

CONTOUR DAYCARE POLICIES & PROCEDURES



Contour Daycare welcomes all children between the ages of 0 and 8 years. Our mission is to provide a safe, stimulating environment for your child while you work.

On-site daycare would allow parents to commute to work with their children, spend break time together, seamlessly pop in to check in on them during the day, and leave with them at day end, thus providing peace of mind and work-life balance.

Categories:

The daycare facility will have two categories for employees to choose from:

Regular Use: This option is suitable for employees who are looking to use the day care facility on all working days, for 5 to 9 hours per day.

- An employee can share a caretaker (and the expense) with at most two other employees – thus allowing 3 children (at most) to be taken care of by one dedicated caregiver.

Ad Hoc Need Basis: This option is suitable for employees who would like to avail daycare facility now and then, for a few hours in a day and/or for a few days in a month.

- Employees will need to bring a caregiver/mother/relative along with their child, if the child is below the age of three.
- Employees are advised to call and check the availability of daycare, preferably a day in advance.
- Though there is no charge for this facility, if used only now and then, employees utilizing daycare facility for more than 5 days in a month will be charged the same as a permanent user.

Following is a policy to ensure quality service and smooth running of the daycare.

Child Safety

- If a child is taking certain medication, it is mandatory for the parent to give the medicine themselves to make sure the kid is receiving the right dosage at the right time.
- At all times, and in all cases, the parent remains responsible for his/her child's health and safety, when on company premises, and agrees to hold the company harmless and without responsibility.

Health & Hygiene

- For maintaining general well-being of occupants of daycare, parents are advised not to bring children who are sick with cough, cold, flu or any other contagious disease, until fully recovered.
- Parents must supply diapers, wipes, and clean clothes for their child.
- No candy or gum is allowed in the daycare. Clear drinks in spill-proof containers are allowed.
- Parents are strongly advised to send healthy, homemade meals for children (children will not be allowed to have junk food in the daycare).

Parent's Responsibilities

- Parents are expected to hand over their child to the caregivers, in a neat and clean state at the start of their day.
- Parents are advised to visit their kid(s) at least once during the working hours and or as advised by the caretaker.
- If the child is in the process of toilet training, parent is expected to facilitate the caregivers as much as they can.

Eligibility & Priority

- Children between the age of 0 to 8 years are eligible to avail this facility.
- Children above 5 years of age can be in daycare for up to 4 hours only on any given day.
- Employees will be given priority on a first come first served basis.
- For both categories, but especially regular use, children under the age of 3 shall be given priority over older children.

Facility Supervision & Maintenance

- The company shall provide an attendant for the daycare space, who shall be primarily responsible for overseeing the operation of daycare facility and maintenance of company property.
- As a secondary role, the Company-provided caregiver shall provide oversight to at most 3 children (in the absence of a parent-provided caregiver) on an as-is basis, without representation or commitment of any level of responsibility. All registering parents agree to hold the company harmless in case of any incident of any kind.

General Rules

- The Company-provided caregiver will be able to oversee the first three (3) registered regular attendees of Daycare, without the requirement of a parent-provided caregiver - first come, first serve.
- All regular attendees must re-register, before Dec 31st of the year, for the next year.
- Parents must label their child's belongings with a name tag.
- Parents are not allowed to go in the sleeping area when kids are taking their nap.
- Children aged above 4 will be washed and changed by their parent or attending nanny.

- All facilities and services are being provided on an as-is basis, without any sort of commitment regarding service levels. For example, there could be operational reasons that may cause the daycare to face temporary closure or be restricted to fewer children even if already registered. In all such instances, the company shall make its best effort to inform the employee(s) in advance, to aim for minimal disruption, as much as possible.
- Parents are expected to be respectful while communicating with the caregiver(s). In case of any complaint and/or sub-standard service, parents are advised to the HR personnel.

Registration Requirements & Subsidized Charges

Employees are required to:

- Fill out a registration form.
- Provide child's birth certificate.
- Provide caretaker's CNIC and other details.
- Sign an undertaking that they will be fully responsible for the performance of their child's caregiver and hereby absolve the Company of all obligations or responsibilities with respect to health and safety of their child.
- The company will employ the service of a caretaker to look after the overall operations of this facility and will also provide equipment at a nominal and subsidized charge of PKR 2500/= per month, which will be deducted from employee's payroll.

ACKNOWLEDGEMENT

Employee Name: _____

Employee CNIC#: _____

Employee Signature: _____

**All Elements of This Policy Are Subject
to Change Without Notice, though a
Best Attempt Shall Be Made, to
Provide Adequate Notice. E. & O.E.**