



crèche & garderie

REGULATIONS OF THE NURSERY

TRANSLATED VERSION OF THE 7TH OF AUGUST 2018

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COMMENTS

This document has been translated into English from the French version. If there is any inconsistency or ambiguity between the English version and the French version, the French version shall prevail. Also, in this document

- *The relative refers to the parent(s) or the person(s) who has the parental authority and who lives with the child;*
- *The board of directors refers to the managers of the company;*
- *The management refers to the director of the Trottiz nursery.*



PRESENTATION

ART. 1 TROTTIZ

The goals of Trottiz nursery (afterwards referred to as « the organization ») is to inspire the desire to move forward, to grow, to learn, to share and to free oneself. It is with a solid foundation, built on the love of learning and a strong identity, that your child will be able to develop their future skills.

ART. 2 PEDAGOGIC VISION

« The values represent the principles to which one has to conform to in one's behaviour. These principles are the ones people recognise as role model and that make the people desirable and commendable, or the behaviours to which they are attributed. These values serve as guidelines for the behaviour of individuals in a society, by fixing goals and ideals. They form morals, which give the individuals the ability to judge their behaviour and to shape their own personal ethics. »

Our pedagogical values can be broken down in favour of the three stakeholders that are in our professional scope of action:

- *The families;*
- *The children;*
- *The educational team.*

The pedagogical project is available for the relative from the management.

ART. 3 LICENSE TO OPERATE

The organisation holds a license with rights to operate, delivered by the Office de l'Accueil de Jour des Enfants du Canton de Vaud (OAJE) (Office for day nursery of the Canton of Vaud). This license defines the services offered and the welcome capacity (how many people it can welcome) of the organisation.

ART. 4 WELCOME CAPACITY OF THE ORGANISATION

The current organisation welcomes children from the end of the maternity leave to the age of entrance to primary school (1P Harmos). The organisation has a capacity of maximum 66 places, which are attributed in the following manner:

- *15 places for the group « babiz » (around 3.5 – 18 months);*
- *21 places for the group « trottiz » (around 18 – 36 months);*
- *30 places for the group « maxiz » (around 36 months – 5 years).*

The reception is done from Monday to Friday, from 7AM to 7PM.

ART. 5 THE EDUCATIONAL TEAM

1. *The management is responsible for the pedagogical and organisational aspects. The children's supervision is guaranteed by a team of child professional (child educator and socio-educational assistants), as well as temporary assistants, interns and apprentices.*
2. *The co-workers of the organisation have received a training that meet the current standard specification in effect in the canton de Vaud.*

ADMISSIONS AND REGISTRATION

ART. 6 TERMS AND CONDITIONS AND ADMISSION PRIORITY

1. *By registering their child, the relative agrees with the regulations and with the institutional project and commits to respect them.*
2. *The organisation can also welcome children with specific needs.*

ART. 7 ADVANCE REGISTRATION PROCESS

To register a child with the organisation, the relative can fill out the form, which is available online on www.trottiz.ch

ART. 8 REGISTRATION PROCESS

1. *The registration is considered as final after the interview with the management and when the relative hands in the following documents to the organisation:*
 - *The signed information form about the child and their health;*
 - *The signed contract.*
2. *The registration is final after the tax payment of CHF 150.- per family, that will not, under any circumstances, be reimbursed.*
3. *The child will not have access to the organisation, if the parent has not handed in the previous documents. However, the management can validate a registration without having all of the asked documents. The relative has one month to resolve the situation.*

CONTRACT AND PRICING

ART. 9 CONTRACT

For each welcomed child, except in case of emergency, a written contract is concluded between the organisation and the relative. The contract indicates in particular the attendance level of the child, the daily applicable rate and the monthly attendance price. The current regulations are part of the said contract.

ART. 10 PRICES

PRICING POLICY

The board of directors sets the pricing policy applied in the organisation, and the terms and conditions for the price determination for the attendance (monthly or quarterly fee). This pricing policy can only be amended by the board of directors. The relative shall be informed of the changes, promptly, in writing, and before they come into effect.

ATTENDANCE PRICING AND INVOICING

- 1. The attendance price is CHF 145.- per day. To get the monthly attendance price, the daily price is multiplied by the number of attendance days per week, and then by four (4). This amount will be billed twelve (12) times per year. The amount of the invoice billed to the relative is fixed at the time of the conclusion of the contract.*
- 2. If the following quarter is paid in one go, then the attendance price is CHF 140.- per day. Because of administrative constraints, the quarterly fee can only start at the beginnings of January, April, July and October. Outside of these months, the monthly rate applies, while waiting to start the quarterly rate.*

YEARLY RATE ADJUSTMENT

Because the cost of living increases, which has a strong influence on the payroll, the rates will be automatically readjusted yearly on the first of January of each year. The rate adjustment is based on the Swiss consumer price index of the 30th of September of the previous year. The adjustment shall be communicated to the relatives during the month of October.

TERMS AND CONDITIONS AND PAYMENT PERIOD

- 1. The attendance price shall be invoiced to the relatives from the first day of welcome mentioned in the contract. Exception to this rule are the agreements according to article 13 of this present regulation.*
- 2. The attendance price has to be paid at the end of each month, and at latest on the 10th of the next month. The board of directors reserves the right to not accept or to expel the child (or children) in case of important delay of the attendance price payment (2 months maximum). The board of directors reserves the right to invoice a lump sum when sending a reminder regarding the late payments.*



GENERAL RULES

- 1. Holidays and/or times when the organisation is closed are taken into consideration in the pricing policy. No deduction is granted in case of the absence of the child (principle of the place occupancy), as well as for absences outside of the closing days of the organisation (holidays). Those, as well as absences for holidays, sickness or other reasons, do not give the right to a discount of the attendance price or other compensations other than those mentioned explicitly in this document.*
- 2. An exemption can be made in case the absence of the child is due to medical reasons (with a medical certificate), and the following discounts will apply:*
 - 0% for the first 2 weeks;*
 - 50% for the 4 following weeks;*
 - From the 7th week onwards, after discussion between both parties (management and relative), and after the approval from the board of directors, the contract can be broken, and the place released.*
- 3. In case that the contract is broken during the year, the days remain payable to the organisation and will not be the object of any deduction of compensation.*

ART. 11 ADAPTATION

- 1. In order to offer a smooth transition from the family environment to the one of the organisation, it is important to dedicate the necessary time to a progressive adaptation, whose methods will be defined according to the child's needs and the organisation's planning.*
- 2. The adaptation is carefully prepared with the relative and takes place over a transitional period of two weeks at most. If in the contractually agreed attendance rate for the child is of 80% or more, during the transitional period, the relative will benefit of a discount, and the invoice is billed at 50% of the contractually agreed attendance price (because the child will attend less days during this period than it will later). However, if the contractually agreed attendance price is below 80%, the invoice is billed for the full price, even during the transactional period.*

ART. 12 TEMPORARY FIX

When possible, temporary fixes can be made if the framework conditions are respected. The request has to be expressed to the educational team, who will make a decision based on the available spaces. These temporary fixes are non-contractual services and are not included in the monthly fee. They will be invoiced in addition to the attendance price, at the applicable rate on the decided day in the contract, and this, at the end of each months. No compensation and/or exchange of days can be allowed.

ART. 13 RESERVATION

- Reservations are possible for babies (to be born or during the applicable legal maternity leave period of the canton of Vaud). In the latter case, the attendance price is calculated in the following way:
 - From the 1st to the 4th month: the reservation is free;
 - Starting from the 5th month and until the arrival to the structure, 100% of the boarding fees of the desired attendance.

ART. 14 SIBLINGS

When registering a second child with the organisation, the older one will benefit from a siblings discount. The daily price for that child will be CHF 130.-.

ART. 15 ATTENDANCE AND RECEPTION OF THE CHILD

- The pace and the attendance days are defined between the relative and the management at the time of the registration of the child in the organisation. The children can be registered on the basis of the following subscriptions. The children attend the organisation in a regular manner, at least two days a week.
- The rates include the registration fees, the nappies, lunch, as well as the morning and afternoon snack.

SUBSCRIPTION PLANS WITHIN THE ORGANISATION:

SUBSCRIPTION	HOURS	ARRIVAL	DEPARTURE	RATE 1	RATE 2
Whole day	7 AM - 7 PM	7 AM - 9 AM	5 PM - 6:45 PM	145.-	140.-
Morning, with lunch & without nap	7 AM - 12:30 PM	7 AM - 9 AM	12:30 PM - 1 PM	85.-	80.-
Morning, with lunch & with nap	7 AM - 3 PM	7 AM - 9 AM	3 PM	110.-	105.-
Afternoon, without lunch & with nap	1:30 PM - 7 PM	1:30 PM - 2 PM	5 PM - 6:45 PM	80.-	75.-

Rate 1 : in case of **monthly** payment

Rate 2 : in case of (in advance) quarterly payment

- For the child's well-being, it is not advisable that the child spends more than 10 hours per day within the organisation. The arrival and the departure of a child outside of the agreed hours is only possible with the agreement of the educational team.
- In order to allow for a debriefing of the day and to prepare the child to leave the organisation, the relative or the authorised person has to come pick up the child at latest at 6:45 PM.
- The relative has to respect the opening and closing hours. In case of abuse, the board of directors has the power to take the appropriate steps, including the expulsion of the child from the organisation.



ART. 16 YEARLY SHUTDOWNS

- 1. The organisation is closed the following days: the 1st of January, the 2nd of January, Good Friday, Easter Monday, Thursday and Friday of the Ascension Day, Whit Monday, the 1st of August, Fast Monday and the 25th of December.*
- 2. The organisation is also closed:*
 - Three weeks during summer, always the two last of the month of July and the first of the month of August;*
 - One week during the school holidays of Christmas and New Year;*
 - One day, dedicated to ongoing training of the educational team.*
- 3. The exact shutdown dates will be communicated to the relative during the registration of the child, and at latest, at the start of every school year.*

MODIFICATION AND END OF THE CONTRACT

ART. 17 MODIFICATION OF THE ATTENDANCE RATE

- 1. It is possible to make a modification of the attendance rate between the moment of registration and the first attendance day of the child, providing a two months prior notice. Any modification made less than two months before the arrival of the child leads to administrative fees of CHF 200.-.*
- 2. For any modification concerning the attendance rate, the request has to be made in writing, to the management, respecting the prior notice of two months for the end of a month. If this deadline is not respected, the attendance price will be billed on the basis of the usual attendance for the period of two months.*
- 3. When possible, the increase of the attendance rate will be immediate, if the organisation can reasonably deal with the demand. The attendance price will be adapted immediately.*

ART. 18 END OF THE CONTRACT

- 1. There can be no termination of contract between the 1st of April and the 30th of June of the ongoing year.*
- 2. The relative who would like to discontinue the attendance of their child has to notify the management, in writing, respecting the deadline of two months for the end of a month. If this deadline is not respected, the attendance price will be invoiced on the basis of the usual attendance rate for two months.*
- 3. The board of directors can terminate the contract, providing the two months deadline for the end of a month, or immediately, in instance of non-compliance of the current regulations, or for any other reason deemed valid by the board of directors.*



ART. 19 EMERGENCY RECEPTION

In case of serious emergency, the organisation can also welcome a non-registered child until a solution is found. One of the possible solutions can be the establishment of a contract. In the absence of contract, the terms and conditions of the invoicing for troubleshooting apply.

PRACTICAL LIFE WITHIN THE ORGANISATION

ART. 20 ABSENCES

- 1. The child's absences have to be communicated as soon as possible, but at latest, the same day of the absence, before 8.15 AM.*
- 2. The relative communicates the foreseeable absences of their child, especially during the school holidays, to the educational team, and as soon as possible.*

ART. 21 HEALTH

Life in a community can lead to some inconveniences (falls, scratches, bites, ...). This is unavoidable, despite all the precautions taken by the educational team. However, they will deal with these events with care, professionalism and pedagogy. When possible, the educational team will inform the relative in the framework of the communication when the relative comes to pick-up their child.

HYGIENE

The educational team and all the staff take the necessary hygienic measures, in order to guarantee the cleanliness of the welcome space of the organisation, and to prevent the spreading of contagious diseases. The relatives are made aware that in all children communities, contagious disease are unavoidable, and they may occur, independently of all the measures taken to avoid them.

ILLNESS

- 1. According to the rules established by the youth healthcare division, the management and/or the educational team can forbid the entrance to a child at the entrance of the institution, if the child displays symptoms of a contagious disease or if his state of health doesn't allow him to follow the rhythm of a life in community (fever, serious fatigue, and so on ...). We rely upon the document « recommandations romandes et tessinoises d'éviction (pré)scolaire pour maladie transmissible » (recommendations from the French- and Italian-speaking part of Switzerland concerning social eviction for communicable disease).*

- 2. If a child gets ill during the day, the educational team will ask the relative to come pick their child up as soon as possible.*
- 3. If a child has a temperature above 38°C, the educational team will immediately communicate this to the relative, who will come and pick up their child as soon as possible.*
- 4. Any contagious disease the child or a member of their family might have, has to be communicated to the management and/or to the responsible educator, in order for them to take the necessary precautions. The relative has to inform management and/or the responsible educator of any known health issues (allergies, special diet, chronique illness, ...). It is for this purpose that the relative will fill the form with information about the child and their health.*
- 5. In case of an emergency, the relatives authorise and delegate their power to management and/or the responsible educator, who will take all the necessary steps to call on a paediatric ward (paediatrician, children's hospital, ambulance, ...). In case of uneasiness or accident, the relatives will be immediately notified. The emergency procedure recommended by the SSJ (youth healthcare division) will be applied in this case.*

MEDICINE

When the relative hands over medicine to the educational team, the latter is only authorised to give medicine that has been prescribed by a paediatrician. The medicine has to be handed over with clear instructions:

- In their original packaging;*
- With the pharmacy's tag, showing the first and last name of the child, the dose and the length of the treatment.*

ART. 22 MEAL

A catering service delivers meals to the organisation. Special diets, with a medical certificate, will be considered wherever possible. However, the organisation cannot take on complex allergy cases. The milk powder for babies has to be supplied by the relative.

ART. 23 SLEEP

Children who need a teddy bear, a « doudou » (comforter) or any other object can take them with them, in order to facilitate the transition with the family environment. Any advice concerning the child's habits regarding sleep are welcome. A resting time is offered to each child, whether they sleep or not.

ART. 24 CONNECTION WITH THE RELATIVE

- 1. The relative has to be reachable during the day. Consequently, they inform management of any potential change of place of residence or place of work (mobile phone number included).*
- 2. A good cooperation between the relative, the educational team and management is essential in order to ensure a partnership which enables a proper monitoring of the child and which favours the child's intellectual, physical, relational and emotional development. This will therefore create a trusting environment for the child, who will feel at ease and safe. Regular interview between the relative and the educational team take place during the year.*
- 3. The relative's attendance is highly desirable during activities and parents' reunions organised by the educational team.*

ART. 25 CLOTHES AND PERSONAL OBJECTS

- 1. The child has to wear clothes in order to be able to participate to outside activities at all times. Consequently, the relative makes sure that their child/children wears appropriate clothes according to the weather conditions.*
- 2. The relative brings underwear and spare clothing which match the season, as well as a pair of slippers. The relative is asked to mark all the clothes, shoes and slipper of the child in order to avoid any possible swap or loss.*
- 3. The educational team is not able to carry out a continuous check of clothes and personal objects (glasses, jewellery, toys, ...). Therefore, management declines any responsibility in case of wear, loss or theft of personal objects.*
- 4. The children's personal belongings which have not been picked up, are available to the organisation for internal use or to give to a charity.*

ART. 26 OUTINGS

- 1. On top of the activities organised within the organisation, daytrips are organised outdoors. Be aware that these outings can be made by walking by foot or by using public transport.*
- 2. On no account does the organisation use private transport, except in cases of emergencies.*

ART. 27 VIDEOS, PHOTOS

The educational team is authorised to take audio/video recordings and pictures of the children for internal purposes or in order to inform relatives. No media or picture will be broadcasted/published outside of the organisation, except with the relative's previous agreement.

ART. 28 TRAINING PROVIDING COMPANY

- 1. The relative admits that on top of being a welcoming space for children, the organisation is also a training facility.*
- 2. The tutors and students benefit from the presence of children in the group, in order to carry out training programmes, and not-for-profit.*
- 3. The relative authorises the tutor and the students to use the data collected within the organisation for educational purposes or written presentations, subject to the anonymity of the child.*
- 4. The relative delegates the interpretation of these rules and regulations to the responsibility of management.*

ART. 29 INSURANCES

- 1. The organisation has the usual insurances in the field of early childhood. However, the child must be insured for any potential accident or damages which could happen within the organisation or in the frame of activities with the organisation. If the child creates damages or causes harm to anyone, their liability insurance will be involved.*
- 2. By their signature of the contract, the relative confirms that their child has a liability insurance.*

ART. 30 COLLABORATION WITH EXTERNAL SERVICES

- 1. The relative and the children who encounter brief difficulties will find support with the educational team and management. Particularly difficult situations, management can call on external partners, such as psychologists, child psychiatrists, paediatrician. Any process will be made with the relative's prior agreement.*
- 2. In the event of suspicion of abuse, management will notify the case to the competent authorities, according to the procedure required by the law and/or cantonal authorities.*

ART. 31 ESCORT

- 1. The relative:*
 - Goes with their child/children to the organisation;*
 - Informs about the people authorised to come pick up their child/children. Those people have to be of age, and have to show a proof of identity, if they are not known by the organisation.*
- 2. The organisation ensures the escort for any institutional travel.*



ART. 32 SOCIAL MEDIA

The organisation's collaborators are asked to not accept any invitation from the relatives on social media, for the sake of protecting their private sphere, and the delimitation between their private and professional life, in a craft where extreme discretion is asked. We do therefore ask the relatives to be aware of this and to not proceed to such invitations.

ART. 33 DISPUTE

In case of any dispute between the relative and the collaborators of the organisation, management, and afterwards, the board of directors, will have to serve as conciliation body.

ART. 34 AMENDMENT

These regulations are passed by the board of directors on the 7th of August 2018 and comes into effect from that date. The board of directors reserves the right to amend these rules and regulations at any time.

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