

die kitawelt
neu erfinden



pop e poppa
kitas

Regulations for pop e poppa daycare centres

Fribourg, September 2021

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1. Introduction

The pop e poppa daycare centres offer a range of care to complement the family environment. They are operated by the pop e poppa familyservice group. The pop e poppa familyservice group has a uniform guiding principle.

At www.popepoppa.ch you will find information about the daycare centres, the range of care and the guiding principle of the group.

2. Educational principle

The basis of our educational work is the orientation framework for early childhood education, support and education in Switzerland (www.netzwerk-kinderbetreuung.ch/de/innovation/orientierungsrahmen).

Children are skilled, active and inquisitive from birth. In their desire for discovery, children follow their individual interests and personal themes. These are the key to successful development processes.

In our daycare centres, we give children the space required for this and support them attentively in their individual course of development. We offer children a framework in which they feel at ease and can gather a variety of experiences. At the centre is the well-being of the child and their family.

Our guiding principle is:

- The welfare of the child and their family are key concerns for us.
- We create a pleasant, attractive and humane working environment.
- We develop ideal options for our partners.
- We are committed to ongoing engagement.

The guiding principle forms the basis of quality assurance in support of a comprehensive range of services for children and parents. It provides employees with a frame of reference for working out the operational concept and guidance in everyday working life.

3. Parents

The word “parents” in these regulations describes parents as well as other persons providing parental care. Adults who live with the child and parents who have lost or do not have parental custody do not fall under the description or definition of “parents”. These individuals need to obtain authorisation if they wish to collect the child from the daycare centre.

4. Caregivers

In every daycare centre, the care of children is provided by a team, which is made up of the daycare centre managers, trained specialists, as well as apprentices and trainees. The daycare centre managers are responsible for managing the daycare centre and for the teams.

The pop e poppa familyservice Group advocates above-average quality of care. The composition of the teams, the qualifications of employees and the staffing ratio correspond with the pop e poppa standard. This meets the cantonal guidelines as a minimum, and exceeds them in most cases. The daycare centre staff are responsible for upholding these specifications.

5. Management and administration

The management and administration of the daycare centre is ensured by servicefamille management GmbH, based in Fribourg.

6. Admission conditions for children

6.1. Children's ages

Our daycare centres accept children from the age of 4 months up to admission to kindergarten.

At some locations, extracurricular care / daycare support is offered. On our website: www.popepoppa.ch you will find information about services available at the individual locations.

6.2. Admission requirements

Children are accepted irrespective of their gender, religion, and political and social status. The daycare centre management decides on the admission of a child according to the applicable criteria and subject to the availability of daycare centre places.

The following elements are part of the registration process:

- A discussion takes place between the parents and daycare centre management.
- The parents enter all information and documents requested in their personal account via the registration page on the homepage www.popepoppa.ch under "login". (Liability insurance, sickness and accident insurance, vaccination pass, and a medical certificate completed by a doctor)
- The care contract is confirmed.
- The first monthly instalment (monthly parental fee) is paid on time by the parents.

6.3. Children with special needs or disabilities

The daycare centre can accept children with special needs and disabilities.

The daycare management may decide whether a child with special needs or disabilities can be supported fully, partly or not at all according to an assessment of the requirements of the child. In the evaluation, the needs of the other children attending the daycare centre also have to be taken into account. The assessment may evolve over time and lead to modifications of the care contract. (More support, less support, or termination of the care contract.)

It is also possible that additional costs may arise to ensure the support of children with special needs or disabilities, on a case-to-case basis. In this case, a request may be made to the authorities for financial assistance.

7. Care contract

A care contract is concluded between the daycare centre and the parents for each child. The attendance days of the child, the scope of the care and the level of the monthly parental fee is set out in the care contract.

At the conclusion of the care contract at the latest, the details and certificates stated under Point 6.2. must be uploaded on the online portal www.popepoppa.ch. The parents are obliged to update these documents for every modification.

These regulations are part of the care contract.

The care contract shall become valid upon online registration, admission and following confirmation by pop e poppa. The contract is concluded for an indefinite period. No additional physical signature is required.

8. Parents' contribution

8.1 Monthly parental fee

The monthly parental fee (monthly fixed fee) is calculated according to the rates for the daycare centre in question and is invoiced to the parents accordingly. Any additional care services (emergency care) are billed additionally to the parents.

The list of fees and the specific conditions of the relevant daycare centre are an integral part of these regulations. These may be viewed on the homepage.

Holidays and closing days are taken into account in the calculation of the monthly fixed fee (i.e. the monthly fixed fee remains the same and there is no reduction of the amount if a care day falls on one of these days).

8.2 Flexible days (ad hoc attendance days)

In some daycare centres it is possible to book flexible attendance days during the regular opening hours (ad hoc attendance days). Please contact your daycare centre manager to obtain the fees and conditions regarding flexible days.

8.3 Additional attendance days – emergency days

Additional attendance days (emergency days) help the parents balance work and family life. Children can only be registered for additional attendance days if they attend the daycare centre on a regular basis and have a valid care contract. For legal and logistical reasons, additional attendance days can only be guaranteed if the maximum number of places at the daycare centre is not exceeded on this day.

Additional attendance days are only granted after prior registration. The cancellation of such days must take place two days in advance at the latest, otherwise the pre-booked days will be invoiced.

The parents are invoiced for additional attendance days according to the specific conditions and fees of the daycare centre in question. There is no guarantee that subsidies are granted for additional attendance days.

8.4 Care as required

In some of our daycare centres it is possible to book "care as required". This means that the child can be looked after before or after the standard opening hours. This service allows the child to be in the same care environment for the entire day, for example, if the parents have an exceptional appointment.

Only those children who attend the daycare centre with a standard contract may be registered for care as required.

Care as required is not available on days when the daycare centre is closed or on public holidays – neither on days when the daycare centre closes earlier due to a public holiday.

The costs for care as required are added to the monthly parental fee in accordance with the specific conditions and fees of the daycare centre in question.

8.5 Subsidised care places

If the relevant daycare centre offers subsidised care places, the corresponding details can be found at www.popepoppa.ch and/or on the website of the municipality or employer providing the subsidies.

Nappies and baby milk are not always included in the subsidised care places. However, it is possible to book this service additionally. We would ask you to contact the management of your daycare centre.

You will find information on the conditions and fees for subsidised places in the annex or directly from your municipal administration.

8.6 Your child's absence

If your child is absent, no fee reduction can be granted (occupancy principle). This also applies in the case of a non-vaccinated child.

8.7 Annual fee adjustment

To avoid irregular and considerable fee adjustments, our charges may be increased by up to 2% per year. These rises come into effect on 1 January of the following year. There is no obligation to announce the fee modification to parents.

8.8 Extraordinary adaptation of fees

Due to legal, structural or regulatory changes as well as for modifications for reasons that are not in sphere of influence of the pop e poppa familyservice group, parental contributions may be adjusted accordingly. In this case, the parents will be informed of the adaptation of the parental fee in advance. The adjustment will be valid from the next cancellation date following the notification at the earliest.

8.9 Payment conditions and payment terms

The parental fee is invoiced from the first day of the settling-in period. Public holidays and other days on which the daycare centre is closed, as well as two further training days per year for employees, are taken into account in the monthly parental fee.

The monthly parental fee has to be paid for the first month of care upon concluding the care contract (see Point 6.2). If the contract is cancelled before the child attends the daycare centre or if the settling-in period is interrupted, this fee shall not be refunded to the parents. If the start date is moved by a month or more, the parental fee that has already been paid shall not be credited.

9 Notice period and modifications to the contract

The notice period is three months up to the month end for both parties. Cancellations must be made to the daycare centre management in writing. In each case, the monthly parental fee is due up to the end of the cancellation period, even if the child no longer attends the daycare centre up to the end of the contract.

Also, in case of a reduction of the child's attendance at the daycare centre, a three-month cancellation period applies up to the month end.

An increase in the child's attendance can be arranged immediately in conjunction with the daycare centre management, provided there are free care places.

The daycare centre and the pop e poppa familyservice group retain the right to cancel the contract immediately in the event of serious or repeated breaches of these regulations. In this case, the parents are obliged to pay

the monthly parental fee up to the end of the cancellation period, as though the care contract had been properly cancelled.

10 Insurance

The pop e poppa familyservice group holds the standard insurance applicable to early childhood care. However, every child must also be insured against possible accidents or damage which may arise in the daycare centres or in the context of the activities carried out there.

Should damage or costs against a third party arise due to the child, this requires appropriate liability insurance. With the approval of the care contract (see Point 6.) the parents confirm that they hold such insurance. Children without insurance cover may not attend our daycare centres.

The daycare centres and pop e poppa familyservice group are not liable for the children's personal items (particularly spectacles) either in the event of loss or damage, insofar as this is legally permissible. Furthermore, the daycare centres are not liable for personal or material damage on public transport.

11 Cooperation with parents

Employees of the daycare centres engage in open and transparent dialogue with parents. To be able to meet the specific requirements of children, the daycare centre requires information and feedback from parents. The parents should contact the daycare centre managers or a member of the educational team regarding their wishes and suggestions, or should they have any questions regarding the care of their child.

Parents must be reachable by phone on the days on which their child attends the daycare centre. For this reason, the parents should inform the daycare centre of any change to their telephone contact data so that these are always kept up to date.

The daycare centre management and the educational team organise events and parents' evenings to which parents are invited.

12 Settling-in

In order to introduce the child to the transition of care from the family to the daycare centre as gently as possible, it is important that the settling-in is done in stages and is adjusted to the needs of each child. The organisational modalities are set out by the daycare centre management according to the child's needs and the planning of the daycare centre.

The settling-in period usually lasts two weeks. The parents or a close contact person accompanies the child during the entire settling-in process. That person must be reachable and available at all times during the settling-in period. Depending on the case, the daycare centre management may request an extension of the settling-in period and/or the attendance period of the person accompanying the child.

13 Drop-off and collection of children

The parents or other authorised persons bring the child to the daycare centre. The parents give the names of those people who are authorised to pick up the child. In the event that these persons are not known to the staff, they must be able to identify themselves.

When being dropped off and collected, children are signed in and out electronically by our educational team (using a tablet). This helps us to ensure all safety procedures (evacuation of the building, presence verification, emergency sheet, etc.) and to automate administrative processes.





The person who collects the child should be at the daycare centre at least 15 minutes before the official closing so that the handover discussion can be held.

Parents are requested to adhere to the opening hours of the daycare centre. If the child is collected too late, this time will be additionally invoiced to the parents automatically / electronically in accordance with the charge for "care as required".

14 Clothing and items brought from home

Children should wear comfortable and practical clothes to the daycare centre which may also get dirty. Parents should ensure that clothing is available which is suitable for the season.

This includes:

-  Spare clothes
-  Rainproof or snow-proof clothing
-  Sun protection
-  Indoor shoes or anti-slip socks

If a child wishes to bring a toy or cuddly animal from home, this is allowed in principle. Depending on the educational theory applied, the daycare centre management may decide whether the toys or cuddly animals brought in should remain in the cloakroom.

Neither the daycare centre nor the employees of the daycare centre are liable for lost or damaged items. Children's clothing or belongings which are left at the daycare centre and which are not claimed within a month, are assigned for in-house use or are donated to a charitable organisation.

15 Meals

Meals are organised by the daycare centre and balanced nutrition is offered. Food brought in from home must be agreed in advance with the daycare centre management. This applies to sweets in particular.

Special diets are taken into account where possible. Diets adapted for health reasons must be backed up with a medical certificate.

Depending on dietary requirements and/or allergies, parents may be requested to bring in their own food for their child. In such cases, no deductions are made from our fees.

16 Absences

The short-term absence of a child should be notified as early as possible by telephone and on the day of the absence, prior to the usual arrival time of the child at the latest. The daycare centre should be informed directly or via the online portal www.popepoppa.ch as early as possible by parents regarding foreseeable absences such as holidays.

17 Excursions

Excursions may also be taken in addition to the activities within the daycare centre. Parents will be informed of planned trips in advance. These may be undertaken on foot or public transport may be used. The use of private means of transport is not permitted.

18 Health of the child

18.1 Illnesses

Infectious diseases are unavoidable in every community despite all precautions and strict hygiene measures. For the sake of the well-being of the sick child and the welfare of other children in the daycare centre, sick children are not looked after in the daycare centre. The educational team or the daycare centre management may refuse to look after a child if the child is displaying symptoms of an illness.

If a child develops symptoms during their attendance at the daycare centre, the parents are informed by the educational team of the daycare centre as soon as possible. If the situation requires it, employees of the daycare centre may ask the parents to pick up the child as soon as possible.

According to the recommendations of the cantonal authorities, every infectious disease of a child or family member must be notified to the daycare centre management or staff of the educational team, so that the necessary measures may be taken.

In the event of an emergency, parents authorise the educational team to request advice from a doctor. In the case of a life-threatening emergency, the employees of the daycare centre will call the number 144 immediately. Resulting costs are charged to the parents.

Infectious diseases spread very quickly in a daycare centre. We therefore recommend that parents should have their children vaccinated by doctors with the recommended vaccines.

18.2 Medications

The following provisions only apply if cantonal laws or guidelines allow the administration of medications or homeopathic medicines to children in daycare centres:

- a. If the child has to take medicines, the parents must inform the educational team of the daycare centre and complete and sign the relevant form for giving medicines. The form includes the name of the child, the dosage and duration of treatment. Medicines must be in the original packaging and include the name of the child, and should be passed to the responsible employees in the daycare centre.
- b. Parents must not oblige the educational team to administer medicines or homeopathic products as part of a medical treatment. The daycare centre management may refuse to administer medicines to a child in agreement with the management of pop e poppa.

18.3 Emergencies and accidents

In the event of an emergency, employees of the daycare centre are obliged to call for medical help immediately and to have the child taken to a hospital. The parents are informed straight away.

Children who, for example, are affected temporarily by an accident, may be looked after at the daycare centre provided they can take part in everyday activities and do not require any additional care. The decision as to whether the care of a child can be guaranteed is made by the daycare centre management.

The daycare centre cannot be made responsible for delays in the recovery process or for consequential damages.

Varied daily activities at the daycare centre can leave their mark on children (for example falls, scratches or bites). This is sometimes unavoidable despite all precautionary measures by the educational team. Parents are informed of such incidents by the educational team.

19 Cooperation with external bodies

In certain special cases, the daycare centre management may call upon external specialists, psychologists, child psychologists, or paediatricians. In such cases, the agreement of parents will be obtained in advance and they will also be involved.

If there is a suspicion of a threat to a child's welfare, the daycare centre management informs the bodies responsible in accordance with the notification procedure set out by the canton. In this event, the daycare centre is not obliged to inform or involve parents in advance.

20 Private modes of transport

The employees of the daycare centre are requested not to use any private modes of transport to carry children. In the event of an emergency, transportation should be via ambulance or taxi.

21 Data protection of videos, photos and audio recordings

All personal data are subject to the applicable data protection laws. The pop e poppa familyservice group is entitled to use anonymised data for statistical purposes.

E-mail addresses are only used for communication between pop e poppa and parents. These are never sold or made available externally under any circumstances.

pop e poppa is entitled to make video, photo and audio recordings of children for in-house purposes and for the information of parents if parents do not explicitly refuse this in writing.

In an emergency situation (accident or other) the educational team has the right to provide the emergency services with the personal data of the child. This also includes photos for proof or documentation purposes.

22 Social media

The pop e poppa familyservice group requests employees of the daycare centre not to accept friend or contact requests from parents on social networks. This serves to protect privacy and to maintain a separation between private and professional lives in a working environment which requires absolute discretion. Parents are asked not to make such requests as long as their children are being looked after at the daycare centre.

23 Opening hours, closing days and public holidays

The normal opening hours as well as the opening hours for care as required can be found on the homepage of the daycare centre at www.popepoppa.ch.

Public holidays and closing days are taken into account in the calculation of all our fees. Public holidays and closing days do not give entitlement to a reduction of the monthly parental fees. In the event of a cancellation of the care contract in the course of the year, these days are still charged by the daycare centre.

Parents are informed by the daycare centre of the public holidays and closing days for the following year by 31 December of each year.

24 Officially decreed closure of the daycare centre

If the daycare centre is forced to close due to an official decree or as a result of a force majeure (e.g. epidemic, heatwave, storm, pandemic, earthquake, etc.), there may be no claim to compensation or deductions from the monthly parental fee.

25 Deviations

Deviations from these regulations for a specific daycare centre are mentioned at the end of the fee sheet or in a separate annex of the daycare centre concerned. You will find these documents on the website of your daycare centre at www.popepoppa.ch.

26 Approval and modification of the regulations

These regulations were approved by the management of pop e poppa familyservice in July 2021.

The management reserves the right to make modifications at any time. In this case, the parents are informed of the change to the regulations in advance. The modification comes into effect from the next cancellation date following the notification at the earliest.

This document is a translation of the original German version. The German version of the regulations has been legally verified. We cannot accept any liability for any discrepancies arising from the translation.