
INTERNAL REGULATIONS

01.01.2019

1 LITTLE GREEN HOUSE

Little Green House is a private institution. It is owned by Little Green House SA, through which it is administered. The Little Green House pedagogical director supervises an educational team composed of early childhood educators, socio-educational assistants, auxiliaries, apprentices and trainees.

Little Green House is committed to the conditions and recommendations of the Social Department of canton Geneva. Organization and operation are subject to the Geneva childcare law and regulation and authorization to operate is required from the authorization office SASAJ of the canton of Geneva.

The institution is open and welcomes all children, regardless of their religion, culture, citizenship.

2 OPENING HOURS AND HOLIDAYS

Opening Hours and various available attendances

Little Green House is open from Monday to Friday.

a) Full-day (max 10 h) from 7:00 AM to 6:30 PM

b) Additional morning care and evening care can be provided by prior arrangement

In order to provide orderly operations and quality childcare, any modification to the hours listed above must be agreed with the management and will be possible only in accordance with the number of available places.

Minimum Attendance

Children can be only enrolled for full days. Minimum attendance of 2 full-days per week is requested.

Annual holidays

- Two weeks during Christmas and New Year, according to the dates communicated
- Official public holidays of the canton of Geneva
- Two pedagogic days throughout the year

The exact dates of annual holidays and the two pedagogic days for the current year are provided to parents when the child is registered and are also posted in the institution and the Little Green House parents app.

3 FEES AND PAYMENTS

OPENING HOURS	CHILDREN younger than 2 YEARS	CHILDREN older than 2 YEARS
7:00 AM – 6:30 PM	170.-	160.-

The monthly fee is calculated based on the agreed number of attendance days per week multiplied by 4.25.

The monthly fee is automatically adjusted for the month following when the child turns 2 years old.

This fee remains unchanged and is not affected either by absences (illness or other), or by the annual year-end holidays or official public holidays, as these have already been considered when establishing the daily fee structures.

Registration Fee

The Registration fee per child is CHF 200. Due upon the conclusion of the contract.

First monthly Fee

Due upon the conclusion of the contract. Calculated based on the agreed number of attendance days per week multiplied by 4.25. Starts from the first day of the contract equalling the first day of the familiarization period.

Siblings Discount

Siblings do benefit each of a 7.5% discount on the fees if the siblings attend Little Green House.

Contract amendments

The first contract change request of the calendar year is free. For all following ones, an administration fee of CHF 250 will be charged. This concerns requests for permanent schedule change, starting date change, etc.

Extra days and hours

Any early arrivals or late departures outside the normal opening hours will be invoiced in half-hour increments – CHF 15 per 30 minutes.

Extra days will be charged based on the daily price and the child's age.

Child's absences, sickness or vacation days

Absences (sickness, holidays, others) do not give the right to any discount and the missed days cannot be either replaced or moved nor swapped. Absences should be announced to Little Green House over the Little Green House App or by phone ideally between 7:00 AM and 9:30 AM.

Invoicing and Delayed Payments

Invoicing takes place over a 12-month period. Payment for each month is due no later than the 25th day of the prior month. In the event of late payment, reminder costs will be charged:

- First payment reminder will be sent 15 days after the due date of the invoice.
Payment extension: 10 days – no additional charges
- Second payment reminder will be sent 45 days after the due date of the invoice.
Payment extension: 10 days and an additional CHF 10 reminder fee
- Third payment reminder will be sent 60 days after the due date of the invoices.
Payment extension: 3 days and an additional CHF 25 reminder fee
- Beyond above: formal notice and legal proceedings without notice.

Price Increases

Due to an increase of cost of living and therefore increased operational cost, the prices can be automatically adjusted each year.

4 CONTRACT DETAILS - FROM REGISTRATION TO CONTRACT

Little Green House will handle the registration of the child and book the place only upon receipt of the signed contract, the registration fee and the first monthly fee.

If those fees are not paid within the **deadline of 14 days** after sending out the contract, the inscription and **booking of the place is automatically cancelled**.

Little Green House will handle the registration of the child and book the place only upon receipt of above-mentioned fees within the deadline of 14 days.

To draw up the contract, the following documents shall be given to the management:

- Registration excel form filled in by the legal representatives
- Copy of the healthcare and accident insurance certificate of the child
- Copy of the liability, casualty (third-party) certificate
- Copy of the vaccination record

For security reasons the parents should immediately updated any personal information which was provided at the registration process in the Little Green House App: address, phone numbers, persons authorised to pick up the child, etc.

Start of the contract

As soon as the contract is signed, the legal representative(s) are liable. The contract starts as of the first day of the **familiarization** meaning the monthly fee is due from the first day of the contract and therefore, from the first day of the familiarization period. The child may begin attending Little Green House as soon as:

- The contract is signed and sent back, returned with all above-mentioned required documents.
- The above-mentioned fees are paid in due time (14 days after receiving contract and first invoice).

Withdrawal of contract

Provided that the contract and therefore, the adaptation period has not begun yet, the legal representative(s) of the child have a 14-day period at the reception of the contract to cancel this latter without any cost. In this case, if any fees were already paid, they will be reimbursed.

After that 14-day deadline, the registration fee and the first month payment will remain entirely due to Little Green House (no reimbursement either) even if the legal representative(s) of the child decide that their child should no longer attend the child care.

5 FAMILIARIZATION PERIOD

The contract starts as of the first day of the familiarization period. A gradual familiarization period is essential before the attendance starts, as per the contract. A period of gradually adapting to new routines permits the child a gentle and smooth separation from parents and home, and at the same time allows parents and educators time to establish authentic connections and build relationships. It is a necessary step in the child care process and is a set period agreed upon between the educational staff and the family.

During the familiarization period, it is imperative that the parents remain reachable at any time, should it become necessary to take their child home, in case of a problem. Regular feedback between the educational staff and the parents is exchanged to optimize the child's personal familiarization needs.

Each child is assigned to a so called "family referent" - one person from the educational staff who is responsible for child during the familiarization period. The staff member is the first contact person for the parents and is responsible to follow up on the evolution of the child within the institution. Of course, the rest of the team is as well responsible for the day-to-day care of the child, as are contact persons for the parents. The familiarization period is set individually according to the needs of the child but often lasts minimum up to two or three weeks. The regular and contractual agreed child care of the child starts immediately after the end of the familiarization period.

As already stated the monthly fee is due from the first day of the contract and therefore, from the first day of the familiarization period.

6 AMENDMENT OF CONTRACT AFTER AND PRIOR THE COMMENCEMENT OF THE CONTRACT

Any request for reduction of child care attendance (number of days) should be e-mailed or mailed by the legal representative(s) to the management at least two (2) calendar months, for the end of the month, before the requested change should occur. The monthly fee will remain unchanged during these two months. The contract amendment will always apply from the 1st of a month.

Example: *If you hand in your demand for a reduction of child care attendance or a cancellation letter e.g. any day between the 1st and 30th of April– your contract would change on July 1st or in the case of a cancellation, your contract would end on June 30th.*

Any other contract amendment requests can be effective as soon as there is availability and after the director has agreed the changes. For those requests, the new tariff will be applied to the whole month.

If any request for reduction of child care attendance prior to the commencement of the contract have not been requested within the two months deadline, the first two monthly fees will be applied as indicated in the contract.

From the second request to reduction of care attendance, initiated between the registration and the start of the contract, the first two monthly fees will be the ones agreed as per the previous attendance reduction request.

Postponement of contract start date

After the registration, only one request to postpone the actual start date of the child is possible if received by the management at least two calendar months before the actual start date of the child as originally indicated by the legal representative(s) in the contract.

If the request is not submitted in time or if it is the second request, two monthly fees will be due by the legal representative(s) of the child though the child is not attending the child care yet as per the actual start date.

7 CONTRACT TERMINATION AND CANCELLATION PERIOD

The contract termination must be announced:

- By courier or e-mail to the attention of management by the legal representative(s) of the child.
- By the end of a month, with a two (2) month notice.

The payment will still be due until the end of the contracted period, even if the parents choose that their child no longer attends the child care.

Contract termination by Little Green House

Little Green House has the right to terminate any contracts. The contract termination by Little Green House should be announced by courier or e-mail to one of the legal representatives(s) of the child, with a two (2) month notice by the end of a month.

In extreme cases, Little Green House is free to terminate the contract at any time without notice.

8 ARRIVAL AT AND DEPARTURE FROM THE INSTITUTION AND AVAILABILITY OF PARENTS

Arrival as of 7.00 AM; departure until 6.30 PM.

We regularly go out for a walk in the morning and in the afternoon. For this reason, we ask that you please advise us via the Little Green House parents app or at the drop off about any arrival after 9.30 AM or any departure before 5.00 PM. Should you arrive and find the team gone, you will find the necessary contact information in the Little Green House parent app or on the door of the group.

Any early arrivals or late departures outside the normal opening hours will be invoiced in half-hour increments.

Arrival procedure

Parents are responsible for their child until it is under the care of the educational staff. Please provide our educational team with pertinent information regarding your child (breakfast, fever, mood, sleep, medication etc.).

Departure procedure

At the departure, parents are responsible for their child once the educational staff has given the feedback of the day.

Authorized third person for pick up

Parents designate in writing the persons authorised to pick up their children. No child will leave with a third person without any verbal and/or written authorization from the parents as well as showing an identity card of the third person. If the person who comes to pick up the child has not been previously authorized to do so, staff will not release the child until the parents have been contacted.

Please ask a designated third person to always carry their ID with them as the staff could ask them anytime to show it to identify themselves.

Availability of the parents

Parents shall be reachable during the day. They can easily update their personal information at home with the Little Green House Parent App. Please inform the management about any changes in place of work, phone number or domicile change.

9 PEDAGOGICAL APPROACH AND ASPECTS

The instructional approach of Little Green House is one of discovery. Our days are based on discovering the secrets of nature that lead to a healthy lifestyle. We offer regular activities and well-balanced daily routines: regular physical exercise alternates with phases of quiet time, eating healthy and well-balanced food, and

discovering nature.

10 MEALS

It is possible for a child to have breakfast at Little Green House from 7.30 AM to 8.30 AM.

A healthy lunch and a snack in the afternoon are daily served to the children. Ingredients are selected so that foods fit the child's needs and meals constitute a nutritious and balanced diet. The Nutrient Reference Value is based on recommendations established by the Swiss Paediatrics Organisation.

Nutrition Plan for babies

For the nursery (babies, infants) group, the nutrition plan is set up in close collaboration with the family. In order to achieve this, the parents inform and update the educational staff about:

- each new food introduced at home
- milk quantity changes
- when water gets introduced
- the schedule and quantity of food are changing
- any intolerances or allergies should occur
- anything that may be important for the nutrition of the child

11 HEALTH AND DISEASE

The pedagogical team and management look after the general health of children in our care, follow the recommendations established by the Swiss Society of Paediatrics and are obliged to report certain serious illnesses to the cantonal physician.

Little Green House would like to thank you in advance for your cooperation. Please do not only keep in mind your own child's health, but also the impact of your child's health on the wellbeing of other children and our staff.

Absences (sickness, holidays, others) do not give the right to any discount and the missed days cannot be either replaced or moved nor swapped.

If a child is sick and will not be able follow the daily routine and pace of the child care centre, it cannot be accepted to come or stay the day at Little Green House, in order to ensure its own wellbeing.

If a child gets sick during the day Little Green House will contact the parents to exchange and find an adequate solution for the child. If the child is unwell and not able to follow the daily routine, Little Green House can ask the parents to pick up their child. In case the symptoms are mild enough to allow the child to stay at the child care facilities, Little Green House will still contact the parents, so they can e.g. give permission to administer medication, arrange doctor's appointments or pick up their child if preferred. In some cases, Little Green House may contact its reference paediatrician or the cantonal physician for advice.

If a child does not feel well despite first medical interventions, the management and the educational staff can request parents to come and pick up their child as soon as possible.

In the event of a severe accident, Little Green House will first contact the emergency services and then the parents. If it is impossible to reach the parents in case of emergency, Little Green House will take the necessary actions for the wellbeing of the child.

In case of a minor accident (e.g. bruise after falling), when no medical intervention or treatment is needed, Little Green House will not call the parents immediately, but rather will report the incident during the daily feedback when the child gets picked up to go home.

If a child has been sick at home and symptoms have not relented and the child returns to the child care without having seen a doctor (i.e. the sickness is undiagnosed), the family can also be requested by Little Green House to go and see a doctor in order to ensure the child's wellbeing, but also the wellbeing of the other children.

Contagious Viruses

Please announce any contagious disease of the child or of a family member in order to allow the team and direction to take the necessary precautions. Little Green House can call an appointed paediatrician for advice, if necessary.

Vaccination policy

Little Green House recommends getting vaccinations against common diseases for your child. Although it is not a requirement for attending our child care facilities, we highly recommend it. If your child has not received the standard vaccinations and if a contagious sickness occurs at our child care facilities, you accept the risk that the cantonal doctor can prohibit your child from attending Little Green House for a certain amount of time. In this case, the monthly fees will remain the same and will not be waived or reimbursed.

Administration of medicine

If a child needs to take medicine, parents must complete the authorisation administration form to allow Little Green House staff to administer any kind of medicine.

It is mandatory to bring the original prescription or box with the prescription on it.

If possible, any kind of medicine is administered at home under parent supervision – e.g. if the child needs to take medicine in the morning or evening, the medicine is administered by the parents and not the educational team.

Further, the parents are kindly asked to always inform the team if any kind of medicine has been administered to the child during the night or in the morning before attending Little Green House.

Food Allergies and Intolerances – medical certificate

The legal representatives have the obligation to inform the Little Green House team and management about any kind of known allergies or intolerances and inform about the precautions which must be taken.

For any kind of allergies or intolerances and medical related restrictions Little Green House needs a medical certificate signed by the family's doctor (paediatrician, allergist or others), which must contain the following information:

- Description and list of symptoms
- Action plan in case symptoms appear
- List of restricted food or products
- Any other necessary information

12 INTERNAL TRANSFERS TO THE NEXT GROUP

When your child is old enough to change groups and there are open vacancies in the following age group, the educational team organises an internal transition period. A member of the educational team oversees the child's progress and shares progress reports with parents. At the latest at the end of the internal transfer, a meeting is arranged to give parents an opportunity to meet with the educator who will be the new family referent for the child. It may occur that the child transitions at a later date during a set transition period, which occurs once per year.

13 PARTNER TO PARENTS

Little Green House wishes to be a good partner to the family. A good partnership ensures the continuity necessary to promote the physical, emotional and mental well-being of a child. This partnership helps familiarise the child with the community and facilitates its social development. Therefore, the doors of Little Green House are always open to our families. It is with great pleasure that we take the time to share different moments with you.

After having agreed on the practical arrangements for their child with the educational staff, the parents are welcome to attend and participate in the life of the institution. Apart from daily exchanges and feedback with parents, the educational staff and the management are available to meet with you by appointment.

Parents are welcome to communicate suggestions, general remarks or complaints to the management.

14 PREVENTION

The educational staff is open to any collaboration/cooperation in order to bring assistance and support to the parents and the children. In order to achieve this, the staff willingly cooperates with the different medico-educational centres of the district (speech therapist, psychologist, psychotherapist, etc.).

In situations in which a child is in danger

Little Green House follows the directions of the cantonal and federal laws on protection of minors. Therefore, the staff and management have the obligation to inform and ask the various district services for advice and can always have a specialist intervene for a child in danger without the necessity of further agreement from parents.

15 LITTLE GREEN HOUSE PARENTS APP AND DATA PROTECTION

We are working with a well-known cloud solution provider for storing our data. Furthermore, we work with a professional software solution for the education sector. This licensed software partner and its solutions are tested and certified according to ISO/IEC 27001:2005 and thus meet the highest international security standard.

The data is stored and processed in accordance with the European data protection guidelines (EU-GDPR/DSGVO). One of its products is also the Little Green House App – which we use as communication tool to support you with reports, pictures and videos of your child throughout the day. Please manage your child's photo authorization rights in the Little Green House App and do not share the material on any social media nor put it online nor share it with any third parties.

By signing the contract you agree to having your personal data processed abroad in a confidential and appropriate manner. Little Green House works with software solutions whose data storage servers are outside of Switzerland.

16 RESPONSIBILITIES OF THE PARENTS

Little Green House declines all responsibility in case of lost, damaged or exchanged personal items. As per Swiss law, civil liability insurance is mandatory for each child and family.

- Please inform yourself about the pieces of information posted on Little Green House parent app and over the different notice boards.
- Inform the team about any important change in the life of your child.
- Use the Little Green House parent app to inform the team and management about planned and unplanned vacation and absences.
- Inform the team of any changes in the departure procedure of their child, especially when a new person whose name does not appear in the file – comes to pick up your child.
- Label all clothing and items with your child's name.
- When clothing is lent by Little Green House, parents must return it cleaned to Little Green House.
- Do not send your child to Little Green House with any jewellery or valuable clothes or any other especially valuable (also sentimentally valuable) item in their possession.

17 PRACTICAL ASPECTS

Clothing and items that we'd kindly ask you to bring from home

- Powdered Milk (Formula) or mother's milk if needed
- Comforter (doudou) and pacifier if they exist – we recommend getting some spare ones for home in case one gets lost
- Seasonal pair of shoes (winter boots, sandals, rain boots etc.)
- Two sets of spare clothes (undergarment, pants, T-shirt, socks)
- Slippers
- Seasonal & age adapted clothes
- Nappies (Diapers)

In order to facilitate daily life of the children, parents should dress their child in a convenient way, adapted to the life at Little Green House. Since the children go out in all weather conditions, they need to have the following seasonal items: a cap or a hat, a raincoat and rain-boots, snow clothes, scarf, mittens, winter boots. Please do label all of your child's clothes.

18 MESSAGE FROM THE MANAGEMENT

The management reserves the right to modify, change or make an exception to one of the articles of the current rules of procedure without prior notice. By signing the contract, the parents accept the regulations and agree to respect the current rules of procedure.

Little Green House, 1st of January 2019