



Welcome 歡迎您

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

聖若瑟國際托兒所

(2026 / 2027)



Parent Handbook | 家長手冊

This handbook is intended to do three things: give you a description of Saint Joseph International Nursery (CISJ) and how it is organised; serve as a guide to any questions or concerns; and reassure 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；並讓您知道您的孩子在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 voices by creating a supportive, safe, nurturing, and stimulating environment that meets 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歲孩子的發展需求，培養孩子的好奇心，尊重孩子的意願。

Aims | 目的和目標

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

- Offer vast exploration 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;
- Instill 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 and social attitudes and conduct in society;
 - Encourage parents to participate in nursery activities.

我們將在社交、身體發展、情感、認知和精神上滿足孩子的需求；

- 提供大量發展潛能的機會，使孩子能夠在廣泛的領域中獲得技能和能力；
- 幫助孩子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；
- 為孩子的未來灌輸正確的價值觀；
- 鼓勵孩子多與他人有社交互動；
- 鼓勵孩子在學習環境中多參與嘗試；
- 培育孩子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 broad, balanced activities and a 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, 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 exploration opportunities, we encourage children to develop through a curious and interesting environment; CISJ staff will support children in building 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，為孩子設計廣泛而均衡並以遊戲為主的活動。我們提供優質，專業和便利的孩子保育服務，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，幫助孩子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，我們鼓勵孩子透過與生俱來的好奇心和興趣來探索、求知；CISJ員工將支持孩子建立對世界的意識。CISJ的老師會設計出具創造性的活動，讓孩子在語言、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，並為孩子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, we strive to give every child ample time to settle in, build relationships with teachers and support staff, and become comfortable with the nursery environment. Each child is different, so the time for settling in varies from child to child. We have found that the transition period is generally two weeks. We recommend that a parent leave their child for a shorter duration and slowly increase to full days.

在聖若瑟國際托兒所，我們會尊重孩子有不同時間的適應期，以便孩子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。每個孩子都不一樣，因此適應期的時間因孩子而異，並會和家長保持溝通商議。經觀察了解，普遍孩子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 unauthorised person; each pick-up person needs to provide the reception staff with their authorisation of the individual pick-up cards issued by CISJ.

It is the parents' responsibility to inform the nursery if any other person will collect their child and should present a pick-up card from CISJ. Only people over 18 can collect the child from the nursery with your authorisation.

Additionally, if your child will be absent or needs to be picked up early, please email both the Nursery Director and Vice Director and cc the teacher to let them know the reason. To avoid any misunderstanding during drop-off and pick-up times, it is highly recommended that

parents strictly follow nursery hours. The time slots are mentioned in our routine and nursery hours. Please check the drop-off and pick-up times. In addition, please check CISJ policies on child sickness and health, and safety awareness.

關於接送，未經授權的人不能將孩子從托兒所接走；每個接送人都需要出示由CISJ簽發的個人接送卡。

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，如果您的孩子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。

我們的日常工作時間和托兒所工作時間中都提到了這些時間段。請檢查返托和放學時間。此外，請查看CISJ 關於孩子疾病以及健康和安全意識的政策。

Nursery Hours | 服務時間

Opening hours: 08:00 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 that your child be in the nursery before 09:00. The drop-off time is from 08:00 to 09:00 (with 25 minutes of tolerance with previous approval). Therefore, at 09:25, 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 Vice-director and cc the teacher to inform them about the reason; if possible, attach related documents and the wishing drop-off/pick-up time. CISJ is flexible, but does not affect the well-being of the children and does not interfere with their meals and nap time.

Drop-off time: 08:00 to 09:00.

Pick-up time: 16:00 to 18:00 (*Pick-up can start earlier from 15:00, and it is highly recommended not to be after 17:45*); if needed, our staff can bring the child to the down gate after 17:45. 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 10:00 (*Need to apply by email in advance and get Director approval in writing.*)

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

服務時間:08:00至18:00(星期一至星期六)

為了使您的孩子能充分參與既定的活動，並養成良好的習慣，我們強烈建議您的孩子在上午

09:00之前返托。返托時間是08:00至9:00 (25分鐘寬限僅限於已獲批准的孩子), 因此09:25會關門。如果您想在 CISJ 既定的接送時間外接送孩子, 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, 但為了不影響孩子的健康, 因此需避免打擾午飯和午睡時間。

孩子上午回所時段:08:00至09:00

孩子下午離所時段:16:00至18:00(下午15:00可以提早開始接回, 強烈建議不要在下午17:45之後;如果需要, 我們的工作人員可以在下午 17:45 後帶孩子到樓下。)

孩子中午離所時段(需要提前通知):11:00至12:00

特殊治療 / 保健: 需於10:00前返回托兒所 (需提前透過電郵申請, 並獲所長批准)

* 有關孩子活動流程、托兒所假期、孩子餐單等可瀏覽本所網站及佈告欄

Meals 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.**

If there are last-minute suppliers or food changes, CISJ reserves the right to change the children's menu without further notice.

Naptime will be from 12:15 to 14:45 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孩子。孩子餐單每月均會貼於托兒所之告示板並於我們網站公佈。家長亦可以為孩子預備午餐或小吃。由於有些孩子有果仁、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。如果最後一刻供應商或食物發生變化, CISJ 保留更改孩子菜單的權利, 恕不另行通知。

午睡時間為每天中午12:15至下午14:45, 建議家長為孩子帶備枕頭和毯子, 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。

Clothes and Uniforms | 衣服及托兒所服

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

Due to sensory and art activities, children might get dirty or wet; parents, please provide extra clothes or aprons if necessary. In addition, during potty training, children can get wet, and CISJ will send the "dirty" clothes home to be washed.

孩子必須穿著托兒所圍裙回所，托兒所圍裙可以從聖若瑟國際托兒所的接待處購買。由於感官和藝術活動，孩子可能會弄髒或弄濕；如有需要，請家長提供額外的衣服或圍裙。此外，如廁訓練期間，孩子們可能會被淋濕，CISJ會將「髒」衣服打包好，給回家長回家清洗。

Daily Routines | 日常活動流程

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

日常活動流程對孩子的生活很重要，因為它們可以為孩子提供安全感和穩定感。聖若瑟國際托兒所按照孩子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。

Please check the general routine guide; this can be adjusted or changed depending on the child's or nursery's needs. Changing classrooms and staff happen based on the nursery's operational needs. CISJ's first priority is the child's interest; therefore, if there are any last-minute changes, the nursery does not need to notify parents to preserve the child's safety. Please check the routine on our notice board.

請查看一般常規指南；這可以根據孩子或托兒所的需要進行調整或改變。根據托兒所的運作需要，更換教室和工作人員。

CISJ的第一要務是孩子的興趣；因此，如果最後一刻有任何變化，托兒所無需通知家長，我們會以確保孩子的安全為首位。請查看我們佈告欄上的日常流程。

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, 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 safely and orderly.
 - Children may use the elevator only if accompanied by an adult.
 - Parents or guardians must be responsible for their child in our reception area.
 - To prevent pandemics, diseases, and any infection from spreading, please follow all the hygiene and pandemic prevention guidelines provided by the Macau government and CISJ.
 - In case of child sickness, please follow our CISJ policies, stay home, and rest to avoid cross-infection.
 - CISJ reserves the right not to allow late drop-off
 - Requests for changing classes or teachers might not be approved, and CISJ reserves the right to follow the internal operations.
 - Complaints must be emailed to the Director and Vice-director in written form.
 - **CISJ USES EMAIL AS THE MAIN COMMUNICATION CHANNEL; please check your email regularly.**
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- 期望孩子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。
 - 不建議孩子帶自己的玩具回所，如有遺失或損毀，本所恕不負責。(如孩子必須帶特定個人玩具或奶嘴作為安撫情緒之用，則可以帶。)
 - 在孩子入所及出所時，請家長指引孩子安全有序地慢行，避免跑跳碰撞。
 - 孩子必須由成人陪同才能使用電梯。
 - 父母或監護人必須對其在我們接待區的孩子負責。
 - 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。
 - 如果孩子生病，請遵守我們的 CISJ 政策，並留在家中休息，以避免交叉感染。
 - CISJ 保留不允許延遲還車的權利
 - 更換班級或教師的請求可能不會被批准，CISJ保留遵循內部運作的權利。

- 投訴必須以書面形式透過電子郵件發送給所長和副所長。
- CISJ 使用電子郵件作為主要溝通管道;請經常檢查您的電子郵件。

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 first take your child's temperature at home, and if the temperature is above **37.5**, 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 the child should 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 prefer to go to a Macau private hospital.

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

如察覺孩子身體不適，為了保障您的孩子及防止病菌傳播，請先為孩子測量體溫，如果孩子的體溫高於37.5，建議留家休息。

如果孩子在最近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）。

如果孩子感染了傳染病，我們的托兒所保留要求父母將孩子留在家中的權利，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。如果您的孩子有藥物或食物過敏史，請立即通知老師。

如果孩子受傷或生病，托兒所會即時通知家長，若本所認為孩子需要就診及回家休息，則請家

長盡早來接孩子。如果您的孩子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。

如果孩子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會為該孩子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孩子就診。此外，我們建議孩子應留家休息至少 48 小時或直到完全康復。

Incidents + Communication Procedure 意外及溝通程序

CISJ will communicate with parents through email as the main channel and phone calls, but in emergent situations, we will follow the flowchart below.

CISJ將透過電子郵件為主要管道和電話與家長溝通，但在緊急情況下我們將遵循以下流程圖。

■ Flowchart: Handling Incidents and Accidents at CISJ Nursery

流程圖：處理 CISJ 托兒所的事件和事故

Non-Serious Injuries 1. Class Staff Treatment ● Treat the affected area if necessary. ● Notify parents by email and phone (immediately if severe, during prep-time if minor). 2. Follow-Up ● Teachers, the Vice-Director, and the Director maintains communication with parents. Serious Injuries 1. Immediate Action ● Notify the Vice-Director and Director. ● Provide first aid on-site. ● Notify parents. 2. Decision for Hospital ● First aid-certified staff assess the need for hospital intervention. ● If in doubt, send to the hospital (hospital chosen by parents during enrolment). 3. Hospital Procedure ● Call an ambulance (2857-2222). ● Notify parents and prepare the	非嚴重傷害 1. 班級員工待遇 ● 如有必要，治療受影響的區域。 ● 透過電子郵件和電話通知家長（如果嚴重則立即通知，如果輕微則在準備期間通知）。 2. 跟進 ● 老師、副主任、主任與家長保持溝通。 嚴重受傷 1. 立即行動 ● 通知副所長和所長。 ● 提供現場急救。 ● 通知家長。 2. 醫院決定 ● 獲得急救認證的工作人員評估醫院介入的必要性。 ● 如有顧慮，送往醫院（家長報名時選擇的醫院）。 3. 醫院程序 ● 呼叫救護車（2857-2222）。 ● 通知家長並準備孩子的文件。 ● 工作人員陪同孩子前往醫院。 ● 分配替代人員進行托兒所運作。
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child's documents. ● Staff accompany the child to the hospital. ● Allocate substitute staff for nursery operations. 4. Observation (if no immediate hospital is needed) ● Continue to observe the child. ● If the condition worsens, call an ambulance. 5. Follow-Up ● Teacher will closely monitor and communicate with parents until the child fully recovers.	4. 觀察 (如果不需要立即住院) ● 繼續觀察孩子。 ● 如果情況惡化, 呼叫救護車。 5. 跟進 ● 老師將密切注意並與家長溝通, 直到孩子完全康復。
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Medication | 藥物

CISJ doesn't administer medication or any cream that contains medication to your child at the Nursery. 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, 我們不餵孩子服用任何藥物及塗抹任何藥膏。如果孩子生病了, 請待在家裡, 直至孩子完全康復才返回托兒所。如果孩子在托兒所期間需服用任何藥物, 家長可以提前通知托兒所, 並在孩子服藥時間, 家長或其他照顧者可以來所親自給孩子餵藥。

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 who can often express frustration that they have not yet acquired the skills to express their feelings. 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 if a child is bitten. Our policy is as follows:

- To comfort the child who has been bitten, first aid must be administered.
- Remove the child from the situation and speak firmly (not shouting) to the child who 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 apologizing.
- We will always inform the parents of the bitten child.

- We will always notify the parents of the child who has been bitten and discuss with them the nursery's way of dealing with this behaviour, so we can work together to eliminate the problem and ensure the child doesn't get mixed messages.
- Discuss the incidents concerning staff members and evaluate and monitor the situation.

Staff members will not disclose the identity of the child who 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 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 a 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 staff member for a short period. This will depend upon the child's age, stage of development, and personal understanding. Any child who has hurt another child will be asked to apologise to the other child.

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

In this case, CISJ will never reveal the child's name for personal protection.

許多孩子處於發展階段，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）的孩子中尤為普遍，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孩子都會經歷的另一種行為。令人欣慰的是，隨著孩子年齡增長，發脾氣和咬人的情況亦會隨之減少。

如果孩子被咬，托兒所會遵循以下程序來處理：

- 首先安撫被咬的孩子並進行急救。
- 將咬人的孩子轉移到其他地方，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。”
- 向咬人的孩子顯示被咬孩子手臂上的瘀傷或痕跡。

- 鼓勵咬人的孩子給被咬的孩子一個擁抱並道歉，以安慰被咬的孩子。
- 托兒所會將事件始末告訴被咬孩子的家長。
- 托兒所會通知咬人孩子的家長，並與他們商討對策，以便家所共同努力消除問題，使孩子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。

為保護孩子隱私，托兒所不會透露咬人的孩子的身份。

如果您的孩子咬人或被咬，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”的方法來處理孩子的行為問題。當任何一個孩子在身體上或語言上傷害另一個孩子時，將使用此方法。在這種情況下，孩子將被帶離現場，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。孩子如傷害他人，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孩子的好行為，以積極的氛圍促進孩子學習和發展。

在這種情況下，出於個人保護考慮，CISJ 絕不會透露孩子的姓名。

Nursery and Parent Communication | 孩子打架或行為問題

If children fight or have behaviour issues, CISJ will follow a similar procedure of biting, and we will always use an age-appropriate pedagogy to educate the children and help them resolve their problems emotionally and socially appropriately.

如果孩子打架或行為問題，CISJ將遵循類似咬人的程序，我們將始終使用適合年齡的教學法來教育孩子，並幫助他們適當地解決情感和社交方面的問題。

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

Parents must maintain regular contact with their child's class teacher.

- Parents often talk to teachers about their child in the morning from 08:00 to 09:00 or afternoon from 16:00 to 17:00. Also, if parents have any questions, email the teacher and cc the Director and Vice-director.
- Parents can also request a meeting with teachers or the director at a suitable time 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 organise birthday parties, workshops, seminars, meetings, and events personally or online to build a healthy and positive environment between staff and families.
- **CISJ's main communication channel is email.**

CISJ values honesty and transparency, and it is essential to communicate closely with parents and teachers; if there is any discomfort or concern, the parents can request a meeting with the Director or Vice-director by email or phone.

家長必須定期與孩子的老師保持聯繫，這一點很重要。

- 家長可以在早上08:00至09:00或下午16:00至17:00與老師傾談有關孩子的情況。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，我們將發布孩子的照片和視頻，以便家長可以了解更多有關孩子在托兒所內的日常活動。
- CISJ會經常舉辦生日會、工作坊、講座，線上家長會和線上活動，以為員工和孩子的家庭之間建立一個健康積極的聯繫。
- **CISJ 的主要溝通管道是電子郵件。**

CISJ重視誠實和透明，與家長和老師密切溝通至關重要；如有任何不適或疑慮，家長可以透過電子郵件或電話要求與所長或副所長會面。

Feedback/Suggestions/Complaints | 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 teacher should bring the problem to the problem's attention, who will listen to your suggestion/grievance and attempt to work through the problem. If additional communication is necessary, the problem can be addressed by the nursery director to resolve the problem to everyone's mutual satisfaction.

CISJ respects parents' suggestions and hopes to do everything that 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，讓孩子獲得更優質的照料。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。

Weather Policy | 惡劣天氣政策

Saint Joseph International Nursery's priority when dealing with inclement weather is 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孩子、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 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 signal is lower than 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 14:30, 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 will decide whether to use the facilities.

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孩子回托兒所。

*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孩子，直至所有孩子安全離所。

*在改掛低於8號颱風信號時，托兒所在1.5小時後重開，並安排適當人手提供服務；若下午14:30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。

Tuition, Reservation 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. If tuition has yet to be settled within the payment date, staff will communicate with parents, and you can pay by cash ASAP with a penalty; if there is no reply from the parents, CISJ has the right to process the withdrawal automatically. 所有托費必須在每月 20 日或之前支付下個月的學費。學費將透過自動轉帳方式支付。若在繳費日內仍未結清托費，工作人員將與家長溝通，您可以盡快以現金方式繳納，但需繳納罰款；如果家長沒有回復，CISJ有權自動處理退托。

If you want to withdraw your child, please notify the nursery 15 days before by written notice. If there are not 15 days of formal notice, CISJ has the right to charge you the next month's tuition fee. Please come personally to the nursery for the withdrawal process. All the fees need to be settled by that day. CISJ reserves the right not to refund tuition or payment for events.

如需退托，請提前15天書面通知托兒所。如果沒有提前15天正式通知，CISJ有權向您收取下個月的托費。請您親自到托兒所辦理退托手續。所有費用需在當天結清。CISJ 保留不退還托費或活動費用的權利。

In July and August, CISJ will request the tuition fee in advance in June so we can ensure your child's reservation spot for the following summer child care service. CISJ does not have a summer break, so in case of a child's holiday or sickness absence, CISJ will not refund or suspend the tuition or other expenses.

7月和8月，CISJ將提前要求您在6月支付托費，以便我們確保您的孩子在接下來的夏季托兒服務中保留名額。CISJ沒有暑假，因此如果孩子放假或因病請假，CISJ將不會退還或暫停學費或其他費用。

All other tuition information not mentioned here is mentioned in CISJ Internal regulation or the enrollment form when you enrolled.

此處未提及的所有其他學費資訊均在 CISJ 內部規定或您註冊時的報名表中提

Contact Information | 聯絡資訊

Tel|電話: 2872-7328

Fax|傳真: 2872-7382

Address|地址: Rua de Londres No 16, Wan Yu Villas PR/C, Macau - 澳門倫敦街16號環宇豪庭PR/C

Communication Guidelines | 通訊指引

Email is our primary channel of communication.

We kindly ask all parents to use email for important updates, questions, or requests to ensure timely and accurate responses.

電子郵件是我們首要的溝通渠道。

為確保回覆及時準確，敬請各位家長透過電郵傳達重要訊息、查詢或提出任何需求

To ensure smooth and efficient communication, please use the email contacts listed below when reaching out to the nursery. For classroom-specific matters, kindly always CC the respective Head Teacher to maintain clear and consistent communication. We also kindly request that you include the Vice Director's and Director's email addresses in your communication for transparency and proper follow-up. In case of emergency, please contact us by phone. Thank you for your cooperation!

為確保溝通順暢有效，請在聯絡學校時使用下方提供的電郵地址。如需聯繫班級相關事項，請務必同時抄送所屬班級的主班老師，以保持清晰一致的溝通紀錄。此外，也請您同時抄送副所長及所長的電子郵件地址，以便更全面的跟進與協調。

如遇緊急情況，請務必以電話聯絡我們。感謝您的配合！

Leadership Contacts 管理人員聯絡資訊:

- **Mr. Ricardo Rodrigues** (Director|所長) - ricardorodrigues@cisjmacau.com
- **Ms. Gail Sio** (Vice Director|副所長) - gailsio@cisjmacau.com
- **Ms. Sandra Monteiro** (Head of Parenting Centre|親子活動中心部門主管) - sandramonteiro@cisjmacau.com

Classroom Contacts 課室人員聯絡資訊:

Lotus Class teacher 蓮花班老師

- Mr. Pedro Pinheiro - pedropinheiro@cisjmacau.com

Lavender Class teacher 薰衣草班老師

- Ms. Joana Peregrino - joanaperegrino@cisjmacau.com

Iris Class teacher 鳶尾草班老師

- Ms. Cici Zhou (Iris Teacher) - cicizhou@cisjmacau.com

Blossom Class teacher 櫻花班老師

- Ms. Lucy Lei - lucylei@cisjmacau.com

Rose Class teacher 玫瑰班老師

- Ms. Mabel Tam - mabeltam@cisjmacau.com

Jasmine Class teacher 茉莉花班老師

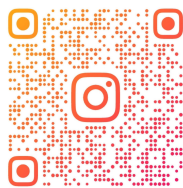
- Ms. Anne Acedron - anneacedron@cisjmacau.com

General Email | 常規電郵: Info@cisjmacau.com

Website|網站: www.cisjmacau.com

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

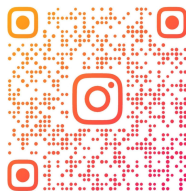
Facebook Group: <https://www.facebook.com/groups/1056992973855408>



CISJ Instagram ID: [@CISJNURSERY](#)



CISJ Facebook Page: [CISJ Facebook Page](#)



CISJ Parenting Center Instagram ID: [@CISJ_PARENTINGCENTRE](#)