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Operating Regulations KiTas Bethanien

1. Introduction

This Operating Regulations applies to all day-care centres (KiTas) of Diakonie Bethanien and provides information on objectives and principles, operational procedures, opening hours, contractual arrangements, employees, behaviour in case of illness/accident of the children and place reservations.

2. Meaning and Purpose

At the KiTas Bethanien, children from three months until they enter kindergarten are taken care of. The children are given the opportunity to occupy themselves alone and to interact and play with other children. Specialists ensure that the individual child receives appropriate support.

This extra-familial day-care centre is open to all children, regardless of the reason why the parents want to bring their child to the Kita and regardless of their national, religious and social background.

3. Objectives/Principles

The aim of these day-care centres is to provide children a framework in which they can unfold and develop according to their needs.

The children are looked after without enforcement or punishment. Joy about eating is important. They do not have to eat everything. If the children are tired, there is a room available where they can sleep, there is no compulsion to sleep. Personal hygiene and brushing their teeth should not become a procedure, but a playful experience. The KiTas Bethanien should be a place which transmit the children enjoyment of life and social contacts.

4. Sponsorship and Management of the Day-Care Centres

The KiTas Bethanien are facilities of the Diakonie Bethanien Zurich. The directorate and board of Diakonie Bethanien are responsible for the KiTas Bethanien. A qualified specialist is responsible for the pedagogical management.

5. Employees

All employees have received training appropriate to their function. In addition, we train childcare specialists in the day-care centres and offer internships.

6. Conditions of Admission

Children from the age of three months up to kindergarten entry are accepted. The minimum stay per week is one full day per week. Half days of care are not possible. After receipt of the registration form, we will issue a written contract.

7. Acclimatisation

The settling-in period is extremely important for the child, parents and employees. The entry interview serves to get to know each other. Afterwards, the parents have the opportunity to accompany the child by the hour during the first two weeks until the child has become accustomed to the caregivers and the other children.

The settling-in period begins with the contractually agreed entry date.

8. Care Models

The children are looked after according to the trio-model or tandem-model, depending on their age, in toddler groups or pre-kindergarten groups. In a toddler group, children from 3 months to approx. 2 years are taken care of and in the pre-kindergarten groups, children from approx. 2 years until they enter kindergarten.

9. Opening Hours

The day-care centres are open from Monday to Friday from 06.30 am to 18.30 pm. During official holidays (Good Friday, Easter Monday, May 1, Ascension Day, Whit Monday, August 1) the KiTas Bethanien will remain closed. On Maundy Thursday and December 24, the KiTas close at 17.00 pm. From December 25 to and including January 2, the KiTas are closed.

10. Daily Routine

The children are brought to the day care centre between 06.30 am and 9.00 am. At about 07.30 am there is a communal breakfast for the children already present. From 9.00 am the children are looked after in the groups until lunch, which takes place in the toddler groups at around 11.00 am and in the pre-kindergarten groups at around 11.30 am. Each group determines the schedule itself. After lunch, there is a rest period during which the children can sleep or pursue a quiet activity.

The children spend the afternoon in the groups again. From 16.00 pm they can be picked up. The afternoon snack is taken in the groups.

11. Clothes, own Toys, Meals

The children should wear comfortable clothes according to the weather conditions. A change of clothes such as underwear, trousers, T-shirt, sweater, socks and, depending on the weather, rubber boots and rain protection must always be available at the day-care centre. We ask parents to check these items regularly for size and cleanliness and to change them if necessary. Slippers, diapers, bottle powder, special care products/food for the child must also be brought by the parents. There is sufficient space for storage. Cuddly toys and soothers obviously can be taken along by the child. No responsibility can be assumed for toys brought into the day-care centre.

The children receive the following meals:

- Breakfast (as long as present at 07.30 am)
- Lunch
- Afternoon snack

Food and drinks are provided from the company kitchen or externally. High quality food is very important to us. The menu plan is hung up and can be viewed by parents at any time. Normally, the children are not allowed to bring any food with them.

For children who need special meals, please bring the appropriate food with you.

For the babies we cook mashed potatoes or carrots and prepare mashed apples, pears and bananas. The infants are also offered curd and rusk. If special additives or foods are desired, please bring them yourself.

12. Hygiene and Safety

The legal requirements for hygiene are regularly checked by the food inspectorate.

Appropriate measures have been taken to ensure the safety of the children, such as: safety locks on the windows, protected sockets, fall protection for playground equipment, etc.

13. Liability

KiTas Bethanien assumes no liability for lost or damaged private property.

14. Illness/Accident

In case of illness or accident, the children must not be taken to the day-care centre. The caregiver must be informed by 09.00 am. In case of illness or accident of the child at the day-care centre, the parents will be informed immediately. They must ensure that the child is picked up as soon as possible.

Allergies and other particularities must be discussed upon entry. The management of the day-care centre must also be informed about contagious diseases in the family.

15. Holidays/Absence

Holidays should be announced as early as possible, individual Fridays at the latest by 09.00 am the day before.

Holidays, general holidays, sick days and other absences are not refundable and cannot be compensated.

16. Cooperating with Parents

In the best interest of the children, we attach great importance to a good contact with the parents. We are therefore also dependent on their information (e.g. no more diaries, bottles or soothers etc.). The parents have the right to an annual personal position determination, which is conducted by the respective group leader.

17. Insurance

The parents need a liability insurance and are responsible for the health insurance of the child. Diakonie Bethanien has a business liability insurance and a subsidiary accident insurance.

18. Place Reservations

Place reservations are not possible. We don't have a waiting list either.

19. Contract Amendment

Contract amendments are only possible after the child has been admitted to the day-care centre. The period for changing the contractually agreed number of days of care and postponing the contractually agreed days of the week is three months. The amendment must be made in writing and will be approved if capacities are available.

20. Notice of Termination

The child-care place can be terminated by the parents or by the child-care centre with three months' notice to the end of a calendar month. The notice of termination must be made in writing.

If the contract is terminated by the parents before their child enters the day-care centre, the parents are obliged to pay the costs for the contractually agreed care days for the duration of three months.

21. Subsidised Places

The KiTas Bethanien have places subsidised by the city of Zurich. The criteria according to which parents are entitled to a subsidized KiTa place are based on the guidelines of the Social Department of the City of Zurich.

22. Tariffs/Discounts

The tariffs can be found in the scale of fees. Meals and drinks - with the exception of the bottle powder - are included in the prices.

Special discounts are not granted.

23. Tariff Adjustment

Tariff adjustments must be announced in writing by Diakonie Bethanien, observing a notice period of three months. They are considered accepted by the parents unless they terminate the contract within ten days after receiving the tariff adjustment at the next possible date.

24. Payment Regulations

The costs for the agreed care days are invoiced in each case and are payable monthly in arrears. It is possible to make the payment via direct debit.

Any additional days of care are also invoiced monthly in arrears.

After expiry of the payment period, interest on arrears of 5% on the invoice amount will be charged without reminder. If payment is not made within the period stipulated in the first reminder, Diakonie Bethanien is entitled to terminate the present contract at any time with ten days' notice.

25. Additional Care Days

If capacities are available and in consultation with the KiTa management, children can also be brought to the KiTas Bethanien outside the agreed days. Additional days will be charged in arrears.

26. Bringing and Picking Up of the Children

If a child is not picked up by the usual person, it is essential that this is notified in advance.

The children must be present in the day-care centre until shortly before 09.00 am so that the daily programme can start at 09.00 am.

In the evening all children must be picked up by 18.30 pm at the latest. A short handover report provides information about the child's condition. If the parents wish a detailed exchange, this must be announced in advance to the group leader.

If a child is picked up after 18.30 pm, CHF 10 will be charged for every five minutes of delay.

27. Finances in General

The costs of the day-care centres are covered by:

- Day-care centre taxes
- Subsidy contributions from the City of Zurich for subsidised places
- Donations, patrons
- Deficit guarantee of Diakonie Bethanien

These Operating Regulations replace all previous.

Zurich, 19.05.2020

3.03.01 RE Operating Regulations KiTas Bethanien

Andreas Winkler
Director