



Welcome 歡迎您

**Creche Internacional de São José
Saint Joseph International Nursery**

聖若瑟國際托兒所

(2023 / 2024)





Parent Handbook | 家長手冊

This handbook is intended to do three things: gives you a description of Saint Joseph International Nursery (CISJ) and how it is organized; serves you as a guide to any questions or concerns; and reassures you about how your child would be looked after at CISJ.

本家長手冊旨在：為您介紹聖若瑟國際托兒所(CISJ)及我們日常的運作；作為解答您的問題或疑慮的指南；並讓您知道您的幼兒在CISJ會得到怎樣的照顧而放心。

Mission Statement | 使命宣言

CISJ is a Catholic Nursery. Our mission is to foster children's curiosity and value their voice by creating a supportive, safe, nurturing, and stimulating environment that offers each child's developmental needs from 1 to 3 years old.

聖若瑟國際托兒所是一所天主教的托兒所，而我們的使命是提供一個積極、安全、良好培育及有啟發性的環境，滿足1至3歲幼兒的發展需求，培養幼兒的好奇心，尊重幼兒的意願。

Aims | 目的和目標

We shall address the needs of the child socially, physically, emotionally, cognitively and spiritually;

- Offer vast exploring opportunities to enable children to achieve skills and competencies across a broad spectrum of areas;
- Help to build children's self-confidence and self-esteem;
- Promote positive and helpful attitudes towards others;
- Instil a need to respect the rights and needs of others;
- Teach important values for leading children's future;
- Encourage positive social interaction with others;
- Encourage children to participate actively in learning environments;

- Cultivate a self-awareness of the need for proper hygiene and appropriate social behaviour;
- Educate moral, social attitudes and conduct in society;
- Encourage parents to participate in nursery activities.

我們將在社交、身體發育、情感、認知和精神上滿足幼兒的需求；

- 提供大量發展潛能的機會，使幼兒能夠在廣泛的領域中獲得技能和能力；
- 幫助幼兒建立自信心和自尊心；
- 用正面及樂於助人的態度對待他人；
- 灌輸要尊重他人權利及需要的意識；
- 為幼兒的未來灌輸正確的價值觀；
- 鼓勵幼兒多與他人有社交互動；
- 鼓勵幼兒在學習環境中多參與嘗試；
- 培育幼兒構建正確的衛生意識及恰當的社會行為；
- 教育正確的社會態度和社會行為；
- 鼓勵家長參與托兒所活動。

Curriculum | 課程

Our nursery aims to deliver a broad and balanced activity play-based curriculum inspired by Reggio Emilia's early childhood education philosophy. We provide high-quality, professional and convenient infant and toddler care, ensuring a play-based, multicultural and hands-on learning approach. Additionally, we used a theme-based approach whereby many framework areas are connected and integrated within a theme. CISJ is dedicated to helping children develop a positive attitude towards learning and proper respect for others through a happy, fun and caring environment. By providing creative exploring opportunities, we encourage children to develop through a curious and interesting environment; CISJ staff will support children to build a sense of awareness of the world. In a sponsored play-based program and following Macau Social Welfare Bureau (IAS) guidelines and framework, CISJ teachers intentionally plan and create learning opportunities that support language, emotional and social skills development, gross and fine motor development and encourage exploration and investigation, develop imagination and creativity, and provide opportunities for children to make choices, lead, and to follow.

我們以瑞吉歐教育理念為基礎，為幼兒設計廣泛而均衡並以遊戲為主的活動。我們提供優質，專業和便利的嬰幼兒保育服務，以遊戲為基礎，多元文化及動手做的學習方法。通過主題式學習，許多領域都可以連接在一起並整合到一個主題中。CISJ致力於通過快樂，有趣和關懷的環境，幫助幼兒培養積極的學習態度和對他人的尊重。通過遊戲式活動，及澳門社會工作局資源

套的指引，我們鼓勵幼兒透過與生俱來的好奇心和興趣來探索、求知；CISJ員工將支持幼兒建立對世界的意識。CISJ的老師會設計出具創造性的活動，讓幼兒在語言、情感、社交技能、大肌肉和小肌肉運動得到發展，並鼓勵探索和觀察，發展想像力和創造力，並為幼兒提供機會可以作出選擇、自主遊戲及跟指令參與遊戲。

Gradual Admissions | 逐步入托

At Saint Joseph International Nursery it is our aim to allow all children time for settling in so that the child can form relationships with the teachers and support staff and become familiar with the nursery surroundings. Each child is different so the length of time for settling in varies from child to child. We find this normally consists of a 2 weeks transition period. We recommend that a parent leave their child for a shorter duration during this time and slowly increase to full days.

在聖若瑟國際托兒所，我們會尊重幼兒有不同時間的適應期，以便幼兒可以與老師和其他照顧者建立互信關係，並熟悉托兒所的環境。每個幼兒都不一樣，因此適應期的時間因幼兒而異，並會和家長保持溝通商議。經觀察了解，普遍幼兒最合適的適應期時間為兩周，因此CISJ建議家長入托首兩周為半日托，然後慢慢調整至全日托。

Drop off and Pick up | 返托與放托

Regarding pick-up, your child can't be picked up from the nursery by an unauthorized person; each pick-up person needs to provide the reception staff with their authorization pick-up card issued by CISJ.

It is the parent's responsibility to inform the nursery if any other person will collect their child and should present a pick-up card of CISJ. Only people over the age of 18 are allowed to collect the child from the nursery with your authorization.

Moreover, if your child will be absent or early pick-up, please email the nursery Director and sub-Director and cc the teacher to inform them about the reason. To avoid any misunderstanding during drop-off and pick-up times it is highly recommended that parents follow strictly the nursery hours.

關於接送，未經授權的人不能將幼兒從托兒所接走；每個接送人都需要出示由CISJ簽發的接送卡。

家長有責任通知托兒所是否還有其他接送人，並向其提供CISJ的接送卡。在您的授權下，僅允許18歲以上的人擔任接送人。

此外，如果您的幼兒缺席或需要提早接走，請電郵給所長及副所長並抄送給老師，說明原因，為免誤會，強烈建議家長跟隨本所的服務時間。

Nursery Hours | 服務時間

Opening hours: 8:00 to 18:00 (Monday to Saturday)

In the interest of your child making the most of all the activities in the nursery and developing good routines, we strongly recommend your children to be in the nursery before 9.00 am. The drop-off time is from 8:00 to 9:00 am (with 25min of tolerance with previous approval), therefore at 9:25, the door/gate will be closed. If you would like to drop off/pick up your child before CISJ time frames, please email the nursery Director and sub-Director and cc the teacher to inform them about the reason, if possible attached related documents and the wishing drop-off/pick-up time. CISJ is flexible but in order to not affect the well-being of the children and not distribute their meals and nap time.

Drop-off time: 8:00 to 9:00

Pick-up time: 16:00 to 18:00 (*Could start earlier with previous notice from 3:00 pm*)

Half-day pick-up time: 11:00 - 12:00 (*need to inform CISJ by email in advance*)

Child special therapy / Doctor appointments: Need to arrive in CISJ before 10:30 am (*Need to apply by email in advance and get Director approval by written.*)

服務時間:08:00至18:00(星期一至星期六)

為了使您的幼兒能充分參與既定的活動，並養成良好的習慣，我們強烈建議您的幼兒在上午9:00之前返托。返托時間是8:00至9:00(25分鐘寬限僅限於已獲批准的幼兒)，因此9:25會關門。如果您想在 CISJ 既定的接送時間外接送幼兒，請發送電子郵件給所長和副所長並抄送老師告知原因，附上相關證明文件(如有)，並寫明接送時間。CISJ可彈性處理，但為了不影響幼兒的健康，因此需避免打擾午飯和午睡時間。

幼兒上午回所時段:08:00至09:00

幼兒下午離所時段:16:00至18:00(如需於15:00-16:00間接回幼兒，需提前申請)

幼兒中午離所時段(需要提前通知):11:00至12:00

特殊治療 / 保健: 需於10:30前返回托兒所 (需提前透過電郵申請，並獲所長批准)

* 有關幼兒活動流程、托兒所假期、幼兒餐單等可瀏覽本所網站!

Please visit our website for children's routines, nursery holidays, children's menus, etc.!

Lunch and Naptime | 午餐和午睡時間

Lunch and snacks will be provided to all children. The children's menu will be posted on the notice board of CISJ and our Website every month. Parents can also send lunch or snacks for their children. **Please do not send any nuts, sweets or chocolate to the nursery due to some children's allergies and unhealthy habits.**

Naptime will be from 12:30 to 15:00 each day and parents are recommended to bring in a pillow and blanket for their child, this will be sent home each Friday or Saturday for washing over the weekend and please return it on Monday morning.

午餐和小吃將提供給所有幼兒。幼兒餐單每月均會貼於托兒所之告示板並於我們網站公佈。家長亦可以為幼兒預備午餐或小吃。由於有些幼兒有果仁、糖果及朱古力過敏，請不要將任何果仁、糖果及朱古力送到托兒所，造成不健康的飲食。

午睡時間為每天中午12:30至下午15:00，建議家長為幼兒帶備枕頭和毯子，每個星期五或星期六接放托時會將床上用品給家長帶回家清洗，請下星期一早上帶回。

Uniforms | 托兒所服

Uniforms are mandatory and available for purchase from reception at Saint Joseph International Nursery.

幼兒必須穿著托兒所服回所，托兒所圍裙可以從聖若瑟國際托兒所的接待處購買。

Daily routines | 日常活動流程

Daily routines are important in the lives of children because they provide children with a sense of safety and stability. CISJ provides different daily routines for children of different ages. Please see the daily routines which are posted on the notice board. If you would like to know more in detail, you can talk to the teacher or the director.

日常活動流程對幼兒的生活很重要，因為它們可以為幼兒提供安全感和穩定感。聖若瑟國際托兒所按照幼兒不同年齡設計不同的活動日程。請留意告示板的活動日程表。如家長想了解更多，可以向老師或所長諮詢。

Nursery Rules | 育兒規則

- Children are expected to play in a safe and respectful manner. For the safety of all, rough play is not acceptable.
- Children are recommended not to bring personal toys to the nursery, if you choose to do so, the nursery will not be responsible for any lost or stolen items (comfort items for settling are acceptable and we encourage it).
- Children are expected to walk through the nursery building in a safe and orderly manner.
- Children may use the elevator only if accompanied by an adult.

- For the prevention of pandemic and any infection to spread, please follow all the hygiene and pandemic prevention guidelines provided by the Macau government and CISJ.
- 期望幼兒以安全和尊重的方式進行遊戲。為了所有人的安全，粗暴的遊戲是不可接受的。
- 不建議幼兒帶自己的玩具回所，如有遺失或損毀，本所恕不負責。(如幼兒必須帶特定個人玩具或奶嘴作為安撫情緒之用，則可以帶。)
- 在幼兒入所及出所時，請家長指引幼兒安全有序地慢行，避免跑跳碰撞。
- 幼兒必須由成人陪同才能使用電梯。
- 為防止疫情和任何傳染病傳播，請遵循澳門政府和CISJ提供的所有衛生和疫情的預防指引。

Safety and Health | 安全衛生

A sick child must stay home for his/her benefit and avoid spreading the illness. CISJ recommends that you to 1st take your child's temperature at home, and if the temperature is above **37.5** then your child can remain at home.

They should not be at nursery if they have the following within the last 48 hours: fever, diarrhoea, vomiting, colds, runny noses with discoloured mucus, pink eye or any communicable illnesses (i.e. hand foot and mouth disease, chickenpox, etc.).

If the child has contracted an infectious disease, our nursery reserves the right to ask parents to keep their child at home until they obtain a doctor's clearance certificate issued by the Macau Government Health Centre or hospitals in Macau.

If your child has a history of drug or food allergies, please promptly inform the class teacher. If a child is injured or feels ill, parents will be notified and if the nursery thinks that it is better for the child to leave early or go to see a doctor, parents are requested to cooperate and pick up the child asap. Should your child require immediate medical assistance whilst at nursery, call parents in the first instance, then 999 for an ambulance to Macau Government Hospital. Please inform Saint Joseph International Nursery when enrolling your child, if you would prefer to go to a Macau private hospital.

In case CISJ found out during nursery time that your child has a serious running nose, coughing, fever, vomiting, diarrhoea or other infections, CISJ will help that child to put on a mask to avoid cross-infection after the teacher will call parents to advise to pick up ASAP and recommend to check a doctor. Also, we advise that the child should rest at home for at least 48 hours or until fully recover.

如察覺幼兒身體不適，為了保障您的幼兒及防止病菌傳播，請先為幼兒測量體溫，如果幼兒的體溫高於37.5，建議留家休息。

如果幼兒在最近48小時內有以下症狀，則不應回托兒所：發燒，腹瀉，嘔吐，感冒，流鼻涕及粘液變色，紅眼症徵狀或任何傳染性疾病（例如手足口病，水痘等）。

如果幼兒感染了傳染病，我們的托兒所保留要求父母將幼兒留在家中的權利，直到他們獲得醫生的康復證明(復課紙)，康復證明(復課紙)必須由澳門的醫院或衛生中心發出。

如果您的幼兒有藥物或食物過敏史，請立即通知老師。

如果幼兒受傷或生病，托兒所會即時通知家長，若本所認為幼兒需要就診及回家休息，則請家長盡早來接幼兒。如果您的幼兒在托兒所期間需要立即醫療救助，將首先致電家長，然後致電999救護車前往澳門政府醫院。如果您想去澳門的私立醫院，請在註冊表上註明。

如果幼兒在托兒所期間有嚴重流鼻涕、咳嗽、發燒、嘔吐、腹瀉或其他感染癥狀，CISJ會為該幼兒戴上口罩以免交叉感染，然後老師會打電話給家長建議盡快接走及帶幼兒就診。此外，我們建議幼兒應留家休息至少 48 小時或直到完全康復。

Medication | 藥物

In Saint Joseph International Nursery, we don't administer any medication to your child. If the child is sick, please stay home until it is clear with a doctor's certificate to return to the nursery. If there's any ongoing medication for health issues, please inform our nursery and parents or helpers can come and give it to the child.

在聖若瑟國際托兒所，我們不餵幼兒服用任何藥物。如果幼兒生病了，請待在家裡，直至幼兒完全康復才返回托兒所。如果幼兒在托兒所期間需服用任何藥物，家長可以提前通知托兒所，並在幼兒服藥時間，家長或其他照顧者可以來所親自給幼兒餵藥。

Biting | 咬人

Many children go through stages in their development where they exhibit behaviour that others find unacceptable. Biting, in particular, is a very unpleasant form of behaviour that is particularly prevalent in children whose language skills are only just developing (12-30 months) and can often be an expression of frustration that they have not yet acquired the skills to express what they are feeling. Temper tantrums are another form of behaviour that most children of a similar age or developmental stage go through. Happily just as temper tantrums eventually diminish with age, so usually does biting.

The nursery always follows the same procedures in the event of a child being bitten. Our policy is as follows:

- To comfort the child that has been bitten and administer First Aid.

- Remove the child from the situation and speak firmly (not shouting) to the child that has bitten and say 'No, that hurts people! I do not like it when you bite!.'
- Show the biting child the bruise or mark on the other child's arm.
- Ask the child to comfort the other child by hugging them/cuddling and saying sorry.
- We will always inform the parents of the bitten child.
- We will always notify the parents of the child that has been bitten and discuss with them the nursery's way of dealing with this behaviour, so we work together to eliminate the problem and so that the child doesn't get mixed messages.
- To discuss with staff members, the incidents concerned and evaluate and monitor the situation.

Staff members will not disclose the identity of the child that has been bitten as it is vital to maintain the confidentiality of the children concerned.

We ask for your support in the event of a child biting or being bitten and hope that you will understand the need for our policy and procedure which are to safeguard the interests of all those concerned.

Saint Joseph International Nursery uses the "calm-down time" and "sitting reflection time" methods to manage children's behaviour. This method is used when any child has physically or verbally hurt another child. In this event, a child will be taken away from the situation and asked to sit quietly and reflect on what they have done or to sit with a member of staff for a short period of time. This will depend upon the child's age and stage of development and personal understanding. Any child that has hurt another child will be asked to apologise to the other child.

Saint Joseph International Nursery encourages good behaviour by praise and other methods that we have in place within the physical environment to promote a positive environment for the children to learn and develop in.

許多幼兒處於發展階段，表現出其他人無法接受的行為。特別是咬人，是一種非常令人不愉快的行為，在語言技能剛剛發展(12個月至30個月)的幼兒中尤為普遍，因為他們尚未能表達自己的感受，故易感沮喪。發脾氣是大多數類似年齡或發育階段的幼兒都會經歷的另一種行為。令人欣慰的是，隨著幼兒年齡增長，發脾氣和咬人的情況亦會隨之減少。

如果幼兒被咬，托兒所會遵循以下程序來處理：

- 首先安撫被咬的幼兒並進行急救。
- 將咬人的幼兒轉移到其他地方，並以堅定(而不是大喊)的口吻告訴他說：“不，這會傷害到人，我不喜歡這行為。”
- 向咬人的幼兒顯示被咬幼兒手臂上的瘀傷或痕跡。

- 鼓勵咬人的幼兒給被咬的幼兒一個擁抱並道歉，以安慰被咬的幼兒。
- 托兒所會將事件始末告訴被咬幼兒的家長。
- 托兒所會通知咬人幼兒的家長，並與他們商討對策，以便家所共同努力消除問題，使幼兒不會收到混雜的信息。
- 與相關工作人員商討有關事件並評估和監測情況。

為保護幼兒隱私，托兒所不會透露咬人的幼兒的身份。

如果您的幼兒咬人或被咬，我們需要您的支援，並希望您能理解我們的政策和程序的必要性，以維護所有相關人員的權益。

聖若瑟國際托兒所採用“冷靜時間”和“坐著思考時間”的方法來處理幼兒的行為問題。當任何一個幼兒在身體上或語言上傷害另一個幼兒時，將使用此方法。在這種情況下，幼兒將被帶離現場，讓其安靜地坐下來思考自己所做的事情，或與工作人員一起坐一小段時間。這將取決於幼兒的年齡，發育階段和個人理解能力。幼兒如傷害他人，我們會指導他向對方道歉。

聖若瑟國際托兒所通過表揚良好行為和在所內能採用的正面的方法來強化幼兒的良好行為，以積極的氛圍促進幼兒學習和發展。

Nursery and Parent Communication | 托兒所和家長溝通

It is important that parents maintain regular contact with their child's class teacher.

- Parents often talk to teachers about their child in the morning from 8:00 to 8:30 or afternoon from 4:00 to 4:30 pm. Also is recommended if parents have any questions send an email to the teacher, and cc the Director and sub Director.
- Parents can also request a meeting with teachers or the director as a suitable time for both anytime during the year.
- On CISJ Facebook, we will post children's photos and videos so parents can know more about the children's routine at the nursery.
- CISJ will often organize Birthday parties, workshops and seminars to build a healthy and positive environment between staff and families.

家長必須定期與幼兒的老師保持聯繫，這一點很重要。

- 家長可以在早上8:00至8:30或下午4:00至4:30與老師傾談有關幼兒的情況。如果家長想了解更多，亦可以電郵方式與老師傾談，電郵請抄送所長及副所長。
- 家長可以申請與所長或老師會談，可以選擇雙方方便的時間。
- 在CISJ facebook中，我們將發布幼兒的照片和視頻，以便家長可以了解更多有關幼兒在托兒所內的日常活動。
- CISJ會經常舉辦生日會、工作坊、講座，以為員工和幼兒的家庭之間建立一個健康積極的聯繫。

Feedback/Suggestions/Grievances | 反饋/建議/申訴

Saint Joseph International Nursery welcomes comments and suggestions to improve the quality and care of your child. Should an area of concern arise, the problem should be brought to the attention of the Teacher who will listen to your suggestion/grievance and attempt to work through the problem. If additional communication is necessary, the problem can be taken to the Nursery Director in an effort to resolve the problem to everyone's mutual satisfaction.

CISJ respects parents' suggestions and hopes to do everything which can give parents more convenience but all our arrangements have to be balanced and according to our policies and procedures.

聖若瑟國際托兒所歡迎您提出意見和建議，讓幼兒獲得更優質的照料。如發現某些細節尚需進一步完善，可向老師提出，老師將傾聽您的建議或不滿，並嘗試解決問題。如果需要更多的溝通，可以將問題提交給所長，好讓問題得到更充分的解決和改善。CISJ尊重家長的建議，希望盡一切可能給家長帶來更多便利，但我們所有的安排都必須顧及各方的權益，並符合我們的政策和程序。

Inclement Weather Policy | 惡劣天氣政策

Saint Joseph International Nursery's first priority when dealing with inclement weather will be the safety and well-being of children, parents and staff.

在應對惡劣天氣時，聖若瑟國際托兒所首要關注幼兒、家長和員工的安全與福祉。

Rainstorm/Typhoon/Storm Surge Measures in Nursery

(CISJ follows the guidelines from the Macau Social Welfare Bureau)

*When the rainstorm warning signal and the typhoon signal No. 3 are in force, the nursery will be open as usual, and the parents decide on their own whether to arrange for the children to return to the nursery or not;

*When Typhoon Signal No. 8 is about to be hoisted, parents are requested to pick up their children as soon as possible; the nursery will arrange for staff to take care of the children until all children leave safely;

*When the typhoon signals lower to No. 8, the nursery will reopen within 1.5 hours, and appropriate manpower will be arranged to provide basic nursery service; if the typhoon signal is lower than No. 8 after 2:30 pm, the nursery will not be open.

*When the yellow, red, and black rainstorm warning signals are in effect, the nursery will provide services as usual, and parents decide whether to use the facilities or not.

托兒所暴雨/颱風/風暴潮措施 (澳門社會工作局指引)

*在暴雨警告信號與3號颱風信號生效時，托兒所如常開放，家長自行決定是否安排幼兒回托兒所。

*當8號颱風信號將要懸掛，請家長盡快接回子女。托兒所安排人手照顧幼兒，直至所有幼兒安全離所。

*在改掛低於8號颱風信號時，托兒所在1.5小時內重開，並安排適當人手提供服務；若下午2:30後改掛低於8號颱風信號，托兒所則不開放。

*在黃色、紅色、黑色暴雨警告信號生效時，托兒所如常提供服務，家長自行決定是否使用設施服務。

Reserved and Withdrawal policy | 托位政策

All tuition fees must be paid in advance on the 20th of each month for the following month. The tuition fee will be paid by auto-pay. In case tuition has not been settled within the payment date the withdrawal process will be done automatically.

每月20號繳交下月托費，托費通過中國銀行自動轉賬形式支付，逾期繳交托費，則作自願退托處理。

In case you would like to withdraw your child, please notify the nursery 2 weeks before by written. Please come personally to the nursery for the withdrawal process and all the fees need to be settled by that day.

如果申請出托/退托，請提前 2週以書面通知並親臨托兒所辦理出托/退托手續及繳付所有有關費用。



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sandramonteiro@cisjmacau.com (Parenting Center coordinator- Ms. Sandra)

Website|網站: www.cisjmacau.com

Facebook: <https://www.facebook.com/CISJmacau/>

Facebook Group: <https://www.facebook.com/groups/9652924339792622>

Instagram ID: [CISJ_PARENTINGCENTER](https://www.instagram.com/CISJ_PARENTINGCENTER)

Note: Please add the teacher's, Vice Director and Director's emails to communicate effectively. In case of emergency please reach us by phone! Thank you!

注意:請添加老師、副所長和所長的電子郵件,以進行有效溝通,如遇緊急情況,請通過電話與我們聯繫!謝謝!