

Care guidelines

Our day care crèches are open from Monday to Friday from 7.00 until 18.00 except for public holidays and the official holidays of the city of Zurich as well as between Christmas and New Year's Day. The crèches are closed on an additional day, used for internal schooling of our staff. The date of this will be announced at least two months ahead of time.

We care for children of all nationalities and religions from the ages of 4 months up until their entry into School. It is a specific aim of ours to create a diverse social, cultural and age appropriate environment for your children. In order for them to feel comfortable, we require that a child be with us at least 2 days, which may be divided up into half-days. The necessary caring time (maximum 10 hours a day) will be discussed with you and held in writing. It is preferable that children are not dropped off or picked up between the times of 9.00 – 11.00 and 14.00 – 16.15 as we particularly like to organize this time around the children. If a child is repeatedly picked up later than 18.00, additional working hours are created and will therefore have to be billed on top of our standard rates.

Late fees are as follows:

- Until 18.10: CHF 10.- are charged
- Until 18.20: CHF 20.- are charged
- Until 18.30: CHF 30.- are charged.

Adjustment Period

In order to ease your transition into the daily routine of the crèche, you will accompany your child for about two weeks. You may do this on either a full-time or part-time basis. What this entails is that you and your child will initially be present at the crèche for about an hour a day for a minimum of the first three days. At this point you may leave him/her at the crèche alone for the first time. Subsequently, you can leave your child at the crèche a bit longer every day, until he/she can stay there for an entire day/half-day. The extent of this adjustment period, the required time and form depends on your and your child's needs and will be discussed with the group leader. The first day of the adjustment period is also deemed as the day of entry into the crèche.

Clothes

Please bring season-appropriate back-up clothing for your child, including underwear as well as indoor shoes or skid-proof socks. We will return dirty clothing to you for washing. If possible, please clothe your child in durable clothes, which he/she may wear during playtime, arts and crafts time and in the sandbox outside. Shoes with technical gadgets, such as horns or wheels should be avoided.



Personal Toys

Of course it is lovely for a child if he/she is allowed to bring their favourite toy. However, we do not accept liability for damage or loss of these toys and therefore advise that valuable things should be left at home. We do not allow any electronic gadgets, weapons or war-toys in the crèches for pedagogic reasons.

Nutrition

We ensure that your child receives a well balanced, healthy and age appropriate diet, which is fresh and prepared daily. Your child will be served breakfast, lunch and a snack around 16.00 ("Zvieri"). We also offer fruits and tea at any time. The diet for babies and toddlers will be specifically discussed with the parents and babies can get the same bottle at the crèche as they get at home. Generally, we cook little meat and use no pork. In addition, we cook baby food exclusively using bio-vegetables.

In general, it is possible for us to cater to diets required for health reasons (allergies, celiac disease, lactose intolerance). However, should particularly large constraints be necessary, the parents are required to bring any special food with them.

In Kita, the children are required to brush their teeth after breakfast, lunch and "Zvieri". Please do not pack any additional food for your child, especially not sweets.

Sickness

If a child is sick, he/she must stay at home. In borderline cases, the crèche leaders will determine whether a child may attend day care or not. Kita employees are advised not to accept children into the crèche with fever and/or if they suspect that the child has a contagious illness. Parents will be notified should a child fall ill during the course of the day and we ask that the child be picked up as soon as possible.

Doctor's appointments are your responsibility. In emergencies we will consult a doctor or the emergency ward of the Kinderspital (Children's hospital). You must cover the costs of any such medical attention. You are also obligated to notify Kita of any contagious illnesses going around in the family.

Insurance

Please provide us with the name of your child's insurance as well as his/her membership number prior to your child's entry. We also require a copy of your child's vaccination card. Your child is not insured against accidents in our crèches. We generally we recommend obtaining general liability insurance for your child.



Vacation absences and day-absences

We ask that you inform us as early as possible should your child go on vacation at any time. We would also be grateful that, if your child will not attend the crèche on a given day, you notify us before 9.00 AM, e.g. should he/she be sick. As children also have the right to vacation time, we have included a minimum vacation time of three weeks per year in the monthly prices.

Third parties picking up children

The group leader must be notified early enough if a third party picks up a child. Otherwise we will contact the parents by telephone and in cases of uncertainty we will keep the child at the crèche. If a child is picked up by its siblings, they must be at least 10 years old (14 years old if the child is younger than 2) and must bring a written consent form signed by the parents to this effect.

Transporting children by car

It is generally allowed for staff to transport children in private automobiles. However this only occurs in exceptional circumstances (e.g. doctor's visit, day-trip) and the children will be seated in child safety seats.

Child photos

We sometimes take photographs of your child in the day-to-day occurrences of the crèche. Unless you tell us otherwise, we assume that these may be used for internal purposes (birthday calendars) as well as our homepage and our annual report.

Definition of Part-time placement

Half-day without lunch:	7.00 – 11.30 / 13.30 – 18.00
Half-day with lunch:	7.00 – 14.00
Kiga-Children only:	11:00 – 18:00



Costs/Payment Arrangements

Whole day	100.–/140.–*
Half-day with lunch	70.–/100.–*
Half-day without lunch	50.–/ 70.–*

Siblings receive a discount of 10% on these fees.
*Baby places (until 18 months)

The parents must provide for nappies, bottle powder and other special nutritional requirements.

Subsidies

Parents living in the city of Zurich can apply for a subsidized placement in the crèche so long as they require it based on their employment, educational status or to maintain their employability under unemployment insurance law. As the crèche is obligated to check these details upon admittance of your child, supporting documentation must be provided. The parents oblige themselves to notify the management of the crèche of any changes in their employment status, so that the placement of their child can be reviewed.

The calculation of taxes depends on the income of the parents and the weekly care time for the child. The determined amount to be paid by the parents will be calculated as a monthly fee, which takes public holidays, possible sick days and vacation days into consideration. Holidays, public holidays, other absences and sick days will not be refunded and cannot be compensated.

If the "Sozialdepartement" (social department) does not grant any financial assistance to the parents, they will be liable for the entire fee.

If a child has a subsidized placement and another subsidized placement is applied for, in another Kita in Zurich, during the cancellation period, then the full fees must be covered during this cancellation period.

The monthly fees will be sent to you via invoice. They must be paid within 30 days at the latest. Due to the high fees associated with payments made through Post counters, we urgently ask you to avoid this method of payment. The Post taxes of around CHF 20.– p.a. will otherwise be added to the December invoice once a year.

Upon the second dunning letter, we will charge CHF 20.- administration fee. After the third dunning, it is possible for us to end any professional relationship with you and effectively cancel the contract by the end of the month.

Contract fees remain payable should the crèche be forced to close through no fault of its own (e.g. closure by the Cantonal doctor ('Kantonsarzt'), natural catastrophes etc.).



Transitioning from the crèche

Children that reach the age of four prior to the 30th April of a given year will enter Kindergarten upon begin of the next school year (usually after the summer holidays). All parents of these children will receive an application form from the school governing board.

If desired, it is possible for Kita-children to continue attending the crèche during the first year of Kindergarten or they may transfer to the city's after-school care club (Hort). During the second year of Kindergarten it is only possible for children to continue attending the Kita crèche in justified, exceptional circumstances and only if discussed in time with the crèche management.

Parents of future and current Kindergarten-children will receive an application/mutation form for the after-school care club in March. Since withdrawal from Kita is only possible towards the end of the month, and if no other notice is given, the children in question will be automatically be withdrawn from the crèche by the end of August and without further notice of cancellation.

Cancelling the place at the Crèche

In order to cancel your child's place at the crèche, you must notify the crèche leader or the management in writing two months ahead of time at the end of the month. If a child is taken out of Kita without a notice of cancellation ahead of time, you will be charged the entire fee for the duration of the cancellation period.

Should you wish to change the placement format for your child, you must also notify us of this in writing. Any desired increase in care days can be done in writing at any given time. If you wish to reduce the days of care agreed on for your child, this must also be done in writing, informing the management two months ahead of time. Changes in the placement format will only become enforceable and valid subject to a new contract being made to this effect.

A child can only be expelled from the crèche for good reason (including, but not limited to: breach of statutes, failure to observe the financial responsibilities, breach of business regulations and unsustainable behaviour of the child in the group). Expulsion requires reason and a prior written warning. Expulsion can occur at any time towards the end of the month.

Withdrawal of contract

If one withdraws from the contract with Kita in the time period between entering into the contract and the child entering the crèche, then a single payment of CHF 200.– must be paid to cover any expenses incurred on the basis of the contract. If you withdraw from the contract within 14 business days prior to the day of entry of the child, Kita will bill you a single month's fees.

The day of entrance for a child is the first day of the adjustment period and from that day the required cancellation period of two months comes into operation.



Working together with parents

Please take enough time out for the dropping off and picking up of your child so that he/she is not simply ripped from an activity at the crèche. In this way you can also take the time to talk to the staff and establish a relationship with them.

We encourage meetings with parents wherein we may discuss the development of your child as well as tackle any questions or problems either side may have. We also offer a variety of parent events to which every parent will be invited to Kita.

We expect that you notify us of any address changes or new telephone numbers in writing. In the time that we look after your child, at least one parent, guardian, grandparent or neighbour must be available by phone in case of an emergency.

Comments and Complaints

For any comments, concerns or complaints please get in contact with the crèche management directly.

We hope to work together well with you and look forward to tending to your child.



Parents Checklist

For **subsidised** places at the crèche, please bring the following with you on the day of signing the contract:

- Application sheet with personal details
- Confirmation of subsidisation by the City of Zurich
- Confirmation of work; or
Work contract; or
Proof of further education; or
RAV confirmation; or

For **non-subsidised** places at the crèche, please bring the following with you on the day of signing the contract:

- Contract of care
- Identification
- Application sheet with personal details / identification

On the **day of entry** into the crèche, please bring the following:

- A copy of the vaccination card
- Slippers or house shoes or grip-socks
- A set of extra clothes (including underwear)
- One hairbrush
- Optionally: favourite plush animal, pacifier etc.

If still required:

- Nappies
- Bottle powder
- Baby bottle

