

Internal rules and regulations

School year 2022/23

Service d'éducation et d'accueil (SEA) Heffingen

Dear parents, dear children,

It is with great pleasure that we present to you the internal rules and regulations of the *Service d'éducation et d'accueil (SEA)* Heffingen for the school year 2022/23.

Together with the Luxembourg Red Cross, the municipal administration of Heffingen offers complementary education and care services at the *SEA* from 07.00 to 19.00 o'clock in order to help families to better coordinate their work and family life.

This offer is available to all children enrolled at the elementary school or living in the municipality of Heffingen, subject to the admission priorities in place. Please note that the maximum number of children per accreditation is defined by the Ministry of Education, Children and Youth and must be strictly respected.

The municipal administration has entrusted the Luxembourg Red Cross with the direction and management of the *SEA* by means of a partnership agreement.

Jana Brosche

Person in charge of Maison Relais Heffingen

I) Operating principles

A. Admission priorities

All children enrolled in elementary school living in the municipality of Heffingen may benefit from the services offered by the *Service d'éducation et d'accueil* (SEA), in accordance with the admission criteria.

If the number of applications is superior to the maximum capacity of children defined in the ministerial accreditation, priority will be given to:

- Families where both parents work full time or are registered with the Luxembourgish employment agency ADEM
- Single parents
- Disadvantaged parents (e.g. social needs)

There is no hierarchy of priorities.

In the event that the total number of applications is higher than the number of spots available and that several applications meet the same of the above-mentioned criteria, the date on the enrolment form or the enrolment renewal letter will be decisive.

If the maximum capacity of the SEA has been reached during the school year and there is an urgent and high-priority request, the SEA reserves the right to cancel the admission of children whose parents do not meet the priority criteria mentioned above. In this case, the SEA management, in consultation with the parents, will propose alternative time slots.

The signed enrolment form is only valid when accompanied by the supporting documents listed on the last page of the form or when existing information is confirmed by signing the enrolment renewal letter.

B. General timetable

The *Service d'éducation et d'accueil* (SEA) is open from Monday to Friday from 7 a.m. to 7 p.m.

The different services are offered on every day of the **school week** according to the following **attendance and invoicing periods**:

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
07.00-07.30					
07.30-11.30/12.00	Service d'éducation et d'accueil fermé (sauf en vacances scolaires)				
11.45/12.10-13.30					
13.30/14.00-15.30/16.00	SEA closed (except during school holidays)	13.30 - 14.00 14.00 - 14.30	SEA closed (except during school holidays)	13.30 - 14.00 14.00 - 14.30	SEA closed (except during school holidays)
15.30/16.00-16.30		14.30 - 16.30		14.30 - 16.30	
16.30-17.00					
17.00-17.30					
17.30-18.00					
18.00-19.00					

The different services are offered every weekday during **school holidays** (except when the SEA is closed) according to the following **attendance and invoicing periods**:

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
07.00-08.00					
08.00-08.30					
08.30-09.00					
09.00-10.00					
10.00-12.00					
12.00-14.00					
14.00-14.30					
14.30-16.30					
16.30-17.00					
17.00-17.30					
17.30-18.00					
18.00-19.00					

During school holidays, some field trips may last the whole day (e.g. from 9 a.m. to 5 p.m.). In this case, children can only be enrolled for the full duration of the trip. It will not be possible to pick them up before the end of the trip nor to drop them off after the time of departure.

In order to improve the quality of our daily work with the children and to guarantee an adequate supervision of the activities, we aim to limit the amount of disruption and of “coming and going” within the groups.

Therefore, we kindly ask you to pick up your children either at 2:30 p.m. or from 4:30 p.m. onwards.

To avoid disruptions to supervised study time or other educational activities in progress, it is not possible to pick up/bring the children between 2:30 and 4:30 p.m., except in case of an emergency or an exceptional request.

The SEA will be closed on the following dates:

26th December 2022 - 30th December 2022

14th August- 18th August 2023

25th December 2023 - 29th December 2023

Exceptional closing days may be added, for instance for internal staff trainings, in which case you will, of course, be informed in good time.

C. Enrolment procedures

Attendance sheets are available at the SEA's secretariat and can be consulted and sent by e-mail.

All enrolment forms or modification/cancellation forms must be deposited in the SEA mailbox or sent by email to relais.heffingen@croix-rouge.lu.

1. Enrolment for the school period

1.1. Annual regular attendance sheet (Annex 1)

Your child is enrolled at the SEA throughout the school year on the days and time slots indicated on the sheet “Attendance sheet for 2022/23” (Annex 1).

1.2. Irregular attendance sheet (occasionally/monthly/weekly) (Annex 1a)

Irregular enrolments are for parents who work shifts and parents whose childcare needs change from week to week or month to month. You can enrol your child using the “Irregular attendance sheet”; this sheet needs to be submitted by the Thursday before to the first week of the new attendance pattern, no later than **9 p.m.**

For organisational reasons, we kindly ask you to enrol your child for as many weeks as possible (for example for 4 consecutive weeks, if you receive a monthly work plan).

If necessary, the SEA may request additional information.

1.3. Modification sheet (annex 2)

For organisational reasons, any modification or cancellation of enrolment during the school year must be notified in advance to the *SEA* by letter or by email until the Thursday (9 p.m. at the latest) preceding the week in which the modification or cancellation is to take effect.

After this point, we will no longer be able to take the changes into account for the invoicing.

The modification request will be considered subject to availability of spots.

In the event of repeated non-compliance with the initially requested attendance slots, the management reserves the right to adapt the enrolment of the child to its actual attendance at the *SEA*. Likewise, in order not to block time slots unnecessarily, we reserve the right to adapt the hours of attendance if we notice that you repeatedly cancel the same slots granted to you at the beginning of the school year.

If the modification procedure is not followed, the enrolment slots will be fully invoiced, even if your child has not or attended to *SEA* (even if the absence was only partial).

2. Enrolment for the school holidays

During the school holidays and on Saint Nicholas Day, the *SEA* remains open except for the closing weeks of the school year 2022/23. Due to the different organisation during the holidays, a separate enrolment is necessary.

To enrol your child, you must submit the duly completed enrolment form before the enrolment deadline. You will receive a quarterly schedule informing you of the enrolment deadlines for the holiday periods. Enrolment requests submitted after the deadlines can no longer be considered.

For organisational reasons, any modification or cancellation requests for school holiday slots must be notified to the *SEA* by letter or by email by the enrolment deadline at the latest. After this point, we will no longer be able to take the changes into account for the invoicing.

Only for urgent and duly motivated reasons and only if the facilities allow us to do so, can we accept enrolments after the enrolment deadline.

D. Acclimatisation period

An acclimatisation (or adaptation) period is mandatory when a child is admitted to the *SEA*. A period of one week is scheduled for the acclimatisation, but this period can be extended if necessary. During the acclimatisation period, one of the parents must be available to slowly accustom the child to life at the *SEA*. The details of the acclimatisation period are organised together with the educational staff. The purpose of this period is to gently prepare the child for life in a group, as for many children, this is a difficult step and generally involves a significant separation trauma.

II) Daily schedule

A. Education and care

Our education and childcare facilities are places of non-formal learning. In a stimulating environment, we create educational processes that allow the self-determined child to actively participate in everyday life. In our facilities, we combine education and care.

The *Service d'éducation et d'accueil* (SEA):

- provides an environment conducive to the social, cognitive and motor development of the child.
- offers “open” educational work, adapted to the age of the children, in rooms/spaces with specific functions (e.g. construction, movement, role play, creativity, etc.) allowing the children to make their own experiences in accordance with their interests and needs.
- encourages children to participate actively and democratically in the daily life of the SEA.
- observes and documents the child's progress and development.

B. Morning reception

Exemple à adapter selon la maison :

Children enrolled in cycles 2 to 4 (elementary school) can arrive between 07.00 and 07.30, children enrolled in cycle 1 (preschool and early childhood education) between 07.00 and 07.40. (The school bus will bring the children in cycles 2 to 4 to Heffingen.)

C. Food service

The food service operates every day (Monday to Friday from 12 to 2 p.m.)

The meals are prepared on site by a professional cook, who ensures that the children are offered a healthy and balanced diet. The meals on offer have been composed by a dietician and chosen according to the recommendations of the Ministry of Health. The menu plan can be viewed on the website.

Children of all cycles get their food according to a “self-service” system. This model allows them to organise their lunch break independently by choosing from a variety of activities. They take the food themselves and have their lunch when they feel like it. The educational team of the SEA ensures that each child has a balanced lunch, it offers activities and supervises the children.

Any food allergies, intolerances (allergy to strawberries, nuts, etc.) or incompatibilities (e.g. diabetes) your child may have must be notified to us and certified by your doctor and be submitted when enrolling your child.

Unfortunately, we cannot provide dietetic meals or meals meeting certain medical indications. However, we will try, as far as possible and in collaboration with the parents and the dietician, to find an appropriate solution.

Please tell us about your child's eating habits. This information can be provided by the legal representatives on a voluntary basis.

A snack is served at 4 p.m. for children attending the SEA. During school holidays, a breakfast meal is served at 9 a.m.

D. Supervised homework

In accordance with the Grand-Ducal regulation of 16th March 2012 on the implementation of article 16 of the law of 6th February 2009 on the organisation of the elementary schools, relating to extra-curricular activities, the SEA offers supervised homework on:

Mondays, Wednesdays, and Fridays: between 16:30 to 17:30

Tuesdays and Thursdays: between 13.30 to 14.30

On Tuesday and Thursday afternoons, the homework room remains available until 5.30 p.m. for those who wish to study longer.

Supervised homework is defined as follows by the above-mentioned Grand-Ducal regulation: “les études surveillées consistant à offrir aux enfants un cadre favorable à l’exécution des devoirs à domicile de façon autonome, dans des conditions de calme avec une surveillance et un soutien minimal” (supervised homework consists in providing the children with a quiet environment that allows them to do their homework independently, under supervision and with minimal support).

The educational team would like to draw attention to the fact that parents are fully responsible for checking their children’s homework and for revising subjects before tests. The same applies to the signing of the homework assignment book (journal de classe).

There is no supervised homework during the school holidays.

III) Important information

A. Discipline

Repeated disobedience of a child or disruptive behaviour within the group will result in a meeting between the parents and the educational staff and may lead to the temporary or even permanent exclusion of the child from the *Service d'éducation et d'accueil* (SEA).

Children attending the SEA are strictly forbidden to leave the premises. Parents will be notified by telephone if an enrolled child is absent.

Children are not allowed to bring sweets or personal toys, with the exception of teddy bears, soft toys or favourite objects, which they are attached to and may need for their nap.

B. Civil liability insurance

The SEA accepts no responsibility for the loss or damage of toys, clothes, money, mobile phones, music players/MP3s or jewellery brought in by the child.

Children are covered by civil liability insurance for any damage caused to a third party during all actual supervision hours while under the responsibility of the SEA.

As soon as the parents or the person designated by them are present at the SEA, they are responsible for the child(ren).

C. Delays

If the parents are running late with regard to the time the child is enrolled for, it is very important that they notify the SEA staff.

Repeated lateness will result in a systematic extension of attendance hours, or even a temporary exclusion of the child.

Attendance exceeding the hours that the child has been enrolled for will be invoiced. If such delays happen repeatedly, the child(ren) risk(s) temporary or even permanent exclusion.

D. Illness

1. **General terms**

If a child is ill, they cannot attend the SEA.

The parents concerned will be asked to pick up their child as soon as possible, or to delegate the task to a person whom they have authorised beforehand to do so by means of a parental authorisation for third parties (annex 3).

Children with a contagious disease are not admitted to the SEA for the duration of the contagion. If your child has head lice, please inform the educational staff and the person in charge, so that appropriate hygiene measures can be taken immediately.

If a child is ill, the parents have to find a solution for the care of their child (e.g. the "KRANK KANNER DOHEEM" service, Tel: 48 07 79).

In the event of a medical emergency or accident, the staff reserves the right to contact the hospital on duty or to call the emergency services.

If your child is ill, it is imperative that you notify us by phone or email before 9 a.m. on the day of your child's absence.

Sick leave exceeding 2 days requires a medical certificate that must be submitted within 5 working days.
If this procedure is followed, the initially scheduled hours of attendance will not be invoiced.

2. Delegation of an act of assistance

Medicines are only administered with:

- the written consent of the parents (Annex 5) **and** a valid medical prescription.

We therefore ask parents to provide us with a medical prescription stating the exact dosage to be administered to the child as well as the duration of the treatment and to write the child's name on the medicine.

This applies to all medicines, including homeopathic ones and those available over the counter.

3. Daily care

As part of the daily care and in the event of a fall and/or injury, the educational staff may use the following products:

- Hibidil spray for disinfection,
- Arni Stick/cream for bruises,
- Systral for insect bites and sunburn,
- sunscreen to protect the skin from the sun,
- soothing protective and repair cream (red skin) without medication (Penaten, Mitosyl cream, etc.),
- Flavigel anti-burn cream.

Please note that the presence of ticks will require the personal intervention of parents or even a doctor.

4. Allergies/Intolerances/medical history

We kindly ask you to inform us of any allergies, intolerances and/or food incompatibilities or other conditions (egg allergy, nut allergy, diabetes, etc.), so that, together, we can find a solution meeting your child's needs.

Allergies/intolerances/allergen avoidance **without risk for an anaphylactic shock** must be certified by your doctor.

Severe food allergies/intolerances, as well as food **incompatibilities that could lead to an anaphylactic shock** (needing a "fastjekt/epipen" emergency kit) must be reported and certified by your doctor, who must fill in a **PAI** (individualised care project). The PAI has to be accompanied by an **Emergency Action Plan** to be followed in the event of an attack or fit.

For children with specific health needs (diabetes, epilepsy, asthma, heart disease, etc.), it is also crucial that the **PAI** (individualised care project), accompanied by an **Emergency Action Plan**, be completed by your doctor and submitted when enrolling at our SEA.

An update or termination of the PAI must be submitted to the SEA without delay.

E. Taking and publishing of pictures

We ask you to complete the form "Authorisation for taking and/or publishing pictures (photographs or videos)" to give your consent to the taking and publication of pictures. (Annex 10)

F. Authorisation for activities outside the SEA

Parents hereby agree that their child may participate in all activities and leave the premises under supervision on foot, by private car, bus or public transport. In the event of an excursion abroad, the parents agree to provide a "parental authorisation" established by the municipal administration.

G. Declaration of changes in personal data

Any change in personal data, such as the address after moving house, the telephone number, the professional situation (working hours per week), the child's state of health, the bank account, etc. must be notified in writing to the person in charge of the SEA.

The SEA will proceed to change your data within a month.

H. Termination of the enrolment

The termination of the enrolment at the SEA must be notified in writing to the secretariat one month before it takes effect (e.g.: in case of moving to another municipality) (Annex 7) .

IV) Rates

A. Financial contribution of parents to SEA operating costs

The parents' contribution is calculated according to the financial and family situation of the parents, on the basis of the official price list proposed by the Ministry of Education, Children and Youth (Grand-ducal regulation on the *chèque-service accueil*, CSA – childcare service vouchers).

The CSA-card is available at the secretariat of your municipality, where you can register for the CSA-system.

The current price list can be consulted at: www.accueilenfant.lu

For certain activities (e.g. excursions), an additional payment may be requested.

For these activities, you will receive a detailed programme in good time, together with a separate registration form. These excursions may last all day.

On written request of the parents, they can receive a certificate for the tax return by the person in charge.

B. Invoicing

The slots your child is registered for will always be charged in full, as well as any attendance hours exceeding these slots.

If the child is enrolled in a club (music, LASEP, etc.), their time away from the SEA will not be charged.

The SEA reserves the right to temporarily or permanently exclude a child in the event of repeated non-payment of invoices with one month's notice.

C. Direct debit order

To facilitate the payment of your invoices, all monthly payments are made by means of a SEPA direct debit order (annex 8). Please fill it in legibly, sign it and attach it to the enrolment form.

The *Croix-Rouge luxembourgeoise* informs your bank of the amount due for payment on the last working day of the month. Your bank will then carry out the payment from your bank account, no intervention on your part is required.

You are entitled to a refund by your bank under the terms of your contract with them. Any request for a refund must be submitted within 8 weeks of the date on which your account was debited. Just send your creditor ID to your bank. This ID consists of your customer number and the letters DOM on the invoice.

The direct debit order is to be completed and signed only once; it remains valid until revoked.

If you have already signed a direct debit order, you do not need to renew it, unless your bank details have changed.

D. Re-Invoicing

If an invoice is incorrect due to an error on our part (e.g. incorrect number of hours of supervision), please contact the person in charge. The time limit for contesting an invoice is six months.

Re-invoicing requests for invoices from the previous year must be submitted no later than 15th March of the current year. After this date, we will only accept re-invoicing requests for current year invoices.

The *chèque-service* contract is valid for one year. Parents are therefore required to renew it on time.

If an invoice is incorrect due to the expiry of the *chèque service* contract, please contact the person in charge. A re-invoicing request may only be made with regard to the last two consecutive invoices.

The invoices concerned must be accompanied by a letter.

I) Summary of Annexes

1. Attendance Sheet
2. 1.a Irregular Attendance Sheet
3. Modification sheet
4. Parental authorisation for third parties
5. Parental authorisation "Trips to and from the SEA – Home"
6. 4.a Parental authorisation "Trips to and from the SEA – Club"
7. Parental delegation of an act of assistance
8. (Direct debit order)
9. Termination of enrolment form
10. General notice on the protection of personal data
11. Information on the processing of personal data in form of pictures (photos and videos) taken by the Luxembourg Red Cross
12. Authorisation for taking and/or publishing pictures (photos and videos)