

1. The crèche working hours are 08:30am to 06:30pm [02 to 10 years] and 08:30am to 06:00pm [6months to 2 years] from Monday to Friday and 09:00am to 04:30pm on Saturday. Parents are required to pick up their kids within the closing time; however we do consider certain unexpected delays and hence an excuse for an extra 5 minutes is accepted, after which fine would be levied. The "Late pick up" charges are revised with immediate effect [starting Monday, March 12, 2018]. As per this policy Rs.100/- per minute would be charged for picking up kid(s) beyond 06:35pm on weekdays and beyond 04:35pm on Saturdays. The timings would be considered as per the Dolna watch displayed in the ground floor of crèche building and not any other watch.
2. Crèche Coordinator will have open office hours on the following days and parents can bring their issues/concerns/ queries etc, to the crèche coordinator at these times: Mondays, Wednesdays and Fridays between 01:30pm to 02:30pm.
3. At a given point of time if a child fails to listen to the staff/teacher which in turn leads to misbehavior of the child/physical injury caused by the child to others then three warnings would be given: 1st warning = talk to the parent and child, 2nd warning = the parent will be summoned immediately and the child sent home early, 3rd warning = the child will be dismissed from the crèche for a week. To keep a track of the same, the teachers at the crèche will maintain a 'Record of Accidents' where in all details regarding any accidents/falls/misbehaviors are recorded in the book as and when it occurs.

4. Parents are not allowed to give personal gifts or money to the staff or children. Once a year during Diwali, we invite parents to anonymously contribute to a Diwali bonus distributed to all staff members and teachers to show their appreciation for the Dolna staff. We also strongly discourage parents from appreciating selected/individual member from Crèche staff, since the crèche works as a team, and this can disrupt normal crèche functioning.

5. Children are strongly discouraged from carrying personal items such as expensive toys/books/footwear/valuable jewellery for usage inside the crèche. The loss of any such item is not the responsibility of Dolna. Furthermore this creates multiple behavioral issues within the crèche premises among fellow Dolna kids. In case such an issue is noted, a specific request will be made by Dolna coordinator to the concerned parent, and the parent must comply with this request.

6. The Dolna staff would follow the food schedule [displayed at the reception of Dolna, ground floor and also mentioned in the Dolna webpage]. All parents are required to stick to the schedule and cannot persuade the staff to change this. Beyond 06:00pm children will not be fed. Furthermore the

crèche staff will encourage healthy eating habits, but will not force any child to finish their lunch boxes completely.

7. Clear, written instructions must be provided by the parent to the staff for proper administration of the prescribed medications. This can be provided in writing (hard copy) or by mail. We encourage parents to come to Dolna themselves for the medication as well. Medicines will not be administered with only oral instructions.

8. Children who have fever cannot stay in the crèche for any duration. A fever is a body temperature greater than 99.5 degrees. If the child comes down with a fever during the day, the parent will be called, and will be expected to pick up the child within two hours. The child will be given a dose of paracetamol if acceptable to the parents.

9. When a child intends to resume Dolna after recovery from a contagious ailment such as chicken pox, HFM virus, Dengue etc, a Doctor's certificate stating that the child can be admitted to crèche from the mentioned date should be provided. This should be from a pediatrician of a recognized health center [Aster/Baptist/Columbia Asia] or the campus medical officer, and not local clinics.

10. Parents should only use Ncbs landline numbers for communication with crèche teachers. Calls made to the personal numbers of staff members during and after crèche hours are strongly discouraged. Parents may only contact Dolna Coordinator after Dolna working hours, in case of medical or physical emergencies. All other calls may be construed as harassment, requiring further action.

11. As a part of daily/ weekly activities kids are sometimes taken for nature walks within the Ncbs campus and Gkvk campus with adult supervision. If a parent does not want their ward to be taken for these walks please inform the respective section teachers in writing or email the crèche coordinator.

12. Other than parents if any other relative/grandparents/colleagues/friends arrive to pick kid(s) from Dolna, we request parents to send us the details of the person [name, photo and a valid ID card] in advance preferably a day before [in known situations].

13. All parents are required to give in writing about any dietary restrictions, allergic reactions or any sensitive health issues which has to be monitored carefully. Instructions made orally to staff cannot be held as violation of instructions given by parents. In the absence of written instructions, the staff will assume that there are no restrictions for the child.

14. If both parents are working in the same institute, Dolna fees for their kid(s) would be recovered based on the pay scale of the parent with the highest pay scale, and not any other pay scale.

15. Parents are not allowed to bring their kid(s) to the crèche immediately after vaccination. Kids may come to crèche after one day from the vaccination time. Note: This policy is only applicable for kids between 6 months to 3 years.

16. Due to the huge demand for Dolna admissions, we necessitate that children attend crèche at least 10 days in a month. If your child attends Dolna for less than 30 days in a three-month period, your admission will be withdrawn and given to the next person on the waiting list. Exceptions will be made for medical reasons with a doctor's certificate.

17. Crèche fees charged in case of absence would be based on the following manner.

- a. 0-1 month of absence - full crèche fees would be deducted [with or without prior intimation].
- b. 1-3 months of absence - 50% will be deducted with prior intimation. [We will have an option to give this spot to any of wait-listed child].
- c. Above 3 months of absence - amount will not be deducted, but parents cannot avail of the crèche facility for six months.
- d. Occasional use charges are as follows: Rs.800 per day for kids below 3 years and Rs.500/- per day for kids above 3 years. Occasional use will require the approval of the crèche committee.

Parents are requested to let us know if there is a planned furlough of more than three months and we would have an option to give the slot away without charging them.

18. Rules for Birthdays

a) Birthday parties may be celebrated in crèche, However parents must discuss with the Crèche coordinator before planning the birthday.
Note: Only healthy snacks, /plain cake without cream, /muffins, / Cupcake without cream, / fresh fruit juice sugar free/ jaggery based Snacks are allowed. Plates, spoons, glasses have to be arranged by parents.

b) All forms of return gifts are strictly not permitted. Importantly, PLEASE DO NOT GET CHOCOLATES/CANDIES to be given out to the Children.

In lieu of return gifts/chocolate/candies for the children, parents can, if they so wish, contribute to 'Dolna snacks fund', which will be used for providing afternoon snacks either on birthdays or other days.

c) We strictly do not allow friends/colleagues/relatives/cousins of parents or kids; to attend the birthday parties at Dolna.

19. Dolna parents will not be allowed to hire/appoint any of the existing care givers at their residences. This creates conflict of interest situations. Parents who insist on hiring existing crèche staff, will be asked to give up their Dolna spot(s).

20. Parents should fill the “Incident form” to report any complaints. Complaints communicated through mails/messages/verbal communication will not be considered and attended to. The Incident Form would be available at the crèche office and parents are requested to collect it during crèche working hours.

21. Parents may not harass Crèche Coordinator/teachers/care givers. All concerns must be communicated professionally with non-abusive words. All major issues must be communicated in writing.

***POLICIES ARE SUBJECTED TO CHANGE BY
MANAGEMENT AS AND WHEN NECESSARY.**

-----Thank you-----