals food to which monosodium glutamate (MSG) is added
  - o Food containing the following food additives: Sunset yellow (E110), Quinoline yellow (E104), Carmoisine (E122), Allura red (E129), Tartrazine (E102), and Ponceau 4R (E 124)
  - o Sauces including mayonnaise, liquid and dried chili sauce, ketchup (except for low fat-salt and sugar ketchup), and ready sauce (e.g., ranch sauce, jalapeno sauce, Italian sauce, etc.)

- Pork – based products or foods containing pork derivatives

- Foods with added alcohol (ethanol) or one of its products

- Foods containing hydrogenated fats

- Honey for infants (below 12 Months)

- Unpasteurized drinks or food

- Soy milk and sauces that contain soy or any of its derivatives

- Nuts

- Food that may pose choking hazards

A list of prohibited food and drink items to staff and parents will be send to out to them.

A regular monitoring process will be done, conducted by an assigned staff member (including the Nurse and / or the Health and Safety officer), to ensure that prohibited food and drinks are not served to children, whether as part of the food service or brought from home. The process shall include a method of recording violations and course of action to be followed in case of recurring violations of the Nursery's food and Nutrition policy.

1.6 Availability of Drinking Water
All children will always have access to free, clean, and safe drinking water.

1.7 Special Occasions and Celebrations
The following is clear guidelines about food and drinks offered on special occasions and celebrations to make sure it will be:

- Prepared and stored under appropriate health, safety and hygiene conditions.
- Regulated in terms of quantity and quality
- Aligned with requirements set by relevant authorities in Abu Dhabi

1.8 Parental Engagement
Parents will be offered to engage in decision – making around children's nutrition in the Nursery.

1.9 Discipline and Reward Using Food
Using food for punishment or reward will never be use in the Nursery.

2. Learning About Food

2.1 The Nursey will integrate into Education programs to teach the children daily about healthy eating.

2.2 Learning about Food Waste and Sustainable Food Practices.
Nursery staff will integrate sustainable food practices into the learning experiences of children while serving as role models.

2.3 Cooking with Children

Cooking activities will be prepared thoroughly with children to ensure their safety and wellbeing, while at the same time making it an accessible and enjoyable learning experience for all children.

3. Children's Dietary Requirements

3.1 General Principles

It is the Nursery responsibility to make sure children have sufficient nutritious food at regular intervals. A regular food and water breaks will be given to the children and will be written in the daily timetable, depending on each child's schedule of attendance:

- Children in care for up to 3.5 hours must have 1 snack and 1 meal.
- Children in care for up to 5 hours must be offered 1 snack and 2 meals.
- Children in care for more than 5 hours must have at least 2 snacks and 2 meals.

All children need to be encouraged to consume at least 6 cups of fluids per day to replenish lost fluids and prevent constipation. Sweet drinks (e.g., diluted natural fruit juice) must only be offered occasionally and in small amounts.

3.2 Dietary Requirements of Children Aged Below 2 Years

Children aged 6 months or below are not allowed to eat any solid food, water, or any other food. Therefore, no one is allowed to provide these items for the babies to eat or drink unless otherwise advised by the child's pediatrician. For children older than 6 months, the Nursey will follow the dietary recommendations provided by the child's pediatrician when introducing solid foods and water into their diets.

3.3 Dietary Requirements of Children Aged 2 Years and Above

The Nursery will follow the recommended food intake for children aged 2 years and above set by the relevant authorities in Abu Dhabi.

3.4 Growth Monitoring

The children's height and weight measurements will be taken termly by health professionals (the Nurse).

4. Meal Provision

4.1 Bottle-Feeding for Infants (Below 6 Months of Age)

In each playroom there is a guideline with full instructions on how to prepare a battle feeding for the babies. It covers all aspects from the preparation of bottles to adapting to individual feeding technique preferences.

- Staff need to be vigilant to infants' feeding cues so that each infant's emotional and nutritional needs are met promptly.

- Staff need to be aware of, and at all times follow, recommended infant bottle preparation practices as outlined in the ADEK EEI Food and Nutrition Policy Guide.

- Staff will be following feeding practices that meet children's emotional needs.

- Staff need to safeguard children's health and wellbeing in line with the minimum requirements outlined in the ADEK EEI Food and Nutrition Policy Guide.

- Staff need to be aware of the last feeding of the baby before the infant is dropped off at the Nursery every morning.

- Staff need to log and record all bottle feedings and it need to communicated, in particular the last feed, to parents at pick-up time.

4.2 Supporting Breastfeeding

The nursery will support breastfeeding mothers by encourage them to continue providing breastmilk for their infant while in childcare by:

- Providing a space for breastfeeding and a facility to warm breastmilk.

- Ensuring that expressed milk is properly labeled, prepared, handled, and stored.

- Providing or arranging for the provision of expert advice on breastfeeding practices for parents and staff, should they seek it.

4.3 Effective Supervision During Mealtimes (for Children Above 6 Months of Age)

Guidelines are set for staff to supervise children effectively during mealtimes.

4.4 Utensils and Equipment

The Nursery will provide age-appropriate furniture, reusable utensils (e.g., cutlery, cups, bottles, etc.), and equipment for children to eat and drink in a comfortable and safe environment at their best skill level. (if Applicable)

5. Food Preparation

5.1 Food Storage Provisions and Practices

Adequate facilities and equipment will be in place to keep food safe for consumption and at optimum temperatures until it is served.

A set of food safety standards and procedures will be put in place, in line with those mandated by the relevant authorities in Abu Dhabi and the minimum requirements outlined in the ADEK EE/ Food and Nutrition Policy Guide and train all staff accordingly.

5.2 Food Preparation

In case of onsite food preparation, the Nursery will follow all food safety standards related to the preparation, handling, and serving of food set by Federal Law (10) of 2015 on Food Safety as well as any requirements set by, the Abu Dhabi Public Health Center (ADPHC), the Abu Dhabi Agriculture and Food Safety Authority (ADAFSA), and the Abu Dhabi Quality and Conformity Council (QCC) to obtain an operational food services license.

In case of offsite food preparation, the Nursery will contract a commercial food caterer with valid licenses from all relevant authorities in Abu Dhabi (including ADAFSA, ADPHC, and QCC, where applicable). Any other arrangement for catering services, such as contracting individuals or organizations without a license, is strictly prohibited.

In both cases (onsite and offsite food preparation), all meals provided will align with the nutritional guidelines for children set by the relevant authorities in Abu Dhabi.

5.3 Heating of Food and Leftovers

Food safety practices for handling leftover food will be set in place, ensuring that heated meals provided to children do not exceed 45 degrees Celsius when served.

5.4 General Hygiene Practice Related to food Handling and Preparation

A hygienic environment will be put into place in how food is prepared, handled, and eaten.

5.5 Staff Training on Food Handling

All staff handling food will receive appropriate training, certified, and/or licensed in food safety and handling relevant to their duties and in line with the requirements set by the Abu Dhabi Guideline for Food Canteens in the Educational Institutions (QCC, 2022).

Sunflower Garden Nursery Policy Manual

Incident Management Policy

Purpose

This policy establishes a framework of explicit and uniform guidelines to effectively manage incidents within Sunflower Garden Nursery. It serves as a reference point for understanding and addressing various incidents that may arise, such as emergencies, health concerns, or behavioural issues. By providing clear expectations, it promotes transparency and accountability among all parties, fostering a culture of proactive incident management and prevention. This policy acts as a crucial tool in promoting the wellbeing and overall welfare of children in SGN, as it establishes a structured approach to handling incidents and reinforces the commitment to their safety and development.

Policy Statement

In the Nursery we have developed and implemented an Incident Management Policy, which address the following points:

1. Types of incidents covered
2. Reporting procedures
3. Investigation and corrective action
4. Notifying parents of incidents
5. Notifying relevant authorities of incidents
6. Training, awareness, and staff preparedness

All incident management practices listed in the Nursery's Policy will be aligned with the following occupational health and safety (OHS) standards:

- UAE Occupational Health and Safety Management System (OHSMS) National Standard-AE/SCNS/NCEMA 6000:2016.

- Abu Dhabi Occupational Safety and Health System Framework (OSHAD-SF) set by the Abu Dhabi Public Health Centre (ADPHC, n.d.).

1. General Principles

1.1 Duty of Care

At SFGN we demonstrate our commitment to upholding or duty of care to the children by outlining all procedures and mechanisms to be followed when dealing with incidents in the Incident Management Policy, which also include the responsibility of notifying parents about any incidents involving their child and relevant authorities.

1.2 Types of incidents

A classification of incidents in line with their definitions

2. Managing Incidents

2.1 Staff Preparedness and Training

SFGN will ensure that staff are prepared to act in case an incident occurs. At a minimum the nursery will:

- Train staff on their Incident Management Policy regularly (at least once a year). The training will include an aspect of the policy related to incident identification and classification, forms/documentation needed to be filled in, actions needed to be taken under different scenarios, and hoe to report to parents and other stakeholders about such incidents.

- We will ensure that all staff on duty - onsite and offsite (e.g., outings or other events outside the nursery) - are trained in providing first aid response for children in line with the ADEK EEl Staffing Policy and ADEK EEl Medication Administration Policy.

- We will be sure that staff report any incident immediately to the Nursery Director (principal) or on-duty supervisor for assessment and classification, regardless of the type of incident, and follow any procedures as listed in all relevant ADEK EEl Policies.

2.2 Documenting Incidents

In line with OSHAD-SF requirements, the nursery staff will document all incidents truthfully and accurately and keep them on record in a safe and secure onsite place for as long as the child is under our care, as these reports can be considered evidence in any external investigation.

2.3 Investigation and Corrective Action

A procedure is in place, aligned with the requirements of the ADPHC, that ensures a thorough and objective incident investigation, as well as the implementation of necessary corrective action to prevent a similar incident from recurring in the future.

3. Notification of Incidents

3.1 Notifying Parents

Parents need to be informed directly by the nursery if any incident has taken place, unless doing so puts the child at (further) risk, in which case it is recommended to seek advice from the relevant authority before communicating with parents. While doing so the Nursery staff and management shall ensure that:

- The messages delivered are clear and concise
- The messages are delivered sensitively
- Reassurance is provided that a full investigation is going to be conducted to identify the root cause of the incident
- The findings of the investigation relating to their own child will be shared with them

To ensure transparency and open communication, SFGN will inform parents of incidents that has been affecting other children enrolled in the setting. Following minimum categories and types of incidents, along with the corrective action taken.

- Any incident that involve physical injury or a medical condition for which the root cause was traced to negligence on the part of the Nursey or its staff.

For Example:

- A serious injury to children or staff caused by a tripping hazard.
- Heatstroke in children due to supervisory negligence.

At a minimum, SFGN will notify ADEK of "reportable incidents" in line with applicable OSHAD-S requirements. Some examples of reportable incidents that can take place on-site or during outings include:

- Incidents that can be a significant level of danger or threat to the Nursey staff, children, and/or setting property. These may or may not have required intervention by law enforcement or emergency services.
- Incidents that require the intervention of relevant authorities (e.g., a robbery or destruction of property requiring police intervention).
- Incidents that result in the disruption of the nursery services (e.g., burst pipes or urgent maintenance work).
- Any other incident, as determined by the relevant OSHAD-SF standards applicable.

3.2 Notifying Relevant Authorities

At a minimum, the SFGN will need to notify ADEK of "reportable incidents" in line with applicable OSHAD-S requirements. A list of reportable incidents that can take place on-site or during outings is as follows:

- An Incident involving significant levels of danger or threat to the staff, children, and/or setting property. These may or may not have required intervention by law enforcement or emergency services.

- Incidents involving physical injury or a medical condition the root cause of which is traced to negligence on the part of SGN or its staff. For Example:
  - a tripping hazard that are the cause of a bad injury to a child or staff member.
  - Heatstroke affects children due to supervisory negligence.

  - Incidents that require the intervention of relevant authorities (e.g., a robbery or destruction of property requiring police intervention).

  - Incidents that result in the disruption of Nursery services (e.g., burst pipes or urgent maintenance work).

  - if you Suspect cases of maltreatment as per the ADEK Child Protection and Safeguarding Policy.

Part of the application law and regulation, SFGN will inform relevant authorities when other incidents will occur at the premises as soon as we become aware of them (e.g., a small electrical fire on site that was extinguished without the support of emergency services may require for the Nursery to notify the Abu Dhabi Civil Defence Authority (ADCDA), the Abu Dhabi Public Health Centre (ADPHC), and ADEK, depending on the provisions of the pertinent laws).

3.3 Violations

If the Nursery fails to report any incident in line with this policy and the laws and regulations listed above will result in penalties, fines, and/or closure of the Nursery depending on the severity of the violation and existing legal provisions. Such violations may include:

- Not to inform the parents of the child about the incidents immediately after occurring or at all, unless advised by the relevant authorities.

- Not notifying the relevant authorities of incidents in time or at all, in line with requirements set by the ADPHC in the OSHAD-SF.

- Withhold some information from the nursery incident report or notification of incident reports.

- Noncompliance with internal or external investigation findings and closing of the corrective action within the agreed time frame.

Sunflower Garden Nursery Policy Manual

Inclusion Policy

Policy Statement

This policy is all about Inclusion that specifies how we ensure that the needs (including the physical, sensory, social, emotional, communication, health, and intellectual needs) of all children attending are addressed. As a minimum, the Inclusion Policy does address the following elements:

1. Equal opportunities

2. Standard provision for inclusion

3. Admissions

4. Additional fees

5. Identification, tracking, and intervention

6. Individual support plan

7. Registering and maintaining records

8. Individual assistants

9. Teaching and learning

10. Parent engagement

1. Equal Opportunities

In our setting we ensure the staff will follow equality of opportunity practices for children with additional needs by:

- Managing and monitoring the admissions process to ensure that it is administered fairly and consistently for all children and providing any support and accommodations in assessing the additional needs so that children are not disadvantaged. At Sunflower Garden Nursery we assess all children during admission only to what is the best support the child which will be adapted according to the child's needs and not applied uniformly. At our Nursery we do not refuse during admission unless we have full enrolment, in which case it is as per our priority admissions criteria.

- At SFGN, we monitor and evaluate the child's effectiveness in providing an appropriate inclusive curriculum and learning environment in which all children with additional needs can thrive, participate, and contribute to their own success and that of others regardless of any difference that may be apparent.

- All assessment for children with additional needs will be free of gender, cultural, and social bias, where possible, and that assessment methods are accurate and aligned with global child development standards. Information from assessments will only be used to inform future learning and will include a range of methods and strategies to assess the progress of children with additional needs.

- A progress report of children with additional needs will be available for parents, so that they can participate in their child's learning and development. Encouragement to participate will be given to parents at all levels during the full time of the child's stay at the Nursery.

- Provision will make to support assessment in the nursery during communication to parents who are people of determination, in line with article 1.7, UAE Ministry of Education Regulatory Compliance Manual for Early Childhood Institutions (2020) and its amendments.

2. Standard Provision for Inclusion

Sunflower Garden Nursery has appropriate educational resources, facilities, and trained staff, which include the following:

- Sufficient teaching and learning resources available to accommodate the cognitive, social, emotional, communicational, physical, and behavioural needs of children with additional needs

- In all the playrooms and classrooms, we have accessible and safe learning and play spaces and bathroom facilities for children with additional needs.

- All over the Nursery we have accessible and safe physical environment for children with additional needs. (such as nursery site, play area, ramps, transportation, other spaces, etc.

- All staff are aware of the principles of inclusion, by which all staff are aware of how to support education through inclusive approaches. When children of determination are registered, employment will be given to a Special Education Needs (SEN) Educator that will be educated to work side by side with the child.

3. Admissions

During admission for children with additional needs, we will demonstrate an equitable and inclusive approach by:

- Making sure parents are fully aware of and familiar with the admissions process, including the measures taken to ensure equal opportunities in the admission process, and all aspects of the inclusive provision.

- Providing all accommodation required by the child at the admission stage, wherever possible.

- Before the admission will be granted at Sunflower Garden Nursery, the assessment process for educational and self-care needs in conjunction with staff trained will be provided additional support during the stay and play session with the child whereby the teacher to be able to determine the type and level of support that will be needed.

- Providing all information on the additional needs of children to plan for any additional provision necessary to ensure their cognitive, physical, social, emotional, health, communication, and behavioural needs are met and incorporated into a transition plan.

- Arranging standardized assessments for ensuring that the child is appropriately screened and supported for his / her additional needs.

- Providing our support to parents while guiding them through the admissions process.

3.1 Inability to Accommodate Children with Additional Needs

In line with the Equal Opportunities Policy of (section 1), ADEK EEl Admissions Policy, Federal Decree Law No. (29) of 2006 Concerning the Rights of People with Special Needs, and Article 9 of Federal Decree Law No. (51) of 2022 Regulating Nurseries, SFGN will:

- Make sure reasonable adjustments and accommodations will be made to enable admission for all children with additional needs.

- During the admission process a variety of criteria and factors will be used to determine if we can provide appropriate accommodation and support including modifications for the child's individual needs when evaluating our ability to admit a child with additional needs, the criteria will include the following:
  - Legal requirements
  - Learning needs
  - Safety considerations
  - Resources and staffing
  - Cost to the SGN and parents
  - Facilities

  - At SFGN we only refuse admission of a child with additional needs can't be met followed with evidence-based observations and assessments to justify the refusal.

The parents need to be informed if the nursery will decide not to provide the child with additional needs a place, with a valid reason and justification after completing a full report for Adek, and also a given approval from ADEK.

4. Additional Fees

We know that equitable education is the right of all children, however, where additional fees are necessary, SFGN has:

- Created a breakdown of services and support for parents that will outline what the additional fees are for.

- A list of individual things from specialist support or interventions needed that are additional to meet

the specific needs of the child

- Provided all necessary and relevant data that will be requested by ADEK.

- Ensure that any charges to parents who does not exceed the cost of the provision in line with any limitations set by ADEK.

- a clear rationale and evidence-based justification for additional services and the associated costs will be provided.

- The impact of specialized services will be evaluated on a termly basis

5. Identification, Tracking, and Intervention

In order to develop intervention for a child with additional needs, SFGN has a process in place to identify the needs and tracking their progress.

6. Individual Support Plans

In SFGN, we have an individual support plan for children with additional needs who require a personalized approach to learning. Our Individual support plan do have the following in place:

- We are tailored for the needs of the child.
- For each child we include a specific and personized target.
- We are incremental and measurable for each child's needs.
- We are reviewing all specific timeframes.
- We work side by side with the child's parents or specialists when necessary.
- Including any accommodations or specific teaching strategies / techniques required to provide equitable access.

7. Registering and Maintaining Records

To ensure that appropriate provisions are met all documents will be updated and accurate records will be kept in place by:

- Record information on a secure Nursery centralized database system and in ADEK's Electronic Student Information System (ESIS) to provide all children with additional needs   information.

- Highlighting all accommodations including modifications required in the child's individual support plan.

- All sensitive or personal data will be kept separately and securely, which must only be accessed by the SEN Educator and/or any key members of the staff in agreement with the parents.

- Reporting any additional data on children with additional needs as required by ADEK

8. Individual Assistants

For incase a child need any extra help, SFGN can recommend an Individual Assistant to work directly with a child to support their additional needs. If there is a need for an individual Assistant, the Nursery will provide the following:

- Evidence that additional support is needed, beyond what is provided by SFGN standard provision for inclusion.

- Communicate with parents explaining why the support is required and how this will be monitored and evaluated.

- On the Individual Assistant's job description, we will be clearly demonstrated and clarified a scope of the role, required tasks and duties, responsibility for training, line management, and code of conduct.

- The Nursery will give a clear timeline for reviewing the need for an Individual Assistant to ensure there will be enough time to plan and coordination with educators and parents.

- Registration of the Individual Assistant through ADEK's Private Schools Staff Information System (PASS) will be done by the Nursery Administration officer.

- All new individual Assistants needed to be agreed for hiring. The parents should be informed first before hiring an assistant. It will be the Parents responsibility to find an individual assistant and not the nurseries responsibility. Unless any Adek Policies will be changed. When in cases where parents are unwilling to pay for the Individual Assistants, the Nursery may decide to refuse admission of the child, provided that all relevant communication (SFGN's recommendation and parent's refusal to comply) is evidenced.

- The teacher of the classroom is still responsible for all the children in the key group she is not allowed to delegate the responsibility of the other children with additional needs to the Individual Assistant. The Individual Assistant is only allowed to work the one child. It is also not allowed to leave the other children in her care.

9. Teaching and Learning

At SGN we provide inclusion training to all staff as part of their continuous professional development and ensure inclusive teaching and learning for children with additional needs by meeting the following requirements:

- In each classroom we maintain a maximum number of children who require Individual Assistants to three in a key group.

- We provide a flexible approach to the daily routine and environment that is based on the needs of the children.

- The teacher ensures that the daily lesson plans and age appropriate activities are adapted to accommodate all learner needs.

- At SGN the learning environment is created to encourage and support the active involvement and inclusion of children with additional needs - physically, academically, socially, emotionally, and culturally.

- We Incorporate inclusive education knowledge and capacity into recruitment, employment, and retention policies and demonstrate that these factors are given appropriate priority when hiring staff and implementing performance management procedures.

- Together as a Team we work with parents, key teams, and specialists (where required) to develop appropriate individual support plans for children who require them.

- We make sure that a flexible learning pathways respond to the diverse cognitive, cultural, and linguistic backgrounds of children and it is supported by a variety of teaching methods.

- Our first priority is to build a good relationship with the children followed by familiarity with the child's learning characteristics, performance levels, and personalized learning outcomes.

- We encourage a positive interaction between peers so that children appreciate and value each other's differences.

10. Parental Engagement

In the best interest of children with additional needs, SFGN works in partnership with parents. To promote parent engagement, the nursery:

- Has a one to one discussion with parents regarding any specific learning or development needs their child may have.

- Encourage parents to share any specialist assessment or diagnostic information that may provide strategies for meeting the needs of the child.

- All parents are Included in setting goals and planning around their child's additional needs.

- Provide the parents with clear information that outlines the nursery standards for inclusive provision.

- Give information on how the Nursery will effectively communicate with parents on the progress of their child.

- The Nursery staff will encourage parents to discuss any concern they may have to work towards solutions in the best interest of their child.

Sunflower Garden Nursery Policy Manual

Infection Prevention and Control

Purpose

This policy establishes effective measures for managing illness and preventing the spread of infections within the nursery. Providing clear guidelines and procedures, ensures a standardized approach to addressing the attendance of sick children, thus minimizing the risk of infection transmission.

Its purpose is to create a safe and healthy environment that prioritizes the wellbeing and safety of children, while also promoting open communication and collaboration among all parties.

Policy Statement

The nursery has developed and implemented an Infection Prevention and Control Policy in line with relevant legislation and decisions, which at a minimum covers the following:

1. Child immunization requirements.

2. Standard precautionary measures and hygiene procedures.

3. Procedures for managing infectious diseases.

4. Conditions that mandate temporary absence of children and staff.

5. Communication plan for parents and staff.

1. Child Immunization Requirements

A legislation and/or policy of the Department of Health (DoH) that regulates children's admission in the Nursery will be followed based on the children's immunization records. In addition, the Nursery has:

- Collected all children's immunization records, along with any relevant medical information and/or medical history forms upon registration.

- Any child who has not been immunized, the Nurse has to inform the parents of the child who is not immunized due to medical contra-indications, vaccine unavailability, or age of the child (too young for the vaccine), that their child will be excluded from the Nursery during outbreaks or a pandemic of some vaccine- preventable diseases even if their child is well.

2. Standard Precautionary Measures
2.1 General Guidance

To reduce the risk of illness and the spread of infection among staff and children the Nursery will follow standard precautions. These measures are clearly outlined in the Infection Prevention and Control Policy, communicated to all staff, and will include the following:

- Handwashing
- Respiratory hygiene
- Children's personal care
- Use of Personal Protective Equipment (PPE)
- Staff personal hygiene
- Cleaning liquid spills and bodily fluids
- Environmental hygiene
- Laundry
- Waste disposal
- Handling perishable food
- First aid room
- Additional or other precautions

2.2 Handwashing

To make sure proper hand hygiene and effective handwashing practices are followed, the Nursery has the following in place:

- A detailed handwashing procedures in the Infection Prevention and Control Policy:
    - A proper handwashing technique will be used with a safe cleaning agent.
    - During handwashing and drying all children will be supervised
    - In all the handwashing areas (Children's and staffs) there will be a visual instruction on how to wash and dry your hands.

- Ensure the following handwashing provisions:
    - The availability of pictures showing correct handwashing procedures at handwashing basins for adults and children.
    - The temperature of warm running water at children's wash hand basins is not greater than 43°C.
    - The use of a cleaning agent such as soap.
    - The availability of hand drying facilities (e.g., disposable paper towels, single-use cloth towels).
    - The continuous supervision of children's handwashing and hand drying.

- All staff and children should wash their hands:
  - When they arrive at the Nursery in the morning
  - After using the toilet
  - After handling animals
  - After sneezing, blowing nose, and coughing
  - After touching a cut or sore
  - After touching bare feet
  - After outside play
  - Before and after eating or handling food
  - Before and after nappy changing
  - Before and after administration of first aid
  - Any other occasion where hands may require washing

2.3 Respiratory Hygiene

The Nursery will ensure that respiratory hygiene measures is in place by preventing the infection to spread by making sure that:

- There is easy access to tissues and hand sanitizers for use after coughing and sneezing.
- There are foot-operated pedal bins with plastic bags for tissue disposal.
- Handkerchiefs are not used by children or staff.
- Each child should use a separate tissue.
- Staff and children cover their mouths when coughing/sneezing, immediately dispose of any used tissues, and wash their hands afterward.
- Coughing and sneezing etiquette pictures are displayed in the environment, so children can follow them easily.
- A minimum distance of 1 meter is maintained between crib/sleeping mats, whereby each is used by only one child at a given time.

2.4 Children's Personal Care

The nursery staff will follow all the procedures to prevent and control infection when changing nappies and toileting by:

- Making sure that the Child's hands are washed and dried after toileting or nappy changing.
- Inform all staff to wash and dry their hands before and after toileting or nappy changing (after removing gloves).
- Provide gloves, masks and sanitizer for the staff to use Staff when changing nappies.
- Making sure that all changing mats in the nappy changing unit are waterproof, have a disposable cover, and are in a good state (e.g., no breaks or tears).

- Ensure that all Nappy changing mats and units are cleaned after each nappy change.

2.5 Use of Personal Protective Equipment (PPE)

PPE need to be worn by all staff when working on hygiene- and food-related tasks. The type of PPE worn will depend on the nature of the task at hand. These tasks include, but are not restricted to, children's personal care, administration of first aid, and food handling/service.

2.6 Staff Personal Hygiene

As part of a new staff members' induction, staff hygiene will be discussed and will also be written inside the Staff Guidelines Handbook.

2.7 Cleaning Liquid Spills and Bodily Fluids

Staff members need to make sure that they follow the standard precautions when they come in contact with the following:

- Blood
- Vomit
- Urine or faeces
- Open wounds, abrasions, or sores
- Discharge from the mouth or nose

Staff should never handle the above matters by using mops for cleaning blood, vomit, urine, or faeces. Instead, they need to use only disposable towels to clean the area. Disposal towels must be used immediately and disposed of in a closed bin. The area surrounding any accident must be cleaned using a disinfectant.

2.8 Environmental Hygiene

The Nursery housekeeping staff regularly and thoroughly clean and disinfect the nursery's physical environment.

- A routine cleaning and disinfecting schedule which, as a minimum need to be in place and this need to include the following items and areas:
  - Walls
  - Ceilings
  - Light fixtures
  - Floors

- Shelving
- Chairs
- Toilets & washbasins
- Doors & handles
- Cupboards
- Sinks
- Refrigerators
- Sleeping furniture
- Furniture (indoor & outdoor)
- Tables (tops, legs, underside)
- Play & learning materials
- Work & play surfaces
- Windows & windowsills
- Swimming/paddling pools

- Appropriate cleaning and disinfecting material and equipment will be provided.
- A regular mechanism for professional cleaning and disinfecting, which must not take place while children are in attendance or during workdays.
- Regular pest control mechanisms, whereby pesticides cannot be applied or used while children are in attendance or during workdays.

2.9 Laundry

All items made of fabric (e.g., stuffed toys, teaching resources, rugs, mops, and towels) need to be launder separately from each other and these washing practice needs to be followed:

- Items soiled by blood, vomit, urine, or faeces should be washed separately from the unsoiled items, at the hottest temperature the fabric will tolerate.
- Gloves and aprons should be used when handling soiled items and linen.
- Children's soiled clothing should be placed in a plastic bag sealed and sent home with parents.
- Children's bedding should not be washed at the Nursery and instead it must be sent to the child's home for washing over the weekend.

2.10 Waste Disposal

Empty all bins and use fresh bin liners before the Nursery closes for the day and ensure daily disposal of waste from the pantry, clinic/first aid room, and play/learning spaces need to be done. To ensure safe waste disposal, the nursery will follow these practices:

- Recycling and disposal of waste according to local authority guidelines.

- Storing used diapers in a nappy bin that is leak-proof, airtight, easy to clean, and emptied regularly.
- Using foot-operated pedal bins for the disposal of gloves, aprons, and soiled dressings.
- Keeping external bins away from children and closed at all times.
- Separating and properly disposing of soiled PPE and clinic waste, ensuring it is not mixed with waste from play areas and learning spaces.

2.11 Handling Perishable Food

In order to prevent the spreading of foodborne illness, the Nursery will follow the next steps:

- Keeping perishable food in a refrigerator at temperatures of 0°— 5°C. Perishable food should not be left at room temperature for more than two hours and must be discarded thereafter.
- Cleaning and sanitizing surfaces used in the preparation, handling, and consumption of food regularly.

2.12 First Aid Room

An adequately equipped first aid room in the absence of a DoH- registered clinic will be maintained. The first aid room is a separately allocated space, furnished with the necessary equipment, and at a minimum, must contain the following:

- Wheelchair
- Child-sized bed, along with bedding/linens
- Counter with a set of drawers
- Sink (fixed or portable) with hot and cold running water
- Disposable paper towels, soap, and nail brushes
- Personal protective equipment (PPE) for use by first-aiders
- First aid kit, band-aids, gauze, and splints
- Wash bottle and eye washing equipment
- Clinical thermometer and a liquid medication dispenser (marked in ml)
- Drinking water

2.13 Other Precautions

Other precautions that the Nursey will follow to prevent and/or control the spread of infection include:

- Not to allow any toys and other play materials in the toilet area.

- Not allowing to share any personal items such as individual combs, hairbrushes, toothbrushes, personal clothing, bedding, towels, and eating utensils and to ensure that they are labelled.
- Not allowed to wear outdoor shoes in the classroom environment, for both adults and children.
- Not allowed to use wall-to-wall carpets.
- Not share your PPE.
- Make sure the children do not share their food.
- Children's playrooms and staff rooms need to be aired out at least once a day.
- Ensure that protective covers are placed over sand pits, water trays swimming pools, etc.

3. Illness and Outbreaks
3.1 Mandating Temporary Absence of Children and Staff

All absences that mandate the absence of children and staff, will be defined by the symptoms and /or conditions and the illness needed to be clearly stated and documented. The parents and staff needed to inform the Nursery Management immediately. During the time from the onset of symptoms, until they completely subside, the sick individual (child or staff) must not attend the Nursery.

Depending on their severity, the presence of the below symptoms can mandate the temporary absence of children and staff from the Nursery:

- A high fever: A high temperature of 38.0 degrees Celsius (104 degrees Fahrenheit) or above indicates a fever which could be an underlying symptom of a certain condition, most often a viral or bacterial infection.
- Any symptom or combination of symptoms typically associated with influenzas ("the flu"): These include a cold, runny nose, coughing, sore throat, headache, or body aches. These symptoms are common across a range of contagious diseases, so it is best that parents and the Nursery to take the necessary precautions.
- White or yellow discharge from the eye, eye pain, redness in the eye, eyelid, or skin surrounding the eye: The child should stay at home and be checked by a physician.
- Throat pain, discomfort, swelling, redness, and/or coughing: Evidence or complaints of these symptoms may be due to a viral infection (cold, influence, glandular fever) or a bacterial infection (strep throat, some types of ear infections).
- An unidentified rash: The child should remain at home and should be cleared by a physician prior to returning to the Nursery. A rash can often precede infectious diseases like measles, chicken pox, and hand, foot, and mouth disease.
- Recurring upset stomach and/or vomiting (2 or more episodes) accompanied by a fever.
- Diarrhoea or very frequent and loose stools (2 or more episodes within a short time

- frame).
- Head lice (regardless if suspected or evidenced).
- Fever, mouth sores, and skin rashes (commonly on the hands and feet): The combination of these symptoms is typically associated with hand, foot, and mouth disease, which is a common illness seen at Nurseries and is unfortunately contagious before any symptoms are present.

In addition, SFGN will clearly state the terms and conditions of sick leave for staff in the Staff Guidelines Handbook. These must include the method of communication the staff must use to inform the nursery of their absence, submission of sick leave documents, and the requirements of the medical note attesting employee fitness for work in the case of an epidemic or an infectious illness, as per directives of the health authorities.

3.2 Procedures for Managing Infectious Diseases

The Nursery Infection Prevention and Control Policy explicitly states that parents have an obligation to inform the Nursery of any known infectious disease affecting their child and need to clearly outline the steps the Nursery will take to ensure that the child(ren) is/are cared for if they are suspected of having an infectious disease at the Nursery. These steps include:

- To advise the parents and staff to seek the diagnosis and treatment immediately if an infectious disease is suspected.

- To communicate using appropriate information and alerts to families and staff once the infectious disease is confirmed, including information on the illness/disease, symptoms, and the precautions to take to prevent spreading the disease further (if contagious).

- To give guidelines to parents on symptoms and signs to look for when deciding to bring their child back to the Nursery.

- To report any incidence(s) to DoH in line with the reporting requirements mandated by the legislation if an infectious disease diagnosis is confirmed, and the disease is defined as a "communicable disease" as per the provisions of Federal Decree Law No. (14) of 2014 Concerning the Prevention of Communication Diseases and its Amendments. The nursery will act by taking responsibility to report any case(s) accurately and in the frequency and/or immediacy mandated by law.

- The Nursery will Notify DoH as soon as possible after being aware that a child is suffering from one of the following vaccine-preventable diseases:
  - Diphtheria

- Mumps
- Poliomyelitis
- Haemophilus influenzae Type B (Hib)
- Meningococcal disease
- Rubella ("German measles")
- Measles
- Pertussis ("whooping cough")
- Tetanus
- An outbreak of gastrointestinal or respiratory illness

3.3 Outbreaks of Infectious Diseases

The Nursery do have an emergency action plan in place, which defines areas of responsibility and clear channels of communication between all staff members involved, to address suspected infectious diseases.

In the case of a localized or national crisis related to the outbreak of a disease (e.g., an endemic or an epidemic), guidelines provided by the relevant health authority and ADEK must be followed and supersede any provisions listed in this policy.

3.4 Contacting Emergency Services and Local Health Authorities

The Nursery will contact emergency services in line with the provisions of the ADEK EEI Emergency Management Policy in case any of the symptoms displayed by a child signal the need for immediate medical attention. In the following cases the DOH will be contacted immediately:

- If there is a concern about an infectious disease (one case or more) seek advice in terms of control.
- If there is a concern that the number of individuals who have developed similar symptoms at the Nursery is higher than normal.
- To check whether to ask children or staff to stay at home.
- Before communicating with parents and staff about an infectious disease at the Nursery.

4. Communication Plan

A clear communication plan will be in place to inform all parents and staff about this policy and its procedures. The plan includes:

- To summarize this policy in the parent handbook.

- To review the policy with staff during the induction, as well as during ongoing and annual staff training.
- Posting key elements of this policy on the Nursery social media platform and updating it regularly.
- Make sure that parents have read and understand the policy and providing any assistance where needed.
- To provide parents guidance about infectious diseases and their spread (e.g., sharing articles on seasonal viruses or common diseases affecting children, and guidance on how to prevent infection and/or manage symptoms).
- To make sure the policy is always available to staff members and parents.
- To provide parents and all staff-written with notification if any updates has been done on this policy.

Sunflower Garden Nursery Policy Manual

Learning and Development

Purpose

This policy establishes a comprehensive framework for the learning and development of children who attend the Sunflower Garden Nursery. It ensures consistency in educational programs and practices and creates a nurturing and enriching environment that supports the holistic growth of every child.

The policy outlines the principles, objectives, and guidelines that govern a Nursery school educational approach, promotes a high standard of quality and effectiveness, and fosters collaboration, accountability, and continuous improvement.

Policy Statement

Any adopted curriculum/program has been approved by ADEK as required by Federal Decree Law No. (51) of 2022 Regulating Nurseries. When implementing any changes approval from ADEK will be required before modifications, or additions to the curricula, programs, or supplementary materials will be used.

Learning and Development Policy, which includes the following priorities:

1. The child's needs

2. The importance of play in learning

3. Provision for diversity, equity, and inclusion

4. The learning environment

5. Presence of supportive trained adults

6. Assessment of quality and planning improvement

7. Involvement of parents in their child's learning

1. The Child's Needs

In this policy we consider the child's view and agency and build their Learning and Development around their needs and innate characteristics. We will provide opportunities for the child to learn and develop through:

- Sensory exploration.
- Freedom to choose and explore at their own pace.
- Freedom of movement - with clear, consistent boundaries that they understand.
- Opportunities to socialize, hear, and exchange language.
- Self-expression activities such as art, singing, music, and movement.
- The concrete manipulation of materials and resources.
- Physical exercise, sports, and movement.
- Guidance and support from a trained individual who understands the needs of the developmental stages of the children, and their need to be respected and treated as responsible individuals.
- Warm and secure relationships.

2. The Importance of Play
2.1 Active Learning Through Play

The SFGN has designed a Learning and Development Policy and curriculum/program to provide a variety of play opportunities for our children to facilitate active learning, with most of the playtime it will be child-led activities, whereby the Nursery professionals have to follow the children's interests and help them to take initiatives and to make their own decisions to become active learners.

2.2 Benefits of Play in Early Years

The learning and development play opportunities will benefit children by developing their:

- Social skills
- Emotional maturity and behaviour management
- Confidence and self-esteem
- Physical development
- Problem-solving skills
- Language and vocabulary development
- Mathematical awareness
- Sensory awareness

2.3 The Role of Education in Play

All educators need to understand the importance of play-based learning activities. It needs to be linked with different kinds of play methods that is suitable for the children under their care. When providing play opportunities, behaviour observations will be done during the children

playtime to support their learning and development. The Teachers need to ensure they consider the following points:

- The age of the children
- The development level of the children
- What the Purpose or aim play is intended for
- The size and space of the room they are using
- The supervision level that will be done
- The duration of time that will be available to execute the playtime

2.4 Free Play and Risk

All children have access to free play opportunities, that will be supervised by trained staff who have a clear understanding of what free play means, they need to know how to prepare a safe play environment, and to allow children simply "play". It is necessary for children's development to provide a safe free play environment, in which they can experience risk on an individual level and within a relatively safe environment.

To provide free play, our learning environments (indoors or outdoors) have:

- A variety of developmentally appropriate resources for the children.
- A safe and supervised early education environment.
- The opportunity for children to allow them to choose what they want to do, how they want to do it, and when they want to stop and try a new activity.
- Managed rules with clear boundaries which will be taking into consideration the importance of a child's need to choose their own play.
- Adult environment that is facilitate with necessary intervention when a child has to be protected from harm or injury.

3. Provision for Diversity, Equity, and Inclusion
3.1 Diversity and Equity

Every child has a right to the best care and a quality learning environment that provides a sense of belonging and acceptance to each child. The nursery ensures that:

- The unique qualities of each child and family are taken into perspective.
- Teaching and assessment strategies are designed and planned to allow for all children to reach their full potential in an unbiased, safe, and accessible environment, and that staff does consider the following:
  o To Approach any child confusing or challenging behaviour as an opportunity for inquiry.

o To use authentic assessment that seek to identify child's strengths and provide a well-rounded picture of development.
o To focus on the child's strengths.
  o To give the child appropriate professional responsibilities and to link them in collaborative relationships with others in the field, multilingual educators will be assigned in the Nursery.
  o Daily opportunities are provided to expose all children to the culture and values of the UAE and to learn the Arabic language.
  o Our staff training includes awareness of dealing with differences in culture, religious beliefs, and backgrounds, and develops skills to be well-versed in having conversations about bias with young children.
  o In SGN we deliver a diverse and equitable program that aims to identify, minimize, and/or remove barriers to learning and support to facilitate the success of all children while maintaining the best educational standards.
  o We provide implemented strategies that have equitable learning opportunities for the children in our care and all learning opportunities is accessible and appropriately challenge for them.

3.2 Inclusion

We clearly outline how we support the learning and development of children with additional needs. We have appointed a staff member specifically trained in handling children with additional needs. To ensure that our learning environment is providing an inclusive environment we:

- Train our staff to be alert to the early signs of needs that can lead to later difficulties, respond quickly and appropriately, and to involve parents and other agencies as necessary.
- Organize staff training to support awareness and understanding of equality and diversity.
- Provide professional expert training on early identification of learning difficulties in young children, and tips on how to deal with a child with additional learning needs with regards to his/ her behaviour, comprehension, cognition, or physical skills.
- Create and maintain a structured and systematic method of observations and assessments that will track the progress of a child in his / her expected developmental milestones.
- Engage the parents and keep them fully informed of their child's progress including any cause for concern.
- Facilitate support for the child with additional learning needs who may require daily specialized support, usually given by individual assistants.
- Establish a comprehensive support program to help the child who has been identified with additional needs.

- Establish a process that clarifies the action the Nursery will take while involving parents with their support plan.

3.3 Supporting Early Identification and Intervention

In our nursery we have a process in place to identify, track, and develop interventions for a child with additional learning needs.

4. The Learning Environment

The Nursery provide children access to the environment that is created specifically to have children feel safe to play independently, and make choices throughout the day in a happy, positive climate.

4.1 A Prepared Environment

We will keep in mind all the children's innate needs, developmental objectives (physical, social, intellectual, cognitive, creative, emotional, and linguistic), and the Nursery approach to learn when preparing the learning environment (physical and emotional). The environment has been 'prepared' for children, by prioritize the following:

- To maintain the ratio of the Nursery educators within each key group, depending on its size.
- To give freedom of safe, comfortable movement of each child within the environment.
- To structure and order.
- To make sure the beauty of design is good which include avoiding overstimulation with bright colours.
- To create the environment with Nature and reality objects.
- To make sure all children's social, intellectual, and emotional developmental needs are met.
- To create a warm and accepting emotional environment, which is a result of all the people in it.

4.2 A Stimulating Environment

The nursery ensures a stimulating environment for our children to encourage knowledge-seeking by using appropriate learning resources and arranging them in a way that allows the children to freely interact with them.

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4.3 An Interactive Environment

The nursery also provides opportunities for meaningful interactions that will challenge the children, providing support through child-to-child and child-to-adult interactions, encourage active learning, and allow children to freely manipulate, experiment, move, and discover. We have created and maintained an interactive environment, by:

- Ensuring that the experiences and environment offer room for outdoor and indoor play, sufficient space for children to move and collaborate, and encourage exploration and risk-taking.
- Providing a range of experience that will serve different purposes such as inspiring imagination and role play, exploration of personal relationships and feelings, problem-solving, and quiet time and reflection.
- Ensuring that experiences and the environment will be met to all the needs of the children who attend the Nursery, from very young infants to older children.
- Considering how all children will be handled to feel welcomed and valued. support and to take care of each individual child.
- Ensure all staff understand the importance of building warm and supportive relationships and the importance of nurturing a child's development.
- Involving children to make the Nursery ground rules for behaviour and creating the behavioural codes of practice as a result it will give them opportunities to develop their agency and decision-making skills.

4.4 A Consistent Schedule

A regular schedule that is suitable to the children's needs as consistency is an indirect contributor to children's personal and emotional development has been developed and implemented.

4.5 A Safe Environment

In our Nursery we have provided a safe and well-laid-out environment to prevent accidents, minimize behaviour issues, promote social development, and allow for a smooth movement within the various areas in the Nursery. We also ensure that the number of children within each learning space, indoor and outdoor, is in line with the specifications mentioned in our Physical Environment Policy

5. Supportive, Trained Adults
To enhance children's learning and development, we have employed knowledgeable, responsive, reflective, and qualified early education professionals who are trained to prioritize the child's best interests.

5.1 Educator-to-Child Ratio

SFGN has assigned sufficient numbers of Early Years Educators depending on the number of children in each key group to maximize the quality of learning and attention given to each child. The table below represents the Early Years educator ratio applicable as per the number of children registered within the key group.

Table 1. Ratio of Early Years Educators to Number of Children

Age group	Requirement of 1 Early Years Educator per key group
1-2 years	16 children
2-3 years	16 children
3-4 years	20 children

ADEK does not place a cap on the maximum number of children within a learning space, provided the Nursery adheres to the minimum space requirement per child according to their age group in addition to abiding by the adult-to-child and Early Years educator-to-child ratios.

5.2 Qualification, Training, and Collaboration

Peer collaboration is a key component of the Nursery CPD program, and our staff is:

- Qualified and eligible to carry out the designated role and responsibility they have been hired for.
- Aware of their job description and they have been through a comprehensive staff induction program before starting to work at the SFGN.
- Engaged in regular training on the implementation of the learning approach being followed at the Nursery.
- Regularly trained on behaviour management strategies, observation and assessment, and the planning and preparation of a stimulating, safe, and inclusive environment, which are integral to delivering a successful learning program.
- Given regular opportunities to collaborate, observe, and engage with their peers.

5.3 Approach

SFGN makes sure that the adults in our Nursery are aware that their approach has a direct impact on children's learning and development, which is why they must build a supportive environment by:

- Valuing all children
- Considering their individual needs
- Building warm and trusting relationships

5.4 Supporting as a Guide, Facilitator, and Role Model

We make sure that the adults in our Nursery setting support children with their learning and development as a guide and a facilitator.

6. Assessment of Quality and Planning Improvement

The nursery has developed and implement an internal, continuous quality improvement system, which measures and monitors the effectiveness of the learning program and teaching practice. The findings shall be used to plan our Nursery professional staff development, improve the physical and learning environment, and enhance engagement and relationships with parents and young children. The nursery will implement a system to regularly assess staff satisfaction and motivation.

7. Involving Parents in Their Children's Learning

All parents will be expected to actively be involved in their children's learning and development and commit to providing them with the necessary support.

7.1 Parent Communication

We will continuously engage the parents in the learning and development of their child's in line with our Parent Engagement and Communication Policy, and Observations and Assessments Policy.

7.2 Parent Involvement

Parents shall be provided with training and enriching learning opportunities which would help to enhance their understanding of how young children develop and learn.

7.3 Parent Feedback

At our Nursery we develop and implement a regular feedback mechanism, which provides parents with the opportunity to provide feedback on the SFGN's learning opportunities.

Sunflower Garden Nursery Policy Manual

Medication Administration Policy

Purpose

The main purpose of this policy is to establish standards and procedures for the safe and appropriate administration and storage of medication in Sunflower Garden Nursery. It ensures consistency in staff qualifications and sets clear expectations for all stakeholders, including SFGN management, staff, parents, regulators, and service providers.

The main goal of this policy is to prioritize children's safety and wellbeing by promoting best practices in medication administration. It provides guidelines for responsible handling and storage of medications, minimizing risks and errors.

Policy Statement

This is a Medication Administration Policy, which includes the following core elements:

1. Consent from parents

2. Conditions for administering medicines

3. Authorization of staff (including staff training)

4. Procedures for administering medicine

5. Record keeping

6. Storage of medication

7. Communication with parents

This Policy and its implementation will be reviewed and evaluated annually to ensure it remains up-to-date and effective in meeting the needs of children and staff.

1. General Principles

- The SFGN has been established a relationship with a nearby clinic/hospital with whom they have an agreement to treat emergency cases.

- Sunflower Garden Nursery has the option to establish a DoH-licensed clinic managed by a DoH-licensed nurse or maintaining a first aid room, this is where children attended with a staff member who is BLS and PAL certified, in addition to holding a valid first aid certificate.

- If the clinic does not have a licence, the nursery shall maintain a first aid room. This room shall be available to provide first aid treatment or to isolate a child in the case of illness

1.1 Consent

A medicine consent form will be given to parents before administering prescribed and non-prescribed medicines.

1.2 Instructions from Healthcare Professionals and Individual Care Plans

In our Nursery, we will only administer prescribed medications as per the instructions of a healthcare professional and we will not change this at the request of parents without signing the consent form. In case of an Individual Care Plan (ICP) has been developed for a child, we will ensure that the medication required in the plan is administered as detailed.

1.3 Conditions for Administration of Medicines

We will ensure that children requiring medication receive proper and appropriate care, by:

- Only accepting prescribed medicines that have been provided in the original container marked with the date, name of the dispensing pharmacist, and expiry date, along with clear storage and administration directions.

- All medication handled by the nurse or authorized staff member of the nursery will be labelled with the date the medication bottle/box was opened, the date it has been used or returned to parents by the expiry date, and is not used beyond the period noted in the instructions accompanying the medicine (whether provided by the healthcare professional or the manufacturer).

- It is not allowed to add medication to the child's bottle or food unless there are clear instructions to do so by the manufacturer or the healthcare professional who prescribed the medicine (e.g., the doctor or pharmacist). If it is the case, only the nurse or authorized staff member is authorized to add medicine to the food/bottle.

Following is the conditions in which non-prescribed medicines are given to children. These include, but are not restricted to the following:

- Non prescribed medicines must only be administered in response to urgent medical conditions and physical injury

- Non prescribed medicines must be appropriate for the child's age and condition.

- Parent's written consent to administering non-prescribed medication must be/have been obtained (see sub-section 1.1 Consent).

- The consent must clearly mention if a child is allergic to any medicinal ingredient(s).

- Parents must also be informed of the time when the medication is going to be administered.

- The recommended dosage of non-prescribed medicines (available on the medicine's packaging/instructions) must be followed.

- Non prescribed medication can be held in the Nursey if the medication has been approved by the DoH to address emergencies appropriately.

2. Authorization of Staff to Administer Medication

2.1 Authorization to Administer Prescribed Medication

Only the nurse/authorized staff member will be allowed to receive and/or handles any prescription medication provided by parents. As per the guidelines set out by the health authorities, appointing a nurse is optional for the Nursery. If they choose not to appoint a nurse, they must ensure that at least one of their staff who holds a BLS certificate is nominated as the "authorized staff member" to administer medication.

2.2 Authorization to Administer First Aid and Non prescribed Medication

All non-prescribed medication in emergencies is administered by the nurse/authorized staff if there is no immediate risk to the child's health from doing so.

In case it is not possible to wait for the necessary medical support to arrive for whatever reason, or if there is a risk to the child's health, staff is allowed to administer first aid, provided they have received and completed the certificate in first aid training as detailed in sub-section 2.3 Training of Staff and in line with Circular No (2021/123) issued by DoH, which states that the Nursey must train all staff in basic First Aid and provide 10% of staff (minimum 2 staff

members) with the BLS training. Any member of staff providing first aid care who does not have the appropriate training in administering medication for children shall not do so.

In addition to non-medication related care (e.g., resuscitation, treating wounds), members of staff are only allowed to administer the below-listed types of medications in emergencies, in which case the person who administer medication must report it to the management/nurse for adequate recording in the Medical Administration Record Form the list as stated:

- Injector pens (e.g., insulin, epinephrine)
- Inhalers (e.g., for asthmatic children)
- Soothing gels/ointments (e.g., aloe vera, calamine lotion, or hydrocortisone creams)

2.3 Staff Training

To ensure staff are adequately qualified to administer medication and perform first aid, the Nursery will:

- Provide first aid training to all staff.

- Ensure that at least 10% of (or at least 2 members if you have less than 20 staff) hold a valid Basic Life Support (BLS) certificate in line with the requirements of DOH and requirements listed in the ADEK EEi Staffing Policy.

- Communicate the Medication Administration Policy to all new staff during staff induction.

- Cover and review the Medication Administration Policy with staff during Continuous Professional Development (CPD) sessions or any other training sessions.

- Regularly remind staff of the procedures listed in the Medication Administration Policy, along with the restrictions, limitations, and recommended actions. This is critical to ensure children's health and wellbeing and protect the SGN from any medical liability.

3. Procedures for Administering Medication

3.1 Before Administering Medicine

Two staff members (including the nurse or the authorized staff) must be present when medications are administered. Before the administration of medicine to the child, both the nurse and the accompanying member of staff need to check that:

- Consent has been given by parents.
- The recipient's name.
- The child's identification matches the medication being administered.

- The date and time the medication was last given (if applicable).
- The prescribed dose.
- The time and day of the week/date of the dose are as prescribed.
- The expiry date of the medicine.
- There are written instructions provided by the prescriber on the label/container as dispensed by the pharmacist.
- The child does not have any known allergic reactions to the content of the medicine (as checked against the child's medical record).
- They are fully aware of the possible side effects of the medicine.
- The conditions and environment in which the administration of medicine will take place are hygienic (e.g., hands have been washed and dried, surfaces are clean, etc.).

3.2 During Administering Medicine

- Both the nurse/authorized staff and the second member of staff need to be present during the administration of medicine and that they:
- Administer the prescribed dose in the right way in line with the provided instructions.
- Use the appropriate equipment to administer the medication dose. For liquids, the correct measuring tool must be provided with the medication.
- Use only clean, hygienic, and/or sanitized medical equipment.
- Administer the entirety of the prescribed dosage.
- Protect the dignity and privacy of the child (e.g., when using suppositories).

3.3 After Administration of the Medicine

During the administration of the medicine, both the nurse/authorized staff and the second member of staff present will:

- Observe the child for immediate response to the medication or side effects (e.g., for antifebrile medicine).
- Return medication to the appropriate container and store it appropriately.
- Manage or dispose of any equipment used in administration.
- Promptly and accurately fill in the Medication Administration Record Form and sign it in confirmation of the completion of the process.

The procedures that need to be taken is to notifying the parents, seeking medical attention if necessary, and documenting any incidents or near- misses, such as a child spitting up or vomiting the medication out, if there is an error while managing the medication, or an adverse reaction is observed. The procedure includes:

- When to seek medical attention from DoH.

- Contact details of the nearby clinic or hospital affiliated with the Nursery.
- Steps for contacting emergency services if advised by health authorities.
- Steps to follow in case medication has to be re-administered if a child vomits or spits it out.

4. Record Keeping and Storage

4.1 Maintaining Records of Medication Administration

The Nursery will keep accurate records of medication administrated (included, but not restricted to the Medication Administration Record Form shown in Appendix 4 of the ADEK EEi Medication Administration Policy Guide). In addition, the Nursery will:

- Keep original records for as long as the child is enrolled and hand the original records to parents when the child transfers or leaves the Nursery permanently.
- Ensure they maintain strict confidentiality regarding children's medical records and their medical information.

4.2 Storage of Medication

The person who receives and immediately stores all medication to be administered by the nurse in the first aid room/clinic (or the fridge, if required) in line with the instructions determined by the manufacturer and the DOH (where applicable) need to adhere the following general storage guidelines:

- All medication must be stored in a locked and labelled cabinet, safely away from children's reach, and in line with the manufacturer's instructions.
- As soon as the medication is received, it should be stored in its original form and container. The nurse/authorized person must ensure that all prescribed medication is appropriately labelled as noted under sub-section 4.3 Conditions for Administration of Medicines.
- All medicines must be kept in a cool, dry place, where there is no risk of their original content being affected.
- Medicines must never be transferred from their original container as dispensed by a pharmacist, which includes the prescriber's instructions for administration.

4.3 Disposal of Medication

The Nursery will identify all protocols for the safe and environmentally friendly disposal of unused medication, in accordance with relevant health and safety regulations.

5. Communication with Parents

The Nursery will share the Medication Administration Policy and procedures with parents at the time of admission, and also keep the parents updated on any changes, and notify them every time medication is used, even when administering prescribed medication.

6. Specific Provisions and Expectations

6.1 Administering Topical Medication During Nappy Changes

For practical purposes, the administration of topical ointment on rashes and itches for children using nappies/during nappy changing may not fully align with all the provisions listed in this policy. For this purpose, the following requirements can be forgone when topical medication must be administered during nappy-changing:

- Only the nurse/authorized staff can administer prescribed medication
- Two members of staff (including the nurse) must be present during the administration of medication

Otherwise, all other provisions detailed in this policy related to the administration of medicine, specifically prescribed medicine, apply to the administration of topical medicines during nappy changes.

Sunflower Garden Nursery Policy Manual

Observations and Assessments

Purpose

This is a policy that put in place the fundamental principles for conducting observations and assessments of children in the nursery. It ensures consistent implementation of these principles through standardized procedures while setting transparent expectations for all involved stakeholders, including Nursery management and staff, parents, regulators, and service providers.

Additionally, the policy promotes a holistic approach to observations and assessments, recognizing the importance of addressing various aspects of a child's development, including cognitive, social, emotional, and physical domains. It emphasizes the use of age-appropriate and culturally sensitive assessment tools to gather comprehensive information about each child's progress and individual strengths.

Policy Statement

The following policy is about the development on how to implement Observations and Assessments.

1. Observation methods

2. Types of assessments

3. Staff training plan

4. Parent communication

1. Observation Methods

All Staff will have to conduct ongoing observations, formally or informally, throughout the day.

1.1 Informal observations

Teachers must informally gather information, such as watching and listening to children whilst they play, interact socially, eat, communicate, and participate in activities or events, to enhance the learning and development of children.

1.2 Formal observations

All teachers must do formal observations, using evidence-based methods, aimed at documenting children's progress within all areas of learning and development.

1.3 Observation Techniques

To check the child's progress within a certain developmental area or competency, the teachers use formal (or planned) observation techniques.

1.4 Recording and Documenting Observations

The nursery staff use documented and recorded observations to assess children's progress and improve practice which include the following elements in their Observations and Assessments policy:

- Frequency of observations.

- All observations must be supported by evidence.

- All observations and assessments must be treated with confidentiality.

- Clear guidelines will be given on how observation records are to be stored and accessed, along with the requirement to train staff members on these guidelines.

- The requirement that recorded observation information is easy to understand (for staff and parents), objective (factual, focusing on what children do and say, avoiding assumptions and inferences), and easy to complete regularly.

2. Types of Assessments

A systematic and regular formative and summative assessments for every child shall be done throughout the year, so that, over time, the teacher will a complete picture of each child's progress about the learning outcomes.

2.1 Assessment Reports

A method for tracking children's progress and highlighting their achievements via an assessment reports will be done throughout the year. Assessment reports will be:

- Aligned with the expected developmental goals and learning outcomes as per the child's age and the learning pedagogy the Nursery follows.
- A Parent Teacher meeting will be held at the end of each term or mid- year to discuss with them their child's progress. Parents will be informed in advance about the frequency with which such assessment reports are prepared and shared with them.
- There must be a minimum of two summative assessment reports sent to parents per academic year.

2.2 Individual Assessments

Individual Assessment is in place to assess a child with additional needs, based on the child's developmental needs, including assessments that helps to determine if the Nursery will be equipped to provide for the child's additional needs or justify the requirement for screening or specialized support. These assessments will be evidence-based, using a minimum of 6 weeks of observation and a variety of observation techniques.

3. Staff Training Plan — Observations and Assessments

At SFGN, we support our educators with the implementation of this policy through regular training and staff development meetings, which include how to:

- Monitor the range and quality of observations made.

- Evaluate the effectiveness of planning considering observations made.

- Prioritize time for observations of children to monitor, support, and assess their learning.

3.1 Training on Observation

At SFGN, we provide our staff with appropriate guidance and training on how to conduct meaningful observations and to use the information to assess children's progress, as well as their own teaching, environment, and strategies. This includes:

- Using a variety of observation techniques to assess and support the children in their care to learn and develop.

- To be aware of the Observations and Assessments Policy, its methods, and guidelines.

3.2 Training on Interpretation of Observations for Assessments

We provide training on how to effectively conduct and interpreting observation assessments, which are linked to the expected goals and objectives set out within the EYFS curriculum framework.

3.3 Training on Assessment Reports

At SFGN we train the staff on how to prepare and write the assessment reports as per the Nursery chosen assessment method, which are specified in our Observations and Assessments Policy.

4. Parent Communication Plan — Observations and Assessments

4.1 Sharing Observations

We have a systematic method of communicating children's progress and achievements and involving parents in their child's nursery journey.

In cases where parents do not have access to the appropriate digital application, or they do not feel comfortable using this medium of communication, the Nursery can devise an alternative method for the communication of observations.

The Nursery also seeks to provide information to parents on the observation and assessment methods used to evaluate children's progress.

4.2 Parent Conferences

Here at SFGN, we organize parent conferences throughout the year in addition to phone calls and daily communication through a parent communications app/daily diary. These conferences are scheduled for the end of each term or planned biannually (mid-year and end-year).

Sunflower Garden Nursery Policy Manual

Parent Engagement and Communication

Purpose

This policy sets out a clear parent engagement and communication framework for our Nursery. It standardizes the approach and implementation of parent involvement initiatives, as well as the preparation and implementation of parent communication across of SFGN to engage parents in their child's education.

Policy Statement

The following policy is about Parent Engagement & Communication, which outlines the processes, procedures, and guidelines that the staff need to follow:

1. Positive climate/manner

2. Diversity

3. Communication

- Intended parent communication stance
- Types of parent communication used by the Nursery (e.g., information sharing, admission, and administration-related communication, update and progress information, feedback collection, etc.)
- Parent communication frequency
- Communication language and channels (modes of communication)

4. Parent Engagement

5. Review and assessment

1. A Positive Climate/Manner

It is important to engage and communicate with parents in a meaningful way to foster and sustain a positive and welcoming climate in which all parent's perspectives are encouraged, valued, and heard.

2. Diversity

There will be parent engagement opportunities and communications methods that will reflect the diversity of the parents and the broader community

3. Communication

3.1 Communication Stance

We will commit to providing all parents with clear communication and purpose so that it is understandable, and we inform parents of the individual responsibility to communicate with them based on each type of communication.

3.2 Types of Parent Communication

We have developed and implement the below types of communication methods to ensure that parents are confident in a meaningful partnership:

- Three (3) open-day events during the year.
- A parent registration pack.
- A parent induction program, which includes the channels and frequency of communication parents can expect.
- A parent handbook (in both Arabic and English) that serves as a permanent reference and guide for parents and includes:
  o The channels and frequency of communication parents can expect.
  o The names and contact details of the Nursery individuals responsible for sending out various types of information.
  o SFGN staffing and management structure.
  o The adult-to-child ratios followed within each age group.
  o The Nursery program pedagogy and learning approach.
  o The settling-in process.
  o All the Nursery's policies and procedures.
  o Emergency & incident handling and communication.
- A parent training program to provide parents guidance on topics, such as child safety at home, dealing with behavioural issues, toddler sleep training, and/or planning healthy meals, car safety for children, etc.
- A Nursery website with current/up-to-date information and all applicable Nursery policies and procedures.

3.2.1 Administration - and Admission-Related Communication

Parents will be provided with a registration pack before the child's first day of attendance or a registration renewal which will include:

- All documentation and information required to admit and register a child (e.g., application forms, list of required documents, required medical checks and documents, etc.).
- All relevant consent and information forms.
- The Nursery fee structure for the different timings offered and the attendance options per week.

- The Nursery Child Attendance Policy.
- The Nursery Child Pick-Up Authority Policy.
- A list of available facilities.
- The type of care provided.
- The program timings.
- Daily routines.
- A list of activities during extended hours and their fees.
- A list of available extracurricular activities and their fees.
- Available holiday camps.

3.2.2 Parent Induction

The Nursery will schedule and organize a parent induction for new and existing parents promptly and share the parent handbook with them at the time of registration or renewal. During the induction session, we will discuss the following with the parents:

- The adult-to-child ratios followed within each age group
- The Nursery Settling-In Policy
- The parent handbook
- A sample timetable and daily routines.

3.2.3 Regular Updates and Progress Reports

Regular updates about their child's day and development will be discussed in line with the below guidelines:

- Communicate daily updates on feeding, napping, and personal care routines via Class Dojo (Parent app).
- Provide parents with weekly updates on the children's activities.
- Establish a system of a monthly or weekly newsletter.
- Communicate children's developmental progress with parents at regular
- intervals.
- Compile observations and assessments into a comprehensive report card clearly showing the development of the child within all the learning and developmental areas.
- Provide a comprehensive report card to parents at least twice per academic
- year.
- Organize parent conferences to communicate children's progress, at least twice during an academic year.
- Communicate any changes (e.g., to the timetable, afternoon care program, extracurricular activities, etc.) promptly, through suitable communication channels

(e.g., that parents frequently utilize/prefer) and inclusively (e.g., to everyone that is affected or can benefit from the change).

3.2.4 Gathering Parents' Views

The Nursery will have a structured method of communication, through which they capture the opinion and feedback of parents. In addition, we will inform parents of the outcome of the collated feedback.

3.3 Parent Communication Frequency

Communicating with parents at a sufficiently frequent level to ensure they are regularly updated on their child's wellbeing and progress.

3.4 Communication Language and Channels

We will provide all communication in Arabic and English, as well as any other main language of instruction they follow, and use various modes of communication to connect with parents (Class Dojo and WhatsApp group).

4. Parent Engagement
4.1 Parent Engagement Events

Several parent engagement events will be planned throughout the year, where parents are invited to visit and engage with the key team, the management, other parents, and their children. We will inform the parents about the events via the parent engagement calendar.

4.2 Parent Engagement Calendar

- A parent engagement calendar will be prepared, which includes the schedule for open days, special days, parent participation days, workshops, training sessions, or achievement celebrations.
- The parent engagement calendar will be shared with the parents at the start of the term/year to allow parents to manage their time/work schedules and enable their attendance.
- We will develop and set the calendar with the aim of involving parents and addressing the needs of parents, children, and the Nursery.

4.3 Parent Training

Our nursery offers opportunities for the parents to develop and/or strengthen skills and knowledge to support their child's developmental stages at home and provide them with easily accessible resources in multiple languages. These parent training programs and workshops will be communicated and delivered internally.

SFGN shall also issue and discuss the parent handbook with parents annually, following the annual review of all its policies and procedures.

5. Review and Assessment

The Nursery has developed a method of receiving parents' collective opinions and feedback on its parent engagement practices and how these address their needs and those of their child. Evidence will be provided of the feedback obtained from parents and the execution of their preferences, where applicable.

Sunflower Garden Nursery Policy Manual

Personal Care

Purpose

This policy sets out the appropriate standards of intimate and personal care children require. It standardizes the quality of personal care and sets clear expectations for all stakeholders.

Policy Statement

All staff members responsible for the personal care of children need always to undertake their duties in a professional manner within safe, hygienic, and fit-for-purpose facilities.

We have developed and implemented a Personal Care Policy that clearly mandates all processes, procedures, and guidelines to be followed to:

1. Safeguard children's rights and emotional wellbeing

2. Be a Suitable facility

3. Maintain hygiene

4. Provide staff training and accident management

5. Follow a personal care parent communication system

1. Safeguarding Children's Rights and Emotional Wellbeing

Personal care to young children, particularly in relation to toileting and nappy changing will be followed and will be done with utmost respect and care to avoid causing distress, embarrassment, or discomfort. The Staff will follow the next steps to do so:

- They will clean a child immediately to follow awareness of an incident and never leaving them in wet or soiled clothing.

- We will take the child to the toilet as soon as they indicate the need.

- Maintaining children's privacy when arranging a changing area or changing station including restricting CCTV from these spaces.

- Always being responsive and positive.

2. Suitable Facilities

2.1 Sufficient Provision

Each child will be cared for by one adult while tending to their toileting and changing needs. The Nursery will provide:

- 1 child-sized toilet for every 10 children aged between 2 and 4 years old.
- 1 changing station for every 10 children aged between 0-3 years.

2.2 Nappy Changing Stations

Sufficient quantities of personal care materials and facilitate the functionality of nappy changing stations will be in place such as:

- A changing table, waterproof changing mat, washbasin, and necessary nappy-changing equipment.

- Nappy-changing equipment which includes enough nappies, single-use protective gloves, single-use changing aprons, and disposable baby wipes.

- Ensuring that the reachability of all nappy-changing equipment within arm's reach from the changing table so that staff do not step away leaving the child unsupervised.

- Stability of the nappy changing station will be in line with the child safety guidelines: The standard recommended changing table dimensions are 20″ in width (50.8 cm), 26″in length (66.04 cm), and 36″ in height (91.44 cm). In addition, the changing pad should be at a minimum, 17″ (43cm) wide and 33″ (84cm) long.

- The suitability of changing tables to prevent prolonged periods of overextension and safeguard the wellbeing of staff members.

- No floor carpets, rugs, and mats will be allowed in the changing facilities.

2.3 Suitable Space

The minimum suitable space guidelines for nappy changing and toileting are:

- To change a nappy, it must be restricted to a specific, designated nappy-changing area or within a toilet area.

- Any changing station that is placed in a learning space, which may be the case for infants or toddlers, will be located away from the main activity centre.

- To never change any nappy on carpets, tables, floor spaces, shared areas, and indoor or outdoor play areas.

- Any nappy changing and toilet area designated for children must never be used for any other purpose.

- Nappy changing and toileting areas will be marked with clear signage prohibiting individuals other than staff from using the facilities.

3. Hygiene

The highest hygiene standards for nappy changing and toileting practices will be followed by Nursery staff.

3.1 Hygiene Related to Nappy Changing and Toileting Procedure

- A clear nappy-changing and toileting procedure is listed with all the steps related to hygiene, in the changing area/room for all staff to follow when changing children's nappies.
- The use of gloves and aprons is a must during changing nappies and toileting children.
- Washing hands is a must for adults and children after nappy-changing or toileting.

3.2 Changing Station and Toilet Hygiene

Changing station hygiene must be vigilantly maintained within the changing areas and toilets.

3.3 Hygiene Related to the Use of Potties

No one should change or remove a nappy in the outside area and the use of potties outside the toilet area is strictly prohibited. Proper potty hygiene must be maintained.

3.4 Personal Core Hygiene During Offsite Activities

Nappy-changing and toileting logistics will be planned safely and hygienically before finalizing offsite activities.

4. Staff Training
4.1 Staff Training

All the staff will be trained in personal care practice and a capacity will build for them to identify and flag concerns related to the child's health, particularly in cases of suspected maltreatment.

4.2 Guidance for Dealing with Toileting Accidents

All staff will be addressing toileting accidents promptly and sensitively and in compliance with the toileting accident procedure.

4.3 Guidance for Dealing with Personal Care Post-Circumcision

All staff will be trained to use the right techniques and how to take the necessary precautions when attending to a child's personal care following circumcision.

5. Personal Care Parent Communication
5.1 Communication of Information

The Personal Care Policy will be discussed with the parents and it will be provided for them with the registration pack. In the Parent Handbook there will be a list of nappy- changing and/or toileting items that parents must provide.

5.2 Parent Support

Parents will be provided with support and guidance for their child's personal care.

5.3 Daily Updates

We will provide daily information about their child's nappy-changing and toileting routine, which will also be logged in each child's daily records. This information will be including any unusual observations of the child's stool or urine, as in colour, smell, or consistency.

5.4 Parent Preferences

Any parent requests and preferences related to personal care during enrolment and the settling-in phase will be registered.

Sunflower Garden Nursery Policy Manual

Physical Environment

Purpose

This policy sets out a clear framework for creating an optimal and safe learning environment for children and young people across our nursery to thrive. It standardizes physical environment requirements, procedures, and processes to set up and maintain a physical environment that stimulates and facilitates children's learning while safeguarding their health, safety, and wellbeing.

Policy Statement

Sunflower Garden Nursery has developed and implemented a Physical Environment Policy, which clearly outlines the specific procedures and actions we will take to provide a safe and stimulating environment in which children can learn and play.

The Physical Environment Policy is outlined with all processes, procedures, and guidelines that will be followed with regards to:

1. The minimum space requirements
2. The suitability, maintenance, and upkeep procedures for play and learning materials
3. The suitability, maintenance, and upkeep procedures for furniture and fittings
4. The safety, maintenance, and upkeep of built structures
5. The design and layout of the premises
6. The health, safety, and environmental (HSE) procedures (including water quality, waste disposal, pest control, temperature control, humidity control, ventilation, lighting, water quality, and cleaning and sanitation schedules)
7. The general safety procedures (including fire safety, electrical safety, surveillance, and outdoor shading)
8. The provision of maintenance and external services
9. The roles and responsibilities of administrators, staff, and external service providers

1. Minimum Space Requirements
1.1 Indoor Space Requirements

The minimum indoor space requirement needed for children to play and learn comfortably in line with the requirements below.

Table 1: Minimum Indoor Space Requirement according to the Regulatory Compliance Manual for Early Childhood Institutions (MoE, 2020):

Age Group	Minimum Indoor Space Requirement
Up to 24 months (45 days to 1 year, 11 months)	3.5 m² per child
24 months - 47 months (2 years to 3 years, 11 months)	3 m² per child
48 months - 6 years (4 years to 6 years)	2.6 m² per child

Additionally, the area of the inner playground (if offered) must be 12 m² as a minimum according to the Nursery Compliance and Quality Framework (ADEK, 2021).

1.2 Outdoor Space Requirements

A minimum outdoor space limits if they offer an outdoor space (optional), for children to play and learn comfortably in line with ADEK requirements below.

Table 2: Minimum Outdoor Space Requirement according to the Regulatory Compliance Manual for Early Childhood Institutions (MoE, 2020):

Age Group	Outdoor Space Requirement
Up to 24 months (45 days to 1 year, 11 months)	3.5 m² per child
24 months – 72 months (2 years to 6 years)	5 m² per child

If the Nursery does not have a dedicated outdoor space, we will use an easily accessible, nearby park or public playground that is at most 300 meters away from the premises.

If it is the case the Nursery will have to conduct a risk assessment in line with the requirements of the ADEK Risk Management Policy to ensure it meets all required safety standards before visiting the park.

2. Play and Learning Materials

2.1 Access Quality

A wide variety of high-quality, tactile, durable, and sustainable play and learning materials are available in both indoor and outdoor areas.

All our play and learning materials is:

- Tactile to stimulate and facilitate all types of children's learning, development, and exploration of the surroundings.

- Aligned with curricular standards adopted by the Nursery.

- Available in sufficient quantities to allow play opportunities for all children.

- Provided with a rich and varied environment regarding race, culture, ethnicity, and gender.

- Promoted appreciation and respect for the local culture, tradition, and heritage of the UAE.

- No glorify violence or harm to others (e.g., canons, tanks, guns, swords, knives, or whips).

- Encompass items available from outdoor surroundings (e.g., leaves, twigs, and stones).

- Eco-friendly and sustainable where possible (e.g., the material should feature little to no biodegradable plastics).

Appropriate play and learning materials are accessible for children with additional needs. These materials are:

- Available enough to allow play opportunities for them.

- Supporting their specific developmental goals and requirements.

- Reflecting on their specific needs (e.g., children should see themselves in these materials to promote inclusion).

2.2 Health and Safety

All play and learning materials, in both indoor and outdoor settings meet health and safety standards required for such materials by the Abu Dhabi Quality and Conformity Council (QCC), the Abu Dhabi Public Health Centre (ADPHC), the Abu Dhabi Civil Defence Authority (ADCDA), and all other relevant government authorities.

A regular inspections and maintenance of play and learning materials will be done.

3. Built Structures

3.1 Safety, Maintenance, and Sustainability

To ensure structural integrity and sustainability, all built structures will:

- Abide by the regulations set in the Abu Dhabi Capital Development Code (DMT, 2022), ADEK Private School Design Manual, and Estidama Pearl 1 requirement concerning sustainability (ADUPC, 2010), as well as any other standards specified by relevant government entities (e.g., DMT, Abu Dhabi Department of Health (DoH), Abu Dhabi Civil Defence Authority (CDA)).

- Be appropriately sealed to prevent damage from adverse weather conditions (including dust from sandstorms, heavy rain, and thunderstorms) or other potential sources of damage from the surrounding environment.

- Show no signs of physical damage or deterioration (e.g., mold, flaking or peeling paint, peeling or deteriorating caulk, rust, splinters, cracked glass, missing building material, etc.)

- Be adequately and regularly maintained (see section 9. Maintenance and Upkeep for further details on necessary procedures) to guarantee their structural integrity.

All built structures in the Nursery premises does meet the following specific requirements:

- All walls do have a smooth to be touch surface and does not contain any protruding objects that can cause harm or injury to children (e.g., nails).

- All indoor flooring has a smooth, easy to clean, and non-slip surface.

- A wall-to-wall carpeting in any room inside the Nursery is prohibited as it poses a health and safety risk to children (see sud-section 6.2 Appropriate Furniture for Children for permissible uses of mats and rugs).

- All outdoor play spaces do not feature any architectural or built structures or any tripping hazards that may cause harm or injury to children if used without supervision (e.g., high ledges, or slanted floors).

- The flooring, walls, and built structures of both outdoor and indoor play spaces is fitted with fire-rated shock-absorbing padding to minimize physical harm or injury in the case of accidents.

- Doors and windows do contain safety features to make them inaccessible to children without supervision (e.g., child safety locks, doors/windows without movable handles, finger protection fittings, door closers).

- All windows do adhere to a maximum opening width of 13 cm to prevent children from falling/passing through.

- Doors and windows do also have the appropriate safety glass and contain safety markers at the children's eye level to prevent accidents.

- All stairs are equipped with banisters/handrails with an appropriate height of no less than 120 cm and designed to prevent children from climbing on them.

- Stairs used by children does fit with anti-slip treads and can be locked by appropriate barriers (e.g., stair gates) at both ends.

- Mechanisms or structures meant to improve accessibility (e.g., ramps) does meet the specifications set by the Abu Dhabi Capital Development Code (DMT, 2022) and any other requirements set by the Department of Municipalities and Transport.

- All corridors, stairs, and passageways is sufficiently wide and clear of any obstacles to accommodate the flow of users and provide easy access to the outside for in case of an emergency.

3.2 Fire Safety

- Fully functioning fire prevention and protection systems and fixtures that abide by the regulations laid out in the UAE Fire and Life Safety Code of Practice (Mol, 2018) and will be mandated by the Abu Dhabi Capital Development Code (DMT, 2022).

- The Nursery has sufficient equipment to use in case of an evacuation (e.g., evacuation ropes, evacuation trolleys (for older children), and evacuation cribs (for infants — at least 1 for every 5 infants as per the Nursey capacity) in line with requirements set in the Regulatory Compliance Manual for Early Childhood Institutions (MoE, 2022) as well as the UAE Fire and Life Safety Code (Mol, 2018).

- Procedures need to be followed in cases of fire emergencies.

- Navigation through the premises will be followed in case of a fire is facilitated by making sure there is necessary emergency equipment and signs everywhere.

- In every building there will be Emergency lighting in place for the need to be functional if there is no power.

- All emergency doors are clearly identifiable (e.g., by placing suitable signage), are fitted with a push bar, and open to the outside.

3.3 Electrical Safety

- All electrical safety-related measures laid out in the Abu Dhabi Capital Development Code (DMT, 2022) and the electrical standards/regulations mandated by the Abu Dhabi Public Health Centre (ADPHC) will be followed.

- Necessary measures will be taken to ensure that electrical connections, sockets, wiring, as well as any sources of electricity or power within the premises are secure, away from the reach of the children, and that they pose no harm or risk to children or staff.

- All electrical sockets need to be child-proof and secure when not in use.

- All electrical sockets need to be secured at a minimum height of 100 cm from the ground.

- All electrical adapters and cables (electrical, internet, or otherwise) need to be stored / put away when not in use and also need to make sure they are out of the children's reach.

- Ensure that proper wire management need to be followed at all times (e.g., covering cables with the necessary safety casing).

3.4 Surveillance and Security Systems

- The Nursery has a functional surveillance system in place.

- The Surveillance system and any service provider contracted by the Nursery need to abide by the standards set by the Monitoring and Control Centre (MCC).

- All the videos of the surveillance system cover all indoor and outdoor spaces in line with the requirements set by the latest version of the Manual of Standards for

Surveillance Devices and any other guidance by the MCC, except the following areas where privacy is expected:

- Inside toilet cubicles, washroom facilities, or nappy-changing spaces

- Spaces were changing of clothes/clothing takes place

- Spaces dedicated to breastfeeding and any breastfeeding-support spaces (e.g., lactation rooms)

- A visible sticker/signboard in Arabic, English, and Urdu stating that a surveillance system is installed on-premises and on board vehicles is visible (if applicable).

- In the Nursery we restrict the use and access of the surveillance system and resulting data (generated/collected on-premises and in vehicles) to legitimate purposes as outlined in Article (3) of Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data.

- A functional electronic door entry system to control access to, and within, the premises will be put in place.

4. Design and Layout

4.1 Design Principles

The nursery will ensure the design of the premises will be:

- Warm, welcoming and visually pleasing for children to engage in a wide range of active learning experiences.

- Supporting uninterrupted and self-directed play and exploration.

- Considered the children's motor skills when designing plays capes and learning environments.

- Using a diverse range of surfaces for children to explore.

- Containing age-appropriate decorations providing a range of learning experiences for sensory stimulation.

- Using natural materials and landscapes for children to connect with the outdoors.

- Striking a balance between safety and opportunities for challenging and adventurous play.

- Providing individual learning spaces (e.g., a table with 1 or 2 chairs, or 1 easel for drawing/painting located in the corner of the learning space).

- Allowing children's supervision without interrupting play.

- Allowing both natural and artificial lighting.

- Providing a suitable physical environment for educators and other staff members to perform their duties effectively.

- Accessible to children of different educational and developmental needs, as well as other adults onsite:

  o All design elements are accessible to all children with additional needs while maintaining the necessary health and safety standards.

  o Design elements that facilitate access, such as ramps and guardrails/handrails, is placed where appropriate.

  o Necessary accessibility design arrangements are made to facilitate independent access for adults.

4.2 Layout of Ploy Spaces

- Indoor learning spaces is distanced from any kitchen, changing, or washroom facilities.

- Entryways to indoor learning spaces cannot be open directly into kitchen, changing, or washroom facilities and is separated by a buffer space (e.g., corridor or similar).

- Indoor learning spaces is divided into clearly defined, easily accessible activity spaces to allow small groups of children to engage in different activities at the same time without interference.

4.3 Layout of Auxiliary Spaces

- A suitable space for rest and sleep is accounted for in the layout of the indoor space in line with the requirements below (see also ADEK EEI Safe Sleep Policy).

Table 3: Requirements for rest and sleep spaces according to the Regulatory

Compliance Manual for Early Childhood Institutions (MoE, 2020):

Children Below the Age of 2	Children Above the Age of 2
A quiet, separate room (e.g., a room dedicated to the care of children below the age of 2). Allow children to sleep without disturbance. Allow visibility through glass windows. Features a surveillance system.	Any space within the indoor learning environment. Separated to prevent disturbance from children who do not wish to rest.

- A clinic — licensed by the Department of Health (DOH) - or a dedicated first aid room within its premises, used for the administration of medication and first aid, conducting check-ups, and is an isolation space for children who are suspected of having a serious illness, physical injury, disease, or other communicable condition.

- The first aid room are furnished and equipped as per the requirements detailed in the ADEK EEI Infection Prevention and Control Policy.

- A kitchen equipped for the preparation and storage of food meeting the specifications laid out for kitchens in the Abu Dhabi Capital Development Code (DMT, 2022) as well as any food safety and handling requirements set by the Abu Dhabi Guideline for Food Canteens in the Educational Institutions (QCC, 2022), the Abu Dhabi Agriculture and Food Safety Authority (ADAFSA), and any other relevant government or regulatory entity.

- The kitchen is equipped with a refrigerator, sink, lockable cupboards/drawers, appropriate ventilation, and an adequate supply of cleaning equipment and products (e.g., sponges, antibacterial spray, etc.).

- For children below the age of 2, an electric bottle sterilizer and warmer need to be provided in the kitchen.

- Kitchens shall not contain any other electrical equipment (e.g., toasters, kettles, microwaves).

- A space is dedicated solely for the storage of cleaning products, cleaning equipment, and other chemicals or potentially harmful substances to children.

- In the Nursery we provide a temporary secluded and private nursing space for nursing mothers to help them continue breastfeeding and lactation if it offers services to children up to 2 years old.

- The nursery has one room dedicated exclusively for administrative duties, which include record storage (including safe storage of children's health and academic records), staff meetings, and parent meetings.

4.4 Swimming and Paddling Pools

If the Nursery do have a swimming or paddling pools on their premises shall abide by the following requirements set by the Nursery Compliance and Quality Framework (ADEK, 2021):

- Pools must be located outdoors (e.g., outside the building) in a completely shaded area on the premises.

- Pools must be enclosed by a permanent fence, wall, or similar barrier that has a minimum height of 120 cm, cannot be climbed by children, and is only accessible through locked entrances/exits.

- Drains, streams, and jets must be designed and installed to avoid generating powerful suction effects.

- Non-slip flooring with a minimum width of 120 cm must be installed around the border of the pool and must be well-maintained.

- Pools cannot exceed 60 cm in depth.

- All play/learning materials must be stored outside pools when not in use.

- All equipment used for the maintenance and cleaning of pools must be stored away from children's reach when not in use.

4.5 Lighting

- Indoor learning spaces are sufficiently lit when children are attending. Windows is fitted with curtains or blinds to minimize exposure to sunlight (or light in general) when needed to control lighting in every room.

- An environment with low lighting (using dimmers, curtains, blinds, or shutters) in sleeping and resting spaces while maintaining a reasonable level of visibility to allow for the supervision of sleeping children is provided in all rooms.

5. Heating, Cooling, Ventilation, and Humidity

5.1   General Requirements

- An adequate level of cooling and heating within our indoor facilities is available in all rooms in line with the Nursery Compliance and Quality Framework (ADEK, 2021).

- In the nursery, a central air conditioning system or air conditioning units are available in every room to ensure that the indoor temperature always falls between 22 and 25 degrees Celsius. This system is automatically controlled without the need for manual adjustment.

- Alternatives to air conditioning systems and units such as fans, space heaters, or other similar devices are not allowed.

- All rooms are ventilated and have an adequate level of humidity to enable clean air to regularly circulate in the rooms occupied by children.

- All washroom facilities and kitchens have functional exhaust fans.

- All systems used for heating, cooling, ventilation, and humidity is always functional, routinely cleaned, and properly maintained.

5.2 Outdoor Shading

A shade net is available in all our outdoor facility accessed by children onsite for extended periods. In line with the Nursery Compliance and Quality Framework (ADEK, 2021), at least 90% of the outdoor playground area should be covered to provide shade.

6. Furnishings

6.1 Safety and Maintenance

- The furniture is safe and compliant with the Nursery Compliance and Quality Framework (ADEK, 2021) and any other requirements by the Abu Dhabi Civil Defence Authority (ADCDA), the Abu Dhabi Public Health Centre (ADPHC), the Abu Dhabi Quality and Conformity Council (QCC) and any other relevant authority in the UAE regarding the buildings, facilities, and equipment used by educational institutions. The furniture is:

  o Child-proof
  o Sturdy
  o Fit-for-purpose

- Hygienic
- Well-maintained (e.g., in a usable condition by ensuring regular checks and
- preventive maintenance)
- Non-toxic
- Installed and used as per manufacturer's instructions and expiry dates (if applicable)

- Heavy furniture shall be fixed to walls, floors, or built structures within rooms.

- Televisions and any other large audio-visual electronic equipment is securely and correctly mounted on brackets, frames, tables, or other furniture dedicated to carrying the weight of this equipment.

6.2 Appropriate Furniture for Children

- All furniture (e.g., chairs, tables, rugs, and utensils) in indoor learning spaces is age- and developmentally appropriate, and available in sufficient quantities.

- Furniture for children aged 1 or above meet the following requirements:

  - Chairs with backs and a seat base at an appropriate height that allows

    - Children to have both feet on the ground/floor, sitting comfortably.

    - Tables of height between the children's waist and mid-chest allow these children to sit comfortably without overextending.

    - Enough chairs and tables to accommodate children during learning activities or mealtimes so that no child is excluded or left with alternative arrangements.

- While carpets are not allowed, mats and rugs are carefully used for the comfort or convenience of children during play (for example, in a reading corner or specific play corner), if they are washable/easy to clean, do not constitute a trip hazard and are not used as permanent substitutes for chairs.

- We provide the appropriate furniture and equipment for children's food consumption.

- We provide the appropriate furniture and furnishings for children in rest and sleeping spaces in line with the Nursery Compliance and Quality Framework (ADEK, 2021) and international best practices as shown in the requirements below.

Table 4: Criteria for appropriate sleep and rest furniture according to the Nursery Compliance and Quality Framework (ADEK, 202a) and international best practice:

Age of Children	Requirements
Up to 12 months	1 crib per child
12 months —17 months	Cribs available for two-thirds of the enrolled children in this age range
18 months — 2 years	Cribs available for half of the enrolled children in this age range
Above 2 years	Enough stackable beds or mats that meet recognized safety standards and are easy to clean after each use

- o Cribs are placed at least 100 cm apart from each other
- o Cribs are of a recognized standard
- o Cribs do have a firm mattress
- o Children between 12 months and 2 years can sleep in cribs, stackable beds, or mats
- o The height from the top of the mattress to the top of the horizontal safety bar must be at least 50 cm
- o Bars on cribs are no more than 6 cm apart for round bars and 7.5 cm apart for flat bars

- No child is allowed to sleep on the floor without rest equipment or on alternative sleeping arrangements, such as sofas, chairs, beanbags, pillows, or cushions (as a base), bunk cribs (e.g., stacked cribs), travel seats, or car seats (see ADEK EEI Safe Sleep Policy).

7. Washroom and Changing Facilities

7.1 Washroom Facilities

- A separate washroom facility for adults and children that are sufficiently equipped as per the Nursery Compliance and Quality Framework (ADEK, 2021) as well as the ADEK Private School Design Manual.

- Children's washroom facilities have:

- A Consistency of 1 toilet and 1 washbasin for every 10 children aged between 2 and 4 years old.
- If there is more than 1 toilet in the washroom it is fitted with cubicles separating the toilets.
- All the necessary safety features, be well-maintained, and be clean at all times.
- Any locks on the washroom doors (including cubicle doors) that children can use.
- A standard toilet that can flush – we are aware of other forms of flush toilets (e.g., squat toilets) and non-flush toilets (e.g., pit latrines) are prohibited.

- At the Nursery we perform regular maintenance of the washroom facilities as outlined in section 9. Maintenance and Upkeep in this policy.

7.2 Changing Facilities

- A changing facility adequately equipped in line with requirements set by the Nursery Compliance and Quality Framework (ADEK, 2021) and the ADEK Private School Design Manual shall be provided onsite if the nursery offers services to children aged below 2 years old.

- One nappy changing unit is available for every 10 children below the age of 3 years old and is equipped with:
  - A changing table
  - A waterproof changing mat
  - A washbasin
  - Necessary nappy changing equipment.

8. Environmental Health

8.1 Cleaning

- The Nursery is being kept clean and disinfected all the time to meet the standards set by the ADEK EEI Infection Prevention and Control Policy.

- We follow a detailed cleaning schedule, which addresses the following:

  - Items and spaces that need to be cleaned
  - Frequency of how much we clean
  - Persons responsible for the cleaning process in the Nursery
  - The cleaning material and detergents that will be used
  - The cleaning equipment that will be used

- o Protective covers will be placed on some areas (e.g., for sand pits, swimming pools, etc.)

- The nursery cleaning schedule will include the below items for routine cleaning:

  - o Walls
  - o Work and play surfaces
  - o Windows and windowsills
  - o Ceilings
  - o Light fixtures
  - o Doors and handles
  - o Sleeping furniture
  - o Toilets
  - o Washbasins
  - o Cupboards
  - o Shelving
  - o Sinks
  - o Refrigerators
  - o Tables (tops, legs, and underside)
  - o Chairs
  - o Floors
  - o Furniture (indoor and outdoor)
  - o Play and learning material
  - o Swimming and paddling pools (if available)

- The use of cleaning material and equipment when cleaning the physical environment will be used with safety and appropriately:

  - o Only disposable cleaning material will be used.

  - o All cleaning detergents and agents will be approved for use in the UAE and used as per the manufacturer's instructions.

  - o Color-coded cleaning cloths and equipment to separate their utilization for different facilities (e.g., kitchen spaces, children's spaces, washroom facilities, etc.) must be used.

  - o Greywater (untreated wastewater from non-toilet plumbing systems) must be disposed of appropriately and through suitable channels.

- Mop heads and buckets must not be left in any water and must be stored clean and dry in designated storage spaces along with any cleaning agents.

8.2 Waste Disposal Facilities

- All onsite facilities related to waste disposal and recycling are located in appropriate areas, are fit-for-purpose, and are well-maintained, in line with the requirements of waste management by the Department of Municipalities and Transport in Abu Dhabi, the Abu Dhabi Public Health Centre (ADPHC), and all other relevant authorities.

- Sufficient bins are available across the Nursery premise in line with the below requirements:
  - All indoor bins are foot-pedalled and away from the reach of younger children (below 2 years old) but can be used by older children for educational purposes (e.g., clearing up waste).

  - Any soiled nappy need to be stored separately in a sealed and leak-proof container inaccessible to children (see section 7. Washroom and Changing Facilities).

  - Outdoor bins must be sturdy, weather-proof, and covered by a lid. They are kept at a distance from the outdoor playground and inaccessible to children.

  - All waste disposal and recycling bins are well maintained.

8.3 Water Sources

- Regular tests are run on the quality of running water (tap water) across its premises as per the requirements of the relevant authorities in Abu Dhabi.

- In the case of using water tanks, we will run regular preventive maintenance and disinfect them every 6 months in line with the Nursery Compliance and Quality Framework (ADEK, 2021).

- If using swimming or paddling pools, the nursery shall ensure that pool water is tested daily before use to meet quality standards set by the Nursery Compliance and Quality Framework (ADEK, 2021):

  - Temperature ranges between 25 and 28 degrees Celsius
  - PH levels range between 7.2 and 7.6
  - Chlorine concentration ranges between 1.0 and 3.0 parts per million
  - Water for paddling pools must be replaced daily

8.4 Pest and Insect Control

The nursery shall take all necessary measures to ensure that premises are pest-free while maintaining general health and safety standards related to the application of pesticides in line with the occupational health and safety laws, policies, and regulations in Abu Dhabi.

9. Maintenance and Upkeep

9.1 Preventive and Corrective Maintenance

- A rigorous and regular preventive maintenance schedule will be followed to ensure that its physical environment — including all facilities and furnishings encompassed within — is structurally sound and safe for children to use.

- A regular and preventive maintenance will be planned for all features of its built structures, safety mechanisms, security systems, plumbing and washroom facilities, furniture, as well as its heating, ventilation, and air-conditioning systems to ensure the structural integrity, soundness, and functionality is in place.

- The preventive maintenance schedule and report includes:

    o Identification of the facility, item, or structural element requiring maintenance
    o Maintenance frequency
    o The company responsible for maintenance
    o Record of any damages/defects observed
    o Record of the maintenance to be performed
    o Status of the maintenance once performed
    o Date of next maintenance check

- A licensed and specialized agency or company need to contact to perform the maintenance and upkeep of all health and safety equipment and services including fire safety equipment, surveillance (CCTV) systems, pest control, disinfection, water tank cleaning, water testing, and swimming pool cleaning.

    - Any corrective maintenance should not be delayed once a defect or problem has been identified.

    - Any damaged element requiring maintenance that could jeopardize the safety or health of children or staff in any way should be removed and ensure its immediate repair/maintenance will be done.

9.2 Timing and Safety

- All planned maintenance activities (including inspections, checks, or performing maintenance) should not be done during times when children are present (e.g., after hours, during the weekend, or during public holidays).

- All children should be moved away from the space where urgent, unplanned maintenance is needed, following all other provisions listed in this sub-section to ensure children's safety and wellbeing.

- The space for debris, or any objects left behind should be checked and appropriately cleaned and/or disinfected before use after a repair or maintenance is performed.

- At least 24 hours have passed since the application of paint, lacquer, or similar chemicals, before allowing children to use the space.

- Any materials or chemicals used during repair or maintenance should not be harmful to children once dried or applied and that the necessary time for safe use has passed, in line with the manufacturer's instructions as well as the maintenance company or agency's recommendation.

9.3 Documentation and Records
- Up-to-date and accurate record should be done of all maintenance checks and services provided.

Accurate records should be maintained of all formal documentation exchanged with maintenance service providers for at least 5 years.

Sunflower Garden Nursery Policy Manual

Quality Assurance and Compliance

Purpose

This policy establishes essential guidelines for our Nursery to ensure high standards of quality. It provides a framework for self- and external evaluation to foster a culture of reflective practice and continuous improvement. Additionally, it serves as a reference point for regulatory compliance and supports a consistent and equitable educational experience in the SGN.

Policy Statement

A Quality Assurance and Compliance Policy, which is aligned with the ECE Evaluation Standards and Quality Assurance Framework include:

1. Quality Assurance and Compliance in Abu Dhabi

2. Self-evaluation

3. Improvement plan

4. External quality assurance

5. Staff training

1. Quality Assurance and Compliance in Abu Dhabi

All compliance requirements in Abu Dhabi, which includes undergoing all required inspections by ADEK, Abu Dhabi Civil Defence Authority (CDA), Abu Dhabi Department of Health (DoH), and other applicable authorities, which are relevant for the Nursery license renewal need to be additionally applied for.

The Nursery commits to continuously improve as per the ECE Evaluation Standards and Quality Assurance Framework.

2. Self-Evaluation

A self-evaluation process is in place to ensure that the quality of practices and services provided are regularly assessed internally and that actions are continuously integrated into an improvement plan.

2.1 Self-Evaluation Process

A clear and comprehensive self-evaluation process is in place with the policy.

2.2 Self-Evaluation Plan

A variety of self-evaluation tools (including the self-evaluation tool provided by ADEK) is in place to measure quality within all aspects of our provision. Self- evaluation documentation will always be dated, filed, and referenced for the next self-evaluation.

3. Improvement Plan

An improvement plan is in place for each aspect of our service provision, which includes a method to track progress and is:

- Updated regularly (at least once a year) and on an ad hoc basis whenever any self- or external evaluation has identified actions to improve quality.

- Adjusted based on feedback and evaluation.

- Available on request by ADEK.

4. External Quality Assurance

Quality assurance processes that are external to the ECE Evaluation Standards and Quality Assurance Framework, are not mandatory.

5. Staff Training

Our staff are fully aware of the ECE Evaluation Standards and Quality Assurance Framework, and our compliance requirements that are to be achieved and the staff will also receive a continuous professional development to ensure quality improvement.

Sunflower Garden Nursery Policy Manual

Risk Management

Purpose

This policy is designed to ensure a safe and secure environment for all individuals, including children and adults, within Sunflower Garden Nursery. By establishing acceptable standards, the policy guides the nursery in assessing and addressing potential risks that may compromise the safety, health, and overall wellbeing of those in their care. The policy emphasizes the importance of a proactive approach to risk management, aiming to either eliminate or minimize risks through effective mitigation strategies. It also highlights the significance of regular reviews and updates to ensure ongoing compliance with the highest safety standards and best practices in the field.

Policy Statement

This Risk Management Policy has been developed to fulfil the ADPHC requirements that address the following areas:

1. Roles and responsibilities of staff

2. Risk management methods

3. Mandatory risk assessments

1. Roles and Responsibilities of Staff

In line with the Regulatory Compliance Manual for Early Childhood Institutions (MOE, 2020), ADEK Nursery Inspection Checklist-HSE (ECE), and the relevant requirements from ADPHC and Abu Dhabi Occupational Safety and Health System Framework (OSHAD-System Framework) guidelines, the Nursery will:

- Appoint a Health and Safety officer who holds the minimum qualifications as per the ADPHC/OSHAD risk classification notification.

- Ensure that the responsibilities of the Health and Safety Officer are outlined and executed as per the OSHAD-SF risk classification, requirements, and as mentioned in the ADEK Staffing Policy.

- We will ensure that the Health and Safety Officer is responsible for overseeing risk checks, coordinating tasks and training related to the Nursery risk management, following up on planned mitigations/corrective actions, and conducting risk assessments in line with the provisions of the policy.

2. Risk Management Methods

- The Risk management policy of the Nursery will explicitly state and specify the roles and responsibilities of the staff regarding assessing and addressing risk factors.

- All staff will receive the necessary training that equips them to assess risk and use the risk management methods outlined within our Risk Management Policy.

2.1 Daily Risk Checks of the Physical Environment

A physical environment has been set up to protect children against risks for their health and safety. The Nursery have:

- Established a comprehensive daily risk check process to cover all areas accessed by children in the Nursery premises and a updated risk register will be maintained.

- To review and update the risk assessment checklist from time to time to ensure that it remains relevant and effective in identifying potential risks.

- A maintenance schedule in place that is in line with local HSE regulators and relevant authorities, such as Abu Dhabi Civil Defence, DoH, and any regulations such as building codes.

- To contract a licensed and specialized agency or company to perform the maintenance and upkeep of all health and safety equipment and services including fire safety equipment, surveillance (CCTV) systems, pest control, disinfection, water tank cleaning, and water testing.

2.2 Risk Assessments

A risk assessment in our Risk Management Policy has been encrypted and implemented as per the below guidelines:

- Assessing risk for aspects of regular Nursery operations considered "high risk" on a regular (periodic) basis and/or following an incident to prevent further damage/harm. The frequency and scope of these risk assessments will depend on the type of operation(s) being assessed.

- Assessing risk for any one-off activity, event, or intervention that has the potential to significantly alter the physical environment of the Nursery or how it functions (even if temporarily).

3. Mandatory Risk Assessments

The following mandatory risk assessments is included in our Risk Management Policy:

- Drop-off and pick-up times
- Risky play
- Off-site activities
- Individual risk assessments for children with additional needs

3.1 Risk Assessments During Drop-Off and Pick-Up

An initial safety and risk assessment of the daily drop-off and pick-up process has been conducted, which will be reviewed periodically.

3.2 Assessment for 'Risky Play'

The following risk assessment areas in our policy is a mandatory:

- Indoor playtime and learning sessions.

- Water play opportunities need to be assessed regarding the size of the water tray, the depth of water in the water tray, and the temperature of the water.

- Swimming and paddling sessions need to be assessed by the swimming pool's cleanliness, safety gates, depth and temperature of the water, and safety of the pool floor and walls (e.g., tiles or inflatable rubber).

- Daily assessment of the entire outdoor play environment and outdoor play.

- Regular assessment of age-appropriate heights, as well as safe functioning of play equipment, steepness of stairs leading to slides, slide slope angle, swing seat width, etc.

3.3 Risk Assessments for Off-Site Activities

A comprehensive risk assessment has been conducted for all off-site activities as part of our Risk Management Policy to evaluate the suitability of the proposed activity, as well as plan for any additional safety or security measures required for any group and/or individual needs.

3.4 Conducting Individual Risk Assessments

All enrolled children are given the opportunity to participate in off-site activities and therefore conduct individual risk assessments for children at potentially heightened risks (e.g., children

with any medical conditions, children of determination, or children who have additional needs that may impact their own safety or those of others) in consultation with their parents. To follow an individual risk assessment, the Nursery have implemented the required accommodations and modifications.

Sunflower Garden Nursery Policy Manual

Safe Sleep Policy

Purpose

This policy sets out a clear framework for the preparation, monitoring, and maintenance of a safe sleep environment for infants and young children. It standardizes health and safety requirements for sleep and rest arrangements in the Nursery.

Policy Statement

The Safe Sleep Policy outline all processes, procedures, and guidelines and will be followed by concerning the next:

1. The physical sleep environment (e.g., suitable space, ventilation, temperature, lighting, noise level)
2. Sleep supervision and record-keeping
3. Crib and bed safety
4. Emergencies
5. Staff training
6. Parent communication

The Safe Sleep Policy shall state that it is applicable for children 0-4 years old and where appropriate, specifically mention the requirements for infants (0-12 months).

1. Physical Sleep Environment

All staff do have access to relevant information about each child's sleeping habits.

1.1 Suitable Space

The best sleep environment practices will be followed in the Safe Sleep Policy Guide.

- The sleep environment as per the approved and recommended guidelines of safety, ventilation, temperature, lighting, and noise level will be prepared and maintained.

- Sleep space is prepared to ensure that children can rest or nap safely.

- All Sleep environments in the Nursery is age appropriate for the number of children who will be using the space.

- Infants need to (under the age of 12 months) sleep in the same area/room where they spend their day.

- A well-organized sleeping room for children 12 months and above will be ready either in a separate room or in a space within the child's key group/area (physical environment criteria remain the same).

1.2 Ventilation
The sleeping area/space is in a ventilated space that is adequately aired at all times.

1.3 Temperature
The sleep environment temperature need to be between 21 - 23 degrees Celsius for infants (0—12 months) and toddlers (1-3 years). The staff in the room need to:

- Be aware of temperature guidelines outlined in the ADEK EEI Safe Sleep Policy Guide.
- Regularly check for signs that the children sleeping in the room are comfortable.

1.4 Lighting
The viewing panel of the sleeping space door need to be never obstructed, and the sleeping space must be sufficiently lit to allow comfortable sleep while maintaining adult visibility for supervision.

1.5 Noise Level
All sleeping area/space is away from the usual noise level of a regular early education environment. Soft music or white noise will be played while children are taking a nap in the sleep area/space, to protect them from the damage caused by sudden loud noises.

1.6 Cribs/Stackable Beds/Mats
An adequate and appropriate number of cribs, stackable beds, and/or sleep mats is available for all the children that is scheduled to sleep in the sleeping room or within their own key group environment. Cribs/beds for babies or children shall never be placed in play areas, shared areas, or outdoor areas.

2. Supervision and Record-Keeping

No devices such as CCTV cameras, baby sound monitors, or viewing panels as a supervision replacement for staff's physical presence in the sleeping area.

2.1 Staff Supervision

Sufficient sleeping room supervision will be monitored by always having one staff member present when the room is occupied by children.

2.2 Record Keeping

A sleep log (document) that records all required data points will be available for staff to use.

3. Crib/Bed Safety and Hygiene

3.1 Crib/Bed Positioning

A safe positioning of cribs and beds will be outlined as per ADEK recommendations. The safe positioning of cribs and beds in the sleeping area includes the following guidelines:

- Cribs and/or beds are not to be positioned below a window or adjacent to an air conditioner or heater.

- Cribs and/or stackable beds are to be positioned at a minimum of 50 cm apart from one another to allow space for movement of an adult around and in between the crib and beds.

- Cribs are not to be elevated and no pillows are to be used for children from 0 - 2 years of age.

- Cribs are not to be placed adjacent to a door, curtains, or anything that may help children climb out or pull (e.g., cords of curtains or blinds).

- No items are allowed to hang from the crib or the ceiling above the cribs or beds.

3.2 Crib/Bed Hygiene

The below crib/bed hygiene practice need to be followed:

- The parents need to be requested to provide crib sheets and covers, ideally including an extra set.

- Make sure all cribs and beds are clean before the child takes a nap.

- The sheets and covers need to be returned to the parents at the end of each week for washing and/or replacement.

3.3 Crib/Bed Suitability

All provided beds and cribs need to be well-maintained and are manufactured-certified to guarantee children's safety. Make sure all:

- Crib barriers are of sufficient height to prevent a child from falling out.

- Stackable beds and cribs are assembled following manufacturer instructions.

- Makeshift cribs are never used.

- A well-fitting firm safety mattress of the correct size is used.

- Mattresses are kept clean, well-aired, and dry.

- Mattresses are protected with waterproof, easy-to-clean, and disinfected covers.

- There is no gap between the mattress and the sides of the crib or bed.

- Bars on cribs are no more than 6 cm apart for round bars and 7.5 cm apart for flat bars.

3.4 Unsafe Practices and Accessories

We are aware of unsafe practices, accessories, and equipment that risk the safety of infants and children in the sleeping room, such as:

- No children/infants are allowed to wear bibs and necklaces. Pacifiers must not have any string, cord, clips, or decorations (e.g., beads, gems, etc.) attached, and must be sized appropriately and in good condition.

- No soft, loose, or fluffy objects, such as bedding, toys, bumpers, pillows, duvets, or quilts, should be placed in cribs or rest areas for infants up to 12 months.

- No cords or strings of any kind (including those attached to things, such as toys or nappy bags) should be in or near cribs.

- There will be enough space between each crib/bed/mat, allowing easy access to and around each one.

- All beds will be used in the intended manner.

- Crib will be checked to ensure that the sides are up and secured in place.

- Baby monitors will never be placed in cribs.

- Children above 2 years of age will not be placed in cribs where there is a risk of them climbing out.

- Only stackable beds or mattresses will be used for children.

3.5 Prohibited Equipment

All prohibited equipment and sleeping methods for infants and children is outlined as below:
- No Rockers or car seats are allowed for any sleeping infant and toddler as they pose a high risk of SIDS.

3.6 Safety for Young Infants (0-6 months)

The following safety precaution for young infants under 6 months of age is a must to follow.
- No use of swaddles, slings, and positioning in the crib is allowed.

4. Dealing with Emergencies

The steps to follow in case of a sleeping area emergency. The steps are like follow:

- First aid-trained/BLS-trained staff or the nurse shall immediately administer first aid if an infant or child is found injured, hurt, unresponsive, and/or not breathing.

- Paramedics need to be called immediately, in the case of a child or infant who shows no response or signs of breathing.

5. Staff Training

All staff will be trained on the Safe Sleep Policy and on what to do in cases of emergency. The training requirements will include:

- Certified first-aid training

- Sudden Infant Death Syndrome (SIDS) prevention training

Sunflower Garden Nursery Policy Manual

Settling in Policy

Purpose

This policy sets out a clear framework for planning and managing the sensitive settling-in process of infants and children and their requirements. It standardizes the settling-in approach in the Nursery and sets clear expectations for all stakeholders (e.g., Nursery management and staff, parents, service providers, etc.).

Policy Statement

The following policy is all about Settling-In and need to be implemented in the Nursery, which ensures the smooth induction of both children and parents in the Nursery environment and at minimum outlines all processes, procedures, and guidelines need to be followed:

1. Pre-attendance settling-in procedures

2. The settling-in process

1. Pre-Attendance Settling-In Procedures
1.1 Parent Communication

The settling-in process need to be explained to parents before the child begins to attends the Nursery (e.g., at the time of registration and/or during parent induction) by providing parents:

- The settling-in process in writing (clear and easy to understand).

- A step-by-step settling-in process breakdown as part of the Parent Handbook.

- Information about what to expect during the settling-in process and how to prepare for the different stages.

1.2 Parent Induction

The Teacher need to inform the parents with the Nurseries settling-in approach and process and explain the role they play as parents during the Parent Induction Day.

2. The Settling-In Process

Following is a step-by-step flexible settling-in process for the gradual integration of a child into the new environment, which includes:

- A sample of the settling -in schedule (timetable, daily routine) with appropriate guidance statements. For example – how many hours a day 8 – 10 etc.

- Clarity on the minimum time the child is expected to stay.

- The role parents are expected to play during the process.

- How parents will be kept informed about the child's progress during the settling-in hour.

- Schedule of staggered arrival times.

- The Nursery key person approach.

- Transition methods and process.

- The approach to supporting children who are leaving the nursery to continue their education in a mainstream school or any other type of institution that is not a Nursery.

Sunflower Garden Nursery Policy Manual

Staffing Policy

Purpose

This policy sets out a clear framework for the governance, management, and recruitment of competent staff. It standardizes the requirements and approach to human resources matters in our Nursery and sets clear expectations among all staff.

Policy Statement

The following Staffing Policy outline all processes, procedures, and guidelines that will be followed by the Nursery:

1. Governance

2. Staff Qualifications and Experience

3. Recruitment

4. Staff Induction

5. Continuing Professional Development (CPD)

6. Performance Management

7. Staff Wellbeing and Engagement

1. Governance
1.1 Governing Board

A Governing Board has been set up to ensure all proposed board members undergo security clearance during the licensing process, before confirming them in their role.

1.2 Management

An Early Education (EE) Director (principal) has been employed for the Nursery in the Al Ain Branch as per all applicable laws, regulations, and staff eligibility criteria (see section 3.), who is present onsite (at the EEI premise) and responsible for the daily operations.

1.3 Nursery Director Authority

The Nursery Director is the management staff member with the highest level of responsibility in the Nursery and she/he has the authority to establish rules, procedures, and educational standards in line with ADEK's requirements and the relevant legislation in Abu Dhabi and the

UAE. In addition, a Nursery with a Governing Board will make sure that the Nursery Director authority is carried out in a manner consistent with the Board's decisions and regulations.

1.4 The Nursery Director Role

Below is a minimum responsibilities of the Nursery Director's job description:

- Act as the primary contact person for the SGN and the communication liaison between the Nursery and the Governing Board (if any).
- Lead the development, implementation, and modification of policies.
- Prepare and review the Nursery organizational structure for consideration, amendment, and approval by the Governing Board or the Nursery owner in the absence of a Governing Board.
- Lead the recruitment and appointment processes and submit necessary recommendations to the Governing Board or the Nursery owner to hire or terminate staff.
- Select staff and define their roles and responsibilities.
- Provide staff with guidance and continuous professional development (CPD).
- Ensure staff appointments are made legally and in line with ADEK requirements.
- Build a Nursery leadership capacity.
- Engage parents and stakeholders in the teaching and learning process.
- Evaluate the Nursery performance to identify the priorities for continuous improvement and raising its quality.
- Implement the Nursery curriculum and program.
- Ensure that any learning resources (books, videos, posters, etc.) used are free of any content deemed offensive or culturally inconsiderate to the UAE whether in terms of religion, ideas, society, culture, or politics.
- Provide instructional leadership, management, and monitoring of teaching and learning.
- Supervise assessment processes and reporting systems.
- Ensure the health and safety of all children, staff, and visitors to the Nursery.
- Provide protection and care and ensure the wellbeing of children.
- Manage and oversee the Nursery enrolment records and daily attendance records.
- Set and oversee the Nursery budget
- Follow up on the maintenance of buildings and facilities.
- Manage facilities, resources, and equipment.

1.5 Delegation of Authority

- There is a person in charge of the Nursery at any given time by having in place a plan to delegate the Nursery Director responsibilities to their deputy.

- A member of staff will be designated that can deputize and need to be present in the Nursery premises at any given time during working hours in the Nursey Director's absence.

- A third member of staff need to be designated for in case the Nursery Director or the deputy staff member is absent.

- A third person need to be appointed to communicate with parents if both Nursery Director or Deputy are absent from the Nursery premises for more than one day.

- Both deputies need to be trained to ensure they understand their roles and can appropriately manage the Nursery operations, communicate with parents, and carry out other tasks expected of the Nursery Director during their time of absence.

- The Nursery Director's delegation of authority needs to be documented which include delegated responsibilities (what is allowed and what is not), in writing. In the case of longer periods of absence, the time frame shall be specified.

2. Staff Qualifications and Experience

A transparent recruitment process need to be followed when selecting and interviewing a suitable female candidate, the person need to meet the experience and qualifications requirements outlined in the following section.

2.1 Nomenclature

The Nursery core positions need to correspond with the standard position titles and minimum qualification requirements (e.g., hires must meet one of the eligibility profiles in each job category) identified in this policy:

- **Early Education Director**
  Other names: Nursery Principal, Manager, Head

  The Nursery shall employ one Nursery Director for each Nursery location.

Nurseries / Preschool		Day Care	
Qualification	Experience/Other Requirements	Qualification	Experience/Other Requirements
University Degree in Early Childhood Development or Early Childhood Education (QFE 7) Examples: •BA (Early Years Education) •BSc (Early Childhood)	ADEK Interview	Diploma (QFE6) Examples: • Cache Level 5 (QFE6) • IPC Level 5 (QFE6) • Montessori Diploma (QFE6) • Management Diploma Cache/IPC Level 5 (QFE6)	At least 3-5 years of experience in a leadership role in a day care OR 2 -3 years as any Nursery Educator ADEK Interview
University Degree in any other specialization (QFE 7) Examples: • BA (Archaeology) • BSc (Biology) • BEnp (Civil Enpineerinp) • LLB (Jurisprudence) • MBBS (General Medicine)	Professional Certificate in Early Childhood Leadership Level 5 (QFE6) **OR** At least 2 years of experience in management role in an early childhood education and care setting ADEK Interview		

- **Assistant Early Education Director**
  Other names: Vice Principal, Assistant Manager

  Role: Assistant Nursery Director is responsible for assisting the Nursery Director in establishing rules, procedures, and educational standards at the Nursery in line with ADEK's requirements and the relevant legislation in Abu Dhabi and the UAE. Hiring an Assistant Nursery Director is not mandatory.

Nurseries/Preschools		Day Core	
Qualification	Experience/Other Requirements	Qualification	Experience/Other Requirements
University Degree in Early Childhood Development or Early Childhood Education (QFE 7) Examples: BA (Early Years Education) BSc (Early Childhood)		Diploma (QFE 6) Examples: • Cache Level 5 (QFE6) • IPC Level 5 (QFE6) • Montessori Diploma (QFE6) • Management Diploma Cache/IPC Level 5 (QFE6)	At least 3-5 years of experience in a leadership role in a day care **OR** 2 -3 years as an Nursery Educator
University Degree in any other specialization (QFE 7) Examples: • BA (Archaeology) • BSc (Biology) •BEnp (Civil Engineering) • LLB (Jurisprudence) • MBBS (General Medicine)	Professional Certificate in Early Childhood Leadership Level 5 (QFE6) OR At least 2 years of experience in management role in an early childhood education and care setting		
University Degree in any other specialization (QFE 7)	In-training to be completed within two years from the date of application: Professional Certificate in Early Childhood		

Leadership Level 5 (QFE6)		

- **Early Education Educator**

Other names: Early Years Teacher, Nursery Supervisor

Role: The Nursery Educator is responsible for leading a key group (and the support team) to ensure the safe delivery of an age- appropriate curriculum and programs for children under their care.

- A Nursery Educator shall be employed to lead a key group of children aged 2 and above. However, key groups below age 2 can be led by Nursery Assistants.

- In-training Nursery Educators may be employed but are not allowed to lead a key group until they have obtained their qualification.

- The Nursery need to make sure they recruit at least one native Arabic-speaking Nursery Educator.

Nurseries/Preschools		Day Core	
Qualification	**Experience/Other Requirements**	**Qualification**	**Experience/Other Requirements**
University Degree in Early Childhood Development or Early Childhood Education (QFE 7) Examples: •BA (Early Years Education) •BSc (Early Childhood)		Cache Level 2 (QFE 4) **OR** IPC Level 2 (QFE 4)	At least 1-2 years of experience in a nursery/preschool
University Degree in any other specialization (QFE 7) Examples: •BA (Archaeology) •BSc (Biology) •BEnp (Civil engineering) •LLB (Jurisprudence) MBBS (General	Professional Certificate in Early Childhood Education and Care Level 3 (QFE 5)		

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Medicine			
High School Depree (QFE 4)	Professional Certificate in Early Childhood Education and Care Level 3 (QFE 5) **OR** At least 2 years of experience in an early childhood education and care setting		
In-training to be completed within two years from the date of application: Hiph School Depree (QFE 4)	University Degree in Early Childhood Development or Early Childhood Education (QFE 7) **OR** Professional Certificate in Early Childhood Education and Care Level 3 (QFE 5)	In-training to be completed within two years from the date of application: Cache Level 2 (QFE4) **OR** IPC Level 2 (QFE 4)	At least 1 year of experience in a nursery/preschool

- **Early Education Assistant**
  Other names: Assistant Supervisor, Early Years Teaching Assistant

  Role: The Nursery Assistants support the Nursery Educators in providing care and support to the children. They may also assist the Nursery Educators with simple teaching and learning tasks such as reviewing learning material with children or preparing for lessons by assembling materials and equipment.

  The Nursery Assistant need to lead the key groups for children below age 2.

Nurseries/Preschools		Day Core	
Main Qualification	**Experience/Other Requirements**	**Qualification**	**Experience/Other Requirements**
Vocational Certificate in Early Childhood and Care (QFE 4)		High School Diploma (QFE 4) **AND**	At least 1 year of experience in a nursery/preschool
CACHE Level 2 (QFE 2) **OR** IPC level 2 (QFE 2)	At least 1 year of experience in a nursery/preschool	Cache Level 1 (QFE 3) **OR** IPC Level 1 (QFE 3)	

- **Early Education Aid**
  Other names: Early Years Classroom Assistant, Nanny

  Role: An Aides provide personal aid and care as necessary to children, such as help with hygiene, eating, or toileting. They also supervise children in a key group, during lunch hour, playtime, or recess, and at special events, like field trips. They are not responsible for assisting The Nursery Educators with any teaching and learning tasks.

- Nursery aides can be employed in a supporting role for key groups for children below age 2.
- Daycares need to employ at least one Nursery Aide if they do not have a Nursery Assistant.

Nursery/Preschool/Daycare	
Qualification	**Experience/Other Requirements**
High School Certificate (QFE 4)	At least 2 years of experience in an early childhood education and care setting. OR At least 100 hours of early childhood education and care training Examples: Child Development, Observation and Assessment, Social and Emotional Learning, Lanpuape and Literacy Development.

- **Special Educational Needs Educator (SEN Educator)**
  Role: Leadership role with the main responsibility for the provision and monitoring of education for children who have special educational needs (SEN).

  Hiring a SEN Educator is strongly recommended

Nurseries/Preschools		Daycare	
Qualification	**Experience/Other Requirements**	**Main Qualification**	**Experience/Other Requirements**
Same as EE Educator	UAE attested Certificate/ Diploma in SEN (QFE 4)	UAE attested Certificate/ Diploma in SEN (QFE 4)	At least 1 year of experience as a SEN educator

	OR	OR	
	UAE attested Certificate Course in Learning Support Assistant Specialist (QFE 3)	UAE attested Certificate Course in Learning Support Assistant Specialist (QFE 3)	

- **Curriculum Coordinator**

Other names: Academic Manager, Teaching and Learning Lead, etc.

Role: Leadership role with the main responsibility to support the implementation of the curriculum within all age groups, help in the evaluation and improvement of classroom practice, and lead the training and professional development plan for the staff.

Hiring a Curriculum Coordinator is strongly recommended (especially for EEIs with more than 100 children) but not mandatory.

Nurseries/Preschools Daycare	
Qualification	**Experience/Other Requirements**
University Degree in Early Childhood Development or Early Childhood Education (QFE 7) Examples: • BA (Early Years Education) • BSc (Early Childhood)	At least 2 years' experience as a Nursery educator

- **Nurse**

Role: To provide effective nursing care and health promotion to all children, staff, and Nursery families and to manage and maintain a safe and clean environment for all.

The nursery with a DoH-licensed clinic hired a full time Nurse from a outsourced company named Burjeel Al Hayyat Recruitment Service.

In case the Nursery do not have a clinic the Nursery need to ensure that 10% of staff have certificates in Basic Life Support (BLS) and Pediatric Advanced Life Support (PALS) issued by internationally accredited bodies while maintaining the validity of these certificates.

Nursery/Preschool/Day Core
Qualification
DOH approved Bachelors' degree (QFE 7) in Nursing AND DOH nursing license

- **Health and Safety Officer**

Role: To oversee the development, implementation, and maintenance of health and safety systems, policies, documentation, and practice in a Nursery.

At least one member of the staff who meets qualifications as per the ADPHC/OSHAD risk classification notification need to be employed as a Health and Safety Officer.

Nursery/Preschools	
Qualification	**Experience/Other Requirements**
QFE 7 (Bachelor's Degree) in any subject AND Institute of Occupational Safety and Health (IOSH) Certification	• Course on Risk Assessment and Hazard Analysis • OSHAD Qudorat course • Accredited First Aider and Fire Fighter •Applicable ADPHC Qualification
The Health and Safety Officer shall be subject to all other applicable requirements from relevant authorities such as but not limited to Abu Dhabi Public Health Centre (ADPHC) and Abu Dhabi Quality and Conformity Council (QCC).	

- **Cleaners**

Designated Cleaner/s is employed by an outsourced company and oversees cleaning all the common cleaning areas. Cleaners must not be permitted to be caregivers of children or be responsible for children in the Nursery at any stage.

- **Front Desk Support**

Other names: Secretary, Receptionist, Administrative/Accounting Clerk

Role: To manage the Nursery reception area and assist in the coordination of all administration.

Hiring Front Desk Support is highly recommended but not mandatory.

Nursery/Preschools
Qualification
The candidate shall have a High School Diploma, sufficient skills in IT such as using messaging apps, sending emails, using basic Microsoft Office skills, accountant diploma (if applicable). It is highly recommended that the candidate knows both English and Arabic and can communicate in both languages.

- **Bus Driver and Bus Supervisor**
If transportation is provided, the bus driver and bus supervisor shall hold a valid license for their respective roles from the Integrated Transport Centre (ITC).

- **Security Staff**
All Nurseries need to employ a trained security staff as per the requirements of the relevant authority (hired or outsourced).

3. Recruitment

All staff need to be employed according to UAE Labor Law and any other requirements of ADEK, whereby all candidates (including volunteers) must undergo vetting before they start working and are allowed contact or access to a child.

A transparent and fair recruitment process need to be in place which are described in our recruitment policy.

4. Staff Induction

The following elements is included and will be performed in our induction process during recruitment:

- To conduct a meeting with the Nursery Director or senior member of staff.

- To develop and discuss the Nursery Staff Guidelines Handbook containing information on all the Nursery policies and procedures, including the Nursery's code of conduct for staff and volunteers.

- To issue and discuss the job description and work schedule, which must be signed by the recruiter following the discussion.

- To present a list of essential Nursery policies (e.g., Health and Safety, Child Wellbeing, Child Protection, Safeguarding, and Data Protection), with the staff acknowledging that these have been read and understood.

- To Identify and address any specific or mandatory training needs. Mandatory training for all staff includes first aid, emergency, and evacuation procedures, as well as acquiring a Child Protection certificate. It is also mandatory for at least 10% of staff to be trained in fire safety and Basic Life Support (BLS) or Pediatric Advanced Life Support (PALS). These certificates must be issued by internationally accredited bodies and must be maintained valid if the Nursery does not have a nurse and a clinic. All

mandatory training should be conducted by an external service provider certified by ADEK.

- To take the new staff member on a tour around the Nursey and familiarize the her with the premises and available facilities such as bathroom facilities, kitchens, classrooms, emergency exits, etc.

- To provide details of other relevant individuals with responsibility for induction e.g., the IT technician to offer logins, etc., the designated supervisor.

- To complete the Staff Induction Checklist.

5. Continuous Professional Development (CPD)

- All staff need to complete 25 hours of CPD per year, which must be carried out with minimum interruption to key group activity.

- All staff need to have the opportunity to participate in the professional development opportunities as mandated by ADEK or their partners.

- The Nursery need to bear all training expenses.

3.1 CPD Plan

An annual CPD plan is in place for the staff as a part of their annual Nursery Improvement Plan.

3.2 Development Days

- A minimum of 3 development days per year will be scheduled for a nursery/preschool and a minimum of 1 development day for a daycare.

- These days will be dedicated only for the CPD of educators/relevant staff and will be counted towards the 25 hours of compulsory CPD.

3.3 Requirements for External Providers

Only licensed third-party providers will be contracted for CPD related to regulatory requirements (fire safety training, etc.).

3.4 CPD Monitoring and Evaluation

The staff shall be monitored and evaluated of the quality and effectiveness of the CPD.

3.5 Documentation of CPD

Documentation of all the CPD programs needs to be kept in a file including the number of CPD hours, attendance, areas covered, feedback from participants and others as needed.

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6. Performance Management

A formal performance management process that includes policies, processes, and criteria will evaluate staff performance will be implemented. This performance management process will be formally communicated with all staff.

7. Staff Wellbeing and Engagement

A staff wellbeing charter has been established that includes statements on how the Nursery plan to support staff wellbeing and engagement.

Sunflower Garden Nursery Policy Manual

Surveillance Policy

Purpose

This policy sets a clear framework for using surveillance systems and processing personal data in the Sunflower Garden Nursery in line with existing legislation and regulations set by the UAE Monitoring and Control Centre (MCC). It establishes the legitimate use of surveillance systems across the Nursery, standardizes our requirements, and sets a clear expectation among all stakeholders (including EEI management and staff, parents, regulators, service providers, etc.).

Policy Statement

Following is a policy for the Surveillance Policy which outlines all processes, procedures, and guidelines, at a minimum, to be followed with regards to:

1. The legitimate purpose and aim of surveillance

2. How the surveillance system will keep children safe

3. Why surveillance is the best way of achieving a child's safety

4. How all data is processed and stored

5. What security measures are in place to safeguard against unauthorized access and use

6. How surveillance and monitoring activities are agreed upon with authorities, parents, and staff

7. How others (e.g., visitors) are notified that they are being recorded

The Nursery Surveillance Policy abides by the laws, regulations, and policies currently enforced in Abu Dhabi regarding the installation and operation of surveillance systems, as well as the legitimate processing of personal data collected. These include, but are not solely restricted to the following:

- Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data and any amendments.

- Manual of Standards for Video Surveillance Devices (MCC, 2023)

The Nursery Surveillance Policy is fully and transparently shared with, and explained to, parents. Also, it is shared to all staff members and are responsible for upholding adopted surveillance and personal data processing practices.

1. General Principles

1.1 Purpose of Personal Data Generated & Collected by Surveillance Systems

The Nursery has installed a surveillance system in the premises /vehicles (busses), to have limited access to generated and collect data in line with Article (3) of Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data:

- The video surveillance system covers the Nursery indoor (including all spaces used for administration/operations) and outdoor spaces in line with the requirements set by the Manual of Standards for Surveillance Devices (MCC, 2023 - or the latest version applicable) and any other guidance by the MCC.

- For privacy the following space does not need a surveillance camera:

  o Inside toilet cubicles, washroom facilities, or nappy-changing spaces.
  o Spaces were changing of clothes/clothing takes place.
  o Spaces dedicated to breastfeeding and any breastfeeding-support spaces (e.g., lactation spaces).

- Personal data generated or collected shall only be used by the Nursery to investigate specific incidents that occur onsite or on-board vehicles.

1.2 Service Providers & Technical Specifications

- The Nursery surveillance system abides by the standards set by the MCC and that we have a valid MCC license and maintenance contract at all times with a service provider who has a valid MCC license for commercial operation.

- In coordination with the contracted and licensed service provider, the Nursery ensures that the technical specifications and the number of devices used for the Nursery surveillance system meet the set of standards laid out by the MCC.

- Any other arrangement for the installation, maintenance, or operation of the surveillance system, such as contracting unlicensed individuals or organizations is prohibited.

1.3 Consent

- All individuals onsite are (including children - represented by their parents) fully consent to the recording of their personal data through the Nursery surveillance system.

- An explicit consent will be obtained of those involved in the recording and processing of their personal data in line with the provisions of Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data.

- The Nursery will not conduct any covert surveillance on our own initiative nor at the request of any staff members, parents, or visitors.

- Any admission can be refused in the case of parents who do not consent to the recording of their children's personal data through the surveillance system.

1.4 Live Streaming

- If the Nursey offers a live-streaming service we must, at a minimum, comply with the following:

  o Approval needs to be obtained from both ADEK and the MCC for operating the service onsite and on vehicles.

  o The service will be mentioned on the Nursery website and marketing channels as well as publicly displayed onsite and on vehicles where it is provided.

  o All staff and volunteers at the Nursery need to fill in a consent form in writing to give permission to be recorded as part of the live-streaming service

- All parents wishing to access data generated by the live streaming surveillance system must seek the necessary approvals from ADEK through the Nursery and needs to agree in writing to uphold all requirements for personal data protection in line with Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data.

- Recordings of data generated by the live streaming surveillance system are permitted only in exceptional circumstances, such as to report a major concern to the Nursery, ADEK, or other relevant authorities in line with Federal Decree Law (34) of 2021 Concerning Combatting Rumours and Cybercrimes.

- The Nursery is authorised to refuse admission in the case of parents who do not consent to the live-streaming service provided by the Nursery.

2. Data Processing and Storage

2.1 Roles and Responsibilities

Any personal data from recordings are processed in compliance with the standards laid out by the legislation on personal data to ensure integrity and prevent any tampering or misuse of personal data stored by any party inside or outside of the Nursery. Therefore:

- A Data Controller will be assigned who is the sole authority to determine the purposes and means of processing personal data collected.

- The Data Controller's responsibilities are detailed under the relevant articles of Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data and include, but are not solely restricted to:

    - Ensuring compliance with legislation on personal data recording and processing and taking appropriate

    - Technical and organizational measures to ensure processing is carried out legitimately.

    - Make decisions about the Nursery data processing activities and exercising control of the personal data being processed in line with the provisions of the legislation.

    - Investigating any breach or violation of the Nursery personal data and to report results to the relevant authority.

- The Data Controller will also assign a Data Processor whose role it is to process personal data recorded on their behalf:

    - The Data Processor must only act on the Data Controller's instructions, not on their own or any other party's volition (unless otherwise required by law or court order).

    - The Data Processor must abide by the conditions and provisions listed under the relevant Articles of Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data.

- No staff member apart from the Data Processor is allowed to access or process data recorded through their surveillance system.

- Both the Data Controller and Data Processor shall assign a Data Protection Officer responsible for ensuring the Nursery compliance with Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data.

2.2 Data Subject Access Request (DSAR)

Data Subject Access Requests (DSARs) are considered the rights of the individual whose personal data is being collected and are protected under Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data (Article 13). All DSARs subjects will follow the next restrictions:

- DSARs need to be submitted by individual staff members to investigate any incident involving them personally, but not any incident involving the children in their care unless such incidents meet the conditions for accessing personal data in line with the provisions of the Law.

- Staff need to divert any specific requests of parents or visitors regarding their or their children's personal data to the Data Controller.

- The Data Controller will be open and receptive to all requests (formal or otherwise) and acknowledge the parents' and individuals' rights in accessing their own data, as well as their rights to receive a copy of the data in line with the provisions of the relevant legislation.

- A signed DSAR submission need to be asked by the Data Controller before accessing of personal data.

- If the DSAR does not meet the legal requisites laid out by Federal Decree Law (45) of 2021 Concerning the Protection of Personal Data, the Data Controller can deny access to the personal data.

- DSARs can only be processed upon the completion of the DSAR form in full.

- DSARs need to be supported with reasonable justifications provided by the individual submitting the request as per the related laws on personal data.

- DSARs is supported with a suitable confirmation of identity (e.g., a phone call to the individual who submitted the request, or a copy of an identity card/passport).

- DSARs is restricted to the footage in which only the subject is heard or shown.

- DSARs is submitted to access the footage of incidents in which individuals other than the subject can be heard or shown, under specific conditions approved by the Data Controller (e.g., to investigate cases of abuse based on something the child said).

- Parents can submit DSARs relating to their children's personal data so long as the limitations noted above are adhered to.

- Upon producing a copy of the recorded footage in response to a DSAR, the Data Processor and Controller will ensure that:

  o Any personal data of other individuals appearing in the footage not included in the DSAR or have no relation to the incident being investigated is redacted or anonymized in any copy generated. Alternatively, consent from those individuals (or their parents) must be obtained before fulfilling the DSAR.

  o A form needs to be signed by the recipient upon receiving any personal data.

2.3 Data Storage

The requirements for surveillance systems and data storage as laid out in the Manual of Standards for Surveillance Devices need to be met, including:

- Any monitors enable the surveillance system video data that need to be viewed are in a secure place on-site with appropriate privacy and only accessible by the Nursery Data Controller and Data Processor.

- Maintaining/keeping personal surveillance data recorded:

  o For at least 90 days to allow for investigation of any incidents.

  o In a secure place (on- or offsite) away from unauthorized access to minimize the risk of tampering or unlawful processing of the data.