

Internal rules and regulations

School year 2024 – 2025

Service d'éducation et d'accueil Ettelbruck

1. Operating principles

A. Admission priorities

All children living in the Municipality of Ettelbruck can benefit from the services offered within the framework of the Education and Care Service according to the admission criteria. In the event of a number of registrations exceeding the maximum capacity of children defined by the approval, priority will be given:

- families, where both parents work full time or are registered with the Employment Development Agency (ADEM)
- to single-parent families
- disadvantaged families (e.g. social needs)

The date of submission of the registration form will prevail, in the event that the number of total registration requests is greater than the maximum capacity and that several registration requests meet the same admission criteria mentioned above.

In the event that the maximum capacity of the Education and Care Service is reached during the school year and in the case of an urgent and priority request, the Education and Care Service reserves the right to cancel the registration of children whose parents do not meet the priority criteria mentioned above. In this case, the management of the Education and Care Service, in consultation with the parents, will be responsible for offering them alternative time slots.

The signed registration form is only valid with the supporting documents listed on the last page of the registration form

B. General timetable

The *Service d'éducation et d'accueil* 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**:

Morning reception	07 :00 – 08 :00
Monday, Wednesday, Friday	12 :00 – 14 :00 16 :00 – 19 :00
Tuesday, Thursday	12 :00 – 19 :00

Possible registration periods are detailed on the registration form (Appendix 1).

Always concerned to improve the quality of our daily work with the children and to ensure that activities are properly monitored, we must limit the moments of disturbances and “coming and going”.

We therefore invite you to collect your children:

- Tuesdays and Thursdays from 14:00 to 14:10 and from 16:00 onwards
- Mondays, Wednesdays and Fridays from 16:00

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

Monday till Friday	07 :00 – 19 :00
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The possible registration periods are detailed on the registration form for the school vacations in question.

C. Registration details

All attendance sheets are available from the secretariat of the Education and Reception Service and can be viewed and downloaded from the website <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/mr-ettelbruck/>

Any kind of registration or modification/cancellation must be deposited in the Education and Reception Service mailbox or by email relais.ettelbruck@croix-rouge.lu.

1. Registration form for the school period

1.1. Annual regular attendance sheet (Annex 1)

Your child is registered throughout the school year at the Education and Care Service on the days and times indicated on the form.

1.2. Occasional/Weekly/Monthly Irregular Attendance Sheet (Annex 1a) and modification sheet (Annex 2)

For organizational reasons, any modification or cancellation of registration during the school period must be notified in advance in writing or by email until the Friday (9 a.m. at the latest) preceding the week of modification or cancellation at Secretariat of the Education and Care Service.

After this time, it will not be possible for us to take it into account for invoicing.

The request for modification will be taken into account within the framework of the limit of available places. If you do not receive a negative opinion regarding your child's registration modification request no later than 2 days before the modification occurs, your child is registered during the hours indicated on the modification sheet. You will not receive a registration confirmation.

In the event of repeated non-compliance with the registration times initially requested, the management reserves the right to adapt the registration of the child according to the actual presence of the child. Similarly, in order not to block time slots unnecessarily, we reserve the right to adapt the schedules if we find that you automatically cancel certain same registration slots that were granted to you at the start of the school year. If the modification procedure is not respected, the registration slots will be fully invoiced, even if your child is not present (even partially).

2. Registration form for the holiday period

During school holidays, the Education and Care Service will remain open except on 23.12.2024 until 27.12.2024 and from 11.08.2025 until 15.08.2025. Given the particular organization during the holidays, a specific registration is necessary. Registration forms for school holidays will be available at the Education and Reception Service according to the schedule of important dates.

If you wish to register your child at the Education and Care Service, the duly completed registration form must be returned before the registration deadline.

A quarterly schedule will be sent to you, informing you of the registration deadline for these periods. Once this date has passed, it will no longer be possible to consider an application.

During school vacations, some excursions may last all day (e.g. from 9:00 to 17:00). In this case, children can only be registered for the full duration of the excursion. It will not be possible to collect children before the end of the excursion, or to bring them back after the start of the excursion.

Always concerned to improve the quality of our daily work with the children and to ensure that activities are properly monitored, we must limit the moments of disturbances and "coming and going".

During school holidays, we invite you to:

Bring your children:

- Morning no later than 10:00 a.m.
- Noon no later than 2:00 p.m.

To pick up your children:

- Between 12h00 and 14h00 or after 16h00

Except in the case of an emergency or exceptional request, **it is no longer possible to bring or collect them between 10:00 and 12:00, 14:10 and 16:00**, so as not to disrupt the supervised studies and educational activities in progress.

The closing dates for the education and reception service are :

December 23, 2024 to December 27, 2024

August 11, 2025 to August 15, 2025

**Special closing days may be added to these dates, in particular for internal pedagogical training.
Should this be the case, you will of course be informed in good time.**

You will always receive a confirmation or a negative notice (in writing).

For organizational reasons, any changes or cancellations concerning school vacation periods must be notified in advance in writing or by e-mail to the Education and Childcare Service by the registration deadline preceding the week of the change or cancellation.

After this deadline, the change or cancellation cannot be taken into account for billing purposes.

Except for justified emergencies, and only in cases where the structure allows it, it will be possible to accept registrations after the registration deadline.

The program of activities for the school vacations will be made available to you one week before the start of the vacation in question.

D. Adaptation phase

An adaptation period is mandatory when the child is admitted to the Education and Care Service. The normal duration planned for this integration is at least 4 weeks. However, it may be necessary to extend this period. During this phase of adaptation, one of the parents must be available to slowly accustom the child to life at the Education and Care Service. The exact course of this adaptation phase is organized with the educational staff. The purpose of this period is to gently prepare the child for life in a group, a phase which represents a difficult stage for many children, and which generally involves significant separation trauma.

In order to be able to prepare this adaptation period in an ideal way, a mandatory meeting is organized with the parents.

2. Daily schedule

A. Supervision and reception

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

The Education and Care Service:

- provides an environment conducive to the social, cognitive and motor development of the child.
- offers “open” pedagogical work, adapted to the age of the children, in rooms/spaces with specific functions (e.g.: construction, movement, role-playing, creativity...) allowing children to make their own experiences in according to their interests and needs.
- encourages children to participate actively and democratically in the organization of the daily life of the Education and Care Service.
- observes and documents the evolution and development of the child.

B. Morning reception

All children are welcomed from 07:00.

Cycle 2 to 4 children will be welcomed in the elementary school sports hall, and cycle 1 and pre-school children will be welcomed in the elementary school music room.

C. Restaurant

The Catering Service operates every day (Monday to Friday from 12:00 to 14:00 o'clock) and remains open during school holidays, except for the two weeks of closure (from 23.12.2024 until 27.12.2024 and from 11.08.2025 until 15.08.2025).

Meals are prepared on site by a professional cook, who makes sure to provide children with a healthy and balanced diet. The menus offered are established by a dietician and chosen according to the recommendations of the Ministry of Health. The menu plan can be consulted at <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/mr-ettelbruck/> and on the Dimmi application.

Food allergies/intolerances (allergy to strawberries, nuts, etc.) as well as food incompatibilities (eg diabetes, etc.) of your child must be reported to us and certified by your doctor and must be submitted when registering. As we unfortunately cannot provide diet meals or those meeting certain medical indications, we will try, as far as possible, in collaboration with the parents of the children and the dietician, to seek an appropriate solution.

Please let us know your child's diet. This information is provided on an optional basis by the legal managers. A snack is served 16:00 o'clock to children attending the Education and Care Service. During school holidays a breakfast is served at 8:00 o'clock.

D. Supervised studies

In accordance with the Grand-Ducal regulation of March 16, 2012 implementing article 16 of the law of February 6, 2009 on the organization of basic education, concerning extracurricular supervision, the Service d'éducation et d'accueil offers supervised studies :

- Mondays, Wednesdays and Fridays: from 4:30 to 5:30 p.m.
- Tuesdays and Thursdays: 1:00 pm to 2:00 pm

The homework room remains available on Tuesday and Thursday afternoons until 6:00 p.m. for those who wish to work longer.

Supervised studies are defined as follows by the aforementioned Grand-Ducal regulation: "supervised studies are designed to provide children with a framework in which to carry out their homework independently, in calm conditions with minimal supervision and support".

The educational team takes the liberty of drawing attention to the fact that parents are entirely responsible for checking homework and revising subjects for compositions. The same applies to signing the class diary.

There will be no supervised study during school vacations.

3. Important Information

A. Discipline

Repeated disobedience by a child, respectively disturbing behavior within the group, leads to a meeting between the parents and the educational staff and may result in temporary or even permanent exclusion from the Education and Care Service.

It is strictly forbidden for children attending the Education and Care Service to leave the premises. Parents will be notified by telephone if a registered child is absent.

The children do not bring any sweets or personal toys with the exception of teddy bears, cuddly toys or favorite objects, to which the children are attached and which they may need for a nap.

Children are not allowed to bring sweets, mobile phones and smart watches, or personal toys, with the exception of teddy bears, cuddly toys or favorite objects to which children are attached and which they may need for a nap.

If children in cycles 2 to 4 still bring their mobile phones and smart watches, they must hand them in, when they arrive at SEAS and collect them when they go home. Mobile phones and smart watches are kept securely in a locked cupboard.

For organizational reasons, children must assemble immediately after classes end at 12:00 and 16:00 at the following locations:

- pre-school and cycle 1 children are met by Education and Reception staff in the corridor in front of their classrooms
- cycles 2 to 4 pupils are met by Education and Care Service staff in the elementary school playground.

B. Liability insurance

The Education and Care Service declines all responsibility in the event of loss or damage to toys, clothing, money, mobile phones, music players/MP3 players or jewelry brought by the child.

Children are covered by civil liability insurance for any damage caused to a third party, during all effective supervision hours, when they are under the responsibility of the Education and Care Service.

As soon as the parents or the person designated by them are present at the Education and Care Service, the children are under their responsibility.

C. Delay

Parents are required to pick up their child(ren) by 7:00 p.m. at the latest.

If the parents are late, it is essential to notify the staff of the Education and Care Service.

Any excess attendance in relation to the planned registration of the child will be invoiced. If these delays are repeated, the child(ren) risk(s) temporary or even permanent exclusion.

D. Sickness

1. General terms

If a child is sick, he cannot attend the Education and Care Service.

The parents concerned will be invited to pick up their child as soon as possible, respectively to charge a person, whom they have authorized subject to parental authorization for third parties (Annex 3).

Children with a contagious disease are not admitted to the Education and Reception Service for the duration of the contagion. In the event of the presence of head lice in your child, please inform the educational team, namely the referent of the cycle, so that hygiene measures can be taken immediately.

In the event of a fever ($\geq 38.5^{\circ}\text{C}$), the young child (0 to 4 years old) can return to the Education and Care Service after the fever has disappeared naturally – i.e. without taking medication. anti-fever.

In the event of a child's illness, it is up to the parents to find a care solution for 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 permanence of a hospital or to call on the emergency rescue services.

In case of illness, it is imperative to notify us by phone or email the same day and before 9:00 a.m. of your child's absence.

Sick leave beyond two days must be justified by a medical certificate and must be returned within 5 working days.

If this procedure is respected, the hours of presence initially planned will not be invoiced.

2. Delegation of an act of assistance

Medicines are administered only with:

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

We therefore ask the parents to give us a medical prescription mentioning the exact dose to be administered to the child and the duration of the medication, as well as to write the name of the child on the medication. This measure concerns all medicines, including homeopathic medicines and those available over the counter.

3. Daily care

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

- Cedium in spray to disinfect
- Arnidol/Arnica crème against blows and bruises
- Calmiderm for insect bites and sunburn
- Sunscreen to protect the skin from the sun
- Protective and restorative cream (red skin) without drugs (Penaten cream and Mitosyl)
- Flamigel anti burn cream

For information, the presence of ticks will require the personal intervention of the parents, or even of a doctor.

4. Allergies/Intolerances/medical history

Please inform us of the presence of any allergies, intolerances and/or food or other incompatibilities (allergy to eggs, nuts, diabetes, etc.), so that we can find together the solution that meets the needs of your child.

Food allergies / intolerances / avoidance **without risk of anaphylactic shock** must be certified by your doctor.

Severe food allergies/intolerances, as well as food incompatibilities that could **lead to a risk of anaphylactic shock** (with "fastjekt/epipen" emergency kit) must be reported and certified by your attending physician, who must complete the PAI (draft individualized reception), which must then be accompanied by the **Emergency Action Plan** to be followed in the event of a crisis.

For children with specific health needs (diabetes, epilepsy, asthma, heart disease, etc.), it is also imperative that the **PAI** (individualized care plan), which must be accompanied by the **Emergency Action Plan**, be completed by your attending physician and submitted when registering with our Education and Reception Service.

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

E. Taking and posting images

Please complete the form "Authorization for the taking and/or publication of images (photographs or videos)" to give consent to the taking and publication of images. (Annex 9)

F. Authorization for activities outside the Education and Care Service

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

G. Declaration of personal data changes

Any change in personal data, such as address in the event of a move, telephone number, professional situation (working hours per week), health status of the child, change of bank account, etc. must be notified in writing to the head of the Education and Care Service.

The Education and Care Service undertakes to change your data as soon as possible.

H. Termination of registration

Termination of the child's registration with the Education and Care Service must be notified 1 month before it takes effect in writing to the secretariat (e.g.: in the event of moving to another municipality) (appendix 12).

4. Prices

A. Parents' financial contribution to the operating costs of the Education and Care Service

The parents' contribution is calculated according to the financial and family situation of the parents, on the basis of the official pricing proposed by the Ministry of National Education, Children and Youth (Grand-Ducal Regulation on the check- welcome service).

The card for each service is available at the secretariat of your municipality. Membership check service is done with your municipality.

At the written request of the parents, a certificate to be attached to the tax return will be given to them by the secretariat.

B. Billing

The registration slots are always fully invoiced, as well as all attendance exceeding the registration slots. If the child is registered with a club (music theory, LASEP, etc.), his absence from the SEA will not be invoiced.

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

C. Direct debit order

In order to facilitate the payment of your invoices, all monthly payments will be made by means of a SEPA direct debit order (Appendix 6). Please complete it legibly, sign it and attach it to the registration form.

The Luxembourg Red Cross presents the amount due for payment to your bank on the last working day of the month. Your bank, without intervention on your part, makes the withdrawal from your bank account.

You have the right to reimbursement by your bank according to the conditions described in the agreement you have signed with it. Any refund request must be submitted within 8 weeks of the date your account was debited. Just send your creditor ID to your banker. The ID consists of your customer number and the letters DOM appearing 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, it is not necessary to renew it, unless your bank details have changed.

D. Chargeback

If an invoice is false due to an error on our part (incorrect number of hours of supervision, for example), please contact the secretariat. The time limit for appeal is six months.

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

The service contract is valid for one year. Also, parents are required to renew it on time.

The SEA does not issue reminders if the service voucher contract is incorrect. **When the card expires, re-invoicing is not possible.**

The invoices concerned must be accompanied by a letter.

5. Summary of Appendices

1. Attendance sheet during the school period
 - 1.a Irregular attendance sheet
2. Change sheet
3. Parental authorization for third parties
4. Parental consent « Trips to and from the SEA-Home »
 - 4.a. Parental consent « Trips to and from the SEA-Club »
5. Parental delegation form for an act of assistance
6. Direct debit order
7. General Data Protection Notice
8. Information notice specific to the processing of personal data in the form of images (photographs or videos) captured by the Luxembourg Red Cross
9. Authorization to take and/or publish images (photographs or videos)
10. No re-invoicing if you forget to renew your « chèque service » contract
11. Important dates
12. Cancellation form of the registration form