

Dear parents,

You have just entrusted us with your child.

In order to ensure a smooth stay with us, it seems important to us to present you our "crèche" in more detail.

The "Crèche "Piwitsch" is a conventional institution commissioned by the Ministry of National Education (Ministère de l'Education National) and has been approved since 25 October 2005 under the number SEAJ20150048.

The head of the reception structure is the association "Piwitsch", which was founded on 8 March 1997.

The crèche welcomes children from 3 months to 4 years in 4 different groups.

The crèche should not be considered as a school or a substitute for the family environment. It is above all an institution that wants to support education in the family in a complementary way. In this sense, you as parents retain full responsibility for your child.

It is clear that in order to achieve this objective and to ensure maximum well-being for children, close cooperation between you and the educational staff at our Crèche is essential.

The staff at our crèche are committed to creating a warm atmosphere and to promoting the optimal development of your child's personality. They try to fulfil the needs and wishes of the children in their care.

However, since a minimum of rules is required for the whole life of the community, the attached rules have been drawn up.

*Signature of parents:* \_\_\_\_\_

# COOPERATION BETWEEN THE PARENTS AND THE CRÈCHE "PIWITSCH"

## 1. The institution "crèche"

The crèche "PIWITSCH", approved and commissioned by the Ministère de l'Education Nationale, welcomes children aged 2 months to 4 years of all cultures, races, religions and nationalities.

### Structure of the different groups

Our offer is aimed at all children, residents of the community of Sandweiler and the surrounding communities, depending on the focus of admission.

#### **Priority is given:**

- **To single parents**
- **Families where both parents are employed**
- **Families who have already registered siblings in the crèche**
- **Children who benefit from inclusion**
- **90% of the inhabitants of the municipality of Sandweiler**
- **Parents with work in the community of Sandweiler**
- **For disadvantaged families**

The maximum number of children is set by the "Ministère de l'Education nationale, de l'Enfance et de la Jeunesse" and this measure must be strictly observed.

Groups "Crèche":

**STEPSERTEN:** 3 months to 24 months

**MAISERCHER:** 3 months to 24 months

Groups "jardin d'enfants":

**JANOSCH:** 3 months to 4 years

**PETER PAN:** 2 years to 4 years

Children who reach the age of 3 on 1 September must go to "éducation précoce".

## 2. Opening hours of the crèche

The crèche is open Monday to Friday from 07:00 to 18:30. The days off are usually public holidays, between Christmas and New Year, as well as the odd bridge day. At the beginning of the year, parents receive a list of the days on which the crèche is closed.

Parents are asked to respect the closing time of the crèche in order to avoid that their delay causes disappointment to the child and inconvenience to the person in charge of his or her care.

Signature of parents: \_\_\_\_\_

Any delay after 18:30 hours will be charged at a flat rate of 20 euros per quarter of an hour. The amount determined by the Cheque Service will not be taken into account. A separate invoice will be sent to you for this delay.

Children are not insured before the opening (07:00) or after the closing (18:30) of the crèche. The educational staff cannot be held liable in the event of an accident or incident outside working hours.

### **3. Admission of a child**

Children between 3 months and 4 years are allowed.

#### **3.1 Acclimatisation phase (phase d'adaptation)**

When the child is admitted, a settling-in period of at least **2 weeks** is planned. This settling-in period begins with the admission date. This period will be extended if the integration of the child proves to be more difficult.

During this period, at least one of the parents must be available to help the child to slowly become accustomed to everyday life at crèche.

The exact procedure for this adaptation phase is organised with the educational staff.

#### **3.2 Group change**

Enrolment of a child in one age group does not automatically entail a transition to the next age group. It is possible for a child to move directly from the baby group to the Peter Pan group. It is also possible for a child to remain in the baby group until the age of 4,5.

These transitions are made according to the places available in the different groups and after prior consultation with the educational staff. Then a child can either change groups before the age limit or extend his or her stay in the group.

### **4. Termination of a contract**

If parents intend to withdraw their child from the crèche, they are requested to notify the management in writing 1 month in advance (for the 1st or 15th of the month).

Cancellation of a child without prior notice will result in the billing of an additional month of participation.

During the settling-in period, a child's contract may be terminated without notice and without additional accounting after consultation between the educational staff, the supervisor and the parents.

*Signature of parents:* \_\_\_\_\_

## **5 Functioning of the crèche**

### **5.1 Reception of the children**

The reception of the children takes place between 07:00 and before 09:00. For organisational reasons it is important that the children are present at 9:00 at the latest. If the children cannot be here by 9:00, they will only be accepted for 11:30.

The children are welcomed in the afternoon between 14:00 and 15:00. No child will be accepted after 15:00.

The reception between 07:00 and 08:00 is for parents who are employed and who need this block due to their work schedule.

Parents are encouraged to respect the hours to ensure that the group can function properly and to limit the moments of interruption.

### **5.2 Documents**

Parents will be given a list of papers to hand in. They are asked to bring these papers as soon as possible. If this is not the case on the first day of enrolment, we will postpone or even refuse the admission of your child.

### **5.3 Picking up the child**

The pick up of the children is arranged together with the pedagogical team.

If these general rules do not coincide with the work schedule of some parents, they are asked to contact the direction, which may propose a more appropriate solution according to the reasons given.

With exceptions, children cannot be brought or collected during meals.

Children can be collected at 12:30 (Maisercher, Stepserten and Janosch group) and at 13:00 (Peter Pan group) or from 15:00. Children who are only enrolled until 15:00 must be collected shortly before 15:00. These times have been set so that the groups are not disturbed.

Please schedule appointments with doctors, therapists, ... so that you can keep the child at home after the appointment. Bringing, then picking up and then bringing again is very difficult for the child. This change is not good for the child.

When showing the invitation, we make an exception for the appointment for Bilan 30.

### **5.4 Who can pick up the child?**

Only those listed by the parents or guardians on the form "Child readmission authorisation" have the right to collect the child.

Any changes must be notified to the direction of the crèche.

Crèche staff reserve the right to require the presentation of an identity card.

## 5.5 Absence of children

Parents are obliged to report any absence of their child. This information must be reported before 9:00 a.m. at the crèche (also for children who only come in the afternoon), using the following numbers

<b>Groupe</b>	<b>« MAISERCHER »</b>	<b>35 69 49 32</b>
<b>Groupe</b>	<b>« STEPSERTEN »</b>	<b>35 69 49 33</b>
<b>Groupe</b>	<b>« JANOSCH »</b>	<b>35 69 49 35</b>
<b>Groupe</b>	<b>« PETER PAN »</b>	<b>35 69 49 34</b>
<b>DIRECTION</b>		<b>35 69 49 41</b>
		<b>35 69 49 42</b>

Parents are asked to give notice of holidays one month in advance, otherwise these days will be charged. It is important that parents fill in the appropriate slip and hand it in to the group. For organisational reasons, it is no longer possible to change your child's fixed holiday. Work schedules as well as group change dates are based on the predictable attendance of children. In case of problems you can contact the management

Parents who do not deregister their children before 9am will be charged for the day. It is also not possible to spontaneously register a child for a later time of the day after 9am.

**Repeated and unjustified absences and serious reasons can lead to the child being excluded from the crèche for one month.**

## 6. Education

The crèche takes care of the children during the time when their parents are not available. The family is therefore supported by the Crèche in its educational task and is not replaced by it.

The **main objectives** are to enable the child to fully develop his or her physical, emotional and intellectual potential, to promote the learning of his or her autonomy and socialisation, and to create a place of meeting and exchange between professionals and families.

As the children spend a large part of the day at the crèche under the supervision of educational staff, it is important that parents participate in parents' meetings and work with the educational staff in bringing up their children.

Signature of parents: \_\_\_\_\_

If parents are unemployed or on parental leave, they must inform us as soon as possible. Should this not be the case, it may lead to the loss of a place.

If parents are unemployed or on parental leave, you should inform us as soon as possible.

**Unemployment:** Each parent must have a regular job. If this is not the case, the direction must be informed immediately. During this period, your child is only entitled to a maximum of 7 hours of care per day. This allows the children to spend time at home, the parents to look for a new job and other parents to find a place in our nursery.

If parents are unemployed for a long period of time, we are obliged to release the child's place for the following school year.

**Parental leave:** Parents who take parental leave must inform the direction immediately. During full-time parental leave, parents are not entitled to a place in the nursery. If you take part-time parental leave, the child can only come to the nursery part-time. The purpose of parental leave is to spend time with the child during this period.

In the interest of everyone, the crèche is open to suggestions from parents.

In order to facilitate the integration of foreign children in Luxembourgish schools, the Luxembourg language is the main language in the groups.

The pedagogical team develops the pedagogical objectives for the different groups of the crèche.

Our pedagogical approach is defined in the concept of the house, which describes the methodological choices, priorities and means used to achieve each of the objectives defined in the national framework.

The regional representatives of the SNJ (Service national de la jeunesse) are responsible for ensuring the quality of education in the "services d'éducation et d'accueil". They systematically check that pedagogical practice complies with the guidelines of the National Reference Framework.

6.1 The Piwitsch crèche is a **multilingual crèche**: the multilingual education programme puts young children in contact with the languages of the country and the education system, particularly Luxembourgish and French, on the basis of scientific knowledge and appreciates the diversity of the languages spoken at home. Young children are able to learn several languages in an intuitive and natural way. They also feel more comfortable with language learning in general, an advantage they will enjoy all their lives.

At Piwitsch crèche, the Luxembourg language remains the main language.

In order to take advantage of the multilingual education programme, all children aged 1 to 4 years receive free 20-hour supervision per week for 46 weeks a year.

6.2 The Piwitsch crèche is an **inclusive crèche**: from a pedagogical point of view, the aim is to enable the child, whatever he or she is, to find a living environment in the so-called regular group that enables him or her to be an active member and to be recognised by his or her peers, a person who contributes to the development of the intellectual and social life of the group and derives important benefits in all areas of its development; Intellectual, emotional and social (Ducharme, 2003)

Signature of parents: \_\_\_\_\_

The crèche has a qualified pedagogical team (qualified pedagogues, pediatric nurse) and a qualified technical team (cook with CATP, housekeeper).

A multilingual referee is responsible for the multilingual project and the pedagogical reference is responsible for the inclusive project.

A medical-psycho-educational and social team (psychologists, pedagogues, social workers etc.) will be able to support the existing pedagogical team.

A team of occasional pedagogical deputies will take care of the group's progress during the absence of permanent staff (legal leave, sick leave, meetings or other).

**Staff, trainees, external consultants are bound by professional secrecy. All information will be treated confidentially.**

## **8. Medical obligations**

When the child is admitted, the parents must provide a copy of the vaccination certificate.

It is up to the parents to present the card in question to the group's educator or the direction after each vaccination call to update the child's file.

The crèche cannot be held liable for emergency medical measures taken on the basis of incomplete or incorrect information.

Special diets (allergy, intolerances,...) will only be taken note of with a medical certificate.

We recommend parents to have their child vaccinated against:  
Diphtheria-tetanus-coqueluche-poliomyelitis

### **8.1 The sick child**

For the well-being of a suffering child and to limit the risk of infection for other children, the sick child cannot come to the crèche. After an absence due to illness, the child must be free of fever for 24 hours before returning to the Crèche. This is the only way to keep up with the normal pace of Crèche activities.

It is very important that parents have a childcare solution in case their child is ill.

**The child is considered to be ill if its state of health does not allow it to participate in the normal life of the group.**

**Any contagious illness should be reported immediately to the educator.**

The educators are obliged to refuse to care for a sick child even if there is no risk of infection.

In case of illness, it is obligatory to inform us by telephone on the same day, before 9.00 a.m., that the child is absent. If a sickness certificate is available, it must be submitted (by email or post) no later than the 3rd day, otherwise the absence will be charged again from the 3rd day.

Signature of parents: \_\_\_\_\_

If a child falls ill during his or her stay at the crèche, the educational staff will inform the parents about the state of health of their child and the parents are obliged to pick him or her up as soon as possible.

In the event of an accident and/or a medical emergency (e.g. fever above 40 degrees, prolonged febrile convulsions), the child's educational officer will take appropriate emergency measures and organise transport to the doctor or hospital.

In case of a child's fever, the parents will be informed as soon as the temperature exceeds 38.5. Before this temperature it is a high temperature of the child and the educator can take charge of the child without the parents being informed.

Suppositories can be given to children over 38.5 and parents must collect their child as soon as possible within 2 hours.

Once the child has returned to the group, the educator can request a medical certificate confirming that the child may return to the group. From the 3rd day onwards, parents must provide a sick certificate so that they are not charged for that day.

In the event of a medical emergency or accident, the crèche reserves the right to contact a doctor of its choice or to arrange transport to a hospital. The parents will then be informed as soon as possible.

## **8.2 Taking antibiotics**

In the event of a contagious disease or any other illness requiring treatment with antibiotics, the child must not be admitted to the crèche for at least 48 hours (from the first intake) (even if a medical certificate is available stating that the child can come to the crèche).

## **8.3 Use of medicines**

Only after presentation of the doctor's prescription (please note to make a copy of the prescription!) can the educational staff agree to accept the administration of all medicines (including homeopathic medicines) for children under treatment.

The daily intake is noted, dated and signed by the parents.

## **8.4. Lice**

A child with lice must not come to Crèche for at least 2 days. Only when the child is no longer affected after lice treatments (no more insects or nits) can he/she come again.

## **8.5 Conjunctivitis (conjunctivitis)**

A child with conjunctivitis must be removed from the group immediately if there are yellow-green secretions near the eye and must remain at home for at least 48 hours after the first administration of the medicine (until the secretions described above have disappeared).

Signature of parents: \_\_\_\_\_



## 9. Recommendations

It is strictly forbidden to smoke in the crèche.

### 9.1 Replacement clothing

Parents are asked to bring a change of clothes and underwear for their child.

Clothing must be marked with the child's name. The crèche accepts no responsibility for the loss of clothing.

It is recommended that children are dressed so that they can participate in outdoor and indoor activities according to the season.

In the summer, parents must apply cream to their child in advance and bring sunscreen.

When they arrive, parents should put on the children's inner clothing.

### 9.2 Sweets, personal toys, jewellery, money etc.

Children do not bring sweets or personal toys with them, except for cuddle cloths, teddy bears or other personal items that can help them overcome the separation with their parents. The crèche accepts no responsibility for damage or loss of a toy brought by the child.

The crèche also declines all responsibility if the child loses money and jewellery.

### 9.3 Meals

In line with the recommendations of the Ministry of Health, the menus are healthy, balanced and varied.

Children are offered the opportunity to eat healthy food and discover the world of different tastes. So we encourage them to try everything, without forcing them to

The meals are prepared in the crèche by a CATP chef. The menu plan can be read on the Internet or in the crèche.

Food allergies will be considered as soon as a medical certificate is available. If necessary, the chef will prepare special dishes suitable for various food allergies.

When choosing our food, we place great emphasis on regional products.

A warm and nutritious meal is served to the children at lunchtime.

The children must have had breakfast in the morning before coming to Crèche. We only offer small snacks in the morning around 8:00 am. (no longer for children who come after 8.30 am).

In the afternoon between 15:00 and 16:00 pm the children are served a snack (yoghurt, fruit, spread).

The children eat at home in the morning and in the evening.

## 10. Insurance

Children who are looked after in our crèche are covered by insurance in the event of an accident. Fedas has also taken out liability and accident insurance with an insurance company for children under 3 years of age.

The guarantees of the contract are extended to the personal responsibility of the children and persons at the service of the Crèche, both inside and outside the company.

The crèche accepts no responsibility for any accidents that may occur on the way from home to the crèche and on the way home, and strongly recommends that parents take out private accident and liability insurance.

Parents entrust their child to an educator when they come to the crèche. It is not enough to drop the child off in one of the groups.

Parents agree that their child may take part in all activities and leave the crèche under supervision on foot, by private car, by minibus or by public transport.

As far as transport in private cars or minibuses is concerned, the children will be placed in suitable seats.

These excursions are organised in all seasons, weather permitting.

## 11. Financial contribution by parents

The financial contribution of parents is governed by the rules laid down in the Grand-Ducal Regulation of 21 July 2012 introducing the "voucher service" (detailed description under point 4 of the contract) with the exception of delays after 18:30 (see art. 2).

**Payment is due no later than 14 days after receipt** of the invoice by bank transfer to the account at the C.C.R.A. IBAN LU31 0090 0000 1215 4514 of the Crèche. If you do not pay your invoices on time and we are forced to send you a reminder, you will be charged these additional administrative fees.

In view of the high number of reminders (rappels), we would like to point out that if an invoice is not paid, the child may lose his/her place in the crèche.

The deposit of 120€ paid by you will be returned to you when you leave the Crèche. However, the management reserves the right to use the 120€ if, due to late payments, enrolment letters have to be sent and to cover the costs incurred. If the 120€ is not sufficient during the time your child attends the Crèche, you will be charged the amount due.

If the contract has already been signed with us and you subsequently decide not to take the place, the 120€ deposit will not be refunded to you as we have already incurred a large amount of administrative work.

The crèche reserves the right to take legal action to recover the amount due.

Signature of parents: \_\_\_\_\_

## 12. Accounting

### 12.1 Registration options

The registration of the child is defined by the "Contrat d'accueil". The chosen blocks of attendance can be changed one month in advance and within the limits of the available places. The days chosen are not interchangeable.

Attendance blocks are calculated according to the following table (each block started is calculated). Please note that the blocks are always charged in full. If your child is registered from 17:00 to 18:00 and you pick him/her up at 18:10, the block will be charged in full from 18:00 to 18:30.

blocs					
	Monday	Tuesday	Wednesday	Thursday	Friday
7:00-8:00					
8:00-9:00					
12:00-14:00					
14:00-15:00					
15:00-17:00					
17:00-18:00					
18:00-18:30					

If your child arrives earlier in the morning, the previous block will also be charged.

If your child is staying longer, the next block will also be charged.

In case of repeated overruns of the blocks, the management reserves the right to adjust the child's registration according to the child's actual presence.

During school holidays, some excursions may last all day (e.g. from 9 am to 5 pm). In this case, children can only be registered for the entire duration of the excursion for a minimum amount of time. It will not be possible to pick up the child before the end of the excursion or to bring him/her after the start time of the excursion.

- **Full-time registration**, in the interest of the children it is not desirable that they stay in the crèche for more than 10 hours.
- Bringing in the **morning with pick up by 15:00 at the latest**.
- **Afternoon registration** with bringing between 14:00 and 15:00.
- **Lunch** will be charged separately.

## 12.2 Periods not invoiced

➤ **Absence due to illness**

Sick days are not charged for the first two days. From the 3rd day onwards, a medical certificate is required, which must be presented at the latest on the 3rd day of illness. If a medical certificate is not provided, the normal attendance hours will be charged.

➤ **Children's leave**

The child's days off must be declared at least 1 month in advance.

**Parents are obliged to take at least 20 full working days (per year) of leave** for their child/children during the period from 15 September to 15 September of the following year.

The collective holidays of the crèche are not included for a full enrolment. For partial registrations, the pro rata will be applied.

**Children must have at least two consecutive weeks of holiday per year.**

➤ **Holidays**

Holidays that fall on weekdays as well as the collective holidays of the crèche are not charged.

**Any other absence (sick days without certificate, days off that are reported as late or days off that are not reported) will be considered as participation and, if applicable, will be invoiced at mealtimes.**

## 13. Data protection

From 25 May 2018, the basic data protection regulation (règlement général sur la protection des données) will apply directly to all active players in the European Union. The new rules are designed to give citizens more control over their personal data, make companies more accountable while ending their reporting burden, and strengthen the role of data protection authorities such as the CNPD".

Children's folders with pictures as well as CDs may only be issued after the authorisation has been signed.

Many pedagogical activities are photographed by the educators, with the children appearing in the different groups of the crèche.

The right to the image law obliges the administration of the crèche to request the written permission of the child's legal guardian for the photographing and distribution of these shots. As far as the right to the picture is concerned, it is mandatory that all parents of children who are in the pictures sign a form to avoid legal problems.

For the entire stay of the child in the crèche, a picture permit will be issued based on operational needs, which has been increased by one year based on operational needs. This permit can be changed by written signature of the parties.

**Voluntary and repeated failure to comply with this regulation may result in the child being excluded from the crèche.**

**This Regulation will be revised and supplemented where necessary. Changes will be notified accordingly. The new provisions will apply from the date of publication.**

We sign and obliges us to respect these rules.

Signature (Mother): \_\_\_\_\_ Signature (Father): \_\_\_\_\_

Sandweiler, the \_\_\_\_\_

*Signature of parents: \_\_\_\_\_*