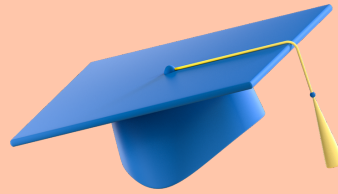




Daffodils
Nursery & Grammar School
where buds flourish



PRIMARY PARENTS' HANDBOOK



DEAR PARENTS & GUARDIANS,

This Parent Handbook serves as a simple guide to help you understand our School policies and how to best support your child's learning.

We highly encourage that you read this handbook carefully and keep it as reference throughout the year.

Please do not hesitate to reach out with any questions - we are more than happy to connect and address any concerns.

We look forward to working with you and your family!

Kind regards

Emily Dzokoto

Proprietress



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ADMISSION PROCEDURE

We welcome children from all backgrounds, regardless of their sex, race, religion, colour or creed. Although, we do take certain points into account when deciding which child should be offered a place at Daffodils Nursery and Grammar.

- Availability of spaces (taking into account the child's age, staff to children ratios and regulation requirements).
- Length of time on waiting list.
- Our ability to provide the appropriate facilities for the welfare of the child.

Once a child has been allocated a place on an agreed basis, it is expected that parents/carers will adhere to these arrangements. Failure to do so may result in termination of the contract. All registration forms and immunization records must be completed and handed in before the child will start attending classes (ideally, this should be at least one week before the start date to allow for any care issues to be raised and clarified before the child begins). Children will NOT be admitted without this information. Once students are enrolled into school, parents will be guided to download the SmartApp and be taken through the process of using it during orientation.

ATTENDANCE

Research shows a clear link between attendance and success. We encourage and promote good attendance. Students must attend 180 out of 190 days to progress to the next class.

MEDICAL ABSENCE

- If your child is sick, send a message via SmartApp and call the administrator.
- If your child is sick (for more than 3 days) Please send a medical note, which must be signed and dated, to school with your child upon their return. This should be given to the Class Teacher who will update the attendance record.

ABSENCE FOR PERSONAL / FAMILY REASONS

Each student can have excused absence on 3 occasions each term. If the 3 days have been exceeded, each absence after this will appear as unexcused.

ABSENCE FOR OTHER COMMITMENTS (e.g. SPORT, MUSIC LESSONS)

Please apply via WhatsApp to the Head of School for permission. Each request will be dealt with on an individual basis and the school may or may not support the request. Generally, we do not support absence from school for other commitments or holidays. Every lesson counts!

DAILY PROCEDURES

Drop-off is from 7:30am to 8:00am. Academics begin at 8:30am sharp. Please ensure your child arrives on time. Students should be in the school building by 08:20am ready to start the first lesson. In the morning, students should be dropped off in their classroom.

CENTRE OPERATIONS

Primary school hours are from 8:30 am to 3:30 pm, Monday through Friday. If you need special arrangements such as early drop-offs or late pick-ups, please speak to the Head of School. We maintain the following adult/child ratio 1:12.

TEACHERS & STAFF

We are proud of our warm and nurturing staff who take a sincere interest in a child's development and apply their knowledge in the classroom. Our teachers and staff value working as a team with parents and colleagues. All our teachers at the school undergo First Aid Training and medical check ups annually.

CONTINUED PROFESSIONAL DEVELOPMENT POLICY

- Introduction
 - At Daffodils we have identified 3 key areas in which our planning, observations, feedback and self-review are focused.

- Principles and Values
 - Daffodils is a learning community, committed to providing continued professional development to its entire staff at a whole-school, team and individual level at all stages of their career. The objective of doing this is to improve the standards and quality of teaching, learning and leadership at all levels.
 - At Daffodils, it is expected that all members of the learning community take an active role in their own professional development and support the development of their colleagues.

- Identification of Priorities
 - It is important that we effectively identify and plan for the school's priorities. This will be done through:
 - Recognizing the school's needs
 - Identifying wider staff development needs
 - Identifying staff's individual needs through the Appraisal Process;
 - Planning an overview of the staff's developmental needs that link to school

- Opportunities available at Daffodils
 - At Daffodils we aim to provide a wide range of different opportunities for staff at all stages in their personal professional development. We aim to provide a programmes that incorporates the following outstanding features:
 - Personalized approaches to suit the needs of individuals
 - Use of in-house expertise
 - Strong encouragement for professional recognition including accreditation

ARRIVALS AND DEPARTURES

On arrival, parents/caretakers will be expected to hand over their child to a staff member who will then register that child for the session. To avoid disruption to our daily routine, parents are requested to ensure that their child arrives no later than 8:20am. If a child is to be absent, we ask parents/carers to inform us as soon as possible and ideally before 8:00am.

Parents can inform the school via the SmartApp or on WhatsApp to the School Administrator and/or the Head of School. Where there is a doubt, contact will be made with the parent for a written and verbal confirmation along with the picture of the person who is allowed to pick up the child.

LATE PICK UP POLICY

Daffodils Nursery and Grammar operates promptly each day between the hours of 8:30 am and 3:30 pm. If a child is not picked up on time, our legal liability relating to the staff/child ratio will be infringed as a member of staff must remain at the school until the last child has been picked up.

If children are picked up after their booked session ends, **a late fee of 30 Ghana Cedis will be charged for every 30 mins** thereafter and this is to be paid directly to the School Administrator.

We would encourage parents to arrive 10 minutes before the close of class to acquire feedback on their child's day.

RELEASE POLICY

Daffodils Teachers/Staff will not release children to anyone other than parents and pre-authorized persons/carers (Delegate on SmartApp). These authorized persons may be asked for further identification. This is to ensure the safety of the child as well as everyone. Parents/Authorized Persons are required to have their QPR code. We must be informed if anyone who is not mentioned on the collection form will be coming to collect the child. This is done by the parent via the SmartApp or WhatsApp.

DISCIPLINE POLICY

There are a number of sanctions that will never be used in Daffodils Nursery and Grammar School.

- We never use physical punishments of any kind.
- We never deny children food or drinks because of things they have done.
- We never use cruel, degrading or humiliating punishments.
- We never make children feel isolated or left out.

We use positive reinforcement for behaviour. From age 5+ at the beginning of the year, each class will make a set of classroom rules which all children formulate and agree to themselves (under the guidance of class teacher).

Children will decorate and hang classroom rules. These will be reinforced every day. Children will understand and be reminded of our expectations throughout the day.

If a child hits, bites, punches or hurts a teacher or other children on more than 2 occasions, on the third time, they will be asked to be removed from the school until they have changed their behaviour.

The child will be allowed back to the school the following day, however if there is no change in the behaviour, we will ask that a caretaker is sent to school with your child. The school will do everything to alleviate frustrations in all our children, but we must also ensure the safety of all our staff and other children.

PROCEDURES FOR INCIDENTS INVOLVING BLOOD EXPOSURE

Examples of the types of accidents involving blood exposure are:

- An injury to the skin (cut with a sharp object)
- Mucous membranes
- Skin that is chapped, grazed, or otherwise affected so that an effective skin barrier is not present
- A bite or injury, which results in blood exposure

A human bite will rarely transmit a bacterial infection if proper first aid is given. Hepatitis B and HIV can potentially be transmitted during a human bite if the skin is broken and a blood exchange occurs.

When a bite or injury occurring in the school setting involves a break in the skin and potential blood exposure, the school will follow the guidelines set by the health department:

- Assess the bitten area and clean with water.
- Check both children's immunization records and determine if they are up to date with their tetanus.
- Notify the parents of both children immediately.
- File an incident report as outlined above.
- Both children and parties involved in the biting incident should be tested for Hepatitis B and HIV.
- If the parents refuse to have their child tested, the Director or Staff member should contact the Child Care Nurse immediately so an investigation can be initiated.
- If both sets of parents agree to have their child tested, the Head of school will be responsible for exchanging the name of the children and their physicians.
- In other words, the Head of school will call each child's pediatrician with the following information:
 - Child's name and D.O.B
 - Description of what occurred
 - The other physician's name and contact number
 - The other child's name and D.O.B.

The head of school should liaise between the parents and the physician in order to assure confidentiality, which will be maintained at all times. If one of the children tests positive for HIV or Hepatitis B, the child's physician will contact the Health Department. It is recommended that their reports should be shared with the management of the school to ensure safety of other children.

ANTI-BULLYING POLICY

At Daffodils Nursery and Grammar School, our community is based upon respect for all, good manners and the love of learning. We are committed to providing a safe and caring environment that is free from disruption, violence, and any form of harassment so that every one of our students can develop to their full potential and learn in a secure environment.

Bullying damages children and the school does all it can to prevent it, by developing a school ethos in which bullying is regarded as unacceptable. The School prides itself on mutual tolerance and the celebration of diversity. The school is committed to actively promoting and safeguarding the welfare of its student.

This policy seeks to produce a consistent approach to bullying and to comply with the school's duties. Parents/guardians have an important role in supporting the school in maintaining high standards of behaviour. It is essential that there are consistent expectations of behaviour both at school and at home, and that the school and parents cooperate closely together. This policy applies to all day in the school, and applies to actions, which take place both inside, and outside of the school.

DEFINITION OF BULLYING

Bullying is behaviour by an individual or group that intentionally hurts another individual or group either physically or emotionally and is often motivated by prejudice against particular groups. For example, on grounds of race, religion, culture, sex, gender, special educational needs and disabilities, – it may occur directly, indirectly or through cyber-technology (social websites, mobile phones, text messages, photographs and email).

THE SCHOOL'S RESPONSE TO BULLYING

At the school, we always treat bullying very seriously. It conflicts sharply with the school's social and moral principles, and potentially with its

Equality Policy, and will not be tolerated. Sometimes unkind behaviour is thoughtless or is not deliberate or intended to hurt. Some pupils may see their hurtful conduct as 'teasing' or a 'game'. This behaviour is unacceptable but may not be malicious and may be corrected by advice. However, if unchallenged or dismissed, this type of behaviour can have a wearing and significant impact on targeted individuals.

The School will never dismiss bullying as "banter" or "horseplay", and all reported staff in accordance with this policy will deal with incidents of bullying.

The school understands that bullying can be so serious that it may cause physical, emotional, and psychological damage, such as eating disorders, self-harm and even suicide. Stopping violence and ensuring the immediate physical safety of pupils is the school's first priority. However, the school acknowledges that emotional bullying can be more damaging than physical bullying, and therefore staff will use their discretion when dealing with an incident of bullying within the parameters of this policy and the Behaviour Management Policy.

Some behaviour by a pupil towards another may be of such a nature that safeguarding concerns are raised. Such behaviour may include bullying (including cyber bullying), causing physical harm, initiation/hazing type violence and rituals, sexting, upskirting or any form of sexual harassment or violence. Concerns about a pupil's welfare because they are the victim or perpetrator of bullying behaviour must be reported.

The school will always treat a bullying incident as giving rise to a child protection concern when there is reasonable cause to believe that a child is suffering or likely to suffer significant harm. No one deserves to be a victim of bullying: everybody has the right to be treated with respect. Pupils who are victims of bullying will be supported. Pupils who have engaged in bullying behaviour will be subject to appropriate disciplinary sanction and will also, where possible, be supported in learning different ways of behaving.

MUTUAL RESPECT POLICY

SCHOOL ENVIRONMENT

Daffodils have a safe, welcoming environment that promotes;

- Mutual respect for all members of the school community.
- A sense of belonging and empowerment of all members of the community.
- Collaboration and negotiation

LEARNING OPPORTUNITIES

Learning opportunities within the school provides students to

- Understand the nature of mutual respect.
- Understand the nature of harassment and bullying behaviour
- Understand personal safety issues
- Develop interpersonal, communication and problem solving skills, negotiation, mediation, conflict resolution and assertiveness.
- Develop self-confidence and enhance self-esteem.
- Acquire the ability to understand, respect and care for others.

HOW DOES THIS APPLY TO STAFF?

Staff are to interact with all members of the community in a respectful manner where tolerance and understanding are the focus of any interaction.

HOW DOES THIS APPLY TO STUDENTS?

This school policy is used to assist the students to develop appropriate behaviours and autonomy in their interpersonal relationships. It is also designed to provide them with strategies to use once conflict arises. This learning is lifelong. Daffodils believes that respect for self, others and property is one of the most important concepts for students to learn. There are very sound reasons why we request that students deal with issues that arise:

- The other student/s may not be aware that their behaviour is causing distress and will stop the behaviour immediately if informed. And the relationship continues uninterrupted.
- By dealing with the situations themselves the students develop skills to manage their own space and what happens to them instead of needing to seek authority from another person. This self-management is essential to the development of a positive self-esteem.
- By facilitating self management in the playground, a playground culture develops that is fair and self-regulating. Acceptable behaviour becomes the most frequently occurring behaviour even when an adult or staff member is temporarily not available. If conflict arises or a student feels uncomfortable within the school environment, the student is directed to:
 - Talk to the other student/s involved and say “I don't like it when you do that, please stop”, or something similar.
 - If the other student/s persists then they are asked to inform a staff member of the behaviour.
 - The staff member will then assist the student/s to deal with the conflict, or if appropriate, discuss the issue in a group discussion.
 - If a student/s advises staff of a conflict, staff will first ask if the student has talked to the other student or assist the student in taking the first step. Often with this reminder or assistance, the students can proceed to deal with the situation. At times when a student tells staff about an issue, they may be asking to be heard and not asking for intervention. The staff member must use their judgment on intervention. If staffs do observe aggressive behaviour then they assess the situation and mediate the resolution between the students to achieve mutual respect.

HOW DOES THIS APPLY TO FAMILIES?

This approach in developing appropriate behaviour and conflict resolution skills is aimed at providing students with lifelong skills in this area of interpersonal relationships behaviour management not about containing behaviour; it is about teaching the students how to manage themselves.

This is only achieved by giving the students strategies and opportunities to influence their environment. We hope that parents will understand that while the students are still learning, inappropriate behaviour and conflict will occur from time to time. Families and the school need to remind the students of the importance of appropriate behaviour frequently. Class meetings provide the time to discuss and explore these issues.

Parents should seek advice from teaching staff in how to deal with incidents that have arisen during school hours, which their child or children have discussed with them at home. Parents or guardians are encouraged not to deal directly with the other student/s or their parents without the support of teaching staff.

HOW DOES THIS APPLY TO ADULTS DEALING WITH EACH OTHER AT DAFFODILS NURSERY AND GRAMMAR SCHOOL?

While adults bring a multitude of learned behaviours from various environments that may not necessarily fit into the Daffodils Mutual Respect Policy, it is expected that all adults will model the behaviour of mutual respect.

While Daffodils acknowledges these challenges, it is still expected that all adults will interact with each other in an open, mutually respectful manner. As such, if an adult has an issue or concern with the school or staff, we ask they should refer to the Daffodils Complaint Policy, and use the appropriate channel of communication.

Please note that if something is of concern to a parent, all parents are welcome to come and ask their question, as we will always promote transparency and will provide parents with all relevant information to keep them informed. To protect everyone's privacy, we will never discuss anyone's personal life, health issues, job related topics, etc. rather only things that are relevant and can affect the well being of other students.

PHOTOGRAPHY POLICY

Upon having a child accepted at Daffodils, we ask parents to consider agreeing to the child being photographed on occasion by the Primary staff or individuals validated by the school Coordinators. This enables the school to proceed with the taking of photographs for publicity shots, and at special events/occasions such as Christmas.

Every parent has the right to refuse this request by not signing the photography form at his or her child's entry record, in which case the child will not be photographed by any member of staff, by a parent, or by any outsider such as a professional photographer, without the express permission for that occasion of the parent.

DRESS CODE

All students are mandated to wear a Daffodils Nursery and Grammar School uniform. Our school uniform includes a white polo shirt with Daffodil's logo with grey shorts or a grey skirt. Black shoe and grey socks. Trainers to be wore on Friday with their PE attire. Be aware of the schedule and have appropriate wear for sports.

SCHOOL CLOSING

In the event of an emergency school closing during the day, parents will be asked to pick up children as soon as possible. Administration, Head of School and teachers will remain in the center until all children are picked up.

In the event of an emergency facility evacuation, parents will be notified via WhatsApp, the SmartApp, or call and/or text as soon as all children and staff are safely in an offsite location. Please note, there will be no refunds if school is closed due to some unavoidable reasons or in order to keep children and staff safe. Please remember that tuition is due regardless of government closures, holidays, absence, earthquake/heavy rainfall alerts, flooding or center closing for an emergency.

POLICY ON THE USE OF TECHNOLOGY AND SOCIAL MEDIA

This policy applies to the parents and staff at Daffodils Nursery and Grammar School. It includes (but is not limited to) the following technologies:

- Social networking sites (i.e. Facebook, Snap Chat, Instagram)
- Blogs
- Discussion forums
- Collaborative online spaces
- Media Sharing services (i.e. YouTube)
- Micro-Blogging (i.e. Twitter)

Please note that not all students will be posted on our social media platforms. We use this tool to promote our facilities and activities being conducted at our school. As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families. We therefore require that:

- No photographs taken within the school setting or at school special events and outings with the children are to be posted for public viewing, except those of your own child. (This excludes those photographs taken by staff for use on the Daffodils Website, Facebook, Google/YouTube Page, Instagram/Snapchat/SmartApps, or in other advertising material if parental permission is given.)
 - Any public discussions on social media sites that could be construed to have any impact on the schools reputation or that would offend any member of staff or parents associated with the school are prohibited.
 - Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with.
- In the event that staff names the school or workplace in any social media they do so in a way that is not detrimental to the school or its families.
 - Staff observe confidentiality and refrain from discussing any issues relating to work

- Staff and parents should report any concerns or breaches to the School Administration and Head of School.
- Any comment deemed to be inappropriate is to be reported to the Head of School and/or the Founders.

PARENT/TEACHER COMMUNICATION

Daffodils pride itself on the collaborative approach between a parent and teacher on a child's learning and development. We recognize at Daffodils how busy parents are and that it may not be possible to engage in daily conversation with your child's teacher.

However, at Daffodils, there are tools to support a regular two-way flow of communication such as personalized daily updates from our SmartApp on your child, regular newsletters and general school notices through the Seesaw app.

***We ask that communication from parents to the school is to be explicitly through the WhatsApp so that no messages go missed or unreported. We cannot guarantee a prompt reply for non-emergency messages delivered to management through any other method of communication.**

PARENT TEACHER CONFERENCES

Parent Teacher Conferences will take place during our first and last term of the school year. Teachers will discuss the initial assessments and strategies with parents that will be used to ensure their child will be successful throughout the year. During our last term, parents will discuss with the teacher the progress the child has made throughout the year and if the child has fulfilled their obligations to the school in order to proceed to the next class.

Evidence-based work is sent home weekly. All the work sent home is not only a wonderful keepsake, but also an important chronicle of the work that has been done.

PARTNERSHIP WITH PARENTS POLICY

At Daffodils Nursery and Grammar School we firmly believe that close cooperation and communication with parents is essential to the quality of service we offer. We also understand that parents have their own specific needs and are entitled to being involved in any decisions made regarding their child.

Daffodils Nursery and Grammar School has agreed principles for parents/carers involvement. The importance of continuity between home and school cannot be overstressed. Our aim is to develop an honest, open and supportive relationship with parents, which complements life in their homes rather than contradicts it.

We are very aware of our influence as role models for the children who attend our school and without the parents' extensive knowledge of their children we would be unable to enhance the children's development.

At Daffodils Nursery and Grammar School we believe that the particular wishes of parents will vary from family to family, and culture to culture. They may be linked to diet, sleep provision, clothing, personal care routines or behaviour management. Specific parental needs or wishes will be identified, discussed with them and acted on in an appropriate manner.

Parents' wishes are to be valued and acted upon whenever possible, as long as they do not affect the school's policies or uphold a practice that could be detrimental to a child or to other children in the setting.

At Daffodils Nursery and Grammar School, we recognize that the responsibility for setting the expectations for behaviour within the relationship rests with the professional worker. For this reason, we will always ensure that our staff meets the highest standards in professional relationships. These are reflected in the following criteria:

- Adopting an open and transparent approach towards the application of policies and procedures.

- Never accept any monetary gifts from parents, which may blur the professional relationship.
- Always maintain an approachable, warm and friendly manner, without losing objectivity or blurring or breaching professional boundaries (i.e. being friendly but not a friend).
- Encouraging parental involvement and participation, without becoming over familiar.
- Remaining focused on each parent when talking to them, rather than making comparisons across other children or breaching confidentiality.
- Being sensitive to stresses in the lives of parents/carers, children and work colleagues.
- Ensuring disputes or conflicts with parents/carers or work colleagues are solved outside of the children's environment.
- Maintaining self-control in all circumstances (i.e. not becoming physically or verbally abusive) should a parent/carer become either physically or verbally abusive.
- Following the setting's policies and procedures.
- Recognizing the different levels of power held by professional workers and parents/carers and that in working with socially vulnerable people, this power can be abused.
- Acknowledging that individual differences based on family culture, race, religion, ability, and experience can influence ways of relating to others, but that this is not an explanation for abusive behaviour, i.e. while individual culture should be respected, abuse cannot be ignored.

The Founders, the Head of School can be approached at any time to discuss matters of that child's welfare and progress. Staff will be on hand at the beginning and end of sessions for this purpose.

All parents will have access to their children's records and will be consulted in respect of the care given to their children.

Information about the schools plans, activities, and events will be regularly distributed through newsletters and notice boards.

Parents will be able to read all policies of the school at any time and we will inform the parents of any changes in the policies and give them enough notice before any changes take effect.

- Communicating appropriately with parents involves:
 - Greeting parents warmly
 - Key person being available to parents' on a regular basis
 - Showing respect for all family members
 - Respecting issues of confidentiality and privacy
 - Giving equal time to all parents as needed
 - Using suitable methods of presenting information to parents, verbal, written and visual
 - Ensuring that parents are informed of all procedures within the setting when they take up a place for their child
 - Keeping parents' attention on specific areas of interest shown by their child
 - Sharing information regarding a child's health
- At Safari International School we will:
- Make all new parents aware of the school's policies and consult with all parents/ carers about the times of meetings to avoid excluding anyone.
 - Ensure that parents are informed on a regular basis about their child's progress.
 - Ensure that all parents have opportunities to contribute from their own skills, knowledge and interests to the activities of the group.
 - Welcome the contributions of parents, in whatever form these may be, to involve parents in shared record keeping about their own child, either formally or informally.
 - Ensure that all parents are fully informed about meetings, workshops events, parents' evenings, sport days, fundraising days and training through displays on the notice board and website.
 - Provide opportunities for parents to learn about the Cambridge curriculum and about young children's learning.

Prior to the beginning of each term, there will be an orientation

workshop with all new parents in order to answer all possible questions and explain to parents our philosophy and procedures of the school.

Prior to the beginning of each academic year, all existing parents will be invited to join in for a back to school meeting in order to go through the latest updates.

CELEBRATIONS

Daffodils feel that holidays provide the perfect opportunity to celebrate diversity, and have a good time! We respect all cultures and have traditional fun ways of celebrating many holidays. If you would like to celebrate your culture with your child's class by providing food, an activity or information, please speak with our founders, classroom teachers, or the Head of School.

BIRTHDAYS

Children love to celebrate their birthdays!

We celebrate all birthdays on Fridays at 1:30 pm. If you wish to supply a birthday cake, party bags, or anything else please speak with the Head of School.

TEACHER APPRECIATION WEEK

When it is time to celebrate our teachers, information will be sent to parents prior to. We only ask that you do not send money to any teachers.

HEALTH AND SAFETY POLICY

At Daffodils, we will ensure the Health, Safety and Welfare of our staff, pupils and all visitors to our premises. Responsibility for the day-to-day implementation and monitoring of this Health and Safety Policy rests with the Head of school, who will work in collaboration with the staff to ensure compliance.

We aim to

- Ensure that the school is maintained in a safe condition.
- Create an environment that is safe and without risk to health.
- Prevent accidents and cases of work related ill health.
- Use, maintain and store equipment safely and without risk to health.
- Ensure that all staff are competent in the work in which they are engaged by providing information instruction, training and supervision.

RESPONSIBILITIES OF THE HEAD OF SCHOOL AND STAFF

The Head of school is responsible for the effective implementation of the health and safety policy and ensuring that staff understand and accept their responsibilities in relation to health and safety procedures.

All staff are responsible for implementing the policy on a day-to-day basis and must report any incidents to the head of school, ensuring that a line of communication for problems exists; acting promptly on any reported problems; promoting good practice and developing general safety awareness amongst staff.

All staff have a day-to-day responsibility for ensuring that safe methods of work exist and are implemented. They should also ensure that Health and Safety rules and procedures are applied effectively.

All staff must:

- Ensure the health and safety of themselves and that of any other persons who may be affected by their acts or omissions at work.
- Use equipment in accordance with the instruction and training provided.
- Report any work situation that is considered to pose a serious and imminent danger Co-operate with their employers to comply with any statutory requirement placed upon them.

VIOLENCE TO STAFF

The School is aware of their responsibility for assessing the risks of violence to staff and where violence is identified as a significant risk, the school ensures appropriate control measures are put in place.

Staff must report any incident of aggression or violence (or near miss) directed to themselves through the reporting process.

SECURITY ARRANGEMENTS INCLUDING DEALING WITH INTRUDERS

All staff have an individual and collective responsibility to ensure that they have continuous regard for the safety and security of all our children. Children must not be left unsupervised at any time.

All visitors must sign in at the office. Visitors should always have a staff member with them from the moment they come in until the moment they leave the School premises. No visitor should be left alone inside the School premises. All Visitors should be put into the visitor's entry book signed by a Safari staff member who has received them and signed again when the person has left.

SLIPS/TRIPS/FALLS

The school recognizes the main cause of accidents is slips, trips and falls. It is the responsibility of the Head of School, with support from administration, to ensure that the areas have clear traffic routes and that exit routes are kept clear. All hazards, obstructions, spillages, defects or maintenance requirements are reported to the caretaker by the reporting process. All staff are expected to be vigilant and be aware of possible hazards.

Following the guidelines listed below can prevent accidents:

- Keep corridors and passageways unobstructed.
- Ensure shelves in storerooms are stacked neatly and not overloaded.
- Keep floors clean.
- Do not obstruct emergency exits. Means of access.

- Always use correct routes of access – do not use short cuts as these can result in an accident.
- Do not block an access route to or egress route from the Schools.

As a school we aim to make our premises as safe as possible, but sometimes children get hurt due to slips, trips, falls, pushing each other, pinching, biting, playing too actively, running too fast or just simply using the playground equipment which is considered to be more health dangerous than other school areas.

Getting hurt occasionally and having minor injuries is normal when in school and surrounded by other children. Our staff however will do everything possible to prevent this from happening by eliminating hazards and promoting less aggressive play.

All parents are required to sign a playground disclaimer.

CLEANING

A cleaning schedule is in place, which is monitored by the Head of School and Administration. All waste is disposed of according to appropriate health and safety guidelines. Deep cleaning is undertaken on a regular basis where necessary. The school ensures general cleanliness, appropriate waste disposal, safe stacking and storage and the checking of all general equipment such as ladders etc. All members of staff adopt good housekeeping practices to assist in the maintenance of a safe and healthy workplace.

REPORTING OF ACCIDENTS, HAZARDS, NEAR MISSES

All staff are encouraged to report accidents, incidents and near misses to the Head of School. The Head of School will inform the administration in order for an investigation of such incidents to be completed and implement means to prevent a recurrence. Investigations are essential in order that accidents, damage to equipment and property, and losses are kept to a minimum.

All accidents are recorded on the accident logs, child or adult, which are held in their place of work; this includes significant 'near miss' situations. All accident details are consolidated on a termly basis.

Any accident or injury is reported by the person involved in the accident, or by the Head of School, or by the class teacher in the case of a child. All near misses are reported. Investigations are carried out, appropriate actions taken.

HEALTH AND IMMUNIZATION FORMS

As part of your enrollment paperwork you will be asked to submit information regarding your child's general health, any allergies, physical handicaps as well as a copy of your child's current vaccination records. Health information and vaccination records must be updated termly.

MEDICAL ADMINISTRATION

Parents are asked to notify the Head of School only (in writing via WhatsApp, or letter) of any medication to be administered before arrival at school. If the Head of School is not informed, we will not administer the medication.

Prescribed Medication Only prescribed medication will be given to a child. Medicines should be in their original packaging and must be labeled with the following details:

- The child's name.
- The exact dosage required.
- Time or times per day it is to be given.

The parent must complete a school consent form with all the relevant details and the administration of medicines will always be witnessed by the person in charge of the room.

Medicines will always be given by the class teacher. Cuts or open sores, whether adults or children, should be covered with a plaster or other dressing.

Non-Prescribed Medication Daffodils Nursery and Grammar School will administer a dose of Calpol (if necessary to bring down a fever) to your child only if the appropriate consent has been given in the registration paperwork.

ALLERGIES

When parents register their child at Daffodils Nursery and Grammar, they are asked if their child suffers from any known allergies. This is recorded on the child's personal information form. If a child has an allergy, a risk assessment form is completed to detail the following:

- The allergen (i.e. the substance, material or living creature) the child is allergic to such as nuts, eggs, bee stings, cats, etc...
- The nature of the allergic reactions e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc.
- What to do in case of allergic reactions, any medication used and how it is to be used (e.g. Epi pen).
- Control measures – such as how the child can be prevented from contact with the allergen. Parents should make necessary arrangements with their GP or Health Practitioner to train staff on how to administer special medication in the event of an allergic reaction. Generally, no nuts or nut products are used within the school, and parents are made aware of this so that no nuts or nut products are accidentally brought into the school.

SICKNESS POLICY

Staff will check the temperature of every student upon check in. Any child presenting with a low-grade fever (37.0 degrees or above) will be asked to return home immediately. If parents/carers are aware of the children having symptoms of illness but uncertain whether they are well enough to attend school, they should discuss the matter with the Head of School.

If there is any question about the child's health, we will not admit the child to the school without a doctor's medical note. The School should be informed of any contagious or infectious illness contracted by the

children and will inform parents/carers of any infectious illness, which has been present in the school.

If a child has been exposed to an infectious illness, parents are asked to discuss the incubation period with the manager so that the dates during which the child should stay home can be determined. Staff will inform parents/carers of any minor symptoms of illness observed in their child when the child is collected.

They will also contact parents/carers immediately in case of any vomiting, fever or prolonged diarrhoea and may request parents/carers to collect their child if they have a fever exceeding 38°C, severe diarrhoea or vomiting or are showing signs of distress or discomfort. If a child has been absent through illness; he/she should stay at home until they are able to participate in a normal school day, including outdoor play.

ACCIDENT POLICY

Minor injuries will be attended to by staff members and referred to the first aider, and recorded in the incident report book as well as a picture and message via Seesaw. Parents/carers will be informed at collection time and via the parent communication app.

In the event of a serious injury, we will make an immediate attempt to contact the child's parents/carers. We will also contact the parents in the case of a bump to the head, as well as any other non-serious incident that requires attention from a medical expert (e.g. where a child gets a foreign object stuck in their nose).

Until the arrival of the parents/carers, paramedics or ambulance, we will make all necessary decisions about the child. At the same time, we will call emergency assistance to make sure that no time is lost in caring for the injured child. Parents/carers will be expected to assume all expenses. It is important that parents/carers keep the school up to date with all contact numbers, places of employment, doctor and emergency information.

PARENTS' COMPLAINT PROCEDURE POLICY

INTRODUCTION

Daffodils Nursery and Grammar School aims to solve concerns and complaints as quickly and as effectively as possible. Anyone with parental responsibility for a student can complain if they are not satisfied with the service they receive.

- The procedure for complaints is designed to ensure that, wherever possible, an informal resolution is attempted.
- All stages of the complaints procedure will be investigatory rather than adversarial.

COMPLAINTS PROCESS

PART A: Complaining about the actions of a member of staff.

The complaint must be put in writing and emailed to the Head of School at daffodilscrech@gmail.com who will be responsible for its investigation.

All complaints will be logged in the School's Complaints Log. The emailed complaint should include all details that might assist the investigation. The Head of School may meet with the complainant to clarify the complaint.

The Head of School will collect such other evidence as deemed necessary. The investigation will begin as soon as possible and conclude within 10 school days.

When it has been concluded, the complainant and member of staff will be informed in writing of the outcome. The outcome will be one of the following:

- There is insufficient evidence to reach a conclusion, so that the complaint cannot be upheld
- The concern is not substantiated by the evidence
- The concern was substantiated in part or in full. Details will then be given of any action the School may be taking action in response to the complaint.

Part B: Complaining about the actions of the Head of School

- The emailed complaint should include all details that might assist the investigation.
- The complainant will be invited to meet with the Head of School to present oral evidence or to clarify the complaint.
- The Head of School will collect such other evidence as is deemed necessary. This may include interviewing witnesses and others.
- The Board of Management will then be invited to meet with the Head of School, separately, to present any written or oral evidence in response. When the investigation has been concluded then the Head of School and the complainant will be informed in writing of the outcome.

Details of individual action taken in respect of a member of staff will not be given. The complainant will be told that consideration of their complaint by the Head of School is now concluded. If the complainant is not satisfied with the manner in which the process has been followed, finds the decision perverse or believes that the Head of School has acted unreasonably, then a request for a review can be made to the Head of School in writing, within 10 days of notice and include a statement specifying any perceived failures.

Part C: Complaining about the actions of the Head of School

The emailed complaint should include all details that might assist the investigation. The complainant will be invited to meet with the Board of Management to present oral evidence or to clarify the complaint.

Details of individual action taken in respect of a member of staff will not be given. The Board of Management will tell the complainant that consideration of their complaint .

If the complainant is not satisfied with the manner in which the process has been followed, finds the decision perverse or believes that the Board of Management failed to follow protocol, the complainant can, in writing, state specifically any perceived failures within 10 days of notice.

Part D: Review Process

- The panel will first receive written evidence from the complainant
- The panel will then write to the Head of School, as appropriate, to make a response to the complainant
- The panel will have access to the records kept of the process followed.
- The complainant, the Head of School, as appropriate, will be informed in writing of the outcome. This may be to the effect that: There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld. The teacher/ Head of School/ Staff member will retain their right to their good name.

Formal lines of communication.

Daffodils Nursery and Grammar School considers that any complaint should be made in a formal way in writing. We respectfully request Daffodils Nursery and Grammar WhatsApp numbers not be used as a domain to make any kind of complaint.

Daffodils Nursery and Grammar Schools maintains Social Media accounts on Instagram to promote the work of our wider community. We ask our parents to respect these as places where we celebrate our students' efforts and not considered as an avenue to raise any complaints.

Please note that if something is of concern to a parent, all parents are welcome to come and ask their question, as we will always promote transparency and will provide parents with all relevant information to keep them informed.

To protect everyone's privacy, we will never discuss anyone's personal life, health issues, job related topics, etc. rather only things that are relevant and can affect the well being of other students.

WATER BOTTLES

Please ensure your child has a clearly labeled water bottle with them everyday.

LABELLING

We require all school bags, uniforms, school books, notebooks, stationary items, lunchboxes, water bottles and all additional clothing items to be labelled clearly with your child's name with permanent marker, permanent stickers or stitching.

Make sure the school bags are labelled on the outside and somewhere easily identifiable at a glance. This is so that we can comfortably identify each child's items in the unusual event that the class teacher is not available for drop off. It also ensures that items are not mistakenly mixed up as can happen from time to time in any busy school setting.

NOTICE FOR WITHDRAWAL

We ask that you submit a Withdrawal Notice in writing to the Head of School. Please keep the signed copy. Please give the school a full term notice by the first day of the child's last term or a term's fees in lieu will be required.

ACCEPTANCE DEPOSIT

The Tuition Deposit, 1000GHC, is a non-refundable and non-transferrable fee, which must accompany each new student registration and will be credited to the last tuition upon notice of withdrawal. If no notice or less than a term's notice is given, the deposit is forfeited whether or not your child attends.

LATE PAYMENT CHARGES

The school reserves the right to impose a late payment interest of 1% per month on any school fee payments that are not received by the due date, as indicated on the invoice.

EXTRA COSTS

Please note that parents/carers are required to pay extra fees when necessary for the following:

- Computers
- Software subscription when required
- Extended day/homework time
- School trips
- School uniform

MODES OF PAYMENT

- By Electronic/Internet Transfer

**Account Name: Daffodils Nursery and Grammar School - Account
Number GHS: 62000531518 Bank Name: First National Bank
Branch: Junction Mall**

The child's name serves as the reference of payment. Please note that all remittance fees and charges must be borne by the payer.

- By Cheques must be made payable to **"Daffodils Nursery and Grammar School"**. **Please indicate the child's name at the back of the cheque.**
- By Cash - Please ensure a receipt is issued for any cash payment for tuition fees/uniforms or any other payments.

SUMMER SCHOOL TERM

During the summer term, we appreciate that it can be a challenge for our parents to find suitable childcare. On the other hand it is necessary for our staff and teachers to have adequate rest after a busy academic year. With this in mind, from year to year management will endeavour to do our best to facilitate where possible some summer school programmes/ camps at our discretion.

The dates may vary from year to year.

CONTACT

7 AYIKU CIRCULAR LANE,
SPINTEX RD, ACCRA
GHANA

DAFFODILSCRECH@GMAIL.COM
TEL: +233-24-430-7482
+233-20-749-3211

WWW.DAFFODILSNURSERYANDGRAMMAR.COM