

During the past weeks we have worked extensively to make a plan to reopen the nursery and we have prepared this guide to provide you with all the information you need before the start of the official working hours for the children in the nursery for the academic year 2020-2021

- We have responded quickly to the decision of the Department of Education and Knowledge to reopen nursery doors and have begun working on preparing the necessary policies to make it official.
- Carrying out the procedure of cleaning, Sterilization and maintenance of the nursery building.
- We made an agreement with a company to sterilize the nursery on a weekly basis.
- Posting instruction posters to ensure social distancing and procedures for cleaning, sterilization and hand washing.
- Maintenance of security equipment and safety.
- Prepare all areas according to the instructions of the Department of Education and Knowledge.
- Making sure that all staff have undergone a COVID-19 test and are ready to return to work.

We kindly ask you to read the following items to ensure your safety and the safety of your children.

- **Hygiene policy**

- Sterilization on all public places in the nursery after each use.
- Sterilizing children's clothes, staff, shoes, bags and food boxes when coming to the nursery and before entering the main door.
- Assigning a cupboard to each child, with the need to clean and sterilize it daily, at an hourly rate.
- Cleaning and sterilizing the beds, bed sheets and blankets daily, and the commitment to allocate a bed, blanket and bed cover for each child with a name written on him and his picture placed on the bed.
- Ensure that the staff and children wash their hands for 20 seconds at intervals as needed.
- All staff are obligated to wear masks and face masks at all times, and they must be transparent to make it easier for the child to read the employee's lips and see facial expressions.
- Personal hygiene lessons for children will be included in the nursery education plan, training children to wash hands for 20 seconds for the age group of 2-4 years, and help children under two years to wash their hands effectively.
- We ask you to teach your children how to wash hands, maintain personal hygiene, and reinforce this positive behavior in ways that are fun for the child.
- The teachers will train the children on how to sneeze at the elbow and keep the children's noses cleaned frequently and get rid of contaminated tissue paper.
- Sand and water will not be used by children during educational activities, and children are not allowed to play in the sand area for the current period.
- Toys that have been exposed to sneezing or coughing or placed in the mouth will be removed and placed in the container for toys that need to be sterilized, cleaned and sterilized at the end of work, and then returned for separation.
- Paper towels will be used for drying purposes for the child. It is forbidden to use cloth towels.
- In the event that a person has symptoms of Covid-19, we will immediately evacuate the place, clean and sterilize it, and open the windows to ventilate the place.

- Each child will be assigned a box containing educational toys, on which the child's picture is placed and his name written to be used during the educational program. It is cleaned and sterilized daily and whenever needed during working hours.
- Every child is assigned a table and chair titled with a smile, to be used at mealtimes and after activities, or if they are contaminated, clean them with soap and water to ensure hygiene and sterilization requirements.
- This requires you to provide food tools for your child to use in the nursery.
- It is forbidden for the children to bring personal toys from the house.

- **The nursery administration will:**
- Providing paper towels for drying in the bathrooms, at the sinks, in the classes and offices.
- Provide hygienic napkins in all nursery facilities
- Providing soaps in the bathrooms.
- Providing sterilizers.
- Provide single-use paper towels for changing the diapers.
- Providing cleaning and disinfection materials and tools necessary for cleaning.
- Unclean clothes will be put in a plastic bag with the child's name and the nurse will give you the bag at the end of the day. In the second day please provide us clean clothes.
- Children are allowed to use sanitizer after the nursery administration has obtained permission signed by the parents.

- **When is it necessary to wash the hands of the child and the employees?**
- Upon entering and leaving the nursery.
- After using the bathroom.
- When entering the nursery from outside activities.
- Before and after eating.
- After sneezing or coughing.
- Before handling food.
- After changing the diapers.
- Before and after taking medication.

- **Food safety**
- You are required to send healthy meals for your children.
- Food packages will be sterilized upon the arrival to the nursery by wet napkins. The child's food packages will be kept with us so that they are labeled with the child's name, also with the name of the group to which he/she belongs.
- Meals should be already prepared from home or ready to be served with separate plates to reduce handling and preparation procedures.
- It is preferable to send meals to be used once (disposable) that are divided into parts.
- It is preferable to send meals that do not need to be heated, to reduce touching the child's food.
- Providing the child with the water bottles from the house.
- Encouraging children to eat on their own for the ages that are able to, and helping younger children to eat.
- Children who refuse to eat during the mealtime will be given food later in the day. We will be informing you if your child is not eating well.
- Tables and chairs used for meals will be sterilized and cleaned before and after use.
- Children are not allowed to share meals, and each child's utensils must be used. We clean and sterilize utensils after meals and keeping them in the lockers with their names on it.

- It is strictly forbidden to bring food for other children (by distribute) also it's forbidden to celebrate birthdays or anniversaries.

Infants and young children

- The same criteria are used for infants.

Breast feeding

- Nursing mothers are not allowed to enter nursery to breastfeed their child.
- Each mother must provide the nursery with a number of feeding bottles that are sufficient numbers of daily feeds of the child.
- Feeding bottles will be cleaned and sterilized before and after use.
- Babies' meals are served every two hours, and we make sure to store food in the refrigerator in case we need them.

Procedures related to sleep and beds

- Each mother must bring a special bed for the child, meaning a blanket, pillow and bed cover (2 each), and write his name on it in a readable way. Each mother in the end of the day must clean them and return them in the morning.
- The bed arrangement will be 2 meters apart between each bed.
Just in case the child develop symptoms, all the blankets will be placed in an airtight bag and returned to you to be cleaned and sterilized. The child will be isolated until the guardian arrives to pick up the child. Kindly take the child early to sleep at night to take a sufficient amount of sleep hours to be fully active in the morning, especially for children more than two years.

5. Changing diapers procedure and bathroom use for diapers change.

- The employee is responsible for changing diapers will wear a disposable plastic gown and gloves when changing diapers for the baby, and will change them after each diaper change for the baby.
- The employee will clean and sterilize the surface of the changing table before starting the change process they will a put a single-use cover on the table top and it is disposed of after the completion of the change process.
- The employee will clean the child very well with soap and water, then wash the child's hands and face after each change of diapers.
- The child will be dried with a tissue, and cloth towels will not be allowed.
- The employee will change the child's clothes after changing the diaper if necessary, then put the dirty clothes in a plastic bag and close tightly, after that they return it to the mother for washing and cleaning.
- Please provide 2-3 additional clothes replacements to be used according to the child's need and provide a sufficient number of diapers.

Face Masks and Wraps (PPE)

- All staff are obligated to wear a face mask throughout the official working hours.
- Masks must not be used by children under the age of 4 years.

Children attendance and departure procedures

- At the beginning of each day, the children will be received from you at the main entrance to the nursery, and only one employee will be responsible for receiving the children daily.

- The nurse takes the child's temperature.
- Kindly wait until the completion of taking the child's temperature and answer some questions from the nurse to ensure that the child does not suffer from any symptoms. After that you can departure.
- A second employee will help the child to wash his/her hands with soap and water outside the nursery building, where two washbasins have been installed, and a table with soap and paper towels.
- A third employee will sterilize the child's clothes, shoes, and bag so that he/she will be able to enter the nursery.
- A fourth employee will accompany the child to his/her classroom, and then the teacher will take over the child's responsibility.
- You will not be allowed to enter the nursery completely, whether or not the child is delivered, in order to maintain the safety of the children and the employees.
- Please avoid the presence of interference when delivering or receiving children, and consider social distancing.
- If the temperature of the child is 37.5 degrees or more, he/she is forbidden to be accepted and he/she will return home with you.
- We ask you to assign a specific person from the family each time to receive and deliver the child.
- The child's temperature will be measured before leaving to make sure that the temperature does not increase. In case that the child's temperature rises, the nurse will isolate the child and communicate with you to take the child within an hour at the latest from the nursery.
- The reserve employee of the group accompanies the child when you come at the end of working hours and the delivery takes place outside the nursery building.
- To ensure that you do not wait for a long time, it is best to contact the nursery administration at least five minutes before arrival to prepare the child.
- You must wear a mask when delivering and receiving the child.
We ask you to commit to the time of the child's attendance and departure.
- All parents and employees will have to download and activate the **Al Huns app**.

7. Attendance, absence and sick leave policy for children

- Each guardian must sign an acknowledgment letter from the nursery regarding age, housing, health and living arrangements. The letters are sent electronically. These forms are signed weekly, and this letter will be sent to you by e-mail.
- You must specify the hours the child's daily hours of attendance.
- You must keep the child at home if the child has any symptoms, kindly do not return to the nursery until after confirming their health, or they showed no symptoms for at least 24 hours.
- You must keep your children at home if you or any family member suffers, God forbid, from the symptoms of Covid-19. You should not return to nursery only after obtaining the consent of a doctor as a result of a negative patient and report medical management nursery carries a negative result.
- In case of the child's absence, a text message must be sent to the nursery director before the start of the school day and the reason for the absence must be stated.
- In case that the child is absent without informing the administration, the administration must within an hour of the start of working hours contact you to determine the reason for the absence. The administration must have numbers to contact one of the child's close relatives in cases of emergency.
- In the event that the child has symptoms of Covid-19 disease, the child must be kept at home and not attend until his/her recovery, you obtain a negative medical examination indicating that he/she is completely free of the disease, and notify the director of the nursery as soon as possible to take appropriate action to inform the concerned authorities and child's guardian.

- In the event that the child develops any symptoms during the working hours, you will be contacted to take him/her to the hospital or refer him/her to the hospital, in agreement with you, to take appropriate measures. You must commit to not returning the child to nursery until a negative result (PCR examination) is obtained.
- Parents should inform the nursery of any upcoming travel plans for the family and comply with quarantine requirements upon return to the state and instructions issued by the Ministry of Health.

8. the event that a confirmed case is recorded between workers at the place or children

- If the result of the COVID 19 test is positive, but there are no symptoms, the isolation must be completed for a period of 14 days after the date of issue of the positive result. It is not allowed to return until after obtaining a documented medical report indicating the patient's safety and full recovery.
- In the event that it is confirmed that a child or one of the workers at the place is infected with the virus and symptoms appear, the following shall be followed: The nurse immediately takes the patient to the isolation room, taking into account that she is fully wearing personal protective equipment.
- Calling the infected person's family to come within one hour at the latest to take the patient to the hospital.
- Do not return to the nursery until the end of the quarantine period or health isolation at home or hospital as approved by the Health Authority until the approval arrives to be able to return to the nursery.
- Identifying children and employees who are in contact with the people who contracted the disease during the onset of symptoms or two days before their appearance. We must communicate with them and inform them to make a medical examination immediately and follow the health authority procedures in case of necessity for quarantine.
The nursery will be closed for two weeks, and distance education will be continued.

9. Positive Relationships with Parents

- The nursery manager will make electronic meetings with you to introduce you with the female employees and inform you with all the details of children's education and protection. And discuss your concerns All social media has been activated (Snapchat - WhatsApp - Instagram - phone call - text messages - email - the website - and the allocation of three mobile phone numbers in addition to the landline phone number) to communicate with you easily and respond to your questions.
- You will be shared with links to educational lectures through social media platforms.
- You will be shared the achievements of your children through pictures during the completion of tasks and after the completion through the electronic platforms to ensure you are satisfied with the effectiveness of the educational process to develop the skills of your child.
- To pay the fees, the nursery administration has adopted the payment of the fees by applying the cash transfer to the nursery bank account to make it easier for you and to ensure the preservation of social distancing. You will be informed of all details of the financial policy upon registration.
- In case there is a need to put the checks from the bank, there is a box will be placed in the guard's room to put the checks in. Then the guard will collect and sterilize them after that he/she will deliver them at the end of the official accounting hours in the nursery.
- It is important for us to maintain bridges of trust, respect and communication between you and the employees
- If you have any concerns or questions, we welcome your statement and discussion with you.

10. Supporting Vulnerable Populations

- The staff must wear face masks or transparent masks that highlight the movement of the lips and expressions of the face, because children, especially those who face speech difficulties, need to read lips while communicating. The children's watching the teacher's facial expressions will relieve stress and anxiety.
- We apologize for not registering children who are sick with chronic diseases or respiratory diseases (asthma, heart, or immunodeficiency) in the nursery due to the high risk of complications with the child in his/her illness, and the best option is for the child to be under the care of his family. He/she will depend on distance education that the nursery will offer.
- In the event that you face obstacles in paying the installments, an arrangement is made with the finance officer in the nursery to arrange the payments in a way that guarantees easiness for you.
- In case that the nursery is closed for any reason, the prepaid amounts will be returned and the days in which the child was in the nursery will be calculated.
- In case the child travels with you, it is necessary to inform the nursery department and communicate about the required safety measures according to the laws and requirements followed by the Department of Education and knowledge and the instructions of the Ministry of Health, with compliance with the period of home quarantine for the family after returning from travel and not to receive the child again without the medical report and PCR result is negative.
- Videos will be recorded for a virtual tour of the nursery's facilities to see the nursery and your participation in it through electronic platforms.

Contact numbers needed to communicate to report cases

- Ministry of Health and Prevention Response Service at the Operations Center in Abu Dhabi, call 7171-88
- Ministry of Health and Prevention hotline 80011111 toll-free
- Emergencies in the event of high-risk situations 999
- Civil Defense for emergencies 997
- Police 998
- The virtual smart assistant for medical consultations about COVID-19 on the Abu Dhabi Department of Health website

Phone numbers to communicate with the nursery administration

- Nursery director 0503222033
- Registration Officer 0562999771
- Accountant 0562999393
- Landline 037677611

Social media of the nursery

- Kidsland Nursery Instagram
- Kidslandaiain Snapchat
- Kids land nursery Facebook
- The website www.kidslandnursery.com
 - email: kidsland.nursery@gmail.com

A guideline for parents to return to the nursery