Parental and Community Engagement

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3.1 Parent's Rights and Responsibilities

At Playhouse Nursery we believe that children benefit most from their early years education and care when parents and staff work together. Therefore in accordance with UAE regulations and family laws, our nursery believes in teamwork for the improvement of our facilities and overall experience of the child.

We aim to support parents by involving them in their child's education, as such parents have the right to:

- Creating on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- Informing all parents about our daily operations and policies through access to written information, as well as online software apps such as Classdojo, Facebook, Instagram, and Whatsapp.
- Informing all parents regularly about their child's progress through open house, and termly parent-teacher meetings, and mapping out new paths to success where they are needed.
- Including parents in their child's progress through record keeping and ensuring parents have access to their child's written developmental records.
- Allowing parents to have input, where possible, into planned activities for the children.
- Welcoming contributions from parents in the form of toys and book drives, participation in the classroom with the teachers, occupation day, and field trips.
- Having access to all staff for constructive criticism or complaints.
- Providing opportunities for parents to learn about the curriculum and training parents in how to implement the curriculum at home.

In compliance with the statutory framework within the Early Years Foundation Stage (welfare requirements, safeguarding and promoting children's welfare, information and complaints), the following documentation is available for parents to see:

- Activities / Planning
- All of our Policies and Procedures

As the parent's main responsibility towards the nursery, they must provide correct documentation as outlined in 2.2 and provide evidence of sponsorship towards the child. In accordance with this, they are responsible for signing the nursery's policies and procedures.

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3.2 Communication with Parents

Playhouse Nursery insists on transparency with parents at all times therefore the following procedures are used with parents to keep in close contact with them:

1- Telephone: Parents can contact the nursery and vice-versa during working hours from 7:30-4:00 on weekdays (Sunday through Thursday) except public holidays.
2- Email: Official requests that need documentation will go through emails using the @playhouse.ae domain.
3- Whatsapp: At the preference of some of the parents, they are contacted through Whatsapp at the discretion of the manager. No personal numbers of teachers can be handed out, only work numbers may be used.
4- Classdojo: Teachers and staff may use this app as a pictorial and informal sms platform only. Parents are given access to their child's class where they will be able to see a pictorial diary of daily routines. Please note that official business will not be conducted through this app.
5- Facebook: A weekly update of the nursery's activities is posted to Facebook.
6- Appointments: Face-to-face meetings can be scheduled with any members of staff throughout the working week.
7- Paper-based updates: Important issues (holidays, events, fieldtrips…) will be sent to parents in the form of hard-copies. These will also be sent in the form of snapshots to parents as reminders on Whatsapp and Classdojo.

3.3 Parental Involvement

At Playhouse Nursery we know that children shine best when our establishment works closely with parents. As such we ask the parents to be involved in the following:

- Open House
- Parent-Teacher conferences
- Monthly themes and activities
- Fieldtrips
- Special Events; National Day, Mother's Day, Graduation, Ramadan, Eids
- Special Training involving use of apps, software, and curriculum

3.4 Parental Awareness and Training

The more aware a parent is of a child's progress in school, the more they can help them at home and also progress on to a proper school environment. Playhouse stays in constant contact with parents as outlined in 3.2. It also offers training for parents in the curriculum and software programs used in school during Open House and

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termly parent-teacher meetings. Of course the staff is always available throughout the working week to address any concerns that might arise.

3.5 Parental Complaints

Playhouse Nursery and its staff take any and all complaints seriously. We strive to use constructive criticism towards improving our establishment. Complaints can be filed either in person, over the phone or through email. When filing a complaint our staff follows the procedure stated below:

- All administrative complaints involving staff conduct should be referred to Admin (Principle or Manager).
- All curricular complaints should be taken to the Principle (Head of Curriculum).
- All classroom related incidents and issues should be referred to the classroom teacher. In the case that matters are not resolved then the Admin will intervene.

3.7 Field Trips

Playhouse Nursery enjoys letting the children use their knowledge in real-world environments. Therefore, two to three times a year our students go on educational trips to enhance their learning experience. Per ADEK regulations the following procedures must be observed:

- Trips are limited to age groups between 2-4 years old.
- A letter of application for the field trip will be submitted to ADEK for approval at least 5 working days before the trip takes place.
- Parents must approve and sign a permission form.
- Clear pick-up and drop-off rules as well as destination and a schedule will be submitted to ADEK as well as the parents.

3.8 Visitors and Volunteers

As per ADEK regulations volunteers are allowed to work on the premises only after approval from them and from the Nursery's management. Visitors are only allowed on the premises after having handed in an official ID card to reception and receiving a visitor's pass. Visitors are not allowed in any areas occupied by students unless there is an emergency. In this case, they must be escorted by a member of staff.

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