

Handbook for Preschool Parents: Guidelines and Procedures

v24.2.0

Table of Contents

Introduction	3
1. Overview of Learning and Teaching	4
1.1 Curriculum	4
1.2 Academic Year	4
1.3 Homework	4
1.4 Outdoor learning	4
1.5 Academic reporting to parents	4
1.6 Student behaviour	5
1.7 Inclusion and SEN	5
1.8 Class placement	5
1.9 Guidance for Online and Remote Learning	5
2. Overview of Health and Safety	6
2.1 Allergies	6
2.2 Health Management	6
2.3 Required absence for recovery from illness	7
2.4 Sun protection	9
2.5 Safety management	9
2.6 Insurance	9
2.7 Emergency medical care	9
2.8 Off site visits	9
2.9 Safeguarding	9
2.10 Visitors	10
3. School Operations	10
3.1 School operations team	10
3.2 School buildings	10
3.3 Travelling to school	11
3.4 School security - entering the building	11
3.5 Drop-off and pick-up	11
3.6 Authorization for Pick-up	12
3.7 Absence	12
3.8 Punctuality	13
3.9 Separation	13
3.10 Temporary School or Class closures	13
3.11 Renewal and Admission of Siblings	13
3.12 Course Change	13
3.12 Withdrawal	13
3.13 Photos and Social Media	13
3.14 Data Protection	13
3.15 School Bus	14
4. Pupil Life	14
4.1 What to bring to school	14
4.2 Pupil belongings	15
4.3 School meals	15
4.4 Daycare	15
4.5 Single Day Sign-up	16
4.5 Uniforms and Clothing	16
5. Communication between School and Families	17

Clarence International School | Handbook for Preschool Parents: Guidelines and Procedures

5.1 Main language of communication	17
5.2 General rules of communication	17
5.3 Communication channels	17
5.4 Complaints	18
6. Emergency, Disaster and Crisis Management	18
6.1 Definition of an emergency, disaster and crisis	18
6.2 Crisis Management Team	19
6.3 Online & Remote Learning (ORL)	19
6.4 Drills	19
6.5 Emergency communication channels	20
7. Other important notes	20
7.1 Periodic Updates and Changes to this Handbook	20
7.2 Disclaimer	20
APPENDIX A - Local Hospitals for Emergency	21
APPENDIX B - How to order lunch from our Catering Service Provider	22
APPENDIX C - School Information and Learning Management Systems	24
About School Stream School Stream	24
iPhone / iPad iOS	24
Android / Tablet	24
iPhone, iPad iOS / Android, Tablet	25
About Bright Wheel BrightWheel	26
APPENDIX D - Uniform and School Items	35
APPENDIX E - School Dismissal Guidelines due to Extreme Weather	38
APPENDIX F - Medical Forms	38

Introduction

Welcome to Clarence International School (CIS). We are delighted to have you as a member of our parent community.

This handbook contains important and practical information for CIS parents and guardians. It gives an overview of various aspects of CIS life: i.e. Learning and Teaching, Health and Safety, School Operations, Pupil Life, Schedule and Enrolment and Communication.

We also draw your attention to the set of formal CIS Policies. The latest versions can be found on the school website www.clarenceschool.jp.

- Admissions and Enrolment Policy
- Behaviour Policy
- Privacy & Data Protection Policy
- Finance and Fees Policy
- Health and Safety Policy
- Child Protection and Safeguarding Policy
- School Uniform Policy

Please note that this Handbook as well as the list of Policies listed above exist for the benefit of the entire school community (Children, Parents, and all Staff). The guidance and standard operating rules within these documents have been carefully written to ensure that CIS and the entire school community deliver the best education it can, maintain a high standard of health and safety, and operate and grow on a fair and transparent platform.

We strongly recommend that you read through this document and the Policies (when available) carefully prior to enrolment and enrolment renewal. Rules, policies and procedures are subject to changes and improvements. In line with best practice, all of the documents mentioned here, including this Handbook, are subject to periodic review.

1. Overview of Learning and Teaching

1.1 Curriculum

Creativity is core to our curriculum. We believe that children thrive when offered regular, high quality music, art and poetry opportunities. Underpinning this is a structured curriculum based on the English National Curriculum and the Early Years Foundation Stage curriculum. For our youngest children, **Tiny Star/Little Star** and **Blue Sky**, learning through play is a priority and the emergent aspects of early English reading, writing and maths skills are developed through this creative approach.

As the children move through **Rainbow and Sunshine** more structured teaching of the early English reading, writing and maths starts to emerge alongside the creative curriculum. Throughout the year children are immersed in a thematic approach where learning activities are connected to an ongoing theme which may have, for example, a geographical or scientific focus. We always look to ensure children are enjoying their learning and where possible responding to their interests so they can experience the best outcomes.

1.2 Academic Year

The CIS Academic Year starts in September of every year and we have 3 Terms. Please refer to the School Calendar for the exact starting date each year.

CIS holds several special events such as concerts, exhibitions and sports events annually. Dates are set at the beginning of the year and specific details are sent to parents by email and through our School Information Management System.

1.3 Homework

Due to the age of the children and research surrounding homework, CIS does not offer a formal homework programme. Instead, we ask families to broaden children's experiences by taking them on regular excursions, visiting art museums, attending musical concerts, and so on. We do ask families to read library books with children, and to read any phonics books with children too.

Occasionally, class teachers may request children to complete additional activities at home that link to a particular activity within school. This will be communicated from class teachers as and when necessary.

1.4 Outdoor learning

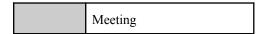
On dry days, we take the children outside to local park areas for PE, play and learning opportunities. The youngest children will try to spend some time outdoors each day even if only for a short local walk.

Each class will also go on a weekly visit to one of the "Muddy Parks" within Tokyo, usually via School Bus. We make use of the surrounding Muddy Parks, such as Yoyogi Park, Ebisu Park, Setagaya Park and Hanegi Park.

1.5 Academic reporting to parents

We believe that partnership between home and school is crucial to children's development. Teachers will report on children's progress following the schedule below. The Parent/Teacher meetings are an opportunity for parents to meet the teachers, where you can discuss any questions or requests you may have relating to your child.

Term 1	Parent/Teacher Meeting	
1erm 1	Written Progress Report	
Т 2	Parent/Teacher Meeting	
Term 2	Written Progress Report	
Term 3	Full Written Report	
Term 3	Optional Parent/Teacher	



1.6 Student behaviour

At CIS all our pupils are valued and respected. We operate a positive behaviour management approach where good behaviour, including kindness and politeness is the baseline expectation. We look for it, we acknowledge it and we praise it. During lessons, older children are expected to demonstrate good learning behaviours – good looking, good sitting, good listening and good thinking. Children are given verbal warnings if behaviour falls below our expectations.

Behaviour issues between pupils in the classroom will be resolved by staff in school and the school will decide whether there is a need to inform parents. If behaviour issues <u>persist</u>, class teachers and/or school staff will contact parents to agree a joint plan of action for school and home. We always work closely and in partnership with parents so please do communicate directly with us if you have any concerns in this area.

CIS will not intervene or mediate in any issues arising outside of school between children or parents. We expect all adults, staff and parents in the CIS community to model the behaviour we expect from the children: kindness, politeness and respect.

1.7 Inclusion and SEN

CIS is an inclusive school, educating children from a wide range of backgrounds. Where the school is able to offer a well matched curriculum, children with Special Educational Needs will join the community. This may incur additional costs to parents. Where it is practical to do so given the constraints of our facilities, CIS will do all that it can to support applicants with physical difficulties. If resources are inadequate, CIS will do all it can to recommend appropriate institutions and services that will benefit the child.

1.8 Class placement

Children are placed in year groups based on their age. The decision to place a child out of age group is very rare and will be at the sole discretion of the Head of School and the school leadership.

1.9 Guidance for Online and Remote Learning

Our priority as a school is always to maintain the highest quality of educational provision. In the unlikely event of a full, sustained school closure, we ask for parents' support in helping the school to move to online, remote or hybrid learning.

Basic Rules on CIS online communication

- 1. Staff, families and students are expected to behave in an appropriate, safe, respectful and kind manner online.
- 2. Under no circumstances should pictures or recordings be taken of video calls.

 Parents/guardians are expected to supervise children while they are working online and to ensure that any content submitted to their teacher is appropriate.
- 3. Any electronic forms of communication will be for educational purposes and to allow for communication with families.
- 4. CIS cannot accept responsibility for the security of online platforms, in the event that they are compromised.

Media which will be primarily used by the school:

In the event that learning moves online, CIS will connect with students and families via Zoom. Teachers will organise regular Zoom meetings with students and timetables, including links to access the meetings, will be shared with families in advance.

Staff members will communicate with pupils and their families via Schoolstream, Brightwheel and our school email. Other established apps may be used if deemed suitable by the teacher. Students and staff will communicate only using tools which have been approved by the school and of which parents have been notified.

Video Call Guidelines for students

- 1. Pictures or recordings of the video call are not allowed.
- 2. Remember our school rules they are still in place, even online.

- 3. Set up your device in a quiet space, with no distractions in the background.
- 4. Teachers may mute microphones when necessary
- 5. Raise your hand before speaking, just like you would do in class.
- 6. If you have the chance to talk, speak in your normal voice, using kind and friendly words.
- 7. Show respect by listening to others while they are speaking.
- 8. Ensure that you are dressed appropriately for the video call.
- 9. Enjoy! Don't forget to wave hello to everyone when you join!

Guidelines for parents and guardians

- 1. It is the responsibility of parents and guardians to ensure that pupils are supervised while they work online.
- 2. Under no circumstances should pictures or recordings be taken of video calls.
- 3. Ensure that the school has the correct email address for inviting you to join apps and meetings.
- 4. The main purpose of a video call is to engage in online learning activities while maintaining a social connection between the school staff and pupils. Encourage pupils to listen and enjoy the experience.
- 5. Be aware that when participating in group video calls, you can be seen and heard unless you are muted or have disabled your camera.
- 6. Please ensure your child is on time for the scheduled meet.
- 7. Make sure to familiarise your child with the software in advance. For video in particular, show them how to mute/unmute and turn the camera on/off.
- 8. Check-in on their child's school work on a daily basis and talk to their child about the work being assigned.
- 9. Participants in the call should be dressed appropriately.
- 10. An appropriate background/room should be chosen for the video call.
- 11. Any breach of the above guidelines will result in a discontinuation of this method of communication.

2. Overview of Health and Safety

2.1 Allergies

To ensure the safety of children in school with nut allergies, CIS is a nut free zone, with the exception of our morning snack which contains coconut. If your child has a food allergy, principally, please pack your child their own school snack (this applies to afternoon school snacks as well if your child stays in Daycare Programme). Please do not pack any lunch or snack items containing nuts - this includes peanut butter. We appreciate your strict adherence to this rule. Please refer to 4.3 School meals for details.

Pupils with food allergies are required to undergo a periodical allergy test at a hospital and submit the test result to the school as specified by the Minato ward office's child care department. The timing to undergo the re-test will be specified by the doctors on the document and will be different depending on severity of your child's allergy. Parents/guardians must hand in the document on the first day of the new term to your school teacher. The blank document (ENG and JP) is attached to the end of this document. Please refer to Appendix E (The documents must be filled in by the doctor.)

2.2 Health Management

In order to keep our school a healthy and safe environment for all children, we ask that parents follow our Health and Safety guidelines strictly. This includes:

• Health Checkup and Vaccination

Submit a copy of your child's new health insurance card, medical certificate and vaccination records so we are
prepared in case of any emergency. Please submit the updated information to the school as soon as possible if
there are any changes to the documents (if the school has set a deadline for submission, please submit by the due
date).

^{*}This document is subject to review and could change accordingly.

- o In accordance with the School Health and Safety Law, medical examinations are required at the time of enrollment and twice a year (April and September). The school will conduct the health checkups twice a year (all students are required to attend). However parents are responsible for arranging their child's health check-up prior to enrollment, and to ensure the results are submitted to school. In the unlikely event that your child is absent for the in-school health check, a second health check will not be conducted so please have your child visit your family doctor, etc. for a health checkup and submit the results to the school. Please refer to Appendix E at the end of this document for the prescribed form (please make a photocopy of this form).
- Observing the required absence for recovery from illness expectations below
- Informing the school immediately if your child has contracted an infectious disease and not returning your child to school until you have been given clearance from your doctor. We may ask for a Permission to Return to School Form from your medical practitioner. Clarence International School reserves the right to ask you to keep your child at home longer if necessary
- Communicating to school if your child requires any prescribed medication. You may ask the school to
 administer it. Please write their name clearly on the packaging of the medicine, and provide dosage instructions
 to the school office with a completed form. Please see printable Appendix F for relevant form and information.
 Teaching staff will administer the medication.
- Ensuring your child(ren)'s nails are kept short and that they do not wear accessories of any kind that may cause
 injury to themselves or other pupils.
- Take your child(ren)'s temperature every morning and check-in to BrightWheel before arriving at school or boarding the school bus.
- Keeping your child(ren) at home if they have a temperature of higher than 37.5 °C, severe coughing, vomiting, diarrhoea, eczema or any type of infectious disease, informing the school accordingly and ensuring they stay at home as specified in section 2.3 below, or until your child has received clearance from his/her doctor.

If your child develops any of the above symptoms at school, you will be contacted as soon as possible and be asked to arrange immediate pick up. In case of emergencies, we will call you and take your child to the local clinic.

Depending on the severity of your child's illness or infection and the infection rate, the school may be closed temporarily, and the Head of School will make the final decision. Please be advised that class cancellations will not be subject to refunds or make-up days.

To learn about our approach to the above, as well as fire drills, earthquake drills, sun protection, head lice, and other important areas that affect the school community's health and safety, please refer to our *Health and Safety Policy* (available on our website and/or obtained from our administration office) for full details.

Please find a list of local specialist clinics and hospitals for your information in **Appendix A** at the end of this Handbook.

2.3 Required absence for recovery from illness

In order to protect the health of all students and staff, parents are required to honestly comply with the guidance below. Illness transfers easily among young children so to keep everyone as healthy as possible we appreciate your support with this. Please see printable **Appendix E** for relevant forms and information.

Category	Illness/Disease	Exclusion Period
	Measles	3 days after the fever subsides
Туре А	Influenza A&B	7 days from the onset of symptoms or after 3 days once the fever subside, if the symptoms disappeared within 5 days from onset of symptoms
	Rubella	Until the rash disappears

	Chicken Pox	Until all rashes scab
	Mumps	5 days after the parotid swelling starts and overall condition improves
	Tuberculosis	With doctor's consent
	Pharyngeal conjunctival fever (pool fever)	Two days after the main symptoms disappear
	Epidemic keratoconjunctivitis	After the symptoms disappear as the infection is very strong
	Whooping Cough	Until the cough subsides, or until treatment with an appropriate antibiotic is completed for 5 days
	Enterohemorrhagic E. coli	After symptoms have subsided, have been confirmed negative for 2 consecutive stool tests 48 hours apart, and treatment with antibacterial medicine has been completed.
	Bacterial gastroenteritis (Salmonella, campylobacter, Non-Verotoxin-producing E. coli)	After the symptoms such as diarrhoea have subsided and the general condition has stabilised and/or there are no symptoms shown
	Other infectious diseases and global viruses as determined by WHO	With doctor's consent / follow all WHO and government advice and requirements on quarantine and recovery time. Students or family members who have visited virus stricken areas around the world should not return to the school environment before following all WHO and government advice and requirements on quarantine and recovery time, even if symptoms are not evident.
	Streptococcus infection (strep throat)	24 to 48 hours have passed after oral administration of antibiotics and the physical condition is well
	Mycoplasmosis	Fever and severe coughing have subsided
	Hand, foot, mouth disease	Is able to eat normally without being affected by fever and blisters/ulcers in the mouth
	Erythema infectiosum	Physical condition is well
T. D.	Viral gastroenteritis (Norovirus, Rotavirus, Intestinal adenovirus)	Symptoms such as vomiting and diarrhoea have subsided and are able to eat meal as usual
Туре В	Herpangina	Is able to eat normally without being affected by fever and blisters/ulcers in the mouth
	RS virus infection, Human metapneumovirus	Symptoms of the respiratory symptoms has subsided and physical condition is well
	Exanthema subitum	One day or more has passed since the fever has subsided, and the physical condition is well and is in good mood
	Shingles	Until all rashes scab

Head lice	The treatment has started		
Water wart (molluscum contagiosum)	Until the rash is dried or becomes a size that can be covered (while the scab is not dry, it is still infectious by contact) after the start of treatment		
Other infectious diseases	With doctor's consent		

2.4 Sun protection

During the summer months children are required to wear a hat at all times when outside in the sun and also apply sunscreen before leaving the building. Parents are asked to send in a small bottle of sunscreen, to remain in school, which the children apply to their face, arms and neck before playing outside. Teachers will help children apply the cream as they learn to be independent with this task. Please ensure your sunscreen bottle is labelled clearly with your child's name in English script.

2.5 Safety management

Safety is a priority for CIS and all of its staff. Please refer to the *Health and Safety Policy* for details, which are reviewed and updated regularly. Both the Main Building (Registration Number 034018) and the Annex (Registration Number 034026) receive annual inspections by the Tokyo Metropolitan Government Bureau of Social Welfare and Public Health.

CIS Main Building and Annex meet the Japanese government standard for earthquake resistant design criteria. Please see section 6 (Emergency, Disaster and Crisis Management) of this document for more details.

2.6 Insurance

CIS liability insurance details

Insurance Company	Tokio Marine Nichido
Coverage Option	Liability insurance
Insurance Amount	Bodily injury liability: Payment Limit \(\frac{4}{5}\)0,000,000/per person \(\frac{4}{100}\),000/per accident Property damage liability: Payment Limit \(\frac{4}{5}\),000,000/per accident

2.7 Emergency medical care

Parents or legal guardians are asked to grant CIS and its authorised staff consent to emergency medical care for the child when CIS is immediately unable to make contact with the parent or legal guardian and because waiting for the parent's or legal guardian's consent could jeopardise the health and welfare of the child.

2.8 Off site visits

During the year each class will take the opportunity to visit local museums, exhibitions or performances that enhance the curriculum and their learning. All trips are planned and risk assessed in advance, ensuring safety as well as enjoyment. Details of off site visits will be communicated to parents well in advance. In principle, we ask all pupils to participate in outdoor activities.

2.9 Safeguarding

We consider Safeguarding to be everyone's responsibility. The aim of safeguarding is to ensure children are kept safe from harm, enabling them to have optimum life chances and to enter adulthood successfully through:

- protecting children from maltreatment
- ensuring children are being cared for and are safe at home

• preventing impairment of children's health or development

CIS takes its safeguarding responsibilities very seriously, working closely with parents to ensure all CIS children are safe in school and at home. We may investigate and meet with families to liaise about any concerns that we have in the best interest of the child. Our full *Children Protection and Safeguarding Policy* is available to parents upon request.

2.10 Visitors

All visitors to CIS are required to register at the school office where their name and details will be recorded and they will be issued with a visitor ID card to wear while on site. Visitors will not be permitted to take photos containing children or be left unattended with children at any time.

3. School Operations

3.1 School operations team

Day-to-day school operations are managed by the CIS Administration Team led by the Assistant Head of Pre-Prep, Adam Platten, and the Operations Manager. The Administration Team is always your first point of contact. They can be reached over the telephone, by email and in person. Please refrain from exchanging emails and telephone numbers with teachers. See sections 5.2 and 5.3 for more guidance.

The CIS Management Team consists of the Head of School, Assistant Head of Pre-Prep, the Founders, and advisors. Collectively they oversee the development and implementation of school plans, budgets, recruitment and training, internal and external dispute resolution, and policy and procedure formation and implementation.

In an extreme event or situation beyond the school leadership's control, CIS may launch a Crisis Management Team to deal with the matter specifically. The Crisis Management Team will be dismissed once CIS decides that the Administration Team can resume normal operation.

3.2 School buildings

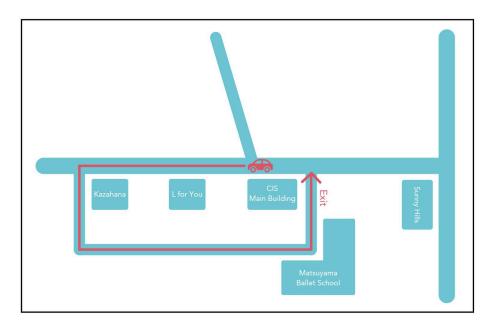
CIS consists of two buildings: Main Building (3-9-5 Minami Aoyama Minato-ku) and Annex (1F 3-3-14 Minami Aoyama Minato-ku), which are 5-minutes walking distance from each other. We are located in a quiet and safe residential area.

The Main Building has the following rooms: School Office, Library, Blue Sky and Little Star Class. The Little Star Classroom is used as a Daycare Programme room after preschool hours.

The Annex has a Reception area and the Rainbow and Sunshine classes are held here.

3.3 Travelling to school

We would encourage all parents and pupils to try to walk to school or use public transportation where possible. For parents who arrive by car and need to leave your vehicle unattended, please use public car parks and do not leave your car idling on the road. For parents and carers arriving at school using a car with a driver, we ask to use the following turning circle to ensure that all children can arrive at school safely and efficiently. To ensure good relationships and minimise the disruption to our neighbours, please refrain from loitering, or leaving cars unattended, on any roads in the vicinity of the school. Please also refrain from parking a motorbike or a bicycle near the premises for prolonged periods of time.



3.4 School security - entering the building

The school doors open at 8:45am (early drop users may arrive at school from 8:15am). Please arrive at the school during drop-off time (8:45-9:00am); after 9:00am the doors will close. If you arrive after 9:00am for any reason, please ring the intercom. Please ensure that your child arrives at school during drop-off time, unless you have a special reason not to.

3.5 Drop-off and pick-up

Standard drop-off time is between 8:45am - 9:00am. Pick up time for the Half Day Programme is 12:30pm. Pick-up time for the Full Day Programme is 2:45pm.

Each class has a specific drop-off/pick-up area:

- Tiny Star/Little Star Balcony area of the side of Main Building
- Blue Sky Main entrance of Main Building
- Rainbow and Sunshine Main entrance of the Annex Building

Please bring your child directly to the classroom entrance on arrival. At pick-up time, please kindly wait outside the building, the teachers will bring the children to the doors from the classrooms.

To ensure the safety of all children, please hand your child over to a class teacher directly and do not leave your child alone near the entrance. Please do not enter the facility for pick-up before the class ends or drop your child before the 8:45am drop-off time (this will incur an additional fee for Early Drop - see below) unless you have informed the school office in advance.

Please note, with the exception of trial days, open days and special school events, only children are permitted to enter the classroom. We kindly ask parents to wait outside when picking their children up. We believe it is important to encourage children to be independent and responsible.

Early Drop: If you wish to drop off your child earlier than 8.45am, we can arrange for Early Drop from 8:15am with an additional Early Drop Fee. Entering the school before 8:15 am is not permitted. To ensure staff availability, we can only accept

Early Drop booked in advance. In principle, we do not accept Early Drop without reservation. To book an Early Drop, please submit the *Early Drop Request Form* via School Stream by 3.00pm of the previous operating school weekday. Our staff will contact you after they have received the form. If you do not receive a reply please contact the school office directly for confirmation at **03** 6721 0990.

Early Drop Fees are included in Annual Full Package. However, to ensure staff availability please inform us if your child will use the Early Drop by submitting the *Application for use of Early Drop* via OpenApply to register your child, and *Application for Regular Use of Early Drop* to notify the days of week and time you wish to use Early Drop. All students can apply for regular use. If you wish to apply, please pick up the designated form from the office.

Late Pick-Up: An additional fee will be charged for late pick-up of more than 5 minutes. If your child is in the Daycare Programme past 3pm, school will automatically provide afternoon snacks and parents will be charged for this. Please note the school closes at 6.00pm. If you arrive later than 6.00pm for pick-up, this will incur a Late Pick-Up Fee.

Please refer to our *Finance and Fee Policy* for full details.

3.6 Authorization for Pick-up

CIS will issue 3 of the "Authorised Pick-up Card" to each family. Please have the card present (such as hanging it on your neck) at the pick-up time in order to complete the handover of your child. Please ensure that whoever may be collecting your child(ren) on your behalf has this card with them at the time of pick-up. If you are a parent or guardian and forget the card, then we will ask you for your signature at the time of pick-up.

If emergency circumstances force you to send a babysitter or irregular person to collect your child, and there are no extra "Authorised Pick-up Cards" left for you to distribute, please ensure to send us the name (in Roman and Kanji (if applicable) characters) and phone number every time in advance by email (phone calls will not be accepted). We will check the identification of the person so please ensure to ask them to carry an ID card. Please be aware that we will not be able to hand over your child if the person does not have the pick-up card or if we have not been contacted by the parent/guardian and we can't confirm the identity of the person. Please refer to our *Health and Safety Policy* (available on our website and/or obtained from our administration office) for full details.

For safety reasons pupils are only dismissed to parents, legal guardians or carers who are listed on your child's emergency contact list (provided by parents/legal guardians) in case of emergency. To find out more about the registration of the emergency contact list, please contact the school office.

Please fill in the required items (class and child's name) on the card as the sample below and put the card in a transparent plastic case. The card will be valid for a year (until the end of August each school year) and the new card will be distributed for the next school year.

In the unlikely event that you lose your Authorised Pick-up Card, a reissue fee will be charged. Please refer to *Finance and Fee Policy* for the fee details.

Please note that CIS cannot be involved in family disputes, including parents' separation and divorce. We expect all the people who are involved in the pupil's care (especially drop-off and pick-up) to share and understand necessary information including school policies and procedures. Our staff will hand over pupils to anyone who is registered on the Authorization list.

3.7 Absence

If your child needs to be absent from school please send an *Absence Report Form* via School Stream. Please submit the form by **9am** for absence notice on the day. Please inform us with the symptoms and name of the disease (if diagnosed) if your child has fallen ill. Please be advised that tuition fees will not be refunded for absent days and we are unable to offer make-up classes.

3.8 Punctuality

In the case of late arrival to school, or early/late pick-up, please inform our staff by calling the school office at **03 6721 0990**. Please contact the school by 9am in case of late arrival on the day. Late arrivals must enter through the main entrance, and sign in and give a reason for being late. Repeated lateness may result in a meeting with the Senior Leadership Team to address any issues.

3.9 Separation

We recommend short goodbyes for children when separating from their parents on the first day. We are aware that for many children this will be the first time they have left their parents. Please be reassured that our staff are experienced and sensitive to this situation, and will take great care to ensure children are successfully integrated into the school environment.

3.10 Temporary School or Class closures

In instances of extreme weather (including but not limited to snow, typhoons, hailstorms, and/or other weather conditions that may pose a danger to travel), natural disasters (including but not limited to earthquakes, earthquake aftershocks, volcanic eruptions, wildfires, avalanches/landslides, blizzards, floods, heat waves, tornadoes, and tsunamis), pandemics/epidemics (including but limited to outbreaks or the rise in infectious disease (such as COVID-19) cases in the city where the school is operating), and any other event that the National and/or Local Government authorities declare as dangerous and/or gives rise to a state of emergency (including but not limited to terrorist attacks, a declaration of war, and extraterrestrial events) the CIS Management Team may decide to temporarily close the school.

In the event that a class has more than 30% infection rate **or** one or more student(s) or staff are infected with a highly infectious disease posing high risk to the school community, a class or the whole school may be closed temporarily.

In the event that any of these instances occur, information will be communicated to parents as early as possible through our school Information Management System and by email. Please note that as per our *Finance and Fee Policy*, class cancellations will not be subject to refunds or make-up days and additional lessons.

3.11 Renewal and Admission of Siblings

At CIS, renewal procedure takes place once a year. Annual renewal information is usually sent to parents during April each year. For admissions of siblings of an existing pupil, please first refer to the *Admissions and Renewal Policy*.

3.12 Course Change

Once a term, parents can request to increase the number of days or hours or change the days that your child attends school for the following term, by submitting the **Course Change Form two months prior to the end of the previous term** (please refer to the "Admission and Enrollment Policy").

3.12 Withdrawal

If you wish to withdraw from CIS, please submit **Withdrawal Form two months prior to the end of each term** (please refer to the "Admission and Enrollment Policy").

3.13 Photos and Social Media

CIS reserves the right to post photographs from the school day or special events on school-parent communication platforms, the school website or social media channels as indicated on the school application form.

When pupils participate in special school events, parents are welcome to take photos and videos of their children, but any material that unavoidably includes the personal information or faces of other CIS pupils should not be uploaded to any social media platforms without prior permission from CIS. Please refer to our *Privacy and Data Protection Policy* (available on our website and/or obtained from our administration office) for full details.

3.14 Data Protection

Personal data provided by you to Clarence International School is used by the school to perform its administrative, educational, academic and research functions, and for other directly related purposes. No information will be shared with external companies

other than to those entities to whom CIS is compelled or required to do so under law or in response to a request by a government agency. Please refer to our *Privacy and Data Protection Policy* (available on our website and/or obtained from our administration office) for full details.

3.15 School Bus

For the convenience of our pupils and parents, we run a school bus service during the preschool year on weekdays and also during our holiday school programmes. Additional School Bus Fees will apply. Please contact the school office to apply.

The operation areas/routes change periodically depending on where families live. Any new request can only be considered before the start of each school term (three times a year). Please note that we may not be able to satisfy everyone's needs. Please refer to our *School Bus Handbook* for more details.

Please receive the information on the latest bus stops and routes from the school's Administrative Team upon enrolment. School office will inform applicable parents when changes to stops/routes arise.

Note that the School Bus is also used for extracurricular activities and field trips, such as museum visits. Parents will be notified in advance of the termly schedule for planned field trips and if there are any changes to the schedule. A child will be permitted to attend the field trip only when the **Field Trip Consent Form** is signed by the parent/legal guardian of the child and returned to the Administration Team.

4. Pupil Life

4.1 What to bring to school

Parents are asked to prepare items from home so that children can enjoy a comfortable day at school and participate in various activities. Items that will be used daily, such as cups, bibs and indoor shoes, or a change of clothes, will be kept at school throughout the term. Items that require laundry, such as naptime blankets will be sent home at the end of each week.

Please bring the following items labelled with your child's name written in English:

All Classes

- A pair of indoor shoes (sneaker type, not crocs/sandals). These will be kept on the school shoe shelf.
- Set of spare uniforms, including socks and underwear. Please bring two or more sets during the summer season. We can keep them in the child's cubby if requested. Please see **4.5 Uniform and Clothing** below.
- School Straw Hat.
- Snack (only if your child has a food allergy). Please refer to 4.3.
- Lunch, on days when you will not order a school meal from our Catering Service Provider. If needed, we can warm meals in a microwave oven. Please let us know the heating and storage instructions on the comment section when checking in to BrightWheel.
- Non-spill water bottle with a strap (filled in with water).
- Sunscreen cream and mosquito spray (during the summer). Please give these items directly to the class teacher and inform them of instructions for use. Please label the items with your child's name clearly written in English. These items will be kept at the school.

If your child has a food allergy and will stay for Daycare Programme:

Afternoon Snack

Tiny Star and Little Star

- If your child wears a nappy, please provide five nappies/day and sufficient wet wipes if your child has not yet finished toilet training (i.e. pads).
- Silicone apron for eating. This will be kept at the school.

Tiny Star, Little Star and Blue Sky

If your child attends the Full Day Programme, please also bring the following items for naptime

- Blanket (this should be taken home at the end of each week).
- Comforter (optional; please do not bring any stuffed animals.

4.2 Pupil belongings

All items must be labelled with your child's name written in English. Children should not bring additional or valuable items to school. Also, pupils should not bring any toys such as stuffed toys that are not listed as things to bring to school whilst commuting to school and returning home. Please note that CIS cannot be held responsible for any non-school belongings lost at the school. Bringing and using cell phones at school is also prohibited. If used outside of the school (outside the school premises), please ensure that children are using it under the supervision of a parent or legal guardian and in a manner that is respectful of the public.

4.3 School meals

The Preschool Programme includes two meal times - Morning Snack Time and Lunch Time. We also provide afternoon snacks for pupils staying in the Daycare Programme. For lunch, your child can bring his/her own meal or order one to be delivered to school from our Catering Service Provider.

CIS adopts the following nutritional standards for its school meals. If your child brings in his/her own meals, please ensure they are prepared with the following considerations to meet the school's nutritional standards. If you have any questions or concerns, please contact the office.

Nut Free

We do not allow nuts within the school premises since they are a choking hazard and may cause serious allergic reactions in those who have nut allergies. Please do not bring any meals containing nuts (including peanut butter) onto the school premises.

• White/Refined Sugar Free

We encourage pupils not to have sweets that contain white or refined sugar in order to keep them healthy and increase their sensitivity to natural tastes. We do not allow chocolate, candy or any other sweets made with refined sugar at the school, including in waiting areas.

- As a general rule, all children will receive a snack from the school for the morning and afternoon snacks, so please do not bring snacks unless your child has food allergies or dietary restrictions that prevent them from eating school snacks. The morning snack does not contain dairy, eggs, flour, or nuts (except coconut). Children with food allergies other than these ingredients are asked to bring their own snacks from home. If you choose to bring your own snacks, please follow the guidelines above. For Afternoon snacks, we provide commercially available snacks that follow our guidelines (no white sugar, no nuts) but they are not allergy-friendly. For safety reasons, please prepare your own snack if your child has a food allergy.
- If you would like to order lunch, please make your order directly to our Catering Service Provider (please find instructions on how to place orders in Appendix B). For health and safety reasons, we do not accept any other delivery food.
- If you have provided lunch from home, please ensure it follows the food guideline above and please include the correct instructions for heating or storage if required on BrightWheel's comment section. To avoid food waste please ensure the portions you include in the lunch-box are appropriate and reasonable. To inform the parents how much their child has eaten his/her lunch, we will return the lunch box home with leftovers if any (please refrain from giving the leftovers to your child after going home).

4.4 Daycare

If you wish to use the Daycare Programme after 2:45pm (after the Preschool Programme), during Daycare-only days, and/or during Parent-Teacher Meeting weeks, you must first enrol your child(ren) in the Daycare Programme. If you wish to use the Daycare Programme on a fixed schedule (specific days and times every week), please submit a separate Daycare Programme application form. Please note that we also require Annual Full Package families to submit this form even though it is included in the tuition fee, so that we can keep track of actual days of usage). Please pick up the designated form at the school office in case of applying for regular use of the Daycare Programme.

To enrol in or cancel reservations for the Daycare Programme, please submit the appropriate form via our School Information Management System by 3:00pm on the day before you wish to sign-up/cancel. Reservations can only be accepted if there are available places.

Children who have class in the Annex Building and need to transfer to the Main Building for Daycare Programme will begin transferring at 2:45pm after the Preschool Programme is finished. Your child will be watched at the Main Building until 2:45pm. Please note that Daycare Programme fee will occur from 2:45 pm onwards. Please note that children who stay in the daycare room at 3pm will be charged a snack fee (220 yen).

Afternoon Snack Time is between 3:00-3:15 pm. If your child stays in the Daycare Programme during this hour, snacks will be provided. Please refer to the above 4.3 School meals for details about snacks.

For further details on Daycare Programme details, schedule, fees and availability, please contact our Administration Team.

4.5 Single Day Sign-up

Half Day Programme pupils are able to extend the day to a Full Day Programme and pupils who regularly attend the school for less than 5 days/week are able to sign-up for additional days on a day-by-day basis subject to availability.

To sign-up or cancel reservations for the Single Day Sign-up, please submit the appropriate form via our School Information Management System by 3:00pm on the day before you wish to sign-up/cancel. Reservation can be accepted if there are available places.

4.5 Uniforms and Clothing

Children must attend normal school days with their school uniforms and accompanying clothes that comply with the school dress code. Please see **APPENDIX D** for details.

Pupils should wear comfortable clothes, shoes, coats and bottoms that they can easily wear/remove independently. At CIS, we will be running many arts-based activities and encourage outside play, please kindly note that clothes may become dirty during the day. For the days that pupils will have PE, parents are asked to prepare appropriate PE uniforms.

You can order uniforms directly from the Clarence website by clicking on the For Parents tab and selecting the School Uniform Shop (https://www.clarenceschool.jp/school-uniform-shop/). Please make sure to place your first order prior to your child's first day at school. The purchase items can be picked up at the school office. It is very important that parents label the pupil's name on all school items.

If your child(ren) attends school with clothing that does not meet the dress code standards, we may lend a spare set of clothes for the day. In this case, please ensure to wash it at home and return it on the next attendance day.

Please also provide a set of spare clothes complying with the dress code. Please also place the change of uniforms in a Ziploc or similar bag and write your child's name on the bag in roman letter.

Kindly note that uniform items may be added/updated, and/or the dress code standards may be updated during the course of the school year. In such cases, we require parents to make new purchases so that their child(ren) are wearing the most up to date uniforms and meet the most up to date dress code standards.

The following clothing and accessories are strictly not allowed as they may cause injury to the pupils themselves and others: strings or hoods, clothing with dangerous objects as decorations, bracelets, rings, necklaces, watches, etc)

If girls use hair ribbons or pins, they should avoid flashy ones and use colours that match the colour of the uniform. Make-up is prohibited and manicure, pedicure, or big piercings / ornaments that might get stuck on clothes or injure other pupils may not be worn. Please do not sew patches onto the uniform or make any other alterations which distract from the original design.

5. Communication between School and Families

5.1 Main language of communication

The main language of communication at CIS is English. We expect that at least one parent/guardian must be able to communicate effectively in English.

If parents require interpretation or translation in Japanese, they must provide their own service. CIS will not provide a translation service to families.

5.2 General rules of communication

The Administration Team based in the school office of the Main Building is always your first point of contact. If you have any questions about the school operations, please speak to one of the managers or contact us by telephone or email. Please note, the Administration Team communicates in English.

CIS staff are instructed not to give out any personal information. We kindly ask that you do not request any contact details or social media information from staff, such as mobile phone numbers, Facebook/Twitter/Instagram IDs or LINE/WhatsApp/WeChat IDs. Please inform us in advance if you have a personal friend, relative or acquaintance among the school staff.

Should you need to make an appointment to meet with a class teacher or the Operations Manager in addition to the termly parental meetings, please contact the Administration Team to schedule an appointment. Class teachers sometimes send messages from the class email account to request information they need for lessons, but please refrain from sending emails to this account about other matters. Please also refrain from contacting the teacher directly via social media channels. Informal conversations may occur and short questions may be asked during pick-up or drop-off times.

5.3 Communication channels

For effective communication, CIS has developed a comprehensive communication system between families and the school. It is very important that parents understand how it works.

General Enquiries

For general enquiries and questions regarding your child's learning and development, invoices or any other administrative questions, please contact the school office by telephone and email.

03 6721 0990 (Monday to Friday 8.45am-6pm) office@clarenceschool.jp

School Information Management System (School Stream)

https://www.School Stream.com.au/download/

For operational and administrative matters, CIS uses School Stream as its School Information Management System. This can send pop-up messages to parents' smartphones (so that you don't miss the important messages), and simplify sending and signing various forms. Please find instructions in Appendix C on how to download and sign up for the School Stream application.

Daily Report and School Photo Sharing System (Brightwheel)

https://mybrightwheel.com/

For daily communication with the school on the pupil's health condition, please use the BrightWheel app. BrightWheel is used for the school and the family to exchange information about the student's health condition, diet, sleep, and/or other physical conditions. Please do <u>not</u> use it for any other purpose. CIS use BrightWheel to share photos as well. Teachers post photos of children taking part in activities each day and post via BrightWheel app. It is a wonderful window into the classroom for parents. We ask that sign-in details to this platform are not shared beyond the parents of CIS pupils. Please find instructions in Appendix C on how to download and sign up for the BrightWheel app. CIS cannot accept any personal requests from individual families about the photographs. It is the school's right to decide which photos to post, as these are for internal use only, and individual requests will be ignored.

Parental Meetings

At the end of 1st and 3rd term, the Administration Team will help you organise a parental meeting with the teachers. This is an opportunity for parents to discuss the pupil's learning and development. We will not be able to offer an individual consultation in regards to education beyond and after CIS. However, if we receive questions which may be appropriate to share with the entire CIS community, we may present the answer to the community in the form of a questionnaire. Parental meetings must be reserved in advance and the details will be announced along the Preschool Programme.

5.4 Complaints

Parents are welcome to ask questions and speak with the Administration Team during office hours about any concerns they may have. If the matter is complicated, we recommend you write an email. However if you find answers to your questions and/or solutions provided to be unsatisfactory, then, the Formal Complaints Procedure is as follows. The School Management Team may also choose to elevate the matter so that it is formally dealt with by the school's Senior Directors.

- 1. Write your complaint and/or suggestion by email and send it to the Assistant Head of Pre-Prep.
- 2. The Assistant Head of Pre-Prep acknowledges receipt within 1 working day.
- 3. The Assistant Head of Pre-Prep presents the complaint/suggestion at the subsequent Board meeting.
- 4. The Directors and Administration Team of CIS will give a formal response in writing.
- 5. The Assistant Head of Pre-Prep communicates with the person who made the complaint within 5 working days from the acknowledgement of receipt.

Please note that all complaints, suggestions and answers may be <u>published anonymously</u> and shared with the wider CIS community, if the exchange is deemed informative and useful for the future.

6. Emergency, Disaster and Crisis Management

6.1 Definition of an emergency, disaster and crisis

CIS's definition of emergency, disaster or crisis are instances/events of extreme weather (including but not limited to snow, typhoons, hailstorms, and/or other weather conditions that may pose a danger to travel), natural disasters (including but not limited to earthquakes, earthquake aftershocks, volcanic eruptions, wildfires, avalanches/landslides, blizzards, floods, heat waves, tornadoes, and tsunamis), pandemics/epidemics (including but not limited to outbreaks or the rise in infectious disease (such as COVID-19) cases in the city where the school is operating), and any other event that the National and/or Local Government authorities declare as dangerous and/or gives rise to a state of emergency (including but not limited to terrorist attacks, a declaration of war, and extraterrestrial events).

In the event of a significant earthquake with a city wide impact, parents are expected to travel to the school to pick-up their child(ren) as soon as they can. Children will be kept in their classrooms until they are picked up by an authorised person. If we are unable to make contact with a parent, legal guardian, or authorised person on the registered list by 6:00pm, then we will accommodate the child in school with adult staff supervision for up to 24 hours (6:00 pm the next day) while continuing every possible effort to contact the parent/legal guardian. Thereafter, CIS will report to the police. The school is equipped with food and water for short-term emergency stays.

In the event of an emergency requiring evacuation of the school (for example a major earthquake), we will relocate to the local **Seinan Elementary School**. In the event that there is a fire at one of the school buildings, we will evacuate to the other school building where there is no damage. If we are not at CIS when you arrive to pick up your child(ren), please come to this meeting point instead. We will strive to display information of our location on the bulletin board outside the Main Building and to record information on a special emergency phone number (see 6.5 below).

We would only allow children to go home with parents or relatives who are listed on the emergency contact list, and whoever comes to collect your child will be asked to give their name and child's name to the teacher before the child is released. You will also be required to show the pick-up card. Please ensure to keep your emergency contact list updated. Please contact the school office if you would like to make any changes.

In principal, the school will take the following actions in the event of emergency information via J-Alert, etc.

Response of the School:

(1) Before Arrival Time:

If an emergency alert is activated for Tokyo and Kanagawa Prefecture in the early morning, pupils will be asked to stay at home (assumed to be around 7.30am-8:30 am). Pupils who have not yet arrived at school should stay at home, while pupils and parents/guardians that have already left home should take evacuation action. Notice regarding whether the class will be held normally, starting time will be postponed, or school will be closed, etc. will be communicated via School Stream.

If an emergency alert is activated while pupils are at school, pupils are to remain at school.

(2) During Childcare

We will notify you when the J-Alert is issued.

- 1. If children are in a classroom, we will evacuate to a safer location while anticipating shattering glass, for example, by moving them as far away from windows as possible. We will distribute emergency hoods to protect their heads.
- 2. If children are outside, we will immediately evacuate them inside the building. After that, we will evacuate to a safer location while anticipating shattering glass, for example, by keeping them as far away from windows as possible.

(3) After childcare

- 1. Same as (2).
- 2. Children will be kept inside the school, and will be dismissed from the school after the J-Alert or other information is communicated to lift the indoor evacuation. The School Stream will be used to notify for early pick-up, etc.

6.2 Crisis Management Team

In an extreme event or situation beyond the Administration Team's control, CIS may launch a Crisis Management Team to deal with the matter specifically, and to ensure that a decision making task force is in place to ensure that the school community's best interests are prioritised and met. The Crisis Management Team will be dismissed once CIS decides that the Administration Team can resume normal operation.

6.3 Online & Remote Learning (ORL)

In the event that an emergency, disaster or crisis situation results in halting physical classes at the school campus temporarily, then CIS will try to launch an Online & Remote Learning (ORL) programme in order to provide continued learning. The ORL programme acts as a temporary bridge programme during such circumstances so that our Preschool pupils benefit from academic continuity, as well as peer-to-peer and pupil-teacher interactions.

The ORL programme is delivered live via Zoom by the same class teachers and runs on a daily basis on a predetermined schedule, complete with pupil groupings and digital as well as printed resources sent to parents for at-home dissemination and learning support.

Please note that the ORL programme is not to replace normal physical classes. All the fees are non-refundable and CIS cannot offer make-up lessons, even if the school is unable to offer the ORL programme.

6.4 Drills

Our school buildings meet the Japanese government standard for earthquake resistant design criteria. In the event of a major earthquake or similar emergency, disaster, or crisis which occurs during school operation hours, we will keep the pupils in the building unless there is visible and obvious structural damage to the building. We hold regular drills each month to prepare the children for such emergencies.

Please refer to our *Health and Safety Policy* for more details.

6.5 Emergency communication channels

In the event of a major emergency, CIS will communicate to parents through email and the School Information Management System. If these channels become unavailable for whatever reason, then printed notices will be posted on the bulletin board outside of the school. If no other means of communication is available, CIS will record messages on the following digital message board

Major emergency digital	Please dial #171, then choose option 2 and enter the school phone number: 03-6721-0990.
message board	

7. Other important notes

7.1 Periodic Updates and Changes to this Handbook

From time to time, as may be necessary due to improvements in operating systems, unforeseeable circumstances and changes in operating parameters, regulatory changes and/or changes in Japanese Law, changes in the needs of school community, and/or due to the CIS Board's decisions, this Handbook and the list of Policies and Procedures to which it refers may be subject to updates and changes. As is best practice, this Handbook as well as our Policies Procedures will be subject to review every Term and every Academic Year.

7.2 Disclaimer

By accepting admission to CIS the parent or legal guardian agrees that the School and Clarence Education Ltd shall not be liable for any loss and damage suffered as a result of death, personal injury or loss of any kind whatsoever which the pupil may sustain at any time either within the School premises or elsewhere which is not attributable to the negligence of the school, the company, its staff or employees.

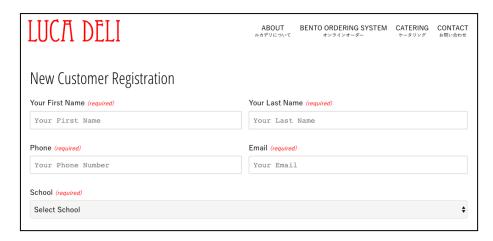
APPENDIX A - Local Hospitals for Emergency

7.110spitai Guidance Diai .11iinawati 05-32/2-0505					
Department	Name of Hospital	Address	Phone Number	Closing Day	Consultation Time
Internal	Oritsu Child Clinic	Aoyama Takano Building F5, 3-5-4 Kita-aoyama, Minato-ku,	(03) 6721-1188	Wed•Sun Public Holiday	8:30-12:00/ 15:00-18:00 *Sat: 8:30-12:00
	Otsuka Clinic	4-9-17, Minami-aoyama, Minato-ku	(03) 5786-3288	Thu•Sun Public Holiday	9:00-13:00/ 15:00-19:00
Surgery	Gaienmae Ichonamilki Clinic	2-22-17, Minami-aoyama, Minato-ku	(03) 5770-5611	Sun Public Holiday	10:30-18:30 Sat10:30-15:30
	Japanese Red Cross Hospital	4-1-22, Hiroo, Shibuya-ku	(03) 3400-1311	Tue•Fri•Sat•Sun Public Holiday	Mon•Wed•Thu 8:30-15:00
Dentist	Itoi Dental Clinic	2-9-1-, Kita-aoyama, Minato-ku	(03) 3401-2592	Thu•Sun	10:00-12:00/ 14:00-17:00
	Otsuka Dental Clinic	4-9-17, Minamiaoyama, Minato-ku	(03) 3401-6480	Sun Public Holiday	9:30-13:00/ 14:30-21:00 (Thu)(Sat) 9:30-18:00
Eye doctor	Kudo Eye Clinic	Eijii Building F2, 3-18-17 Minami-aoyama, Minato-ku	(03) 3470-5761	Sun Public Holiday	10:00-13:00/ 15:00-18:00
	Omotesando Internal and Eye Clinic	3-6-16, Kita-aoyama, Minato-ku	(03) 5466-9971	Sat•Sun Public Holiday	9:30-12:30/ 14:30-17:30
ENT	Aoyama ENT Clinic	2-13-11, Minami-aoyama, Minato-ku	(03) 3478-8741	Thu•Sun Public Holiday 2nd&4th Sat	10:30-14:00/ 15:30-19:00 1st,3rd&5th Sat 10:30-14:00 10:30-14:00
	Yabe ENT Clinic	Aoyama Naohiro Building F5, 5-10-19, Min-amiaoyama, Minato-ku	(03) 3409-3387	Sun Public Holiday 1st,3rd&5th Sat	9:30-13:00/ 15:00-18:30 *2nd&4th Sat 9:30-13:00

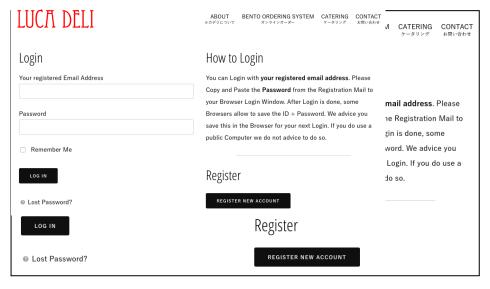
^{*}We currently do not have affiliated clinics.

APPENDIX B - How to order lunch from our Catering Service Provider

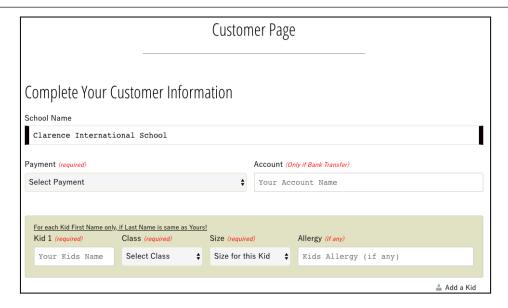
- 1. Please go to Luca Deli website: https://lucadeli.com/
- 2. Click the "Bento Ordering System" on the top right corner of the website and fill in your name, phone number, email address, then select school name (Clarence International School), and send to register your account.



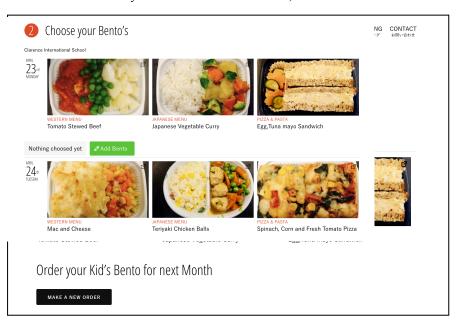
3. You will be able to login from the login page (picture attached below) with your registered email address and password sent to your registered email address.



4. Customer information registration page will appear once you are logged in, please select/ write the payment method and register your child's name, class and the size of Bento. Click "Add a Kid" at the bottom right corner to create another account for his/ her sibling.



- 5. Click on the "MAKE A NEW ORDER" once you have finished registering customer information and logged in.
- 6. Please click "Add Bento" of the date you would like to order lunch, and select the desired menu.



You are able to order/cancel by 3pm on the previous day via the website.

Please refer to the Luca Deli's Terms & Condition to know more about how to order, cancellation policy, and payment.

Menus for the following month are updated on the 15th. We advise you to place your order at once to avoid forgetting. In case you forget to order or made a mistake, please make contact directly with Luca Deli - 03 5420 9658

APPENDIX C - School Information and Learning Management Systems



At Clarence International School we use "School Stream" and "BrightWheel" to better communicate with parents. Please find here instructions on how to download and install each app to your devices.



About School Stream School Stream

"School Stream" is an admin-to-parent app, which allows you to submit any required forms, such as absence forms, early drop request forms, etc., instantly on your smartphone or tablet. You will also receive important notifications from the Clarence admin office about school events, news and more. If you do not currently use any smartphones or any tablets, please contact the School Admin Office.

All the latest posts can be found at the bottom under 'Latest'. You can also tap on the Clarence logo to see a list of folders, and then tap on the folder you wish to view.

For example: Notices - school-wide notices (e.g. holiday school)

Forms - forms to complete (e.g. daycare bookings, absence notices)

KEC - notices relating to the Kids English Club only (e.g. class cancellations, events)

Here are the instructions as to how to download and install School Stream for your iOS/Android device.

1) Download "School Stream" app to your phone (iPhone/Android)

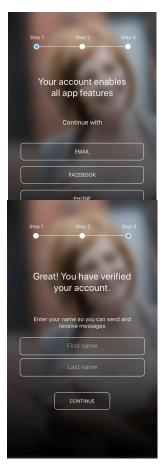
iPhone / iPad iOS

- 1. From your mobile device go to the App Store search for **School Stream**
- 2. Tap the FREE/GET button to the right of the School Stream listing
- 3. Tap the INSTALL button
- 4. Enter your Apple ID and password & tap **OK**
- 5. Tap the **OPEN** button OK
- 6. You will be prompted to accept push notifications, you will need to select **OK**

Android / Tablet

- 1. From your mobile device go to the Play Store search for School Stream
- 2. Tap the School Stream listing
- 3. Tap the INSTALL button
- 4. Tap the ACCEPT button
- 5. Wait for the app to install then tap the **OPEN** button

iPhone, iPad iOS / Android, Tablet



- 1. Create an account. Please SELECT one of the option to continue.
- 2. Once you select one of the options, tap **get code.** The code will be sent to your registered email address or phone number.
- 3. **ENTER** the code to verify your account. Type in your first and last name to continue.

- 4. Please wait for the school to approve your account to see the profile.
- 5. Once you are accepted, you will be able to access the Clarence International School profile.

How to delete School Stream account:

- 1. Open the app
- 2. Tap the horizontal three lines at the top left of the screen
- 3. Tap the "help" from the side menu
- 4. Tap "Feedback" "Feedback"
- 5. Write "please delete my account" in the comment section and put a checkmark on "I agree to provide the information above for the purposes of feedback and support and submit

School Stream accounts are manually deleted by the school stream support team.



About Bright Wheel BrightWheel

Brightwheel app is used for the purpose of daily reports and sharing your child's daily life at school.

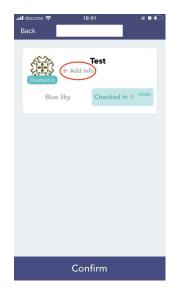
Brightwheel will be used for following purpose Brightwheel:

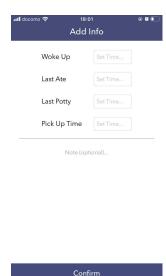
- 1) Check in your child
 - Parents can use the Brightwheel to check in their children when they go to school. It acts as a daily attendance record.
 - Please ensure to check-in your child from home before commuting to school. The check-in QR code will be
 provided below. However, in case you forget to check-in from home, you will be able to use the pincode/QR
 code to check-in using the tablet set-up at the office. You can find your 4 digit code in the profile section of
 Brightwheel.
 - Check-out will be done by the teacher when the pupils go home.
 - Please ensure to follow the steps below for your child's check-in. For those using the passcode to check-in from the office device, please follow from Step 3 below.
 - Step 1. Tap "check-in/out"
 - Step 2. Please scan the QR code through Brightwheel app



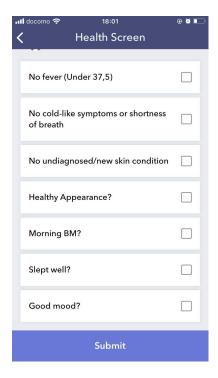
Step 3. Please select your child's preschool class

Step 4. please ensure to select "+add info" underneath your child name and make sure to write your child's temperature **before commuting to school** in the comment section. You may also write **comments** you would like to notice or share with your child(ren) teacher here. If you can't find the "+add info", please refer to the screenshots).





- Step 5. Tap "confirm" [Confirm]
- Step 6. Please check for the "Health Screen" that will appear next.



Step 7. When finished, tap "check-in" and enter your 4-digit check-in code to complete.

*Please make sure that your child's temperature is entered before completing the check-in process.

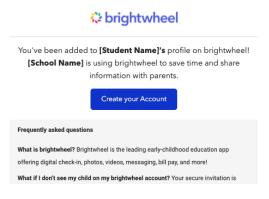
2) Daily Report/Feed

- You will be able to check classroom photos uploaded from teachers via your child's profile feed on Brightwheel.
- You can also receive summed up reports at once via email when your child checks-out from the classroom by setting up the notification.

At Clarence International School, we will not use the "Message" function on BrightWheel. Please contact the office via School Stream, email or telephone to inform us of any request or notices such as early leaves, absences or late arrivals/late pick-up. If you have any questions or concerns about your child that you would like to ask the teacher directly, or if you would like to let the teacher know something about your child, please write them in the remarks box (+add info) along with the temperature.

Please read below on how to set-up your parent account on Brightwheel.

Instructions for Parents



- 1. You will receive an invitation from Clarence International School (CIS) to create a parent account for your child. Once you have received your email invitation to join your school, simply follow the steps below to create your account. To begin, click **Create your Account.**
- 2. The email address will auto-fill with the email used to send the invitation, If there is a better contact email for you, this can be edited after the account has



been successfully created. Enter and confirm a password and click Create Account.

Once created, you will be invited to download the brightwheel app from the <u>Apple</u> or <u>Android</u> app stores. Click **My Children** to view your student's profile.

Please Note: If you are prompted to enter a 10-digit code, this indicates that you have created an account using an email address other than the one your school has added to your child's profile. Please reach out to your school directly to have them adjust your email address, or simply logout, and create an account using the correct address.

- 3. Using your parent account, would will be able to:
 - check your child in and out,
 - see your child's profile and daily feed,
 - add family & pickups

For other basic operating details, please see below.

You may also add a family member/contact to your child's profile

- 1. Log in to the brightwheel mobile app
- 2. Open your child's profile by tapping on their name
- 3. Tap the Pencil icon to edit
- 4. Scroll to the section with the Contact Type header you would like to add
- 5. Tap Add
- 6. Fill out the contact's information and tap Create

Brightwheel Official User Guide

- Modify or Remove A Pupil Contact
- Daily Feed
- Receive Daily Reports in Email
- Download Photos and Videos
- Setting up Push Notifications
- Check-in and check-out Instructions
- How to Deactivate Account

APPENDIX D - Uniform and School Items

Please carefully read the details below regarding dress code and purchase the required uniforms by the first day of your child's school attendance. When the regular Preschool Programme is running, please ensure to have your child attend in school uniforms and clothes that comply with the dress code, and please also bring a change of clothes according to the dress code. If your child attends school with clothing that does not meet the dress code, the school may lend a set of spare clothes. In this case, please ensure to wash these clothes at home and return it to an Administration staff member on your child's next attendance day. Please note that uniform items may be added and/or the dress code may be updated during the course of the school year.

Please make sure that your child wears a pair of comfortable sneakers which is suitable for physical education and outdoor play. Please refrain from wearing clothing or accessories (strings or hoods, clothing with dangerous objects or decorations attached, bracelets, rings, necklaces, watches, etc) that may cause injury to the child or other children.

During Holiday School or Daycare-only days, children can attend school in either school uniform, or their own clothing, as long as those clothing items adhere to the safety standards explained in this section.

School Uniforms and Items List

Clothing for each season is as follow:

June-September: Summer Uniform

October: Transition Time (either one of Summer or Winter uniform is applicable)

November-April: Winter Uniform

May: Transition Time (either one of Summer or Winter uniform is applicable)

Uniforms must be worn in accordance with the guideline.

*May and October is transition time so either one of Summer or Winter Uniform can be worn.

*Socks and straw hats are available in two sizes; in principle, we ask that pupils wear a uniform, but if your child is a Tiny Star and the smallest socks and straw hat are too big for them, please prepare socks in a similar colour to the school socks and straw hats at home.

Transition Time uniform (May and October)

- Short or Long Sleeve Polo Shirt
 - o For school events such as excursion (we will inform you about the dress code for each event)
- Warm-weather Shorts / Cool-weather Shorts / All Year-round Shorts / Skirt
- Short or Long Socks depending on the bottoms your child wears (e.g. long socks with cool-weather shorts)
- Outdoor Shoes
 - Shoes that are comfortable and easy to move around (no sandals)
- Clarence Straw Hat
 - o Please wear this for commuting to school. Straw hats will be worn during short walks as well.
 - *Please do not layer own clothes underneath the short sleeve polo shirt
 - **Please note that the skirt is an optional choice and current short pants will remain a mandatory item as it must be worn if specified such as PE lessons and other physical activities.
 - **Occasionally for school events (the dress code will be informed for each event)

Summer season (1st June - end of September)

- Short Sleeve Polo Shirts
- Warm-weather Shorts / All Year-round Shorts / Skirt
- Short Socks
- Outdoor Shoes
 - Shoes that are comfortable and easy to move around (no sandals)
- Straw Hat
 - Please wear this for commuting to school. Straw hats will be worn during short walks as well.

*May wear either one of school vest, pull over or a cardigan over the uniform above for extra layer while inside the building.

**Occasionally for school events (the dress code will be informed for each event)

Winter season (1st November - end of April)

- Long Sleeve Polo Shirt
- Cool-weather Shorts / All Year-round Shorts / Skirt
- Long socks
- Vest, Pullover, or a Cardigan
 - o It can be worn on top of the polo shirt. Either one of the vest or cardigan must be purchased. Please refrain from wearing your own cardigan or vest.
- Straw Hat
 - Please wear this for commuting to school. Straw hats will be worn during short walks as well.

*In cold weather, children may wear tights or leggings underneath their shorts to keep them warm. These must be plain and black, white or beige coloured.

**Occasionally for school events (the dress code will be informed for each event)

Others

School Bag

All pupils must use a Clarence School Bag to commute to school.

Outdoor PE/Activities Dress Code PE

Please bring PE clothes listed below on Mondays. We will keep them in your child's cubby throughout the week and we will return them on Friday.

- Yellow T-shirt
- White PE Cap

The Cap can be used as a prop for some activities so please do not forget to bring the cap. PE caps will be worn during PE activities only, and not during short walks. Please DO NOT wear this cap for commuting purposes.

- School Shorts (No Dress, No Skirt)
- Sneakers (No Leather Shoes, Pumps, Sandals, Crocs etc)

There is a possibility that your child may not be able to participate in case wearing shoes other than sneakers.

• Drawstring bag to put the P.E clothes

For PE During the Cooler Season

A non-hooded jersey jacket over a yellow T-shirt can be worn.

Other Notes

We can keep your child(ren)'s spare clothes in school, however, please ensure to label your child's name on all items to avoid mix ups due to all pupils wearing the same uniform.

How to Purchase the Uniform

Uniforms can be purchased from two websites: Clarence International School website and Tombow School Uniform website. The items available on each website depends so please refer to the Appendix of the *Uniform Policy*.

Please make sure to place your first order, preferably, prior to your child's first day at school. We will provide the uniform after the order has been received. The purchase items will be given to you at school.

How to order from school website:

Please access the school uniform shop on the website (https://www.clarenceschool.jp/school-uniform-shop/) to make your purchase.

How to order from Tombow School Uniform website:

- 1) Please access the website: https://twosvr.two-shop.jp/school/login/
- 2) Please click "those who are using it for the first time" and enter necessary information. The access code required here is: **101435** (To log in a second time before your first purchase, please click on "Registered Users".)
- 3) You will receive the registration URL in email. Please click the link from the email to complete the registration including child's and parent's information, Login ID, password, etc..
- 4) You will be prompted to screenshot your login information. Please ensure to save the information.
- 5) You will now be able to login and access the customer menu. You will always need the access code above to login.
- 6) To access the ordering page, click on "Order (new registration)" from the customer menu. You will be asked to enter verification code: **1129.** This code will be required every time you access the ordering page.
- 7) To login after the second time, please use the link here: https://twosvr.two-shop.jp/two/top/index/CLRNC

If you wish to order additional items in the future, you can continue to do so via the Shop page. For inquiries about ordering through Tombo School Uniforms or system problems, please contact Tombow directly.

Samples of products sold on the school website are available for try-on at the school office. If you would like to see the actual product before purchasing, please contact the school office.

Important Notes

- We recommend that you check the measurements of the items (or try them on if they are available for try-on) before purchasing and order the appropriate size for your child. In principle, uniform items sold via the school website are not subject to refunds or exchange.
- If your child(ren)'s clothes do not comply with the Uniform Policy, we may change your child(ren) into school spare clothes. Please return the washed spare clothes on the next attendance day to your child(ren)'s teacher.

APPENDIX E - School Dismissal Guidelines due to Extreme Weather

In the event of an emergency disaster such as heavy rain or a typhoon, the safety of children is our first priority, and we will monitor the weather conditions and take measures such as early dismissal or temporary closing of school as necessary.

1) In case of temporary school closure or late arrival at school

If temporary school closure has been decided the day before, the school office will send the notice via School Stream. The school may need to make a decision on whether to close school temporarily, to delay arrival time or to open school as normal on the day depending on the situation. In this case, this decision will be made and notified to parents via School Steam between 6:00 and 7:00 a.m.

In the event that school is open as normal, we encourage parents to carefully assess the safety of the commute route. If you decide that it is unsafe for you and your child to travel, please do not take any unnecessary risk. In such cases, please send an absence form via School Stream before 8:45am.

Please note that in principle, we will only inform you if there is a change to the normal school schedule. If you do not hear from us, please assume that school is open as usual.

2) Dismissal from school after drop off at school

If the school determines that normal classes cannot be continued due to the extreme weather, we will notify you to pick up your child via School Stream. In this case, please ensure to pick up your child within one hour.

In the case of school closure due to an extreme weather event, we ask for your cooperation in taking precautionary measures such as spending time at home, refraining from going out, preparing for power outages, etc., to ensure the safety of our school community.

APPENDIX F - Medical Forms

See next page.

Return to School Permission Slip for Type A Infectious Disease

The diseases mentioned below are those listed in the School Health and Safety Act and guidelines for infection control in nursery schools (Ministry of Health, Labor and Welfare) for which you must receive a certified medical doctor's permission before returning to school.

Category 項目	Illness/Disease 病名	Exclusion Period 出席停止期間
	Measles 麻疹(はしか)	3 days after the fever subsides 解熱後3日を経過するまで
	Influenza A&B インフルエンザ A・B	7 days from the onset of symptoms or after 3 days once the fever subside, if the symptoms disappeared within 5 days from onset of symptoms. 症状が始まった日から5日以内に症状が無くなった場合は、症状が始まった日から7日目又は解熱した後、3日を経過してから
	Rubella 風疹	Until the rash disappears 発疹が消失するまで
	Chicken Pox 水疱瘡(水ぼうそう)	Until all rashes scab 全ての発疹がかさぶたになるまで
	Mumps 流行性耳下膜炎(おたふくかぜ)	5 days after the parotid swelling starts and overall condition improves 耳下膜、顎下膜又下膜の腫 が発現し5日を経過し、全身状態が良好 になるまで
1	Tuberculosis 結核	With doctor's consent 医師の許可があるまで
	Pharyngeal conjunctival fever (pool fever) 咽頭結膜熱(プール熱)	Two days after the main symptoms disappear 主な症状が消えた後、2日を過ぎるまで
Type A A型	Epidemic keratoconjunctivitis 流行性角結膜炎	After the symptoms disappear as the infection is very strong 感染力が非常に強いため、症状が消失してから
NÆ.	Whooping Cough 百日咳	Until the cough subsides, or until treatment with an appropriate antibiotic is completed for 5 days 特有の咳が取れるまで また 5 日間の適切な抗菌性物質製剤による治療が終了するまで
	Enterohemorrhagic E. coli 腸管出血性大腸菌感染症	症状がおさまり、かつ、抗菌薬による治療が終了し、48 時間をあけて連続 2 回の検便によって、いずれも菌陰性が確認されてから
	Bacterial gastroenteritis (Salmonella, campylobacter, Non-Verotoxin-producing E. coli) 細菌性胃腸炎(サルモネラ・キャンピロバクター・ベロト キシン非産生大腸菌)	After the symptoms such as diarrhea have subsided and the general condition has stabilized and/or there are no symptoms shown 症状がないか、下痢などの症状がおさまり全身の状態が安定してから
	Other infectious diseases and global viruses as determined by WHO その他の感染症あるいはWHOによって指定された世界的流行の伝染病(COVID-19、細菌性赤痢、エボラ出血熱、ペスト、ポリオ等)	With doctor's consent 医師の許可があるまで/Follow all WHO and government advice and requirements on quarantine and recovery time. Students or family members who have visited virus stricken areas around the world should not return to the school environment before following all WHO and government advice and requirements on quarantine and recovery time, even if symptoms are not evident. 隔離/復学までの期間に関しましては、WHOおよび政府の指示と要請に従ってください。世界各地、感染症の感染が認められる地域を訪れた生徒やその家族は、症状が出ていない、あるいは軽い場合も、WHOと政府のより支持された隔離/復学までの期間が終了するまで、登校をお控えください。

Type B Infectious Disease Recovery Declaration Form

Type B: Filled in by Parents

Т

To: Clarence International School					
			Class:		
			Pupil Name:		
My child was diagnosed with	at	hosp	oital (clinic) on _	/ /	and
has now recovered from the illness and has	been cleared by a certified m	nedical doctor to re	eturn to school.		
	ת	arent/Guardian Na	ıma:		
	Г	arent/Guardian Na	<u>.</u>		
		D .		,	
		Date	/	/	

Category 項目	Illness/Disease 病名	Exclusion Period 出席停止期間		
	Streptococcus infection (strep throat) 溶連菌感染症	24 to 48 hours have passed after oral administration of antibiotics and the physical condition is well 全身の状態が良く抗菌薬内服後 24~48 時間経過していること		
	mycoplasmosis マイコプラズマ感染症	Fever and severe coughing have subsided 発熱や激しい咳がおさまっていること		
	Hand, foot, mouth disease 手足口病	Is able to eat normally without being affected by fever and blisters/ulcers in the mouth 発熱や口腔内の水疱・潰瘍の影響がなく、普段の食事がとれること		
	Erythema infectiosum 伝染性紅斑(りんご病)	Physical condition is well 全身の状態が良いこと		
	Viral gastroenteritis (Norovirus, Rotavirus, Intestinal adenovirus)ウイルス性胃腸炎(ノロ・ロタ・腸管アデノウーイルス等)	Symptoms such as vomiting and diarrhea have subsided and is able to eat meal as usual 嘔吐、下痢等の症状がおさまり、普段の食事がとれること		
Type B	Herpangina ヘルパンギーナ	Is able to eat normally without being affected by fever and blisters/ulcers in the mouth 発熱や口腔内の水疱・潰瘍の影響がなく、普段の食事がとれること		
B型	RS virus infection, Human metapneumovirus RS ウイルス感染症、ヒトメタニューモウイルス感染症	Symptoms of the respiratory symptoms has subsided and physical condition is well 呼吸器症状が消失し、全身の状態が良いこと		
	Exanthema subitum 突発性発しん	One day or more has passed since the fever has subsided, and the physical condition is well and is in good mood 解熱後 1 日以上経過し、機嫌が良く全身の状態が良いこと		
	Shingles 帯状疱疹	Until all rashes scab 全ての発疹がかさぶたになるまで		
	Head lice アタマジラミ	The treatment has started 駆除を開始していること		
	Water wart (molluscum contagiosum) 伝染性膿痂疹(とびひ)	Until the rash is dried or becomes a size that can be covered (while the scab not dry, it is still infectious by contact) after the start of treatment 治療開始後、発しんが乾燥しているか、乾いていない部位がおおえる程度のものであること(かさぶたが乾いていない間は接触による感染力が認められる)		
	Other infectious diseases 上記以外の感染症	With doctor's consent 医師の許可があるまで		

Periodic Medical Check-up Sheet

Child Name:	Gender : Male Female
Birthday:/ Year Mon	h Date
Current Home Address : 〒	
Parent's Name :	
	Remarks / Details
Height	ст
Weight	kg
Chest Measurement	ст
Chest (tuberculosis)	Yes No
Nutrition	Good Normal Not well
Spine	
Eye Disease	
Ear Disease	
Nasopharyngography	
Skin Disease	
Other illnesses	
Overview	
Hospital name :	
Certified Medical Doctor's Name:	Seal
Date of Health Check Up :	Year Month Date

Request for Administration of Prescribed Medication

Please note, all fields medication.	s must be completed fully. In the	he event of any missing information, we will be t	unable to administer the
Name of child:		Class :	
•	/ certified medical doctor who	o issued prescription	
Dosage prescribed:_			
Times to be administ	ered by school:		
Specific storage instr	ructions:		
	orally, in a specific area, drops	. •	
	ered:(dd/mm/yy to dd/mm/yy)		
*Please fill in the bla detail.	anks. We will be unable to keep	p the medicine stored at school unless the above of	questions are completed in
*After the above per	iod, the medicine should be (☐ Returned to the parents / ☐ Disposed of)	
Last administered by	parent		
Date	Time	Dosage	

POLICY

All medication must be in the original packaging with the pharmacy dispensing label intact, detailing the child's name and dosage instructions, and provided along with any specific spoons/ tools for administering correctly. Ideally, prescription medicines should be administered at home by the parent, however we recognise that this is not always possible. A medication requiring 2 doses per day will not be administered by school staff, only medicines requiring 3 or more doses will be administered whilst at school. Non-prescription medication cannot be given alongside prescription medication. If your child requires non-prescription medication whilst on prescribed medication, we will require a letter from your child's doctor or pharmacist to confirm that both medicines can be taken together. The child must receive a minimum of the first two doses of any medication at home in case of any side effects.

*For School Use Only

Record of Medicine Administered at Clarence

Date	Time	Medicine Name	Dosage Given	Staff Signature+ Countersignature

Date	Received from school at	am/pm
Parent Signature		
School Staff Signature		

Allergic Disease Daily Life Management Guidance Chart

Based on the circumstances, kindly print either the Japanese or English version and present it to your doctor.

Japanese Version

https://drive.google.com/file/d/1xmzWVnAq6Nn9oXuf0q-DjKSLbxfN0Dpd/view?usp=share_link

English Translated Version

https://drive.google.com/file/d/1n20qGE8hIMGj8vS4dQwYvIoXGzv9oKwi/view?usp=share_link