

# Operating Regulations

 easy-kid-care  
privates Kinder-Bildungs-Zentrum



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## OPERATING REGULATIONS

### Institution

#### 1. Purpose, guiding principles of the easy-kid-care children's educational centre

**easy-kid-care supports your family or your company with very high-quality care provision.**

easy-kid-care is a children's day-care nursery with top-class standards, special early learning programmes and bilingual care in English and German, in which children between the ages of 3 months and 6 years can be encouraged individually in their physical, mental and social personality, while receiving loving care.

**easy-kid-care ...**

... enables **parents** to continue pursuing their professional goals without having to do without their families.

... helps **companies** by enabling their employees to continue contributing their knowledge and experience to the firm, thus avoiding high degrees of unwanted employee fluctuation and...

... in the first instance serves the needs of the **child**, who receives excellent opportunities to begin his learning career by means of optimum framework conditions and early learning according to a specially conceived educational programme, easy early steps©.

**"The first 6 years are more important than 6 years at university and 3 years travelling around the world." (Friedrich Fröbel)**

We move with the times...

We offer you the best possible flexibility thanks to our flexible opening hours.

#### 1.1. Guiding principles

We understand **education in early childhood** to mean the provision of optimum framework conditions, with reliable relationships in stimulating and experienced surroundings, which offer the children the opportunity to follow their own interests from the very beginning and to gather important learning experience.

Children learn, comprehend and understand better when what they are provided with corresponds to their development needs and represents their interests. Learning experience results from interaction with adults, playing with other children and individual occupation with materials, books, films, computers, etc.

In order to satisfy the infant's thirst for knowledge and enable the unfolding of existing learning potential, easy-kid-care provides the children with a varied range of educationally valuable opportunities to play, learn and exercise. By these means, the children are recognised and supported in their joy of the new and unknown, in experiencing, examining and experimenting, and also in their capabilities for learning and enthusiasm. They should be able to expand their gross and fine motor skills and be encouraged in their independence.

Based on the findings that children at the infant stage have an astonishing learning potential, are in a sensitive phase of language acquisition and can learn a number of languages simultaneously without effort, easy-kid-care has developed an educational programme to encourage early learning and bilingualism. The easy early steps curriculum® is an educational programme in which early learning takes place on the one hand in the areas of self-confidence, general competence and social competence, and on the other hand with the integration of English-language learning according to the immersion principle.

Immersion means creating a learning situation in which the subject to be learned, e.g. English as a second language, is embedded in the learner's everyday activities. While playing, children easily absorb the sound and the grammatical structure. Their natural ability to imitate is an excellent prerequisite for the effortless learning of a language. By playing, singing songs and listening to stories, listening comprehension and an active vocabulary are formed. Targeted learning materials from England such as activity storybooks, favourite nursery songs and rhymes all encourage the enjoyment of the second language.

Our care structures enable the child to spend many hours with trusted children and reference people. This intensive contact means that the child learns to build and reinforce interpersonal relationships. At the same time the child has the opportunity to develop its own personality, freely and independently. The child learns to interact with other children, to play together, to jump around, to sing, to make things, to share and also to settle conflicts peacefully. We consider each child to be an independent personality.

The children can feel safe and well with us.

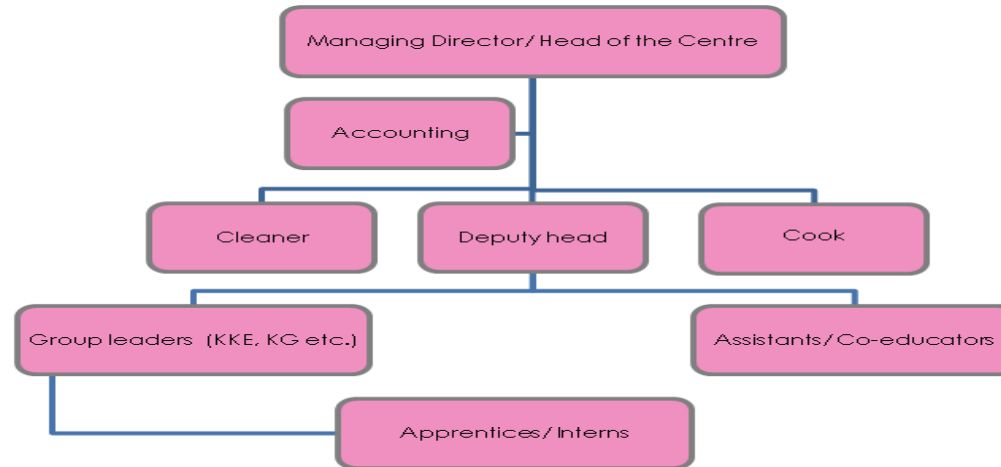
The famous neurobiologist Gerald Hüther summed it up as follows:

"Each child actually needs three things: It needs tasks with which it can grow; it needs role models upon which it can orient itself and it needs communities in which it feels safe and accepted. If we could provide this to our children, then we would no longer have any problems."

All of this is provided by easy-kid-care

## 2. Sponsorship and organisation

easy-kid-care GmbH



## 3. Finance

The private children's educational centre is financed by fees from parents and by donations.

## 4. Operating licence

The obligations of operation and responsibility of the institution easy-kid-care are subject to the relevant cantonal authority.

## 5. Insurance

The parents are responsible for the **health, accident and liability insurance of the child**. The institution is entitled to demand these. Parents are responsible for any damages caused by the child. easy-kid-care children's educational centre has concluded all necessary insurance for the operation of the institution.

## 6. Safety

For reasons of safety, the children must be handed in personally to the head of the centre or the group leader. In the document "Authority to collect" it is stated in writing who is authorised to collect the child. The person concerned must introduce himself personally to the head of the institution. Photos of the persons authorised to collect will be saved on the computer. The child will only be released to the persons who are registered with the authority to collect. Changes in this regard must be communicated beforehand personally to the head of the centre or to the group leader. The person authorised to collect must always document each instance of bringing and collecting at reception, by means of signature, date and time.

At joint events with the parents, parents have sole responsibility of care for their children.

**7. Hygiene**

Hygiene is very important to us. The cleanliness of our institution is ensured by professional cleaners. The statutory hygiene requirements are inspected regularly.

**8. Premises**

The private children's educational centre is situated in generously-sized, newly constructed premises in Egerkingen. It comprises an interior of 230m<sup>2</sup>, which was built in precise accordance with the needs of a children's educational centre, as well as a natural outdoor area comprising 150 m<sup>2</sup>. The institution fulfils all construction and fire protection regulations.

**Opening hours/ care provision**

**9. Opening hours / care times / holidays**

easy-kid-care is open all year round. Monday to Friday from 7.00 a.m. – 6 p.m. and with an evening programme for emergency care until 9 p.m., as well as Saturdays with the weekend programme from 10.00 a.m. – 5.00 p.m. Exceptions are the statutory Canton holidays, as well as Christmas and the New Year.

If you need to bring your child to the children's educational centre before 7.00 a.m., this is possible in exceptional cases and with the consent of the head of the centre.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
07.00 - 08.00						
08.00 - 09.00						
09.00 - 10.00						
10.00 - 11.00						
11.00 - 12.00						
12.00 - 13.00						
13.00 - 14.00						
14.00 - 15.00						
15.00 - 16.00						
16.00 - 17.00						
17.00 - 18.00						
18.00 - 19.00						
19.00 - 20.00						
20.00 - 21.00						

easy-kid-care GmbH is not liable for lack of care due to force majeure (such as burglary, theft, fire, water or storm)

### 10. Personnel

Only qualified personnel are used in our institution. We maintain a balance between English and German-speaking carers. A quality management system ensures that only the best are employed by easy-kid-care.

### 11. Groups

easy-kid-care cares for children from the ages of 3 months to 6 years. The children's educational centre has 4 groups, each with 5 -6 children. The children are placed in age-homogenous groups. Slight changes to this structure may occur. The children are encouraged individually in accordance with their group, their age, their development and their capabilities.

<b>Unit 1:</b>	Babies	(3 – 18 mths)
<b>Unit 2:</b>	Toddlers	(18 mths – 3 yrs)
<b>Unit 3:</b>	Pre-Kindergarten	(3 yrs – 4.5 yrs)
<b>Unit 4:</b>	Kindergarten	(4.5 yrs – 6 yrs)

### 12. Activities / daily schedule

We make sure that there is a varied and well-paced daily schedule with learning, playing, meals and rest. The carers take on the ideas and interests of the children and strive to encourage them individually, but not to overextend them, in an educational and didactic manner. We place great emphasis on "learning by doing" and the unfolding of the strengths of every single child. In the garden and in the immediate vicinity we have the opportunity to go on tours of discovery with the children and to experience nature. The range of toys available conforms to the age of the child and is chosen carefully according to the targeted needs for further development. The daily schedule is arranged according to the educational programme easy early steps®. This educational programme was developed by easy-kid-care and conforms to the Solothurn curriculum and the scientific findings of general early learning and infant language acquisition.

The easy early steps® educational programme is divided into different modules:

<p><b>Guided module</b></p> <p>The children are guided playfully by the teachers to educational topics and their knowledge is developed.</p>	<p><b>Free module</b></p> <p>The children can decide themselves how to spend their time playfully and educate themselves individually.</p>	<p><b>Project work</b></p> <p>Project work is integrated as the children get older. Together with appropriate members of staff, projects in the fields of music, sport, artistic expression and natural sciences are carried out.</p>	<p><b>Social engagement</b></p> <p>Social projects such as visits to retirement homes, hospital wards and animal shelters are intended to encourage social competence and foster appreciation.</p>
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### 13. Nutrition

**easy-kid-care provides the children with balanced and healthy nutrition. During the day children receive elevenses, a warm lunch and an afternoon snack. Water, milk, sugar-free juices** and tea are available to drink. The meals are freshly prepared every day. The weekly, varied menu plans are posted on the centre's information board. Furthermore, infants are encouraged to eat with a knife, fork and spoon, and they are taught how to use these properly. In addition, attention is paid to ensure that all children develop an enthusiasm for healthy food.

The meals – elevenses, lunch and afternoon snack, or dinner (only during the evening programme) – are eaten together with the carers.

Any individual needs of the children can be discussed with the centre. However, parents are requested not to provide their children with food, in particular sweets.

### 14. Teeth-cleaning

The centre will look after the cleaning of teeth after lunch. Toothbrushes and toothpaste are available in the centre. Toothbrushes will be replaced when necessary.

## Acceptance/ Registration/ Contract/ Costs

### 15. Conditions of acceptance/ minimum required attendance

In principle, children between the ages of 3 months and 6 years are accepted into the bilingual easy-kid-care children's educational centre. The minimum required attendance is 20%, i.e. a whole day or two half days per week. The institution reserves the right to accept the child at its own discretion after an introductory talk with the family, or to refuse to do so without having to provide a reason.

A registration can be submitted at any time, irrespective of the generally valid school year. Acceptance will be confirmed in writing by easy-kid-care. After the payment of the registration fee, the security deposit and the first monthly instalment, the child may attend easy-kid-care.

The educators at easy-kid-care are not specially trained for the care of handicapped children, which is why no handicapped children can be accepted.

### 16. Conditions of acceptance for the weekend programme

Participation in the weekend programme can take place by the hour. External children, who are not registered with easy-kid-care during the week, can also take part. Spontaneous registrations at short notice are possible on Saturday, provided there are enough places free. Parents of external children must provide their contact details at the first participation.

Fees for the weekend programme are outlined in the tariff table.

**17. Registration**

The binding registration is made by completing and signing the registration form, submitting the necessary documentation (according to the registration form) and paying a registration fee of CHF 400 for the first child. There is a 20% discount for each additional child. In the first invoice 50% of the registration fee will be refunded.

**18. Waiting list**

For an entry in the waiting list, the "Waiting list registration" form must be submitted. A fee of CHF 200 per child is charged and as soon as a place is free this will be set against the registration fee.

**19. Security deposit**

Upon first admission, a security deposit to the amount of one monthly instalment of the care costs must be paid. In the case of a timely withdrawal (observance of the three month notice period), this will be refunded without interest within a period of 3 months, provided that there are no claims against the legal guardian.

**20. Contract**

A contract shall be made between the parents of the child to be cared for and easy-kid-care under the following conditions:

- easy-kid-care receives the signed registration form from the parents.
- easy-kid-care sends the parents a signed confirmation of the care place and sends the agreed care times and hours by e-mail.

The parents declare their willingness to provide all necessary information about their person as well as that of the child. This includes written details of their names, address and residence, as well as those of the persons authorised to collect the child.

## 21. Tariffs/ Discounts/ Payment terms

The tariffs and respective discounts are shown in the following tariff list.

Time/ Tariff	All day CHF 130	Mornings CHF 85	Afternoons CHF 70
<b>Monday - Friday</b>	Incl. elevenses, lunch and afternoon snack  <b>11h</b> <b>7.00 a.m. – 6 p.m.</b>	Incl. elevenses and lunch  <b>6h</b> <b>7.00 a.m. – 1 p.m.</b>	Incl. afternoon snack  <b>5h</b> <b>1.00 p.m. – 6 p.m.</b>

**Monthly rates** (\* from 3 full-days plus you will be able to benefit from a price reduction of up to 5%)

	All day	Mornings	Afternoons
<b>1x</b> per week	CHF 520	CHF 340	CHF 280
<b>2x</b> per week	CHF 1,040	CHF 680	CHF 560
<b>3x</b> per week	CHF 1,490*	CHF 1,020	CHF 840
<b>4x</b> per week	CHF 1,980*	CHF 1,360	CHF 1,120
<b>5x</b> per week	CHF 2,470*	CHF 1,700	CHF 1,400

### Discounts:

Full-day children benefit from a cheaper hourly rate. A child must attend the children's educational centre at least 20% of the time, i.e. one whole day or two half days.

Siblings receive a discount on the monthly rate of 5% and on the security deposit of 20%.

### Payment terms:

Monthly rate, invoiced 12 x per year, payable monthly in advance by standing order or direct debit, at the latest by the 28<sup>th</sup> of the previous month. Due to the high costs, we request that you do not pay at the post office counter! Payment in cash against a receipt is possible with the head of the centre or his deputy. A penalty fee of CHF 50 will be charged for late payments. In the event of a delay in payment of more than 30 days, management reserves the right to decide to award the place to another child.

**Additional care times, evening and weekend programme (spontaneous care in “emergencies” and settling in period):**

Additional days/ half days or additional flexible hours besides the contractually agreed care time, as well as costs incurred during the settling in period, and the evening and weekend programmes, must be paid in cash against a receipt at the centre on the day concerned.

**Cancellation/ holidays:**

No reduction can be provided in the event of illness, accident, etc. The days cannot be compensated. Notification of holidays must be made at least one month in advance (prior to the payment of the upcoming care month) and can therefore be deducted from the invoice in advance. Notifications that arrive later can no longer be considered for organisational reasons.

**Changes:**

Parents will be informed by management in writing of any changes to the care costs, 3 months in advance.

**Tariffs for the evening programme and weekend programme**

Monday - Friday	All evening (incl. dinner)	Individual hours		
	6 p.m. – 9 p.m.	6 – 7 p.m.	7 – 8 p.m.	8 – 9 p.m.
Tariff	CHF 80	CHF 20	CHF 30	CHF 40

Saturday	All day (incl. lunch and afternoon snack)	Individual hours (incl. elevenses, lunch or afternoon snack, depending on the time of visit)
	10.00 a.m. – 5 p.m.	10.00 a.m. – 5 p.m.
Tariff	CHF 100	CHF 15 per hour

**22. Bringing and collecting a child**

The child may be brought to and collected from the children's educational centre at any time on the registered days, except during the midday rest period from 12.00 – 1 p.m. During this time, children can only be collected in exceptional cases and with the consent of the head of the centre or the group leader. Otherwise there are no restricted or blocked times.

The care costs will not be reduced or refunded if a child is brought later or collected earlier.

### **23. Late collection of a child**

Is not a problem at easy-kid-care. All we ask is that we are informed by telephone and that the child can participate in the evening programme. Hourly tariffs are detailed in the tariff table. If the extra hours occur during the afternoon hours from 1 – 6 p.m., an hourly rate of CHF 15 will be charged. The due amount must be paid to the centre in cash when the child is collected.

### **24. Termination/ curtailment of care days**

The mutual termination period of notice for a care place is 3 months, in each case to the end of the month. This notice period also applies to a curtailment of the number of care days. Notification of the termination or curtailment of care days must be made in writing and submitted personally to the head of the centre or his deputy, or sent as registered mail. The curtailment of the care days takes effect in each case at the beginning of the month.

The institution reserves the right of extraordinary termination without notice for an important reason. Examples for such a reason: if obligations outlined in these operating regulations are not observed or extraordinary circumstances that no longer allow the child to remain in the children's educational centre.

### **25. Withdrawal prior to the beginning of care**

If the termination is made prior to the start of care, the contractual relationship thus ceases at the end of the third agreed month of care provision. Notification of withdrawal must be made in writing and sent by registered mail.

### **26. Expulsion**

The expulsion of a child can be carried out at any time, and without the necessity of providing a reason, by the head of the centre in consultation with management (e.g. in the event of the non-payment of care costs, infringement of the contract, unacceptable behaviour of the child in the group, etc.). The decision will be communicated in writing.

## **Settling in/ illness & miscellaneous**

### **27. Settling in phase**

Settling in properly is incredibly important for the child, the parents and the carers. The first meeting in the children's educational centre serves as a means of "getting to know" each other. During the settling in period we integrate the child into the group and into the everyday life of the centre step by step. During this time the child also learns to overcome more easily the pain of separation. The parents should take enough time to accustom the child to its new environment. With a lot of love, understanding and patience, and the positive support of the parents, the child will be able to become well-integrated. The settling in period can begin one month before the definite entry. It can be designed individually and adapted to the child. Wherever possible, the wishes of the parents will be taken into account. The duration of the settling in phase depends on the needs of the child and the possibilities of the parents. The care during the settling in period is subject to a fee.

### **28. Illness**

Should a child become ill, the head of the centre must be informed no later than 7.00 a.m. (in the case of all day or morning care) and by 1.00 p.m. (in the case of afternoon care). Children who suffer from infectious illnesses may not attend the institution for the protection of the other children. After an infectious disease, a medical certificate is necessary, confirming the assessment of harmlessness with regard to the danger of infection. If the child attends the institution with a slight cold and its condition worsens during the course of the day, the parents will be informed immediately and are obliged to collect their child as quickly as possible. In cases of emergency the head of the centre or the group leader will contact the institution's general doctor directly.

In the event of an accident, all costs, e.g. ambulance, must be borne by the parents.

Children who are temporarily handicapped as a result of an accident (e.g. broken arm) may still attend the institution, provided that they can still participate in the activities and do not require any special attention. No liability will be accepted for a delay in the healing process or for any subsequent damage. In such case, the head of the centre shall decide on the degree of care provision.

### **29. Allergies / medication**

If a child suffers from an allergy, requires special nutrition or needs to take medication, this must be communicated personally to the head of the centre or to the group leader. Medication must be brought along in its original packaging, including the information leaflet inside the packaging, and inscribed with the following information: surname, forename, time, dosage (how much and at what time we must give the medication). In principle, easy-kid-care's employees do not give children any prescription medicines. If a child is dependent upon the provision of prescription medicines, a corresponding written permission from the parents allowing employees of easy-kid-care to provide medication to a child may be allowed in exceptional cases and in consultation with the head of the centre.

### **30. Clothing / change of clothing / own toys**

The children should wear comfortable clothes that are suitable for the prevailing weather conditions. Under a long-sleeved pullover, for example, a t-shirt should always be worn, so that the pullover can be taken off, depending on the temperature. Every kind has storage space in the education centre for a change of clothing, the completeness of which should be checked regularly. This clothes storage is intended for emergencies, should an accident occur. Slippers are obligatory and should fit the feet well.

Private toys can be left in the cloakroom. Soft toys, blankies, etc., which the children need for sleeping, may be brought along initially until the child has grown accustomed to the centre's own soft toys. No liability can be accepted for private toys, jewellery or clothing.

### **31. Nappy-changing**

The parents must set up a small nappy-changing store in the centre (including any creams that should be used, etc.).

### **32. Photos / Homepage**

In principle, photos of the children may be used on the homepage of the children's educational centre. The names of the children will not be mentioned. If for any reason photos of a child may not be inserted on the homepage, this must be communicated in writing.

## **Data**

### **33. Change of address, new telephone numbers, change of employment**

Changes of address, new telephone numbers and changes of employment must be communicated to the head of the centre as soon as possible, so that the contact details are completely up-to-date and the parents can be reached in the event of an emergency. All data relating to the child will be stored and treated in confidence in accordance with data protection laws.

### **34. Address**

Kinder-Bildungs-Zentrum easy-kid-care GmbH

Winkelstrasse 5

4622 Egerkingen

Homepage: [www.easykidcare.ch](http://www.easykidcare.ch)

E-Mail: [info@easykidcare.ch](mailto:info@easykidcare.ch)

### **35. Severability clause**

The invalidity of individual provisions of these operating regulations does not affect the validity of the remaining provisions. Upon the conclusion of the contract the validity of the operating regulations are considered to be accepted. easy-kid-care reserves the right to alter or adjust the operating regulations at any time. Any changes will be communicated in a timely manner with the distribution of an updated version of the operating regulations.