

Operating guidelines Kinderkrippe Seestern GmbH

Meaning / Purpose

The Kinderkrippe Seestern regards itself as a socio-educational service provider. We care for children from 3 months old until school age, giving them the opportunity to pursue their own interests, to interact and to play with other children. We provide them with space for imagination, creativity and movement. Our nursery teachers strive to provide appropriate support for the individual child, facilitating its integration into the group. This daycare provision is open to all children; regardless of the reasons why the parents wish to bring their child to the crèche.

Objectives / Principles

The objective of the crèche is to provide a framework for children within which they can express their needs and develop. Children are supervised without coercion and punishment. Enjoyment of food is important. We encourage children to try new things. If children are tired, they can rest / sleep. Personal hygiene and teeth-brushing form part of our daily routine, they shouldn't become a chore but, instead, should be a happy experience.

Staff

Our nursery teachers have completed a specialist training course. Great importance is placed on their continuing education. The number of carers corresponds to cantonal guidelines from the Department of Education for nursery schools. Team meetings and individual discussions take place on a regular basis.

Opening hours

The crèche is open from Monday to Friday from 7.00 a.m. to 6.30 p.m. However, we ask parents to be at the crèche by 6.20 p.m. at the latest, so that there is enough time available to exchange information and to collect your child.

The crèche is closed for Christmas / New Year and for two weeks in the summer holidays as well as on all statutory public holidays (see the Holiday / Public Holiday Schedule).

On the day before a cantonal public holiday, we close at 4.00 p.m. However, we ask parents to be at the crèche by 3.50 p.m.

Conditions of admission

Each day, a maximum of 30 children are cared for in three mixed-age groups. Children are admitted to the crèche from three months old until they enter kindergarten. In order to guarantee optimal integration of your child, s/he must attend for a minimum of 2 days per week.

Children who have already attended the crèche before entering kindergarten and are therefore integrated into the group can continue to attend the crèche until they start school. The Crèche Manager will decide whether or not we can admit your child.

Settling in

Settling in is of very great importance for the child, the parents and our staff. The first meeting is used for everyone to get to know each other. So that we can take enough time to help your new child to settle in, it is important that dates for settling in are agreed with the Crèche Manager / Group Leader in good time.

Clothing, personal items

We go outside whatever the weather, so it is important that your child is dressed well for the weather. Slippers and spare clothes need to be brought in on the first day and exchanged as the seasons change. Your child can bring in cuddly toys and comforters (with a clip) at any time. We cannot accept any liability for clothing, personal item and toys brought into the crèche. "Gameboys" are not allowed.

Parents must mark clothing and personal items with name labelling.

Parents must bring nappies and special skincare products in from home.

Nutrition

The crèche places great importance on a balanced and varied diet. Fruit and / or vegetables are offered with every meal.

Children will receive the following **vegetarian** meals:

Breakfast / Lunch / Afternoon snack

Except on their birthday, children are not allowed to bring sweets in. Meals will be planned individually where your child has allergies. For children not yet ready to eat at the table, or for those who require special food, meals / food will need to be brought in from home. There is no reduction in fees when availing of this option.

Dental care

As soon as your child has his/her first teeth, we will help him/her to brush his teeth. The crèche provides toothbrushes and toothpaste.

Hygiene

Hygiene is very important to us and we work to our own hygiene plan. Floors are regularly mopped, changing mats disinfected, toys regularly cleaned and food is freshly prepared. Legal requirements in terms of hygiene are regularly inspected by the cantonal food hygiene inspectorate.

Daily routine

Our usual daily routine:

From	7:00 a.m.	-	9:00 a.m.	Children arrive at the crèche.
From	7:30 a.m.	-	8:30 a.m.	Breakfast is available
From	9:15 a.m.	-	10:45 a.m.	Supervised activities/free play/a walk
At	11:00 a.m.			Lunch is served
From	12:00 a.m.	-	2:00 p.m.	Quiet time / nap time for the children
From	2:15 p.m.			Supervised activities/free play/a walk
At	3:15 p.m.			We have a snack
From	4:00 p.m.			Free play
From	4:30 p.m.	-	6:20 p.m.	Children are collected

Additional days

In exceptional cases and by agreement with the Group Leader, children can attend on additional days. The fee must be paid directly, in cash, to the crèche in the morning.

Promotion for new customers

Since July 2009, we provide a **free day** to parents who recommend a new child who concludes a contract to join Kinderkrippe Seestern. This is independent of "joker days"¹ and is valid for one year from the date of issue.

Reduction for siblings

For each further child per family who attends the crèche, we provide a 5% reduction for siblings. The reduction ceases to apply as soon as the older (first) child leaves the crèche.

Amendments to these Internal Regulations

We reserve the right to amend these Internal Regulations at any time.

Complaints / Suggestions for improvement

We make every effort to make quality improvements to our services in your interests on a continuous basis. We therefore place great importance on your opinions.

Kinderkrippe Seestern GmbH

Internal Regulations, Horgen, 1st August 2011

¹ Translator's Note: "Joker days" are a fixed number of days per year which each child is allowed to apply to take off under statutory provisions.

Emergency Plan

Responsible personnel

Crèche Manager: Dekyi Fröhlich

Group Leader: Dekyi Fröhlich

Important telephone numbers

Emergency services / paramedics **144**
Police **117**
Fire brigade **118**
Institute of Toxicology **145**
Zimmerberg Hospital, Horgen **044 728 11 11**
Doctor Zehnder, Horgen **044 726 26 60**

Procedure

1. Keep calm
2. Provide first aid to the injured child
3. Where there are serious injuries, **call 144**
4. Notify the Crèche Manager, or, if the Crèche Manager is absent, notify Slivia Ottenheimer
5. The Crèche Manager will notify the parents (in the absence of the CM, GL will notify the parents) and discuss further procedure (who will take the child to the doctor? etc.).
6. Where the parents cannot be contacted, CM/GL to contact (**Dr.Zehnder**) CM/GL to accompany the child to the doctor. In the event that only one qualified person is present, the apprentice or trainee will accompany the child to the doctor! Where necessary, travel by Taxi 044 725 1212 or 044 725 1111. **Take emergency document with you!!**
7. **One qualified person must always remain at the crèche**
8. The remaining personnel take care of the other children!
9. After visiting the doctor, the person accompanying the child will inform the CM and GL of the child's condition.
10. CM/GL to notify the parents and staff.
11. The sequence of events concerning the accident/procedure + actions taken (first aid/doctor visit) must always be recorded in the Accident Book!

Where CM is not at the crèche, she must be notified by telephone of the incident on the same day!!!

This procedure must always be adhered to!!!