

Internal rules and regulations (ROI) 2026/2027

Service d'éducation et d'accueil pour jeunes enfants « Zwergenhaus »
SEAJ 20190460

Dear parents and/or legal representatives,

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

Together with the Luxembourg Red Cross, the municipal administration of Lorentzweiler offers education and care services at the SEA 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 4 in the municipality of Lorentzweiler and the children of the staff of the municipality of Lorentzweiler, 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.

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

The ROI is based on youth law, available at:

<https://www.enfancejeunesse.lu/> under the heading of legislation

Brück Noémie

Manager of Service d'éducation et d'accueil « *Zwergenhaus* »

I) Operating principles

A. Admission priorities

All children living in the municipality of Lorentzweiler 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 Lorentzweiler (with proof of a contract of sale or certificate of residence).

Other admission priorities:

- Families where both parents work full time;
- Single parents;
- Disadvantaged parents (e.g. social needs);
- Families where one or both parents are registered with the Luxembourgish employment agency ADEM, in the event of an employment contract;
- Families with a child already registered at « *Zwergenhaus* ».
- 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 SEAJ¹ 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 last page of the registration contract/renewal form. A registration application does not guarantee definitive registration.

This contract is valid until the child starts primary school at the age of 4 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 « Zwergenhaus »* is open from Monday to Friday from 7 am to 6.30 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:

Timetable	Monday	Tuesday	Wednesday	Thursday	Friday
07:00-08:00					
08:00-10:00					
10:00-11:00					
11:00-13:00					
13:00-15:00					
15:00-16:00					
16:00-17:00					
17:00-17:30					
17:30-18:00					
18:00-18:30					

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:

December 19th, 2026 to January 3rd, 2027

August 8th to August 23rd, 2027

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's secretariat and can be consulted on our website of the Red Cross: <https://www.croix-rouge.lu/fr/service/maisons-relais-creches/>

All registration form or modification/cancellation form must be deposited in the mailbox of the SEAJ « *Zwergenhaus* » or sent by email to zwergenhaus@croix-rouge.lu

It is the responsibility of legal representatives to apply the terms and conditions regarding the non-cumulativeness of cheque service d'accueil and full-time parental leave as determined by the caisse de l'avenir. The terms and conditions can be consulted on the caisse de l'avenir (Zukunftskeess) website.

1. Registration for the school period

1.1. Annual regular attendance sheet (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 (occasionally/monthly/weekly) (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" as follows:

- **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**.

In such cases, requests for changes must be submitted **no later than 12:00 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.

You will receive a reply within 5 working days of submitting the form.

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 « *Zwergenhaus* », the 15th of the month at the latest before the following month (conditions for changes see above annex 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.

You will receive a reply within 5 working days after submitting the modification form.

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

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 « *Zwergenhaus* » remains open except between August 8th and August 23rd and during the Christmas 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 e-mail and Dimmi App and will also be available at the SEAJ « *Zwergenhaus* ».

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

After submitting the form, you will receive a reply within 5 working days.

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 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

Arrival and Pick up of the children between 7 a.m. and 11 a.m.	
8 a.m. – 8.30 a.m.	<p>Breakfast included</p> <p><i>*No breakfast will be served if a child arrives after 8.30 a.m.</i></p>
9.30 a.m. – 11 a.m.	<p>Educational activities</p> <p><i>*If upon your arrival after 9.30 a.m. the group is outside of the crèche, you need to bring your child their location.</i></p>

11 a.m. – 12.30 p.m.	<p>Fix time period for lunch</p> <p>Bringing and picking up children only possible in emergency cases and after agreement with the team</p> <p>Lunch included</p>
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Arrival and Pick up of the children between 1 p.m. and 6.30 p.m.	
1 p.m. – 3 p.m.	<p>Sieste</p> <p><i>* Picking up your child is not possible before 3 p.m., if the child is still sleeping.</i></p>
3 p.m. – 4 p.m.	<p>Snack included</p>

B. Food services

A morning snack is served between 8:00 and 9:00 am, lunch from 11:00 am to 1:00 pm and an afternoon snack around 3:00 pm to children attending the « *Zwergenhaus* ».

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 on the SEAJ « *Zwergenhaus* » website 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 parents, children and the SEAJ

Meetings and exchanges between legal representatives and SEAJ are part of the concept of cooperation with parents. 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 « *Zwergenhaus* », 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 by phone in the group and email (zwergenhaus@croix-rouge.lu) before 8.30 am on the day of your child's absence.

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 4) **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 Stick/cream 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;
- Liniment for nappy changing;
- Body wash gel (Babylove);
- Suncream to protect the skin from the sun (Sundance);
- Soothing protective and repair cream (red skin) without medication (Teva Dermocrem);
- Naaprep to clean the nose;
- Face and body cream (Penaten);
- 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 specific health needs (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) (under 13s)' 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 van of the SEAJ 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 « *Zwergenhaus* ».

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

H. Clothing

We kindly ask parents 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 slippers or socks and garden boots.

We strongly recommend that you sign or mark your child's personal belongings (clothes, cuddly 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 one 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>

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

For any new registration or update of registration with the SEAJ, enrolment in the cheque-service must be active. The childcare Cheque 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://quichet.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 three 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 three 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 him/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 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 creche 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
- Annex 2: Irregular Attendance Sheet
- 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: Special notice regarding the processing of personal data in the form of images
- Annex 10: Authorisation for the taking and/or publication of images
- Annex 11: Dimmi App authorisation
- Annex 12: Adaptation phase progress sheet