

# Care guidelines VKKA

We look after children of all nationalities and denominations from the age of 4 months up to and including the first year of kindergarden (for details, see transfer to after-school care). We endeavour to achieve a social, cultural and age mix. To make sure that your child can feel at home with us, a minimum occupancy of 2 days is planned. The required care time (maximum 10 hours per day) will be discussed with you and the care days will be recorded in writing in a care contract.

## Drop-off and pick-up times in the morning and afternoon

To guarantee an appropriate handover for all children, you must be at the day-care centre with your child by 8.45 a.m. at the latest. Between 8.45 am and 4.15 pm, children may only be dropped off and picked up after consultation with the day-care centre management and in exceptional cases (e.g. doctor's appointment, appointments with authorities), as we want to organise these times with the children.

Late pick-ups require longer working hours for the childcare staff and must be charged in addition to the day-care fee: For every 10 minutes of delay after the day-care centre closes, we charge CHF 10 as compensation.

Parents who are not (yet) in employment are kindly asked to collect their children by 5.30 p.m. at the latest.

## Adjustment Period

To make it easier for your child to start and settle in at the day-care centre, you will accompany your child for about 2 weeks on an hourly basis throughout the day. The duration and form of this familiarisation period will depend on the needs of your child and yourself and will be discussed with the caregiver at the day-care centre.

The first day of the familiarisation period is the day your child officially joins the day-care centre and initial start of contract.

## Clothes

Depending on the season, please bring a change of clothes (including underwear) for your child, as well as closed slippers or non-slip socks. We will give you the dirty clothes to take home for washing. Please dress your child in durable clothing that is suitable for the weather and that they can wear while playing, doing crafts and playing outside. Footwear with technical features (e.g. horns, wheels) is not permitted.

## Personal toys

It is nice for children to be able to bring their favourite toys with them. However, valuable items should be left at home, as we cannot accept responsibility for loss or damage. For educational reasons, we do not allow electronic devices, weapons or other war toys in our day-care centers.

## Catering and nutrition

We ensure that meals are child-friendly, balanced and healthy, and are freshly prepared every day. Your child will receive breakfast, a mid-morning snack, lunch and an afternoon snack at the day-care center. Fruit and tea are also always available. The menu is displayed on the information board and online on our website and can be viewed by parents at any time.

The nutrition of infants and toddlers is discussed with the parents; infants receive the same formula from us as they do at home. Parents bring their own formula powder or breast milk.

We generally cook little meat, do not use pork and prepare baby porridge exclusively with organic vegetables.

We can generally accommodate health-related diets (allergies, coeliac disease, lactose intolerance, diabetes, etc. – please bring a doctor's note with detailed information). However, in cases of very severe restrictions, parents must provide the special food themselves.

For operational reasons, we are unable to accommodate special requests that are not medically justified (e.g. veganism, halal food, etc.).

Please do not give your child any additional food, especially sweets.

## Illnesses, medication

If a child is ill, they should stay at home. In borderline cases, the day-care management will decide whether an unwell child can attend the day-care center. If a child has a fever or is suspected of having a contagious illness, staff are instructed to refuse to accept the child. If a child falls ill during the day, the parents will be notified and the child must be picked up as soon as possible.

Parents are responsible for taking their children to the doctor. In emergencies, we contact a doctor or the emergency department of the children's hospital. The costs of medical treatment are borne by you. Parents are obliged to report any infectious diseases in the family to the day-care center.

We do not administer medication to children without your consent. If your child needs to take medication, it must be handed over to the childcare professional in person in its original packaging, including the package insert. The medication must be labelled with the child's name and the dose to be administered.

In the case of prescription medicines or medicines administered on medical instruction, a written prescription from the doctor has to be available (label on the medicine).

The instructions for dosage and administration are documented in writing. The medicine is received and administered exclusively by childcare professionals.

## Children with special needs

If your child has special needs (physical disabilities, food intolerances, allergies, etc.), please inform us before admission. If we are only able to clarify at a later date whether and how we can best care for your child, admission may be delayed. Care fees are still payable during this clarification period.

## Insurance

Every child enrolled must have liability, accident and health insurance. This is the responsibility of the parents. The day-care centers are covered by public liability insurance (personal injury and property damage). Please provide your child's health insurance details, including membership number, upon enrolment.

## Holiday absences and deregistering your child

We kindly ask you to let us know as early as possible when your child will be going on holiday. We would also be grateful if you could notify us by 9 a.m. if your child is unable to attend the day-care center, e.g. if they are ill. Children also have a right to holidays. The childcare fees therefore already include a minimum holiday period of four weeks per year. Twelve days are specified as company holidays.

## Collection of a child by a third-party person

If a child is to be picked up by a third-party person, the day-care center must be notified in good time by you. Otherwise, we will contact the parents by telephone and keep the child with us if we are unsure. If your child is being picked up by siblings, they must be at least 10 years old (14 years old if the toddler is under 2 years old) and a written declaration of consent from the parents must be provided.

## Children's photos

Photos of your child are sometimes taken during the daycare routine. Please indicate on a separate form whether we may use the photos for external purposes (annual report, website, social media) and/or internal purposes (birthday calendar, wall displays, portfolio). Please note that without photos, we will not be able to create portfolios.

## Starting kindergarten/transition to after-school care

Children who have reached the age of four before 1 August start kindergarten at the beginning of the school year (after summer holidays).

All parents of these children will receive a registration form for kindergarten from the district school authority. We recommend registering for after-school care early.

In their first year of kindergarten, children can continue to be cared for at the day-care center if desired, or they can transfer to the municipal after-school care centre. Kindergarten children can also attend the day-care center in the mornings during the spring and autumn holidays, but morning care is not subsidised during the summer holidays. Morning care before kindergarten is not subsidised and must be paid for privately. In emergency situations, please speak directly to your day-care manager, who will endeavour to find an accommodating solution.

Parents are responsible for getting their children to and from home or kindergarten. If a registered child has not arrived at the day-care center 15 minutes after the scheduled time, the staff are obliged to notify the parents..

## Termination of childcare contract

Termination of the nursery place must be made in writing (by letter or email), at least two months in advance, always at the end of the month, to the day-care center management or the office. Termination at the end of December is not possible. If childcare is no longer required before the end of the notice period, any subsidy for childcare costs will be forfeited. In this case, we will have to charge parents the full rate without subsidies until the end of the notice period.

The following applies to deadlines: The date of receipt of the notice of termination is decisive. This means that notice of termination must be received by the office by the last working day of the month at the latest (the postmark is not decisive). Notice of termination received during company holidays is only valid for the following month. Notice of termination in July must therefore be received by the office by the 20th of the month at the latest.

Changes in occupancy must also be notified in writing. An increase in the number of childcare days is usually possible at the beginning of the following month. A requested reduction in childcare days is also subject to a notice period of two months to the end of the month. A change in occupancy only becomes binding once a new childcare contract has been signed.

A child may only be excluded from the day-care center for valid reasons (e.g. violation of the statutes, financial obligations, operating regulations, unacceptable behaviour of the child in the group, etc.). The exclusion must be justified and requires prior warning. It can take effect at any time at the end of the month.

## Withdrawal from contract

If the contract is terminated between the date of conclusion and the date of commencement, a one-off administrative fee of CHF 500 will be charged. If the childcare contract is terminated within 14 working days prior to the child's commencement date, we will charge you a full monthly fee in accordance with the childcare contract.

The child's enrolment begins on the first day of their settling-in period. Once the child has enrolled, a notice period of two months applies.

## Cooperation with parents

Please take enough time when dropping off and picking up your child so that they are not rushed out of a situation. This also gives you time to chat with the carers.

We expect parents to be willing to attend parent-teacher meetings, during which we discuss the child's development and any questions or issues that may arise. The day-care center also holds events for parents, to which we will invite you.

Please inform us immediately of any changes of address, new telephone numbers or a new e-mail address in writing. While we are looking after your child, at least one parent (or another contact person) must be available by telephone at all times so that we can contact you in an emergency.

## Challenging situations with children

For more extensive parental concerns, such as support with childcare or promoting parental skills, we establish contact with external support organisations (social services, mother and father counselling, advice centres, etc.).

## Suggestions & complaints

For suggestions or any complaints, we ask parents to contact the day-care center management directly.

We look forward to working with you and are delighted to be able to look after your child.

# Check list for parents

Please bring the following with you on the **day of admission**:

- Signed childcare contract (if not yet submitted)
- Well-fitting, closed children's slippers (house shoes) or non-slip socks
- 1 set of spare clothes (including underwear)
- 1 hairbrush
- Possibly favourite cuddly toy, dummy, etc.

If necessary:

- Diapers
- Bottle formula/breast milk
- Baby bottle