

# CHILDREN EDUCATION SERVICES

Infant Toddler Programme  
Family Handbook



## **Preface**

This Family Handbook is written to help parents understand ITP services and its processes. We hope it will help you to become fully involved in the team effort of obtaining the most appropriate learning outcomes for your child. The information contained in this handbook does not create any contractual rights or obligations for staff or families. This handbook is to be used as a guide and is not inclusive of all policies and practices. Changes to specific policies and/or procedures will be distributed to families in writing. Any questions and/or concerns should be directed to the Head, Children Education Services.

## **DSA Vision**

To be the centre of excellence for individuals with Down syndrome, their families, and the community.

## **DSA Mission**

- Develop individuals with Down syndrome through lifelong learning, and social integration.
- Support families through specialist services, information, and education.
- Advocate for equal opportunities, quality of life, and their contribution to society.

## Contents

History of Down Syndrome Association (Singapore)	4
Introduction to Children Education Services	5
Infant Toddler Programme	6
Our Team	7
Philosophy Statement	8
Admission	9
Fees and Payment Methods	10
Service Delivery	11
Attendance	12
Confidentiality	13
Communication	14
Safety Protocols	15
Lending Library	16
Contact Details	17

## **History of Down Syndrome Association (Singapore)**

Early in 1995, a group of parents of children with Down syndrome recognized that a great need existed in Singapore to support and educate families, professionals, and the public about Down syndrome. Out of a meeting held on 1 October 1995, the Down Syndrome Support Group was formed. In May 1996, the group organised and hosted, with great success, the 2<sup>nd</sup> Asia Pacific Conference on Down syndrome. The enthusiasm generated among parents, professionals, and community members spurred the formal registration of the group as, Down Syndrome Association (Singapore) in 1996. The Association was awarded official recognition by the National Council of Social Services on 4 July 1997.

DSA is primarily a self-funding, non-profit social service agency that works closely with healthcare and educational professionals, as well as voluntary welfare organisations.

## Introduction

In line with our vision in promoting a holistic developmental approach to education for young members, the Children Education Services aims to promote a range of support services and programmes for young children with Down syndrome.

These services include:

### Infant Toddler Programme (ITP)

Registered Early Intervention Programme with Early Childhood Development Agency.

(Baby Bonus Approved).

### Integration Facilitation Support Programme (IFSP)

IFSP offers a continuum of itinerant special education services for preschool and school age children.

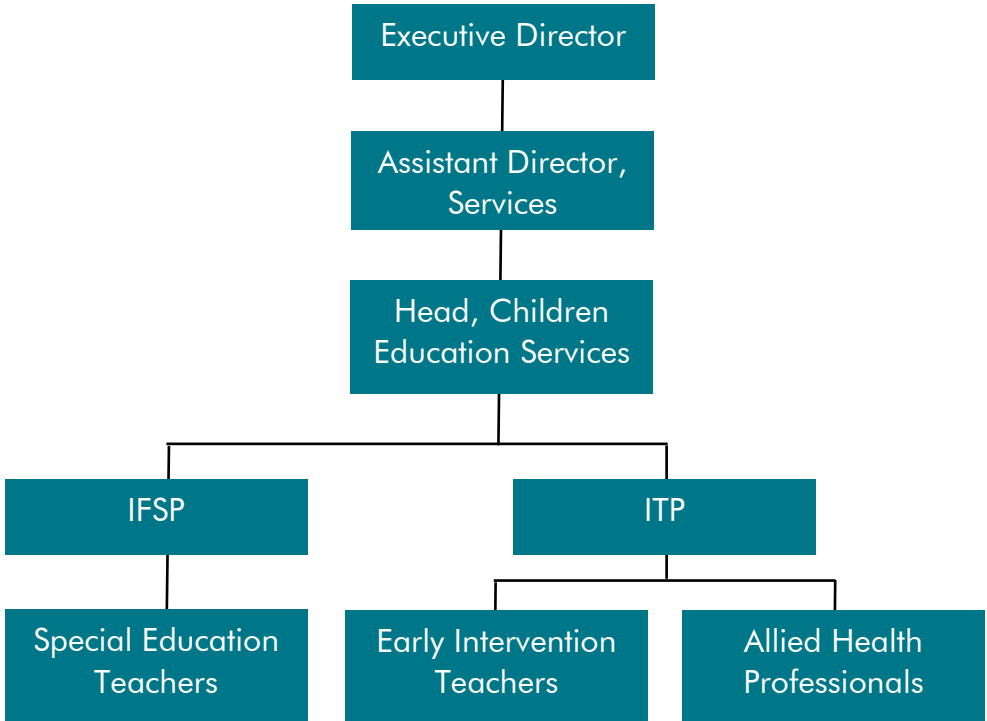
## **Infant Toddler Programme (ITP)**

To advocate for development that is cumulative at a child's earliest possible age, in 2015, DSA piloted ITP with 10 families. We partnered with the Centre for Disability Studies, University of Sydney, and engaged a mentor from New Zealand to train and build staff competence.

Subsequently, in 2017, DSA made strategic efforts to ensure that children with Down syndrome get help to narrow achievement gaps in development and progress. This was made possible by Tote Board Enabling Lives Initiative Grant. The grant funded ITP from April 2017 to March 2019.

In 2018, by invitation, DSA registered ITP as an Early Intervention Programme and was recognized as a Baby Bonus Approved Institution.

## Our Team





## **Philosophy Statement**

At ITP, children learn and grow by experiencing their surroundings through their senses and social interactions, by physically moving around and being cared for by loving, attentive staff.

We believe that the environment is an educator in its own right. ITP provides a warm, nurturing, and enriched environment that stimulates the growth and development of each child.

We pledge to support all children, helping them to fully realize the potential that resides in each of them. Our aim is to work together with families to discover each child's unique talent and to respond in a way that best aids their efforts toward development and growth.

## Admission

Enrolment is open to children with Down syndrome and other developmental delays between the ages of birth to 48 months.

In the event where 2 or more children are on ITP waitlist, priority will be given to children diagnosed with Down syndrome.

Children are accepted into the programme on a first come, first served basis. Where necessary, admission can be needs based.

### Withdrawals and Transitions of Service

Families are required to provide 4 weeks written notice of their intention to withdraw their child from the program.

When transferring out to EIPIC, we will assist in the process and provide the required information and assistance.

Families and children receive services until their 3<sup>rd</sup> or 4<sup>th</sup> birthday and transit to mainstream Early Childhood Development Centres.

A Transition Plan that ensures smooth transfer to other service providers will be provided.

## Fees and Payment Methods

ITP monthly fees varies according to citizenship and residency status. All fees are due within the first 5 business days of each month.

There is no pro-rating, waivers, or discounts in fees due to absence for illness, public holidays, school holidays, ECDA suspensions or family vacations.

Singaporean/ PR	Foreigner
<u>Once a month &amp; 1 home visit</u> \$400.00 per month	<u>Once a month &amp; 1 home visit</u> \$800.00 per month
<u>Twice a month &amp; 1 home visit</u> \$500.00 per month	<u>Twice a month &amp; 1 home visit</u> \$1000.00 per month

There are 4 methods of payment for ITP fees:

1. GIRO (Highly encouraged)
2. Cheque
3. PayNow
4. Online Bank Transfers

ITP welcome letter contains DSA's bank account details and fee payment instructions. You may use your Baby Bonus to baby for ITP fee.

### Financial Assistance

Please feel free to discuss any financial assistance needed with the Head, Children Education Services.

## Service Delivery

Services are provided at our Centre and in your home. The session details are below:

Monday: 9.30am to 12noon

Tuesday: 2:30pm to 5:00pm

Wednesday: 9.30am to 12noon

Thursday: 2.30pm to 5:00pm

Home visits: Once a month

### Progress Monitoring

Your child's key worker will keep you up to date on your child's progress and interests during informal conversations and through text messages. We will schedule home visits or Virtual Intervention Sessions to share information, concerns and to discuss the child's progress.

Parents may inform ITP EIT or contact Head, Children Education Services to schedule a discussion if there is a need to discuss other concerns.

### Family Involvement

This is a caregiver accompanied programme where the accompanying parent and other accompany adults learn how to nurture and develop the child through developmental practice.

## Attendance

Success begins with full participation of caregivers. The dynamic, interactive, and cumulative engagement of caregivers is crucial for consistent and sustained child learning and development.

Parent should notify the ITP Early Intervention Teacher on absence due to occasional appointments and short-term illnesses. If an extended absence is planned, parents should send a note or email to the EIT indicating the dates the parent and child will be absent and the reason for the absence.

### Make-Up Sessions for Missed/Disrupted Services

- ITP offers a 'Make-Up' session to a child when the service is missed or disrupted.

'Disruption of service' means ITP EIT was unable to provide the agreed session due to medical leave or annual leave /unpaid leave.

OR parent and child were unable to attend the agreed session due to medical / family reasons.

'Make-up session' refers to an ITP session that replaces a disrupted session.

- No makeup sessions are offered for service disruption for the following:

Public Holidays

## Confidentiality

The individual dignity of children, families, and DSA staff will always be respected and protected in accordance with PDPA. Information about children, families, or DSA staff will not be disclosed to anyone other than persons who are authorized to receive such information.

Our staff is trained regularly about confidentiality. We will do everything to protect your family's right of privacy and ask that you respect the rights of others.

### Photos, Videos and Media

We may take photographs of the students for individual student schedules and personalised portfolios.

Photographs may be used for progress evaluation, parent workshops, teacher in-services and media coverage such as DSA Facebook, Instagram and newsletters. The ITP application form provides a space for you to designate your consent. We will respect the wishes of parents who do not want their child photographed.

## Communication

Families are kept informed of ITP session happenings through text messages, emails, and session notes. You may communicate with EITs through the same means. Your child's key worker will respond accordingly.

ITP EITs will respond to your communication at the soonest viable time from 8.30 am to 6.00 pm, Monday through Friday.

You may direct your enquires or concerns to Head, Children Education Services from 8.30 am to 6.00 pm, Monday through Friday by text messages and emails. Your concerns or enquires will be addressed within 3 business days.

### Grievances

All grievances may be lodged via face-to-face contact, telephone conversations, text messages or emails and a record will be kept of the complaint until resolved.

All grievance will be fully discussed between the parents/family member/caregiver and DSA staff involved and Head, Children Education Services.

In the event that the matter remains unresolved, it can be referred for further mediation to Assistant Director, Services.

### Mutual Respect Policy

Creating the best outcomes for IFSP students requires the relationship between parents, family members, caregivers, and staff to be based on the principles of care, integrity, trust, and mutual respect.

The purpose of this policy is to provide a reminder to all parents, family members and caregivers about our expected conduct towards staff so that we can work together to ensure a safe and positive relationship.

## Safety Protocols

We work to ensure the safety and well-being of each child we serve, and by extension, their families, and staff. All our policies and procedures give safety the utmost priority.

All programme staff are Basic Cardiac Life Support (BCLS) + AED trained and certified.

Staff members are required to screen all children for illness upon arrival. Your child will not be accepted into the session if he or she has symptoms of a contagious infection or illness.

Caregiver's and children's temperatures are monitored as part of the routine health screening procedure.

### Pandemic Response

Children and caregivers who display any symptoms of being unwell will not be admitted into DSA (S) even if they have not sought medical consultation. They will be required to leave our premises immediately. DSA will advise them to promptly seek medical attention. In addition, children and caregivers who report feeling unwell during the day will be required to leave and seek medical attention. As a precautionary measure, children and caregivers will be advised to stay home if any household member is unwell.

## Lending Library

Our programme has a library of toys and resources to loan to families. This has been made possible through donations. You may request an item from the ITP staff. To ensure that all families have an opportunity to use the toys and resources, we request you return the loaned item after 4 weeks.



## Contact Details

### DSA Centre – HQ

9 Bishan Place #09-01 Junction 8 Office Tower, Singapore 579837  
Main: 6500 9321      Fax: 6255 0337

Opening hours:  
Monday to Saturday, 8.30am to 6.00pm  
*Closed during Public Holidays*

### ILT Centre & Thrift Shop

Blk. 17A Telok Blangah Crescent, #01-270  
Singapore 091017

ILT Centre Operating Hours:  
Monday to Friday, 9:00 am to 4:00 pm  
*Closed during Public Holidays*  
Tel: 6274 2300

Thrift Shop Operating Hours:  
Fridays, 10:30 am to 1:30 pm  
*Closed during Public holidays*  
Tel: 6271 3811

### Children Education Services at DSA Centre

Assistant Director (Services): 6500 9302  
[prema@downsyndrome-singapore.org](mailto:prema@downsyndrome-singapore.org)

Head (CES): 8180 3224  
[viemala@downsyndrome-singapore.org](mailto:viemala@downsyndrome-singapore.org)

### Family Support Services at DSA Centre

Ms Janet - [janet@downsyndrome-singapore.org](mailto:janet@downsyndrome-singapore.org)  
DID: 6500 9304

### Social Media

Website: [www.downsyndrome-singapore.org](http://www.downsyndrome-singapore.org)  
Facebook/Instagram: @downsyndromesingapore

### KKH Urgent Paediatric Advice Line (U-PAL)

The KKH Urgent Paediatric Advice Line (U-PAL) is an online services for parents and caregivers to seek advice for common paediatric conditions (for children below the age of 17 years) such as fever, cough, diarrhoea, vomiting and common injuries.

KKH U-PAL is available from 8:00am to 11:00pm daily, at no charge.  
Website: <https://www.kkh.com.sg/upal>