

LUMS Daycare Centre Handbook

Welcome

The Lahore University of Management Sciences (LUMS) warmly welcomes you and your child to the LUMS Daycare Centre. We are grateful for your trust in entrusting your child to our care and are committed to providing a safe, nurturing, and enriching environment.

This handbook serves as a reference guide and contains essential information about our operations, policies, and expectations. Please keep it with you for reference on any matter regarding the Centre.

Our Mission

Our mission is to deliver high-quality childcare in a safe and inclusive environment. We aim to foster curiosity, creativity, and personal growth through engaging learning experiences. We believe in building strong partnerships with families to create a supportive and collaborative community.

1 Introduction

1.1 The Role of Daycare Centre

The LUMS Daycare Centre provides a secure and caring environment for the children of our community members. We strive to ease the concerns of parents and guardians during their work or study hours by ensuring the well-being and development of their children.

We encourage prospective parents to visit the Centre before enrollment to meet our staff and tour the facilities. A complimentary three-day trial period is offered to help families make an informed decision.

1.2 Parent's Role

We understand that sending a child to daycare can be an emotional transition. Our team is here to support both parents and children through the adjustment process.

We follow an open-door policy and encourage parents to visit the Centre—especially during the initial three-day adjustment period—where they may stay with their child and the assigned nanny to promote a sense of security and comfort.

To ensure the safety and comfort of all children:

- Parents may stay only during the adjustment phase (up to 2–3 hours/day).
- Visitors are not allowed in the play areas during operational hours.
- Parents are welcome to participate in organized daycare events, in line with Daycare SOPs.

If a child experiences ongoing difficulty adjusting and their distress impacts others, the parent will be asked to stay with the child for up to three days during transition hours (2-3hrs). If, after two weeks, the child is still unable to settle, the Centre may recommend withdrawal in the child's best interest.

1.3 Daycare Team

The Daycare Centre is led by the Daycare Manager, who oversees all programs, admissions, communication, and overall operations. The team includes:

- **Supervisor:** Manages daily operations, parent coordination, and supports child transitions.
- **Associate:** Assists in administrative tasks and parental communication.
- **Nurse:** Monitors health and hygiene, trains staff in caregiving best practices and manages

medication protocols.

- **Nannies (8):** Each is responsible for up to 8 children across age groups—from infants to school-aged.
- **Janitor (Female):** Maintains cleanliness and hygiene at the Centre.
- **Instructors (up to 10):** Specialists for Early Childhood Education, extracurriculars, and value-added programs.

2 Admission

2.1 Eligibility

The LUMS Daycare Centre accepts children aged 3 months to 12 years (up to their 13th birthday), subject to seat availability. Only children of LUMS community members (full time faculty and management staff, students, or alumni) are eligible. Legally adopted children are also eligible.

2.2 Registration and Enrollment

2.2.1 If both parents are LUMS employees, registration and enrollment must be done under the parent with the higher salary (for discount calculation).

2.2.2 If one parent is an employee and the other a student, registration will be in the employee's name.

2.2.3 Transfer of registration of a child from one parent to the other parent requires HR review and approval.

2.3 Enrollment options

- **Full-time:** 8:00 AM – 5:15 PM (Monday to Friday)
- **Part-time:** Up to 5 hours daily
- **Eight-visits package:** Maximum of 8 visits per month

2.4 Priority and Waitlist

If the Centre reaches full capacity, children will be placed on a waiting list. Priority will be given in the following order:

1. Full-time requests
2. Part-time requests
3. Daily use (eight-visits)

Within each category of registration requests, priority is given to:

1. LUMS employees
2. LUMS students
3. LUMS alumni

2.5 Enrollment Process

Parents can register online via the Daycare registration form available at:

<https://daycare.lums.edu.pk>

The form requires the following:

- Child's information
- Parent/guardian contact details
- Emergency contact
- Medical information
- Acknowledgment of handbook policies

All provided information will be kept strictly confidential. Kindly notify the Daycare team of any

updates or changes promptly.

2.6 Changing registration type (full-time, part-time, etc.)

Parents must email the Daycare Administrator to cancel the previous registration and request a new one. Confirmation depends on seat availability.

2.7 Switching Seats between siblings

Parents may transfer a seat from one child to a sibling (e.g., if the registered child no longer needs daycare).

In this case, the registration fee will be waived for the sibling, but the full registration procedure must be completed.

3 Timings

Operating Hours:

Monday – Friday: 8:00 AM to 5:15 PM

Closed on:

Weekends and public holidays (as per LUMS holiday calendar)

Important:

Temporary closures may occur due to:

- Unforeseen circumstances (e.g., weather, health advisories)
- Maintenance or infrastructure issues
- Staff training sessions

In such cases, parents will be informed in advance to make alternate arrangements.

3.1 Attendance

Parents are responsible for logging **check-in and check-out times** for their child daily.

If attendance is not marked, default times (Centre opening/closing) will be used. Consistent and accurate attendance records help ensure smooth operations and child safety.

3.2 Arrival and Departure

Only a parent or legal guardian listed on the registration form may drop off or pick up the child. Upon arrival and departure:

- Parents must **sign the attendance sheet**.
- Parents should **inform the staff** at drop-off and pickup.
- If someone other than a listed guardian will pick up the child, **a written notice must be sent to the Daycare Administrator in advance**.
- Children will **not be released to individuals under the age of 16**.
- If a maid, driver, or other staff member is authorized for pickup, a **copy of their CNIC (ID card)** must be submitted beforehand.

4 Fees

4.1 Late Pickup Fees

Please inform the Daycare staff at least one day in advance if your child needs to stay beyond regular hours.

- **Pickup after 5:30 PM:** A late fee of **Rs. 200 per hour** will be charged for the first 15 minutes and Rs. 500/- for each hour after that.
- For **part-time enrollees**, if the child stays beyond 5 hours, **Rs. 200 per extra hour** will apply.

4.2 Late Fee Submission

For **LUMS employees**, daycare fees are deducted directly from the monthly salary.

For **students and alumni**:

- Fees are paid via a voucher.
- If payment is not made by the due date, a **penalty of Rs. 200 per day** will apply.

Failure to pay a second consecutive invoice will result in cancellation of registration. A **new registration (with fee)** will be required to re-enroll the child.

4.3 Registration Fee

A one-time, non-refundable registration fee of **Rs. 3,000** is charged at the time of enrollment.

4.4 Per-day Fee (for non-registered children)

In special circumstances, non-registered children may be allowed to attend the Daycare on a **half-day or full-day basis**, subject to prior approval from HR.

Charges:

- **Half-day (up to 5 hours):** Rs. 800 per child
- **Full day (up to 9 hours):** Rs. 1,200 per child

5 Discounts

5.1 Student Discount

Enrolled students (including PhD scholars) receive a **25% discount** on daycare fees.

5.2 Sibling Discount

Sibling discounts are available to current LUMS employees and students:

- **25% discount** for the second child
- **50% discount** for the third child and any additional children

*Note: Sibling discounts are **not** applicable to alumni.*

5.3 Financial Aid for Employees and PhD Scholars

LUMS provides financial aid in the form of a fee waiver, as follows:

If the applicable subscription fees per child (after any sibling discount) exceed 10% of the gross salary, the remainder fee amount is waived off.

In the case of PhD scholars, if they receive a stipend from the university, this will be considered as their salary and if the fee exceeds 10% of their salary, the fee waiver will be given. In such case, the student discount will not be applicable.

5.4 Financial Aid Examples:

5.4.1 Employee A has a gross salary of 60,000 per month. 10% of 60,000 is 6,000. He has two children enrolled in Daycare. The first child's fees are 7,000 per month, so he will only pay 6,000 for the first child. The second child is an infant whose fees are 9,800 per month. However, he gets a sibling discount of 25%, which reduces the fee to 7,350. However, once again, since 10% of his gross salary is 6,000, he will only pay 6,000 for this child as well.

5.4.2 PhD Scholar B gets a stipend of 40,000 per month and earns 25,000 as an RA –a total of 65,000 income from LUMS. 10% of 65,000 is 6,500. This is the amount she will pay if the subscription fee for that child exceeds 6,500.

6 Charges and Payments

For LUMS employees, payment of fees will be deducted from the monthly salary. Students and alumni are required to pay through voucher which is submitted online.

In months with fewer or more than 30 days (e.g., February or months with 31 days), fees are prorated accordingly.

Status	Age Group	Fee (PKR)
Eight-visits Package (8 visits per month)	Up to 12 months	6500
	1-3 years	5500
	Above 3	5000
Part-Time (Up to 5 hours, Mon-Fri)	Up to 12 months	9,500
	1-3 years	8,200
	Above 3	6,800
Full-Time (8 AM to 5:15 PM, Mon-Fri)	Up to 12 months	15,700
	1-3 years	13,600
	Above 3	11,500

- If a child is enrolled on a part-time basis but comes to Daycare for full-time, an additional Rs. 600 will be charged for that day.
- Requests for changing registration type need to be sent at least 10 days before the change are required. HR will check if the slots are available, in case they are not available the request will not be accommodated.

Note: All the above charges are subject to revision every July.

6.1 Alumni Fees

LUMS Alumni must pay a premium of 25% on top of all regular fees and are not eligible for sibling discounts and financial aid.

6.2 Trial Period

All newly enrolled children are eligible for a **three-day trial period**, free of charge.

If, after the trial, the Daycare Centre decides not to proceed with enrollment, a review committee will be formed to assess the case. The committee will include 3–4 representatives from various departments, including HRD. The decision of the majority will be considered final.

7 Leaving the Daycare Centre

If you decide to take your child out of the Centre, you must give daycare administration a two-week written notice stating that you wish to terminate the contract. The last date the child will be coming to the Daycare Centre should be mentioned in the letter. If you do not give two weeks' notice, you will be charged for two weeks.

8 Health and Safety

8.1 Accidents and Emergencies

We aim to always provide a safe and secure environment for your child. Our full-time nurse is available at the daycare to handle any minor cases that may arise. However, in the unfortunate event of a more serious accident or emergency, we will notify you immediately. If we cannot reach you, and if necessary, your child may be taken to the LUMS Medical Centre or National Hospital. We will continue to try to get in touch with you throughout the process. Therefore, please ensure that your personal and business contact numbers are always up to date.

8.2 Nursing

The purpose of nursing room in the Daycare is to provide a secure and comfortable space for nursing mothers which can be used only to express breastmilk or nurse an infant. It is managed by the Daycare nurse and to ensure comfort of our infant members and the privacy of their mothers, the following SOPs must be followed keeping in view the best international practices:

- 1 Only nursing infants with their mother are allowed inside the room
- 2 Daycare team member(s) can only go inside to hand over the baby and are not allowed to linger under any condition
- 3 The nursing room is a quiet zone; therefore, all discussions related to childcare / meals, etc. must take place in the Daycare lobby.
- 4 30 minutes will be allocated for nursing per session where mothers can coordinate with the Daycare nurse to have multiple sessions in a day without any inconvenience.
- 5 Non-nursing children and auxiliary staff members are strictly prohibited from entering the nursing during operational hours.

8.3 Illnesses

To prevent our children from catching illnesses and protecting those who are already ill, the following SOPs have been designed by a team of pediatricians to clarify when a child should and should not attend Daycare if they are not feeling well.

8.4 Children should not attend Daycare:

1. If they have fever above 100 Fahrenheit along with a runny nose, cough, rash, and/or a headache; they may return if they have been fever-free for at least 24 hours.
2. If they have greenish/yellowish nasal secretions, which usually indicate a bacterial infection.
3. If they have a rash, cough, and fever or any behavioral changes.
4. If they have a sore throat with fever, swollen lymph nodes (glands on the side of the neck), or mouth ulcers with drooling.
5. If they have a cough, fever, conjunctivitis (red eyes), and a red rash spreading from the face to the trunk, which may indicate measles.
6. If they have signs of viral gut infection, 2 or more loose stools in 24 hours
7. If they have fever with swelling on one or both sides of the face below the ear, which could be indicative of mumps.
8. If they have fever with blister-like eruptions all over the body, which could be a sign of chickenpox.
9. If they have thick mucus and pus discharge from the eyes.
10. If they have lice.
11. If they have mood swings resulting in extreme tantrums and non-stop screaming

8.5 Children may attend Daycare:

1. If they have a rash but without cough, fever, or behavioral changes.
2. If they have a nighttime/early morning cough and a history of allergies and eczema in the child and family.
3. If they have been taking antibiotics for more than 72 hours and are showing improvement,
4. If they have non-specific rashes (red spots) that resolve within 72 hours.
5. If they have already had measles, chickenpox, or mumps and are verified by a child specialist to be non-infectious.

8.6 Quarantine

If the child is exposed to someone who has been found COVID positive, he/she is required to complete a three-day quarantine period and a physical examination at LUMS medical Centre. The rejoining of the child will be based on doctor's approval after a detailed check-up.

8.7 Vaccination schedule

Age	Vaccines
At Birth	BCG, OPV 0
6 Weeks	OPV 1, Pentavalent 1, PCV 1, Rotavirus 1
10 Weeks	OPV 2, Prevenar-13 (PCV 2), Rotavirus 2
14 Weeks	Infanrix Hexa, PCV 2
9 Months	Measles 1
11 Months	Meningococcal, Typhoid
12 Months	Chicken Pox (Varicella) 1st, Hep A 1st
15 Months	MMR 1, Pneumococcal Booster
16–24 Months	Infanrix Hexa Booster, Varicella 2, Hep A 2, Meningococcal
4–5 Years	Infanrix Hexa Booster 2, MMR 2
10 Years	DTaP
Every 2 Years	Typhoid

9 General Information

9.1 Activities

Our daily schedule includes a variety of structured and play-based learning experiences. These activities support children’s physical, emotional, social, and cognitive development.

Key programs include:

- **Early Childhood Education (ECE)** focusing on:
 - Phonics and Rhymes
 - Basic numeracy
 - Haroof-e-Tahajji
 - General knowledge
- **Physical Education** – movement and coordination activities
- **Story telling**
- **Arts & Crafts** – creative expression and fine motor skill development
- **Supervised Indoor & Outdoor Play** – social interaction and gross motor activities

Please note: Homework is **not supervised** at Daycare. It is the responsibility of the parents.

9.2 Website and Social-Media

From time to time, photos or videos of Daycare activities may be shared with the LUMS Communications Office for use on the University’s **official website or social media platforms**.

If you **do not wish your child to be photographed or recorded**, please inform the Daycare team in writing.

9.3 Use of Mobile Phone, Tablets, Games

Children are **not allowed** to bring mobile phones, tablets, electronic games, or similar devices to the Daycare Centre.

9.4 Use of Computers at Daycare Center

Use of computers at the Daycare Center is prohibited for games and entertainment. Computers can only be used for educational purposes with consent from both parents and daycare administration.

9.5 Birthday Celebrations

We welcome families to celebrate birthdays at the Centre in a simple and joyful manner.

Guidelines:

- Parents may bring a cake, basic decorations (5–10 balloons). Goody bags are not allowed.
- A maximum of two guests from the immediate family (spouse, parents, or children) or from within LUMS community may attend.
- Due to constraints, staff will not assist with decorations.
- No other food items (besides the cake) are allowed from outside.

9.6 Meals

The Daycare Centre does not provide meals or snacks. Additionally, the daycare staff are unable to accommodate requests to procure food or beverages from eateries located across the campus.

Parents are requested to:

- Send all required baby food/snacks from home.
- Clearly label all containers.
- Note that staff will not cook, wash, or sterilize bottles or containers due to LUMS health and safety policies.

Avoid sending junk food to promote healthy eating habits.

Recommended Alternatives: Fresh fruits, homemade snacks, sandwiches, parathas with healthy fillings, yogurt, boiled eggs, nuts (if no allergies), milk, and water.

9.7 Baths/Toilet Training

- Staff do not bathe children at the Centre.
- Staff will assist with diaper changes and cleanup only.
- Toilet training is the responsibility of parents.
- Children should be toilet-trained by the age of 3.5 years, with pull-ups allowed during the training stage to avoid accidents

9.8 Rest Periods

A designated rest period is part of the daily routine.

- Sleeping is optional; however, children are expected to rest quietly to avoid disturbing others.
- Please send a small personal blanket or comforter. For safety, pillows are discouraged.
- Blankets will not be shared between children.

9.9 Maids

Maids are not allowed inside the Daycare Centre under any circumstances.

In case of emergency or special need, permission may be granted for a maid to accompany the child for up to three days with prior approval from HRD.

9.10 Clothing and Personal Items

To ensure your child's comfort and safety, please follow these guidelines:

- Dress your child in comfortable clothes and tennis shoes (no flip-flops).
- Avoid accessories such as bows, beads, earrings, or other small items that pose a choking hazard.
- Send the following items clearly labeled with your child's full name:
 - Two full sets of extra clothing
 - Personal blanket/bed linen
 - Disposable diapers and wipes
 - Baby snacks and feeding items
 - Two extra sterilized bottles and a labeled milk supply
 - Written instructions for feeding times and quantities
 - Personal toys (properly labelled and optional--staff are not responsible for loss or damage)

Staff will not wash or sterilize toys, bottles, or food items.

9.11 Suggestions / Comments / Concerns

We value open communication and continuous improvement.

If you have any suggestions, feedback, or concerns regarding Daycare services, please share them directly with the Administration. Your input will be handled with respect and addressed appropriately.

9.12 Reasons for Termination

We believe in working together as a team with our parents. However, if a parent does not abide by the terms and conditions of the contract and policies set forth in this handbook, the registration of the child may be suspended, and parents may be asked to take their children out of daycare.

While we strive to create a nurturing partnership with all families, Daycare reserves the right to **suspend or terminate** enrollment if policies are not followed.

Grounds for termination include:

- Non-payment of fees for more than one month
- Sending a child with a contagious illness without disclosure
- Repeatedly requesting exceptions that violate Centre policies (e.g., cooking, late pickups, bathing)
- Children exhibiting extreme tantrums or mood swings that disrupt the environment
- Non-cooperation from parents or guardians
- Failing to provide required items (clothing, diapers, food, bottles) after repeated reminders

Additionally, if a child requires significantly more care or attention than the Centre can reasonably provide, Daycare reserves the right to deny continued admission—this decision is made in the best interest of both the individual child and the wider group.

9.13 Policy Revision

LUMS reserves the right to revise or update any part of this handbook. All changes must be reviewed and approved by the HR Department and will be communicated to parents accordingly.

10 Location and Contact Information

10.1 The Daycare Centre Location

The Daycare Centre is located on LUMS Campus, behind Faculty Apartments, Block 1, LUMS.

10.2 Daycare Contacts

Arshia Zartash

Daycare Manager

Ext. 8559

Email: arshia.zartash@lums.edu.pk

Noreen Murad

Daycare Associate

Ext: 8556

Email: noreen.murad@lums.edu.pk

Amra Irfan

Daycare Supervisor

Ext. 8556

Email: amra.irfan@lums.edu.pk