

崇專托兒所

家長須知

安全管理

入托時家長應認真填寫幼兒相關資料，並填寫至少兩個監護人的可聯繫電話號碼。聯繫方式如果變更應立即通知本所。

托兒所開放時間 / 遲到

建立幼兒守時的良好習慣是非常重要的，請所有幼兒必須準時回托兒所。如幼兒未能依時到達托兒所，請於早上 9 時前致電通知。事前沒有通知而超過 10 時到達將被拒絕入所。

除正常返托/放托時段之外，其他時間均不可進入托兒所接送或探訪。如有特殊情況請提前告知本所辦公室或幼兒導師。家長如因事未能準時接回幼兒者，請提前致電本所辦公室。

托兒時間		
全日班	星期一至六	08:30 – 18:30
半日班	星期一至六（上午班）	08:30 – 12:00
	（下午班）	14:00 – 17:30
返托時間		
全日班	08:30 – 09:00	
半日班	08:30 – 09:00 （上午班）	
	14:00 – 14:30 （下午班）	
離托時間		
全日班	15:30 – 18:30	
半日班	12:00（上午班）	
	17:30（下午班）	

如果家長多次未能依時接送幼兒離托及已收到托兒所口頭勸告後仍未作出改善，托兒所有權向家長徵收額外的延時托管費用或終止提供托兒服務。

繳費注意事項

全日托 澳門幣 3,000 元

半日托 澳門幣 1,980 元

崇專托兒所の入托報名費是澳門幣 100 元。留位費為澳門幣 1,000 元。不論幼兒是否入托，已繳的費用均不獲退還。如報名人數超過收托人數，本所將以電腦抽籤方式派發托位元。

收費準則及包括之範圍

全日班每月基本收費包括托費、午飯及茶點；不包括早餐、材料費及其他消耗物品。

半日班每月基本收費包括托費及輕便午餐或茶點；不包括早餐、材料費及其他消耗物品。

早餐服務

本所特設早餐服務（須另收費），為全日托及上午托的幼兒提供營養早餐，並訓練幼兒的自理能力。

其他附加費用

	項目	價格（澳門幣/單價）	備註
1.	延長托兒時間服務	每小時 58 元	星期一至六，18:30-19:30；需預先申請及經評估才可使用服務
2.	早餐	每月 350 元	可選擇

繳費方式

當月的托費及其他費用將提前兩星期（即 15 號）前透過銀行自動轉賬支付，敬請家長於該日前將托費存入戶口中。逾期者，將被銀行扣取手續費。每月托費是經由社會工作局核准之收費，不得擅自修改。

其他費用或附加費用可以現金或支票繳付。支票抬頭請寫「Zonta Club of Macau」或「澳門崇德社」。或者直接入帳至本所的銀行帳戶：

銀行：中國銀行，澳門分行

帳戶名稱：澳門崇德社（中文） Zonta Club of Macau （英文） Zonta Club de Macau （葡文）

帳號：0018 5000 2505 11074 （澳門幣 MOP）

入帳後，請於銀行入帳單上注明幼兒姓名及班級並交至前臺以發出正式收據。

家長須準時繳付費用。如逾期或拖欠托費，崇專托兒所有權終止幼兒入托資格。

如已繳付全日托之月費的幼兒，中途不能轉為半日托，或半月托。同樣的，已繳付半日托月費的幼兒，中途不能轉為半月托。所有缺席或中途退托者，已繳的費用概不退還。

家長須在本所開放時間內接走幼兒。倘家長未有遵照本所規定或連續三次警告後未有改善，本所

將保留終止托管服務。

對於幼兒請假，本所不設任何退款或補課或補償安排。家長須支付所有應繳的費用，否則將被視為放棄托位。

退托手續

幼兒如欲退托者，必須不少於 30 日前以書面通知托兒所，以便本所辦理退托手續。否則，家長需要繼續繳交下一個月份之托費。

假日及疾病

假期包括周日及本所的公眾假期；病假和事假，例如托兒保健體檢、生病、旅行請假等，都不能成為豁免托費的理由。如到期日後仍未付款將被視為放棄托位。如需申請病假或事假，請提前一個工作天致電托兒所或親臨接待處索取請假表格。

保安程式

每位幼兒到達和離開托兒所的時間將通過“SMART LINK”崇專系統作日常記錄。為確保幼兒在本所的安全，請遵守以下的程式：

1. 「接送卡」不能轉讓給其他人。父母、監護人或授權接送人必須提前在本所提交資料開辦「接送卡」。如需更改接送人資料，請家長提前 3 個工作天親臨本所辦理更換資料手續，以確保幼兒接送安全。
2. 為幼兒安全著想，家長接幼兒放托時必須出示「接送卡」。此外，如家長要委托親屬或朋友到托兒所接幼兒者，則必須出示「家長授權書」及「接送卡」，如無授權者，本所有權拒絕其接放托之要求。在任何情況下，本所不會放行未經通知或授權人士接走幼兒。
3. 本所有權拒絕任何未注冊或被授權人士或幼兒進入托兒所。
4. 家長如遺失「接送卡」，須立即通知本所。補領「接送卡」之手續費為澳門幣 100 元正。
5. 接幼兒離開時請看護好自己的孩子，忌家長聊天，幼兒自己玩耍。

額外服務

崇專與家長連心 - ‘SMART LINK’ 崇專系統

讓您的幼兒每天開心健康地成長，是崇專與家長的共同目標，崇專與家長必須共同協作。崇專特別採用智明系統 SMART LINK 與家長保持緊密聯系，家長可以隨時透過崇專系統(“SMART LINK”)知悉其子女當天出入托兒所的時間。同時，崇專亦會通過崇專系統，定期匯報幼兒在所的常規活動或一些特殊情況，如：幼兒與導師的互動、活動情景、生日會、特別節目、停托（暴雨、颱風或傳染病）等緊急通知。此外，家長亦可以通過崇專系統進行網上繳費，聯絡導師，申請病假或事假，方便快捷。

窩心服務 - 接送幼兒

崇專為了向家長提供窩心服務，將在早上指定時間內，派員於大門外接收幼兒，家長無須下車。幼兒一旦到達托兒所，家長將從手機程式 SMART LINK 崇專系統自動收到確認訊息。於下午離托指定時間內，亦有工作人員將幼兒送到大門口，經身份核對後，家長可於大門外接到自己的子女，省卻家長接送時間。

關心服務 - 幼兒安全

崇專托兒所是以幼兒的安全及保護為最優先的考量，為了讓家長放心及確保 我們的幼兒在一個安全受保護的環境下活動，本所在非入/離托時間內都會大門 上鎖，亦有保安人員值勤以及實行全天候保安系統監察。

健康飲食政策

每月餐單均張貼於大堂通告欄上，以供家長參閱。托兒所午膳由所方供應，本所提供營養餐單，均交予社會工作局審視。如果幼兒有任何特殊飲食需求，請家長提前通知托兒所。

為配合培育活動起見，各幼兒之茶點須由本所集中提供處理，除特別活動安排外，幼兒不應帶食物回托兒所。本所謝絕接受家長贈送的一切禮物，如花生、糖果、朱古力、汽水及小啫喱等到托兒所分享或作小禮物贈送予其他幼兒。

午睡及休息

為使全日班之幼兒有充足的精神應付全日的學習，用膳後設午睡時間。

家長授權書

戶外交流授權書，拍攝和攝錄在托兒所生活片段授權書及醫務授權書需於幼兒登記入托註冊手續時由家長簽署確認。簽署後的授權書將由所方妥存記錄至幼兒退托。

學校及特殊假期

各幼兒於入托初期均獲派發該年度之假期表，家長應小心保存，所方不會再作個別通知，除遇托兒所特殊假期，本所將另發通告。

倘遇颱風或暴雨，請家長注意收聽電台及電視台有關氣象局天氣消息。一般而言，一號或三號或颱風訊號或暴雨警告懸掛時，托兒所照常提供服務，家長可自行決定是否安排幼兒返回托兒所。請參閱以下澳門社工局的【托兒所在熱帶氣旋及暴雨情況下的安排指引】
http://www.ias.gov.mo/wp-content/themes/ias/tw/table/download/dssdij_gcretyp.pdf

托兒所在熱帶氣旋及暴雨情況下的安排指引

1. 暴雨的安排
在暴雨警告信號生效時，托兒所照常提供服務，家長可自行決定是否安排幼兒返回托兒所。
2. 一號或三號颱風信號的安排
在一號或三號颱風信號生效時，托兒所照常提供服務，家長可自行決定是否安排幼兒返回托兒所。
3. 知悉八號颱風信號將要懸掛的安排
當知悉八號風球將要懸掛，請家長盡快接回子女；同時托兒所會安排適當人手照顧在所的幼兒，直至所有幼兒離所。
4. 八號颱風信號除下的安排
在改掛低於八號颱風信號時，托兒所會在一個半小時內重開，提供托管服務。
若在下午 2 時 30 分後改掛低於八號颱風信號，當天托兒所不開放。

所服

為幼兒安全起見，請勿讓幼兒穿戴任何手鐲、頸鏈、腰帶、飾物、繩繫物、危險物品（小刀、火機、硬幣、藥物、不適宜本年齡段的玩具等）及貴重物品回托兒所。女童頭花不能堅硬有菱角，男童褲子不要帶拉鍊。

- 幼兒必須穿著整齊所服回托兒所，並穿襪及無綁帶布鞋或運動鞋，不穿拖鞋、不穿睡衣。托兒所鼓勵家長盡量替幼兒穿著簡單，讓幼兒自己學習穿脫衣服，這是訓練幼兒自理和自立重要的一環。請盡量避免穿著穿脫困難的衣服，例如工人褲等。
- 家長可按天氣及個人體質需要配上外褸、背心或外套。
- 為方便幼兒辨認自己的物品，請家長於衣物上加上幼兒的姓名。
- 每天在幼兒書包裡準備紙尿片、汗巾、濕紙巾和兩套備用衣褲。

失物認領

如果發現未命名的衣服或其他物品，本所將放置在大堂的失物待領箱內供家長認領。

玩具或物品

如果幼兒不小心將本所的玩具或物品落入衣袋或帶回家中，請家長儘快帶回托兒所歸還。

家長協作

- 家長是托兒所寶貴的資源，本所歡迎家長透過面談、電話、電郵等不同管道提供寶貴的意見或提供有關培育上的資源。

- 本所非常鼓勵家長參與家長義工活動，透過不同活動，讓家長明白日常托兒所生活，亦可加強幼兒導師/托兒所人員、幼兒及家長間的互動活動。
- 在托兒所期間，如幼兒之間發生矛盾、糾紛，家長不能隨意斥責、恐嚇對方幼兒，應採取積極的態度和正確的方法引導幼兒，並向幼兒導師反映，由幼兒導師妥善解決，確保幼兒身心健康。
- 「親子共讀」計劃是為幼兒而設。為提升家庭親子共讀氣氛及培養幼兒閱讀的興趣，請家長支持及協助幼兒發展閱讀的興趣和能力。
- 生日會對幼兒來說是非常隆重的日子，本所歡迎幼兒班的家長參與及籌備生日會。惟一切安排，應遵從本所之安排，以不影響幼兒之正常活動為準。

幼兒健康

一般健康資訊

每天入班前請自覺帶幼兒接受晨檢。晨檢確定或疑似幼兒患傳染病，請家長帶孩子就診並隔離治療。鼓勵家長每天需為幼兒檢查體溫，若發現幼兒身體不適，應即時就醫或留在家中休息。

如遇幼兒患上傳染病，幼兒必須留在家中休息至痊癒為止。根據衛生局《社會服務設施傳染病預防指引》(最新版本可於衛生局網頁內(www.ssm.gov.mo)的傳染病資訊網頁參閱或下載)，家長必須在幼兒重回本所時提供衛生局發出的復課信(即衛生監督發出的“終止預防性隔離(停學/停工)證明書”)以作確實。如返托時發現幼兒身體不適，本所將通知家長接回幼兒回家休息。幼兒的家庭成員或幼兒常接觸的人如患傳染病，需與之隔離，並及時告知本所，以利於積極預防和觀察，確保每個幼兒的健康。

如果幼兒經醫生診斷後被要求隔離在家，請家長讓幼兒留在家中直到完全康復。

本所只配設保健室，無重、急病的搶救設施和搶救條件，因此幼兒在托兒所期間原則上不可服藥，但考慮到家長的需要和孩子的健康，幼兒可在托兒所服用醫生處方藥物(只允許帶當天中午一頓藥量)，早晚的藥物需家長自行在家服用。另為了幼兒的用藥安全，托兒所不接收非處方藥(包括外用藥、自製中藥類)以及幼兒自行帶入托兒所的藥品。本所的餵藥服務只適用於患上非傳染病的全日班幼兒，家長必需填寫及呈交服藥授權書及服藥指引予所方跟進。相關表格可從本所櫃檯索取。

過敏 / 特殊體質

若幼兒有先天性疾病、過敏性體質、習慣性脫臼、自閉、多動傾向、癲癇病、高熱驚厥史、家族特別病史等，家長應在辦理入托手續時向本所辦公室備案，並和本班導師說明情況，以確保導師對孩子的瞭解、觀察和保護。若家長隱瞞不報而發生任何危及幼兒安全的事件，後果自負。

事故報告

返托期間倘幼兒因意外受傷，本所會按個別情況決定是否將幼兒送院救治，並立即通知幼兒家長；如非嚴重，一般會由幼兒導師或工作人員處理患處，然後填寫意外受傷記錄，正本需家長簽署後交由托兒所跟進（如有）及存於幼兒個人資料檔內。

中央監控系統

幼兒入托前，本所將告知家長及獲得其同意的前提下，進行全天候保安監控錄影。所有記錄都將保密處理，並只作儲存。如需予以披露，托兒所將根據法律程式處理。

授權使用圖片和視頻

任何在本所舉辦的活動所拍攝的照片及視頻，在獲得家長同意和授權的情況下，將被視為已同意及不可撤銷地授予本所和其他關聯公司使用該照片和視頻。該照片或視頻可能會被用作本所的寫照、形象、肖像和聲音宣傳，在任何媒體上達到宣傳的權利。包括但不限於電視、產品目錄、小冊子、互聯網和其他任何印刷或書面材料與其有關的廣告宣傳和推廣本所或其他分支機構的封面或內容上。

全所禁煙

新修訂《新控煙法》已於 2018 年 1 月 1 日生效。本托兒所所有範圍全面禁煙。在禁止吸煙地點吸煙或吸食電子煙亦屬違法。詳情請參閱第 9/2017 號法律修改的第 5/2011 號法律《預防及控制吸煙制度》。

本所保留修改及更新的權利，任何新增及更新的守則均會以通告形式通知家長！

Parents' Booklet

Safety Management

Parents should carefully fill in the child information and provide at least 2 guardians' contact numbers. If there is changes to contact information, please contact the nursery immediately.

Nursery Service Hours / Late Arrival

It is very important to establish good habits for children to be punctual. All children are required to arrive at nursery on time. If the child is late, please call the nursery before 9 am.

No entry to nursery allowed except for stated drop off/pick up time. Please inform our office or class tutors in advance, if there is special circumstances or the parents could not pick up the child on time.

If the parent fails to pick up the child on time, and has not made any improvement despite several verbal reminders, the nursery has the right to charge the extended hour's service fee or terminate the daycare service.

Withdrawal Procedure

For withdrawal request, please write in to nursery with advance 30 days' notice from the intended withdrawal date. If not, parents should pay for the next month nursery fee due.

Holidays & Sickness

Holidays include Sundays and the nursery public holidays; sick leave and other leaves, such as child check-ups, illnesses, family travelling, etc., could not be a reason for exemption of nursery fee. Failure to pay after the due date will be considered a withdrawal. If you need to apply for sick leave or other leaves, please call the nursery or visit the reception counter one working day in advance to request a leave form.

Security System

The time each child arrives and leaves the nursery will be recorded daily through the smart card system. To ensure the safety of our young children, please follow the procedures as below:

1. The pick up card is non-transferrable to another person. Parents, guardians or authorized pick up person must submit their information in advance for application of the pick up card. If there is changes of the pick-up person, please proceed to the office 3 working days in advance for updating the information to ensure the safety of the children.
2. Under any circumstance, we will not release the child to any unauthorized persons to pick up the child.
3. The Nursery has the rights to refuse any unregistered or unauthorized person or child to enter the nursery.
4. Please take care of your child after you have picked them up. Please do not chatting with other parents and let the children play by their own.
5. If the parent loss the pick up card, he/she must notify the office immediately. The fee for a replacement card is MOP 100.

Healthy Diet Policy

The Social Welfare Bureau has reviewed the food menu of the nursery. Breakfast (additional charge of MOP 350/month), lunch and snacks are provided in the nursery. A monthly menu posted on the lobby wall for parents viewing. If the child has any special dietary needs, please inform the nursery in advance.

For the sake of children's food safety, the snacks must be prepared by the nursery. Apart from special occasions, children should not bring their own food back to the nursery. We refused to accept all gifts from parents, such as peanuts, candy, chocolate, soft drinks and jelly, for sharing or as a gift to other children.

Nap & Rest

In order to make sure the toddlers have sufficient spirit for the full day program, we have set a nap time after lunch.

Parents' Authorization

The outdoor activity authorization, filming and video recording in the nursery life authorization and medical authorization must be signed and confirmed by the parents when registering their child. The signed authorization forms will be kept by the nursery and returned to the parents upon graduation

Nursery & Special Holidays

All children are provided with nursery holidays calendar at the beginning of the term. Parents please keep it carefully as the nursery will not make any further notice on the holiday notice, except special holidays of the nursery.

In case of typhoon or heavy rain, parents should pay attention to the weather forecast on the radio and television announcements. In general, when the Typhoon signal or rainstorm warning hoisted, the nursery will provide services as usual. Parents may decide whether to send their child to the nursery. Please refer to the following guidelines of the Macau Social Welfare Bureau [Nursery's arrangements for tropical cyclones and heavy rains].

Tropical Cyclones & Heavy Rains

1. When the rainstorm-warning signal is in effect, the nursery will provide the service as usual, and the parents may decide whether to send their child to the nursery.
2. Arrangement of Typhoon Signal No. 1 or No. 3
When the Typhoon Signal No. 1 or No. 3 is in effect, the nursery will provide services as usual, and parents may decide whether to send their child to the nursery.
3. Known of the announcement for the typhoon signal No. 8 to be hoisted
When it is known that the typhoon No. 8 will be hoisted, parents should pick up their children as soon as possible. At the same time, the nursery will arrange sufficient staff to take care of the children in the nursery until all children leave.
4. Announcement on the lowering of Typhoon Signal No. 8
When the typhoon No. 8 signal is lowered, the nursery will re-open within one and a half hours to resume services.
If the typhoon signal No. 8 is lowered after 2:30 pm, the nursery will not open on the day.

Uniform

For the safety of young children, do not let children wear any bracelets, necklaces, belts, ornaments, ropes, dangerous goods (knife, lighter, coins, drugs, toys that are not suitable for this age, etc.) and valuables to the nursery. The girl's hairband should not be hard or has sharp edge, and the boy's pants do not have a zipper.

Children must wear neatly, dressed in uniform, wear socks and strapless shoes or sneakers back to the nursery. No slippers, no pajamas. We encourage parents choosing simple clothes for their children, so that children can learn to wear and take off their clothes by themselves. This is an important step in training children to take care of themselves and self-reliance. Please try to avoid wearing difficult clothes, such as workers' pants.

Depending on weather and personal needs, parents can add a sweater, a back core or a jacket for the children. To make it easier for the child to identify their own items, parents please label your child name on all clothing.

Parents please make sure sufficient supplies of diapers, sweat pads and two sets of spare clothes in your toddler's bag every day.

Lost & Found

If found an unnamed clothes or other items, they will be placed in the lost & found box in the lobby for claim.

Toys

If the child accidentally drops the toy or item of the nursery into their pocket or takes it home, please return it to the nursery as soon as possible.

Parents Collaboration

Parents are a valuable resource for nursery. We welcome parents' valuable advice or provide resources to the nursery through discussions, telephone calls, emails and other channels.

Parents are strongly encouraged to participate in voluntary activities. Through different activities, parents can understand better the daily nursery life and strengthen the interaction between the tutors/nursery staff, children and parents.

When at the nursery, if there are contradictions and disputes between the children, parents should not arbitrarily blame and intimidate the other child. They should adopt a positive attitude and guide the children correctly, and inform the tutors for their handling.

The "Parent-child Reading Promotion Scheme" is for our young children. Parents urged to support the scheme in order to enhance the family's interest in reading and cultivating children's reading habit.

Birthday celebrations are a big day for young children. We welcome parents to participate and prepare for the children's birthday parties. All arrangements shall be in accordance with the nursery schedule and shall not affect the daily learning of young children.

Children Health

General Health Information

Please take your child to the morning check before entering the classroom. If the morning check confirms or suspects that the child is suffering from an infectious disease, parents please take the child to see a doctor and follow up with treatment. Parents are encouraged to check the child's body temperature every day. If they are not feeling well, they should seek medical attention immediately or stay at home.

In the case of a child is suffering from an infectious disease, the child must stay at home until he/she is fully recovered. According to the Health Bureau's Guidelines on Prevention of Communicable Diseases in Social Service Facilities (the latest version can be found or downloaded from the Infectious Diseases Information website of the Health Bureau website (www.ssm.gov.mo)), parents must provide an original letter issued by the Health Bureau (i.e. "Certificate of Termination of Preventive Isolation (Suspension/Stop)" issued by the Health Authority) when returning to the nursery. If the child is unwell when returning, the nursery will inform the parents to take the child back home to rest. If the family members of young children or those who are often in contact with children are suffering from an infectious disease, please isolate the child

from the disease and inform the nursery timely to facilitate active prevention and observation to ensure the health of each child in the nursery.

If the child is required to be isolated at home after diagnosed by a doctor, please keep the child at home until he/she is fully recover.

The nursery is only equipped with a health room (sickbay), no serious or emergency rescue facilities is available. Therefore, children not allowed taking medicine in general during the nursery hours. However, considering the needs of parents and the health of the children, our staff will administer the prescribed medicines to the child (a dose at noontime of the day only) at the nursery. The medicines in the morning and evening need to be administered at home by parents. In addition, for the safety administration of children's medication, nursery do not accept over-the-counter medicines (including external medicines, homemade Chinese medicines) and medicines that children bring in to the nursery by their own. Our medicine administration service is only available to full day class children with non-communicable diseases. Parents must complete and submit a medication authorization and guideline to the nursery to follow up. The relevant forms can be obtained from our counter.

Allergies / Special Physique

If the child has congenital diseases, allergic constitution, habitual dislocation, autism, hyperactivity tendency, epilepsy, history of febrile seizures, family special medical history, etc., parents should file with the office at the time of enrollment, and inform the class tutors accordingly. This is to ensure that the tutors understands, observes and protects your child. If the parents conceal the situations and cause any incidents that endanger the safety of the child, the consequences are at your own risk.

Accident Report

During the nursery hours, if the child injured accidentally, the nursery will decide whether to send the child to hospital for treatment and notify the child's parents immediately. If it is not a serious case, the child's tutor or staff will usually treat the affected area and then fill in the accidental injury form. The original form should sign by the parent and then submit to the nursery for follow-up (if any) and kept in the child's personal file.

Central Monitoring System

Before the child enrolled, the office will inform the parents and obtain their consent to conduct all-day security surveillance video. All records is confidential and for record purpose only. If it required disclosing, the nursery will handle the request according to the legal proceeding.

Authorized to use images and videos

Any photos and videos taken at our events will be deemed to have been agreed and irrevocably granted to the Nursery and its other affiliates to use the photos and videos with parental consent and authorization. The photo or video may be used as a portrayal, image, portrait and sound promotion of the nursery to achieve the right to promote in any media. This includes, but is not limited to, television, catalogues, brochures, the Internet, and any other printed or written material related to the advertising and promotion of the cover or content of the Nursery or its other affiliates.

Non-Smoking

The new amendment to the "New Tobacco Control Law" came into effect on January 1, 2018. All areas of this nursery are completely non-smoking. It is also illegal to smoke or smoke e-cigarettes in places where smoking is prohibited. For details, please refer to Law No. 5/2011, Law No. 9/2017, "Prevention and Control of Smoking System".

We reserve the right to make changes and updates. Any new and updated regulations will notified to parents accordingly.