

Internal rules and regulations (ROI) 2026/2027

*Service d'éducation et d'accueil pour jeunes enfants « Am Kuebenascht »
SEAJ 20150071*

Dear legal representatives,

It is with great pleasure that we present you the internal rules and regulations of the Service d'éducation et d'accueil pour jeunes enfants (SEAJ) « Am Kuebenascht ».

Together with the Luxembourg Red Cross, the municipal administration of Fischbach offers education and care services at the Service d'éducation et d'accueil in order to help families to better coordinate their work and family life.

This offer is available to all residential children between the ages of 0 and 3 in the municipality of Fischbach and of Beringerberg district of the municipality of Mersch, depending on admission priorities. 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.

Non-residents may apply for their child's admission to our Service d'éducation et d'accueil. To do so, they must submit a written, duly justified request to the College of the Mayor and Aldermen each year. The College of the Mayor and Aldermen will approve the request if places—which are not occupied by resident children - are available and after verifying the grounds for the request. Only the following reasons are considered valid:

- Childcare provided by a family member up to and including the third degree who resides within our municipality;
- The workplace of one of the parents is located within our municipality.

The municipal administration of Fischbach has entrusted the Luxembourg Red Cross with the direction and management of the *Service d'éducation et d'accueil pour jeunes enfants*, means of a partnership convention.

The ROI is based on youth law, available at: <https://www.enfancejeunesse.lu/>, under the heading of legislation

Jennifer Rodrigues Ventura,

Manager of the Service d'éducation et d'accueil « Am Kuebenascht ».

I) Operating principles

A. Admission priorities

All children living in the municipality of Fischbach may benefit from the services offered by the Service d'éducation et d'accueil pour jeunes enfants (SEAJ), in accordance with the admission criteria.

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

- Families living in the commune of Fischbach.

Other admission priorities:

- Families where both legal representatives work full time
- Single-parent families
- Disadvantaged families (e.g. social needs)
- Families where one or both legal representatives are registered with the Luxembourgish employment agency ADEM, in the event of an employment contract
- Families with a child already registered at the SEAJ¹ « Am Kuebenascht »
- In addition to these criteria, municipal regulations in Luxembourg may include additional priority criteria.

There is no hierarchy of priorities.

If the total number of applications is higher than the number of spots available and several applications meet the same of the above-mentioned criteria, the date on the contract will be applicable.

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

Please note that the signed and dated registration contract is *only valid with the supporting documents* listed on the second-to-last page of the registration contract, respectively on the renewal form. A registration application does not guarantee definitive registration.

This contract is valid until the child starts school at the age of 3 and must be updated each year after admission priorities have been reviewed. Any termination must be communicated in writing with **one month's** notice.

¹ Service d'éducation et d'accueil pour jeunes enfants



B. General timetable

The Service d'éducation et d'accueil « Am Kuebenascht » is open from Monday to Friday from 7 am to 7 pm.

To ensure your child's well-being and the smooth running of the Education and Childcare Service, children must be registered at least 2 days a week. Children should attend the SEAJ for at least 4 consecutive hours per day.

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

| <u>Timetable</u> | <u>Monday</u> | <u>Tuesday</u> | <u>Wednesday</u> | <u>Thursday</u> | <u>Friday</u> |
|------------------|---------------|----------------|------------------|-----------------|---------------|
| 7:00-8:00 | | | | | |
| 8:00-9:00 | | | | | |
| 9:00-11:00 | | | | | |
| 11:00-13:00 | | | | | |
| 13:00-15:00 | | | | | |
| 15:00-16:00 | | | | | |
| 16:00-17:00 | | | | | |
| 17:00-18:00 | | | | | |
| 18:00-19:00 | | | | | |

During school holidays, some field trips may last the whole day (e.g. from 9 am to 5 pm). In this case, children can only be registered 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.

The SEAJ will be closed on the following dates during the school year 2026-2027:

- **November 5th, 2026, starting at 1:00 p.m.**
- **Monday, December 21st, 2026, through Friday, January 1st, 2027 (Christmas holidays)**
- **Monday, August 2nd, 2027, through Friday, August 13th, 2027 (Summer holidays)**

Please note that other special closing days may be added to these dates, in particular for internal training purposes. We will, of course, keep you informed in advance.

C. Registration procedures

All registration forms are available at the SEAJ « Am Kuebenascht » and can be consulted on our website of the Red Cross: <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/> and on the website of the municipality of Fischbach : www.acfischbach.lu.

All registration form must be deposited at the SEAJ « Am Kuebenascht » or sent by email (in PDF format) to relais.schoos@croix-rouge.lu.

It is the responsibility of legal representatives to apply the terms and conditions regarding the non-cumulativeness of Chèque-Service Accueil (CSA) (childcare service vouchers) and full-time parental leave as determined by the Caisse pour l'avenir des enfants (Children's Future Fund). The terms and conditions can be consulted on the Caisse pour l'avenir des enfants (Zukunftskeess) website.

1. Registration for the school period.

1.1. Annual regular attendance sheet for school year (annex 1)

Your child is registered at the SEAJ throughout the school year on the days and time slots indicated on the sheet "attendance sheet".

1.2. Irregular attendance sheet for school year (monthly) (annex 2)

Irregular registrations are for legal representatives who work shifts and legal representatives whose childcare needs change from week to week or month to month. You can register your child using the "*Irregular attendance sheet for school year (monthly)*" as following:

- **Monthly schedule**

The attendance schedule must be communicated **no later than the 15th of the month preceding** the registration.

This deadline ensures optimal organisation of activities, meals, and supervision.

- **Changes to the monthly schedule**

Changes to the schedule are **only possible in unforeseen, exceptional, or urgent situations**.

Please notify us of any changes or cancellations as soon as possible, and no later than 9:00 a.m. on the Thursday preceding the week in question.

- **Objective**

These rules are intended to ensure **greater predictability** and **enable effective planning of staff and activities** within the SEAJ.

If necessary, the SEAJ may request additional information.

1.3. Modification sheet (annex 3)

For organisational reasons, all changes or cancellations must be notified in writing or by e-mail to the manager of the SEAJ « Am Kuebenascht », the 15th of the month at the latest before the following month (see conditions for changes above under section 1.2.). After this deadline, we will not be able to take the change into account for invoicing. Requests for changes will be considered within the limits of available places.



When the modification procedure is not respected, the registration periods will be invoiced in full, even if your child is not present.

In the event of repeated non-compliance with the initially requested attendance slots, the management reserves the right to adjust the child's registration according to actual attendance. Similarly, in order to avoid blocking time slots unnecessarily, we reserve the right to adapt the hours of attendance if we notice that you regularly cancel the same attendance slots granted to you at the beginning of the school year.

1.4 Registration for the school holidays

During the school holidays and Saint Nicholas Day, the SEAJ « Am Kuebenascht » remains open except during the two weeks of the Christmas holidays and the two weeks in August for the summer holidays. Due to the different organisation during the holidays, a separate registration is necessary. Registration forms for school holidays will be sent to you by Dimmi App and will also be available at the SEAJ « Am Kuebenascht ».

You must submit the completed school holiday registration form by the indicated deadline.

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

D. Adaptation period

An adaptation phase is compulsory when your child is admitted to the SEAJ. The minimum integration period is 3-4 weeks. However, it may be necessary to extend this period. During the adaptation phase, one of the child's legal representatives or another reference person must be available to help the child slowly settle into the new environment at the SEAJ. The exact course of this adaptation phase is organised with the educational staff. The aim of this period is to gently prepare the child in their new group, a phase which often represents a difficult step for the children and their legal representatives, and which generally involves a significant separation trauma.

In order to be able to prepare this adaptation period in an ideal way, a mandatory meeting is organised before the child starts.

The adaptation phase is adapted to the child's rhythm (annex 12).

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 jeunes enfants* (SEAJ):

- provides an environment conducive to the social, cognitive and motor development of the child.
- offers educational activities based on Emmi Pikler's pedagogy, adapted to the children's ages, 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.
- observes and documents the child's progress and development.
- Screen-Life Balance: The use of screens will be prohibited in the early childhood education and care. The use of digital tools to document educational or administrative activities are authorised.

Schedule information :

| | |
|-------------|---|
| 7:00-9:00 | <i>Childcare, breakfast, and free play</i> |
| 9:00-11:00 | <i>Pedagogical activities and free play</i> |
| 11:00-13:00 | <i>Lunch and free play</i> |
| 13:00-15:00 | <i>Sleeping time and free play</i> |
| 15:00-16:00 | <i>Snack time and free play</i> |
| 16:00-19:00 | <i>Free play</i> |

B. Food services

A breakfast is served between 7:00 and 8:30 am, lunch from 11:00 am to 12:00 pm and an afternoon snack around 3:00 pm to children attending the SEAJ « Am Kuebenascht ».

Meals are prepared by a professional cook, who ensures that the children have a healthy, balanced diet. The menus offered are drawn up by a dietician and chosen according to the Ministry of Health's guide to feeding young children. The menu can be consulted at the SEAJ « Am Kuebenascht », on the websites <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/> and www.acfischbach.lu, and on the “Dimmi” application.

Your child's food allergies/intolerances (e.g. allergies to strawberries, nuts, etc.) and incompatibilities (e.g. diabetes, etc.) must be notified to us and certified by your doctor. The relevant documents must be submitted at the time of registration (see point III.D.5).

As we are unfortunately unable to provide dietary meals or meals meeting certain medical indications, we will do our very best, in collaboration with the children's legal representatives and the dietician, to find an appropriate solution.

III) Important information

A. Cooperation with the legal representatives, children and the SEAJ

Meetings and exchanges between legal representatives and SEAJ are part of the concept of cooperation with the legal representatives. These meetings are organised on the initiative of the educational staff but can also be requested by the legal representatives. If SEAJ feels it is necessary, it can call on internal (e.g. quality coordination) or external (e.g. Service Inclusio) support services to assist in its day-to-day work with children.

B. Civil liability insurance

The SEAJ 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 educational hours whilst under the responsibility of the SEAJ.

As soon as the legal representatives or the person designated by them are present at the SEAJ, the children will be under their responsibility.

C. Delay

It is very important that the legal representants notify the staff of the SEAJ « Am Kuebenascht », in case that they are running late regarding the time of the child's registration.

In the event of repeated lateness, a meeting between legal representatives and the manager will be requested.

Any additional slots used beyond the child's scheduled registration will be billed.

D. Sickness

1. General terms

If a child is sick, he/she cannot attend the SEAJ.

Children suffering from a contagious disease will not be admitted to the SEAJ for the duration of the contagion. If your child exposes a contagious disease or head lice, please inform the educational team and the manager of the creche immediately, so that the necessary hygiene measures can be directly taken.

If your child is sick, it is essential that you notify us on the day of your child's absence by phone or email no later than the time your child is scheduled to arrive.

If the child shows symptoms of illness and/or fever, the legal representatives concerned will be asked to collect their child as soon as possible, or to designate a person authorised by them to do so, by means of a parental authorisation form for third parties (annex 4).

In the event of fever ($\geq 38,5$ °C), the child can only return to the SEAJ after the fever has disappeared naturally – i.e. without taking anti-fever medication.

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.

Sick leave exceeding 2 days requires a medical certificate that must be submitted within 3 working days. If this procedure is respected, the initially scheduled hours of attendance will not be invoiced.

2. Vaccination card

Legal representatives must ensure that the copy of the vaccination card, available at the creche, is always up to date.

The Luxembourg Red Cross does not check vaccinations. The collection of this data is ordered by the Health Inspection Division of the Ministry of Health.

3. Administration of medicines

Medicines are only administered with:

- the written consent of the legal representatives (annex 5) **and** a valid medical prescription.

We therefore ask the legal representatives 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.

4. 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:

- Cedium spray for disinfection ;
- Arnica cream or stick for bruises ;
- Calmiderm gel for insect bites and sunburn ;
- Flamigel anti-burn cream ;
- Eosine to dry the skin in case of irritation or diaper rash ;
- Body and hair wash gel (Paediprotect) ;
- Suncream to protect the skin from the sun (Paediprotect indice 50+) ;
- Soothing protective and repair cream for nappy changing (Paediprotect et/ou La Roche-Posay Cicaplast Baume B5) ;
- Naaprep as a sterile saline solution ;
- Protective cream against cold and wind (Paediprotect) ;
- Wet wipes.

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

5. 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.

| For children who have : | Documents to provide : |
|---|---|
| Allergies/intolerances/allergen avoidance without risk for an anaphylactic shock | Doctor's certificate |
| Severe food allergies/intolerances, as well as food incompatibilities that could lead to an anaphylactic shock For children with <u>specific health needs</u> (diabetes, epilepsy, asthma, heart disease, etc.) | PAI (Individualised Care Project) and Emergency Action Plan to be followed in the event of a crisis (with emergency kit « fastjekt/epipen ») |

An update or termination of the PAI or a medical certificate of intolerance, must be submitted to the SEA without delay.

It is important to note that it is the legal representatives' responsibility to monitor changes in their child's health and needs. It is the sole responsibility of the legal representatives to provide the SEAJ with a PAI, adapted to the child's needs at all times. The SEAJ will always apply the most recent PAI provided by the legal representatives and declines all responsibility if this PAI is no longer appropriate.

The expiration dates of medicines in the PAI must be checked by legal representatives.

E. Taking and publishing of pictures

Please fill in the form « Authorisation for the taking and/or publication of images (photographs or videos) (minor child under the age of 13) » to give your permission for pictures to be taken and published (annex 10).

F. Authorisation for activities outside the SEAJ

The legal representatives agree that their child may participate all activities, for example: forest, excursions and leave the premises under supervision, on foot, with the Bummelbus or by public transport (bus, train, etc.). Before any excursion, the legal representatives will be informed by the SEAJ.

In the event of an excursion abroad, the legal representatives commit to providing a '*parental authorisation*' drawn up by the administration of the commune.

In the absence of parental authorisation, the SEAJ cannot guarantee that the child can be looked after on the day of the excursion.

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 manager of the SEAJ « Am Kuebenascht ».

The SEA will proceed to change your data as soon as possible.



H. Clothing

We kindly ask the legal representatives to dress their children in such a way that they can take part in indoor and outdoor activities, even if it is raining, and to provide us with a change of clothes and underwear, as well as non-slip socks and waterproof boots.

We strongly recommend that you sign or mark your child's personal belongings (clothes, toys, shoes, soothers, etc.) with their name, so that the staff can recognise them more easily.

I. Termination of the registration

The termination of the registration at the SEAJ must be notified in writing to the manager of the SEAJ 1 month before it takes effect (annex 7).

IV) Rates

A. Financial contribution of legal representatives to SEAJ operating costs

The contribution of legal representatives is calculated according to their financial and family situation and based on the official price list proposed by the Ministry of Education, Children and Youth.

Details of free childcare and meal prices can be found on the website of the Ministry of Education, Children and Youth: <https://men.public.lu/fr/systeme-educatif/enfance/02-gratuite.html> and in the text of the youth law.

It is essential that the child has a valid Chèque-Service card to be able to benefit from the partial or total financial participation of the State. To apply for the Chèque-Service card, please contact your local commune.

For any new registration or update of registration with the SEAJ, enrolment in the Chèque-Service must be active. The childcare Chèque-Service contract is valid for one year. Legal representatives are required to renew the contract within the specified time.

The current fees can be viewed at: <https://guichet.public.lu/fr/citoyens/famille-education/enseignement-fondamental/cheque-service.html>.

At the request of the legal representatives, a certificate to be attached to the tax return will be given to them by the manager of the SEAJ.

B. Invoicing

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

Sick leave exceeding two days must be justified by a medical certificate, which must be handed in within 3 working days. If this procedure is followed, the hours of attendance initially scheduled will not be invoiced.

The SEAJ reserves the right to temporarily or permanently exclude a child in the event of repeated non-payment of invoices with 3 month's notice.

C. Reminders

The due date for payment of any invoice is 30 days.

After this deadline, a reminder letter is sent to the legal representatives by the Luxembourg Red Cross Accounting Department.

After the 3rd reminder, the accounting department will initiate a collection procedure.

However, in the event of payment difficulties, we invite you to make an appointment with the manager of the SEAJ to inform her of the situation and to find an amicable arrangement to avoid any legal proceedings.

D. Direct debit order

To facilitate the payment of your invoices, all monthly payments are made by means of a SEPA direct debit order (annex 6). Please fill it in legibly, sign it and attach it to the registration contract, as well as your bank account details (RIB).

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.

E. Re-Invoicing

If an invoice is incorrect due to an error on our part: (e.g. wrong number of hours of supervision), a dispute can be submitted to the manager of the SEAJ. The deadline for submitting an objection is 6 months and the reimbursement will be processed as soon as possible.

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

In the case of an error on your part: In the event that the CSA card has not been renewed in time (expiry) and an invoice has been issued at the full rate, a request for re-billing is possible.

To do this, please contact the manager of the SEAJ to submit a request to the MENJE. Each invoice may be the subject of a request for retroactive reimbursement for a maximum of 12 months and may maximum relate to the last three consecutive invoices.

V) Summary of Annexes

Annex 1: Attendance Sheet for school year

Annex 2: Irregular Attendance Sheet for school year (monthly)

Annex 3: Modification sheet

Annex 4: Parental authorisation for third parties

Annex 5: Medication administration form

Annex 5A: Care products administration form

Annex 6: Direct debit order

Annex 7: Termination of registration contract

Annex 8: General notice on the protection of personal data

Annex 9: Information on the processing of personal data in form of images (photographs, or videos) taken by the Service d'éducation et d'accueil « Am Kuebenascht » of the Luxembourg Red Cross

Annex 10: Authorisation for the taking and/or publication of images (photographs or videos) (minor child under the age of 13)

Annex 11: Dimmi App authorisation

Annex 12: Description of the adaptation period

Annex 13: Authorisation to take part in the Airtramp activity

Annex 14: Authorisation for rectal temperature-taking