LUMS Daycare Centre Handbook

1.1. Welcome to the LUMS Daycare Centre

The Lahore University of Management Sciences (LUMS) and its Daycare Centre staff welcome you and your child/ren to our Daycare facility. We appreciate your confidence in entrusting your children to our care. We are committed to providing a safe and happy environment for your child/ren.

This handbook provides you with important information concerning our Daycare Centre, so please keep it with you for reference on any matter regarding the Centre.

1.2. Our Mission

To provide childcare for our employees through a dedicated team in a loving and secure environment for your children.

1.3. Our Vision

1. To develop an innovative Daycare Centre
2. To provide a secure and caring environment
3. To develop lifelong relationships
4. To provide easily available solutions for our employees at LUMS
5. To provide fun-filled experiences for the children

1.4. Introduction

1.4.1. Daycare Centre’s Role

We welcome you to the LUMS Daycare Centre, where we strive to provide our employees with loving and secure care for their children. We hope that by providing this service we will relieve our employees of their concern for their children during their hours of work.

Before you enroll your child we encourage you to visit the Centre so that you can assess our staff and facilities. To facilitate you in making the right decision, we have a three-day trial period free of charge.
Please note that the Human Resource Department (HRD) at LUMS processes all enrollments and deals with all queries, issues, and grievances regarding the Daycare Centre. Parents are requested to approach HRD for all issues before contacting the Centre.

1.4.2. Parents’ Role

Sending your child to daycare can be a difficult time for both parents and children. We are here to help you and your child adjust with us and our environment. We have an open door policy so we encourage you to drop in whenever you wish and visit your child especially during the first few days. We also encourage parents to take part in any activities that the Centre organizes.

In a situation where a child is finding it difficult to adjust and this is causing stress for other children, the parents will be asked to sit in for first three days (2-3 hours) until the child adjusts. If even after two weeks the child does not settle in, the parents may be asked to take their child out from the Centre.

1.5. Admission

The Daycare Centre enrolls children between the ages of 1 to 10 years. The current admission capacity of the Centre is 35 children and admission is on space available basis. Parents have the option of sending their child Full-time or Part-time or Daily. Full-time is defined as 8.30 am to 5.00pm for 30 calendar days. Part-time is defined as up to four to five hours for 30 calendar days. Daily is defined as maximum twice a week for 30 calendar days.

There are 20 slots available for children enrolled on Full-time basis, 10 slots available for children enrolled on Part-time basis and 5 slots available for Daily basis. In an event that the daycare center is full, the child’s name would be placed on a waiting list and parents will be contacted as soon as a slot is available. Preference on the waiting list will be given to requests for Full-time, followed by Part-time and then Daily. In addition to this, first preference will be given to LUMS employees, followed by LUMS Students and then Alumni. Parents are required to complete and return the enrollment package (attached with this handbook) to HRD after which the child’s file will be processed.
The enrollment package contains the following forms:-

1. General information form
2. Payment of fees form
3. Medical form
4. Medication release form (only to be filled out if required at the time of enrollment or when the child is sick)
5. Acknowledgement of receipt of Handbook

The information provided will be treated as strictly confidential and will not be released or shared without the consent of the parents. Please notify us immediately of any changes in the information provided by you.

1.6. **Timings of the Daycare Centre**

Monday – Friday *(8:30 am -5:00 pm)*

The Centre will remain closed on Saturdays, Sundays and public holidays (when LUMS is closed). Please note that while LUMS aims to keep the Daycare Centre open and running during the time mentioned in the handbook, the Daycare Centre might be temporarily shut down due to unforeseen situations, maintenance purposes or Daycare staff training. The parent needs to understand that this is a possibility and agrees to make his/ her own arrangements for child care in the case of such an eventuality.

1.7. **Arrival and Departure**

Either of the parents whose name is listed on the general information form is required to drop and pick up the child. The parent will sign the daily register when dropping and picking up the child, and inform the staff about the child’s arrival and departure. A written statement should be sent to HR if someone other than the persons designated in the application form takes this responsibility. The child cannot be released to anyone under the age of 16 years. If a parent has authorized a maid/servant/driver to pick up the child from the Daycare Centre we will require copy of their ID cards.

1.8. **Late pickup fees**

Please inform the staff a day earlier if your child is to stay after the regular office hours. If your child is picked up after **5:10 pm**, a fixed late fee of Rs
100 will be charged. After 5:30 p.m. an additional hourly rate of Rs.50 will be charged for every half an hour slot (e.g. 5:30 pm - 6:00 pm).
1.9. Payment

For LUMS employees, payment of fees will be deducted from the monthly salary. Students and alumni are required to make cash payment at the MCB booth in LUMS, one copy of the receipt is submitted to HR and one is kept by the parent. Payment has to be made one day before the date the child is enrolled at the Daycare Centre.

<table>
<thead>
<tr>
<th>Status</th>
<th>Full-time Charges</th>
<th>Part-time Charges</th>
<th>Daily charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUMS Employees/Students/Alumni</td>
<td>Less than 2 years – <strong>Rs. 5,715</strong></td>
<td>Less than 2 years – <strong>Rs. 4,350</strong></td>
<td><strong>Rs. 380</strong></td>
</tr>
<tr>
<td></td>
<td>2 Years and above – <strong>Rs. 4,970</strong></td>
<td>2 Years and above – <strong>Rs. 3,600</strong></td>
<td></td>
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</tbody>
</table>

If a child is enrolled on part-time basis but comes to Daycare for full-time, an additional Rs. 250 will be charged for that day. Requests for changing enrollment from Part-time to Full-time needs to be sent at least one (1) month before the change is required. HR will check if Full-time slots are available, in case they are not available the request will not be accommodated.

*These charges are subject to revision after one year.*

1.10. Trial Period

Please note that if after the three-day trial period, the Daycare provider refuses admission of a child, a committee will be formed to decide the case. The Committee will be compromised of 3-4 staff members from different departments including HRD. Decision of the majority will be considered final regarding the admission of the child in such cases.

1.11. Leaving the Daycare Centre

If the parents decide to take the child out of the Center, they are requested to give HR a two-week written notice that they wish to terminate the contract. The last date the child will be coming to the Day Care Center should be mentioned in the letter. If they don’t give two weeks’ notice they will be charged for 2 weeks.
1.12. Health and Safety

1.12.1. Accidents and Emergencies

We aim at providing a safe and secure environment for your child at all times. However, in the unfortunate event of an accident or emergency we will notify you immediately. If we cannot reach you we may take your child to the emergency in the Defence National Hospital, if necessary, and continue to try and get in touch with you. Therefore, please make sure that your personal and business contact numbers are up to date at all times.

1.12.2. Medicines

The Centre will not give any medicine without written instructions from parents. We do not keep any medicine at our Daycare Centre and without written consent from the doctor and parent we will not give any medicine to any child. Therefore, please make sure you fill out the medication form and give it with the medicine to our staff if your child needs to be given medication for any illness.

1.12.3. Illnesses

The Centre is a place for healthy children. Unfortunately, we do not have the staff or facilities to care for children who are too ill to take part in regular activities and need to be monitored continuously. We ask you not to bring children to the Centre if they have:

1. A temperature of 101 degrees or higher
2. Severe diarrhea
3. Severe vomiting episodes
4. Pink eye or discoloration or discharge from the eye
5. Lice
6. Uncontrollable severe coughing
7. Any communicable diseases (chicken pox, measles etc). In this case you will be required to provide a letter from the doctor confirming that your child has recovered from the disease, before your child can rejoin the Daycare.
1.13. General Information

1.13.1. Activities

We provide arts and crafts for the children. We have a play-time for the children to interact with one another and develop their communication and social skills. The Daycare staff will not be able to supervise nor ensure the completion of homework. This is the responsibility of the parents.

1.13.2. Meals

The Daycare Centre does not provide any meals for infants or children. Parents are requested to provide any baby food or snacks they want their children to eat during their stay at the Daycare. Parents are reassured that no staff member will provide any other food items to the children without their prior consent. The staff will not cook any meals as per rules set by LUMS for health and safety reasons, nor will the staff wash any food boxes or bottles belonging to the children.

1.13.3. Baths/Toilet Training

The staff members will not toilet train children nor will they give baths to any of the children at the Daycare for health and safety reasons. The staff will only change diapers or clean up the child.

1.13.4. Rest periods

Time is set aside each day for a rest period. The children will not be required to sleep but will be expected to rest quietly so as not to disturb those who choose to sleep. Please provide a small blanket for your child if you are concerned about your child sharing blankets with other children. We discourage pillows for safety reasons.

1.13.5. Maids

Maids are not allowed to accompany children inside the Daycare Centre under any circumstances. In case of emergency maids will be allowed only for 3 days after getting special approval from HRD.

1.13.6. Clothing and personal items
Please dress your child in comfortable clothes and tennis shoes rather than flip flops so that the child can move around easily. For safety reasons, please limit the use of bows, beads, earrings, or other small, potentially hazardous items.

Please provide the following items as the Centre does not provide them:-

1. Two changes of clothing for use in emergencies
2. Personal toys, but please keep in mind that the Centre does not take responsibility for any loss or damage to the toys. Children should not bring money, small items, toy guns or swords to the Centre. Toys will not be washed or sterilized by staff members.
3. Blanket/bed linen for the child’s use
4. Baby snacks and any other food items
5. Disposable diapers and baby wipes.
6. An extra set of sterilized bottles with the brand of milk your child takes. The staff member of the Centre will not wash/sterilize any bottles. Written instructions on when and how to give the milk should also be provided. Please label all items including bottles, caps of bottles and jars, baby foods, diapers, diaper supplies and clothing. Labels on bottles, bottle caps and baby foods should include the child’s full name.

1.14. Suggestions/Comments/ Concerns

If a parent has any suggestion/comment/ concern regarding the management of the Daycare, it should be sent directly to the HR Department and the department will take action accordingly.

1.15. Reasons for termination

We believe in working together as a team with the parents. However, if a parent does not abide by the terms and conditions of the contract and policies set forth in this handbook, the HR department may be forced to terminate the contract and ask the parent to take their children out of the Daycare.

The following reasons can lead to termination of the contract:-

1. Non-payment for more than two months
2. Bringing a child with a contagious disease into the Centre
3. Asking the staff for special favors for a child
4. Making requests that go against the policies mentioned in this
handbook (e.g., cooking, staying back late, washing, giving baths)

5. Causing distress for the staff
6. Not providing items required by the child after repeated requests by the staff and expecting the Daycare to provide items like clothing, diapers, food and bottles.

We have a limited number of staff members and we aim at giving an equal amount of time to all our Daycare children. Therefore, the Daycare reserves the right to refuse admission to a child after the three-day trial period if we find that the child is difficult to handle and requires more time and attention than the rest of the children. This step will be taken in the best interest of that child as well as other children.

1.16. Revision of rules

The University reserves the right to amend or modify these rules when considered expedient in which case the approval of the VC will be mandatory.

1.17. Location and contact information

1.17.1 The Day Care Centre Location

Faculty Apartments, C1 and D1, Block 6.

1.17.2 Day Care Contact

Amra Irfan
Ext. 8933

1.17.3 Contact in the HR Department

Sadia Anwar
Ext. 4450
Email: sadia.anwar@lums.edu.pk
Above EDH, first floor