



FREQUENTLY ASKED QUESTIONS ABOUT SERVICES PROVIDED BY DEL-CARE

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FREQUENTLY ASKED QUESTIONS ABOUT SERVICES PROVIDED BY DEL-CARE

Administrative Questions

1. How do I enrol my child at DEL-Care?

To enroll your child in DEL-Care, you should fill out and submit a waiting list form, indicating your preferred commencement date for admission.

2. What is the admissions policy?

The centre gives priority to siblings of children already at the centre to keep families together. Priority is also given to children whose parents are staff of our corporate partners.

The waiting list is maintained by the Director and is confidential. The centre allocates places according to the position on the waiting list within the guidelines above.

Parents wishing to keep their children on the waiting list should reconfirm the application in writing, every six months.

3. What is the policy for altering enrolments?

Four weeks written notice must be given to cancel or change enrolment. If less than four weeks notice is given, fees for the full four weeks are still payable.

If a child is absent for more than two weeks without notifying the centre, their place may be reallocated.

If parents wish to re-enrol to the centre, the normal procedure of the waiting list will apply and the registration fee will be charged.

4. Is there an opportunity for trial enrolment? If so how many days of trial enrolment and what are the procedures?

Upon registration (Registration Fee of \$80), you may enrol your child for a FREE trial enrolment of THREE sessions. The duration of each trial session would depend on the type care you would like to enrol your child.

5. What is the centre's operating hours? How permanent is centre's location of operations?

The centre is open from 7.00am to 7.30pm Monday to Friday. On Saturday the centre is open from 7.00 am to 2.00pm. Our present lease agreement will expire in March 2011

6. Besides Sundays and gazette Public Holidays, when is the centre closed?

In accordance to guidelines stipulated by MCYS, childcare centres may close for half-day on the eve of Christmas, New Year and Chinese New Year and another 5 1/2 days in a year for the staff to attend relevant training as well as to evaluate, review and plan their programmes.

Dates of closure in 2008:

- | | | |
|-------------|-----------------------|--------------------------|
| ▪ Mon | 24 Mar 2008 | Health & Safety Training |
| ▪ Tue & Wed | 20 & 21 May 2008 | Curriculum Training |
| ▪ Mon | 1 September 2008 | Teachers' Day |
| ▪ Fri & Sat | 28 & 29 November 2008 | Centre Redecoration |

7. How many children attend the centre?

DEL-Care is licensed to provide care & education for

- 20 infants from ≥ 2 months to ≤ 18 months
- 89 pre-schoolers from ≥ 16 months to ≤ 7 years old or primary school students from ≥ 6 years to ≤ 13 years old



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8. How many staff is there at DEL-Care?

As at 2 January 2008 DEL-Care has a staff force of:

	<u>Infant</u>	<u>Pre-School</u>	<u>Before/After School</u>	<u>Admin & Support</u>
Full Time	9	16	0	5
Part-Time	4	2	1	1
Relief	2	2	0	0
Volunteer	0	1	0	0

9. What is the adult-to-children ratio at DEL-Care?

	<u>DEL-Care</u>	<u>MCYS</u>
Infant (below 18mths)	1:3	1:5
Toddler (18 – 24 mths)	1:5	1:8
Nursery 1 (24 – 36 mths)	1:8	1:12
Nursery 2 (4 yr-old)	1:10	1:15
Kindergarten 1 (5 yr-old)	1:12	1:25
Kindergarten 2 (6 yr-old)	1:12	1:25

10. What are the professional qualifications of the staff at DEL-Care?

The professional qualification of DEL-Care's staff (excluding our relief staff and volunteers) as at 1 December 2006 are:

	<u>Infant</u>	<u>Pre-School</u>	<u>Before/After School</u>	<u>Admin & Support</u>
CIT	9	3	0	0
Nurse	2	0	0	0
CPT	3	5	0	0
DPT	1	4	0	0
DPL	1	3	1	1
DCL	0	1	0	0
Fundamental	0	1	0	1
Trainee Fundamental	0	0	0	0
Trainee CIT	0	0	0	0
Trainee CPT	0	1	0	0
Trainee DPT	0	2	0	0

Note:

- CIT = Certificate In Infant & Toddler
- CPT = Certificate In Pre-School Education - Teaching
- DPT = Diploma In Pre-School Education – Teaching
- DPL = Diploma In Pre-School Education – Leadership
- DCL = Diploma in Chinese Language
- Fundamental = Fundamental in Early Childhood Care & Education

11. Is the staff at DEL-Care equipped to administer first aid?

As at 2 January 2008, 75% of our Educators/Educators are certified First Aiders. It is also our policy to ensure that at least 50% of these Educators/Educators are trained in Basic Resuscitation for Infant & Children.



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Routines for Parents

12. How are children settled in when starting at DEL-Care?

Children's needs vary when first starting in a child care centre. Parents are welcome to stay with their child the first few times but the centre realises this is not always possible. This time helps the child settle in and provides an opportunity for the parents to get to know the staff and how the centre functions. Children may like to bring in a favourite security toy or blanket initially. Other toys are discouraged as they may be broken or lost and often lead to arguments.

13. What is the routine for parents when arriving and leaving the centre?

Parents are encouraged to stay for a few minutes in the morning with their children and to leave them with a staff member who will help them settle in. Before leaving, it is important for parents to tell their children that they are going, and, when saying goodbye, to let them know that they will be returning. If children become distressed on parting, a cuddle from staff and interesting activities will usually distract them. Parents are welcome to stay at the centre as long as they like but once goodbyes have been said, parents should leave immediately as repeated farewells are upsetting for children. It is important for parents to talk to staff as they arrive to collect their child to find out all the news of what has happened during the day.

Children must be signed in on arrival and signed out on departure. Children will only be released to a person/persons authorised by parents.

14. What is the policy for collecting children?

- The Director/Authorised Supervisor is to ensure that the authorised pick-up form for each child is kept up to date.
- Children should be signed in on arrival and out on leaving.
- Staffs are responsible for ensuring that children are collected by an authorised person.
- No child will be released into the care of any persons not known to staff or not authorised to collect the child. If staff does not know the person by appearance, the person must be able to produce some form of identification (e.g. driver's license) to prove that she/he is the person authorised to collect the child on the authorised pick-up form.
- When the person collecting the child is someone other than those nominated on the enrolment form, parents must give prior notice. The person nominated by the parent must be able to produce identification. If staffs have not been notified and the parent cannot be contacted, the child must not be released into the care of that person.
- No child will be released into the care of a person under the age of eighteen (18) years.
- Non-custodial parents will not be given access to children under any circumstances. The Centre must have a copy of the court order to verify custody or access on the child's file and all staff should be made aware of its existence. Strict adherence to this policy must be maintained.

15. Is there a fine for late collection of children?

Yes. If a child is not collected by our closing time of 7.30 pm, a fine of \$10.00 for the first fifteen minutes or part thereof will be charged. Beyond the first fifteen minutes, a fine of \$5 per five minutes will be charged.

16. Does the centre provide back-up care after office hours?

Backup care after office hours is available up to 9.30 pm. Booking must be made before 2 pm on day service is required. Fees chargeable are \$20 for 1st hour and \$30 for subsequent hours. During this period, a minimum of two staff will be on duty. Dinner can be provided for your child at an additional charge of \$5.

Failure to book for occasional meant that the late-pick up fines would be imposed i.e. \$10 for 1st 15 minutes and \$10 every 10 minutes.



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17. What happens when fees are paid late?

It is essential that all fees be paid on time in order to ensure that DEL-Care is able to continue to operate. Fees must be paid before the 5th working day of the month. A late payment fine of \$5 per day will be imposed when payment is made after the 5th working day of the month.

18. When and how can I make monthly fee payment?

Monthly fee must be made within the first five working days of the month. You can choose to make fee payment using the following method:

- [Charge to DBS Woman Card & enjoy a special gift](#)
- Direct Debit Authorisation via interbank GIRO from the bank account of your choice including CDA accounts for Baby Bonus
- Cheque
- Cash

19. How do parents get involved with/informed about their children?

The centre welcomes the participation of families in their children's care and education and actively encourages such participation. We aim to provide an environment where families feel comfortable discussing matters concerning their child. We also aim to provide helpful written communication.

Parents and families are welcome to visit the centre at any time to observe and participate. Activities between 12.30 pm to 2.00 pm are selected to facilitate parents' participation during their lunch break.

Parents are also encouraged to talk to staff at arrival/departure times as well as during the children's naptime.

The centre produces a weekly newsletter. Other information including developmental programmes, menus and minutes of meetings is displayed on notice boards around the centre. On commencement at the centre each family is given a copy of the Centre Handbook and Guide for Parents with Children in Child Care Centres.

At the beginning of every year each group holds a function for parents and staff to meet each other and to discuss the curriculum plans for the year. We also aim to have several social functions throughout the year, for example, parents' day celebration, lantern festival etc.

Developmental records are kept to monitor the children's progress and can be discussed with a staff member at any time. A detailed report is provided mid-year.

Routines for Children

20. What is the sleep routine?

Sleep routines for infants are flexible to meet the varying needs of each infant.

Younger children between the ages of 18 and 36 months will have a morning nap at about 11 am. From 2 pm to 4 pm they would have another nap just like others. A programme of quiet activities is provided for non-sleepers who are encouraged to have some quiet time in the sleep room first.

21. I would like my infant to continue to be fed on my breast milk. Is that feasible?

Mothers are welcome to breastfeed their infants in our Nursing Room, anytime, even during your lunch hour. Lactation equipments are also available. A specially assigned refrigerator is available for storage of Expressed Breast Milk (EBM) for use when required by your infant.

22. What types of meals are served?

The centre aims to provide attractive, nutritious and wholesome food in a pleasant environment. No MSG or added salt is used in preparing & cooking food. We use wholesome and fresh food, choosing to avoid the use of food with preservative or food colouring.



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Mealtimes are a relaxed affair, catering to each child's needs. Eating is a social time and children learn new skills by observation and imitation. Children will not be forced to eat but encouraged to try different foods. Extra helpings are readily available.

We do not use pork or beef or their related products in our menu. We therefore request parents who join their children with their own BYO lunch to respect our no-pork and no-beef policy.

Babies are demand fed on milk provided by the parents and solids are commenced in consultation with the parents. Daily "Solid" lunch for infant comprise of brown rice porridge cooked with at least two types of vegetables and served with steamed cod fish. On Fridays, instead of Cod fish, chicken or an additional vegetable is served.

Mealtimes for pre-schoolers are as follow:

- 10.00 am to 11.00 am Fresh Fruit
- 12.00 pm and 1.00 pm Lunch followed by Fresh Fruit meal
- 2.00 pm to 2.15 pm Milk for pre-schoolers <30 months
- 3.45 pm to 4.45 pm Afternoon Tea
- 6.00 pm to 6.30 pm Evening Snack
- 5.30 pm to 6.30 pm Dinner (optional at an added cost of \$5 per meal)

Weekly menu is displayed and available upon request.

Unless your child has special dietary requirement, DEL-Care asks parents not to send cooked food from home. Certain food, if not stored or prepared appropriately may become hazardous when consumed by your child. In addition due to our no-pork, no beef policy, we cannot be 100% sure what you use in your food and "contamination" of feed utensils.

23. What is the nappy changing routine?

Nappy of infants are checked regularly and change at least every two hours. Records of each change are carefully logged in the Daily Log. Young pre-schoolers who are still using diapers will be changed up at least four times per day. Our caregivers observe good hygiene practice of using latex gloves when changing diapers.

The Centre's procedure for nappy changing is displayed on top of the change tables. Parents are requested to follow this procedure while at the centre to reduce the risk of passing infections from child to child.

24. Must my child be toilet trained before she is can be enrolled in DEL-Care? If not what is the toilet training routine?

You child may be enrolled in DEL-Care even if he is not toilet trained. Parents and staff should decide together when the child is ready to begin toilet training and will develop a plan together. Children must be ready to participate willingly. Punishment will not be used for accidents; only positive reinforcement will be used.

25. What is the policy on behaviour and discipline?

Children need to feel safe, secure and to know the limits on their behaviour. They need to develop awareness of appropriate and inappropriate behaviour and the effect of their behaviour on others while developing their capacity for self-discipline. It is important that this be achieved within an environment that enhances a child's feelings about themselves, fostering self-esteem and self-worth.

The Centre's behaviour policy aims to identify and praise appropriate behaviour consistently and avoid making a child feel bad about him or herself. Staff aims to set clear limits and ensure children understand the consequences of their actions. At no time is corporal punishment, shaming, verbal abuse or denial of food etc. used as a form of discipline.

The Centre also aims to minimise conflict by providing appropriate activities and to encourage children's social development by giving them strategies to deal with conflict. Children should be helped to learn to share, assert themselves and deal with anger.

We encourage parents and teachers work in partnership to promote appropriate behaviours in their children. We often update and discuss with parents how inappropriate behaviour of their children is managed at the Centre.



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Health

26. What is the medication procedure?

The following procedures and guideline are observed when medication is administered at the Centre:

Medication is accompanied by a "fit to attend" certificate issued by a medical practitioner.

Medication presented at the Centre in the original container and designated for the child. Staff will not administer unlabelled medication. If medication is labeled in the name of another person a letter from parent authorizing our staff to proceed with administering the medication is required.

Medication Authority: Parents are to include the following information on the medication forms provided - the child's name, the drug name, purpose, dosage, and time to be given.

After administration of the medication, the staff member who administered the medication should complete and sign the medication form. All medication forms must be retained in the Centre for the legally required term.

27. If my child falls ill, how long should the child be kept at home?

The spread of infection is a major problem in child care. In order to minimise this, children suffering from certain infections must be excluded from attending. Children too sick to participate in the Centre's programme will be excluded at the discretion of the Director. He may be "isolated" in the sick bay. The Centre does not employ enough staff to care for sick children.

DEL-Care observes strictly guidelines by the Ministry of Community Development Youth & Sports as well as the Ministry of Health for exclusion of children from children's services when suffering from specified infectious diseases. The same guidelines will be used when considering exclusion of staff members with infectious diseases from the Centre.

Parents are encouraged to look at the spirit of the guidelines and when necessary allow your child more time to recover substantially before sending him/her back to the centre. Even if a medical practitioner certifies that your child is "fit to attend" the centre, you may wish to exercise caution if your child still shows sign of illness as he/she may infect others. If his/her resistance is weak, he/she may contact another form of virus or bacteria that is in the air. You are the best judge of whether or not your child has recovered. The litmus test is to reverse the role - i.e. when you see a child with similar medical condition as your child at the centre would you be concerned that this child may infect your child?

28. Is it true that my child will likely be sick more often once I enrol her in child care?

Medical professionals have observed that "Children in child care centres have more infections than children cared for in home settings. In fact, children in centres may be infected two to three times more frequently with colds, respiratory and ear infections, and diarrhea."

Even though your child will be exposed to a wider range of germs in a child care centre than she would experience in your home for the day, you can do a great deal to protect her as well. Ensuring that she eats a balanced diet and gets proper rest are ways you can help her resist infections. No matter how hard you try to prevent your child from exposure to outside germs, he will be exposed to some degree once she goes to school or participates in activities with other children.

As you make your child care choice, look for a program where the staff are interested in your concerns and where cleanliness and good nutrition are priorities. A good quality child care centre will enforce strict hand washing and toy washing procedures and be alert to ways to prevent the spread of infection.



FREQUENTLY ASKED QUESTIONS ABOUT SERVICES PROVIDED BY DEL-CARE

Curriculum

29. What is DEL-Care's philosophy & curriculum?

DEL-Care believes to shine every child's character, intelligence and abilities so that every child can develop his/her self to the fullest.

Our curriculum is based on developmentally appropriate practices, thematic approach and Howard Gardner's Theory of Multiple Intelligence.

30. How is this philosophy reflected in DEL-Care's Curriculum?

Our teachers are trained to tailor the activities around the "Smartness" of a child/ group of children.

For example after a visit to a farm children with different "Smartness" would interpret their experience differently.

The Different Smartness:

- Art Smart – Drawing
- Word Smart – Writing Journal
- People Smart – Talking about experience
- Logical Smart – Will describe the process
- What we would do when we have found their Smartness?
- Art Smart – Let them draw then write as writing encourage word smart
- Logical Smart – let them write and draw the process

31. What is the theory of Multiple Intelligence?

Developed by Mr Howard Gardner in 1983. The traditional way of assessing a person's IQ was through "How smart are you?" It was too limiting. Therefore, Mr Gardner proposed 8 new intelligences that help to account for human's potential, through "In what ways are you smart?"

The MI theory believes that group intelligences / smartness as follows:

- Linguistic Intelligence or Word Smart
- Logical / Mathematical Intelligence or Numbering / Reasoning Smart
- Intrapersonal Intelligence or Self Smart
- Interpersonal Intelligence or People Smart
- Musical Intelligence or Music Smart
- Spatial Intelligence or Picture Smart
- Bodily-Kinesthetic Intelligence or Body Smart
- Naturalist Intelligence or Nature Smart

32. How does DEL-Care reflect MI in its physical environment?

We have more defined play areas that encourage inter-related play, e.g. home corner next to block corner. Activity areas designed to be more accommodating to other types of plays. These areas are frequently modified throughout the year.

Teachers also use appropriate materials to evolve socializing and thinking skills, reflecting experiences and cultures of children, as well as human diversity in an unbiased way, and open-ended materials like blocks, paper, tapers etc.



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33. Is DEL-Care's curriculum designed to prepare a child for entry into Primary One?

Since 2004, Strategies for Effective and Engaged Development of Pupils in Primary School (SEED) has been gradually introduced to Primary Schools in Singapore. The purpose of SEED is to bridge expectations for teaching the foundation years of Primary 1 and 2. The lessons are pupil-centred to meet the unique needs and abilities of the pupils. Different skills are integrated for a holistic education. In class, pupils are engaged in active learning with the teacher as the facilitator. Experimental learning opportunities are abundant in this programme.

The curriculum of DEL-Care will facilitate your child's interest to learn in a holistic manner as our focus is on developing his personal MI and confidence via fun-filled activities.

34. How will my child's development be evaluated? How will I know about his development?

Our low teacher-student ratio enables our teachers to effectively observe and record your child's intelligence and development. Besides observation, our teachers also assess your child's development using developmentally appropriate checklists. A Progress Report will be prepared and the results will be shared with parents during our bi-annual Parent-Teacher Meeting.

35. Will my child be given equal opportunity to learn a second language?

Every class has its own Mandarin teacher so that the use of Mandarin as a second language is encouraged in the child's daily interaction with the teacher.

If your child's second language is Tamil or Malay, we will make special arrangements for a Language Teacher to coach your child accordingly, provided there is at least two children learning the second language. Additional costs of hiring a Language Teacher will be borne by parents.

Useful Link

- Guide for Parents with Children in Child Care Centres
- Centre-Based Infant and Child Care Subsidies
- More Than Just Babysitting
- Guidelines for First-Timers
- Learning Through Play
- Choosing a Child Care Centre
<http://www.childcarelink.gov.sg/ccls/home/publications.jsp>
- Child Care Act
<http://statutes.agc.gov.sg/>
- Baby Bonus
<https://www.babybonus.gov.sg/bbss/html/index.html>
- DEL-Care Fees
<http://www.childcarelink.gov.sg/ccls/home/ChdCentPartLst.jsp?centreCd=PT8020&psCd=-%20click%20here%20->
- Strategic Engaged Effective Development (SEED) in Compassvale Primary School
<http://conference.nie.edu.sg/paper/Converted%20Pdf/ab00077a.pdf>