



Service d'éducation et d'accueil Strassen

Internal rules and regulations School year 2023-2024

Dear parents, dear children,

It is with great pleasure that we present to you the internal rules and regulations of the Service d'éducation et d'accueil (SEA) Strassen for the school year 2023/2024.

Together with the Luxembourg Red Cross, the municipal administration of Strassen offers complementary education and care services at the SEA from 7 a.m. to 7 p.m. in order to help families to better coordinate their work and family life.

This offer is available to all children enrolled at the elementary school or living in the municipality of Strassen, subject to the admission priorities in place.

The municipal administration has entrusted the Luxembourg Red Cross with the direction and management of the SEA by means of a partnership agreement.

Sandra Hauser
Person in charge of Maison Relais Strassen

Operations principles

Admission priorities

All children enrolled in elementary school living in the municipality of Strassen may benefit from the services offered by the Service d'éducation et d'accueil (SEA), in accordance with the admission criteria.

Please note that the maximum number of children per accreditation is defined by the Ministry of Education, Children and Youth and must be strictly respected.

If the number of applications is superior to the maximum capacity of children defined in the ministerial accreditation for each location, priority will be given to:

- Families where both parents work full time or are registered with the Luxembourgish employment agency ADEM
- Single parents
- Disadvantaged parents (e.g. social needs)

There is no hierarchy of priorities.

Families with one or both parents registered with the Luxembourgish employment agency ADEM will be given priority as soon as they have signed an employment contract.

In the event that the total number of applications is higher than the number of spots available and that several applications meet the same of the above-mentioned criteria, the date on the enrolment form or the enrolment renewal letter will be decisive.

If the maximum capacity of the SEA has been reached during the school year and there is an urgent and high-priority request, the SEA reserves the right to cancel the admission of children whose parents do not meet the priority criteria mentioned above. In this case, the SEA management, in consultation with the parents, will propose alternative time slots.

The signed enrolment form is only valid when :

- accompanied by the supporting documents listed on the last page of the form
- existing information is confirmed by signing the enrolment renewal letter.

The SEA will be closed on the following dates in 2023-2024:

Tuesday 26th December 2023 – Friday 29th December 2023

Monday 5th – Friday 16th August 2024

Friday 13th September 2024 (pedagogical day for educational staff)

Exceptional closing days may be added, for instance for internal staff trainings, in which case you will, of course, be informed in good time.

General timetable

The Service d'éducation et d'accueil (SEA) is open from Monday to Friday from 7 a.m. to 7 p.m.

The different services are offered on every day of the school week according to the following attendance and invoicing periods:

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning reception	☐ 7:00 – 8:00	☐ 7:00 – 8:00	☐ 7:00 – 8:00	☐ 7:00 – 8:00	☐ 7:00 – 8:00
Lunch time (fixed time slot)	☐ 12:00-14:00	☐ 12:00-14:00	☐ 12:00-14:00	☐ 12:00-14:00	☐ 12:00-14:00
Afternoon (fixed time slot)		☐ 14:00-16:00		☐ 14:00-16:00	
Afternoon	☐ 16:00-17:00 ☐ 17:00-18:00 ☐ 18:00-19:00	☐ 16:00-17:00 ☐ 17:00-18:00 ☐ 18:00-19:00	☐ 16:00-17:00 ☐ 17:00-18:00 ☐ 18:00-19:00	☐ 16:00-17:00 ☐ 17:00-18:00 ☐ 18:00-19:00	☐ 16:00-17:00 ☐ 17:00-18:00 ☐ 18:00-19:00

Except in exceptional cases, the fixed time slots must be respected. No arrivals or departures can take place.

A recovered/left child will not be able to return during the same day. The Site Manager must authorize each exception in advance.

Enrolment procedures

Attendance sheets are available at the SEA's secretariat and can be consulted and downloaded from www.ecoles-strassen.lu.

All modification/cancellation forms and annexes must be deposited in the SEA mailbox or sent by email to your child's site.

Enrolment for the school period

Annual regular attendance sheet (Annex 1)

Your child is enrolled at the SEA throughout the school year on the days and time slots indicated on the sheet "Attendance sheet for 2022/23" (Annex 1).

Modification sheet (annex 2)

For organisational reasons, any modification or cancellation of enrolment during the school year must be notified in advance to the SEA by letter or by email until the Wednesday (12 p.m. at the latest) preceding the week in which the modification or cancellation is to take effect.

After this point, we will no longer be able to take the changes into account for the invoicing.

The modification request will be considered subject to availability of spots.

If the modification procedure is not followed, the enrolment slots will be fully invoiced, even if your child has not or attended to SEA (even if the absence was only partial).

You will always receive a confirmation or a refusal of your modification request (in writing)..

Enrolment for the school holidays

The different services are offered every weekday during **school holidays** (except when the SEA is closed) according to the following **attendance and invoicing periods**:

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning reception	<input type="checkbox"/> 7:00 – 8:00	<input type="checkbox"/> 7:00 – 8:00	<input type="checkbox"/> 7:00 – 8:00	<input type="checkbox"/> 7:00 – 8:00	<input type="checkbox"/> 7:00 – 8:00
	<input type="checkbox"/> 08:00-10:00	<input type="checkbox"/> 08:00-10:00	<input type="checkbox"/> 08:00-9:00	<input type="checkbox"/> 08:00-10:00	<input type="checkbox"/> 08:00-10:00
Lunch time (fixed time slot)	<input type="checkbox"/> 10:00-14:00	<input type="checkbox"/> 10:00-14:00	<input type="checkbox"/> 09:00-17:00	<input type="checkbox"/> 10:00-14:00	<input type="checkbox"/> 10:00-14:00
Afternoon (fixed time slot)	<input type="checkbox"/> 16:00-17:00	<input type="checkbox"/> 16:00-17:00		<input type="checkbox"/> 16:00-17:00	<input type="checkbox"/> 16:00-17:00
	<input type="checkbox"/> 17:00-18:00	<input type="checkbox"/> 17:00-18:00	<input type="checkbox"/> 17:00-18:00	<input type="checkbox"/> 17:00-18:00	<input type="checkbox"/> 17:00-18:00
	<input type="checkbox"/> 18:00-19:00	<input type="checkbox"/> 18:00-19:00	<input type="checkbox"/> 18:00-19:00	<input type="checkbox"/> 18:00-19:00	<input type="checkbox"/> 18:00-19:00

Except in exceptional cases, the fixed time slots must be respected. No arrivals or departures can take place.

A recovered/left child will not be able to return during the same day. The Site Manager must authorize each exception in advance.

School holidays attendance sheet

During the school holidays and on Saint Nicholas Day, the SEA remains open except for the closing weeks of the school year 2022/23.

Due to the different organisation during the holidays, a separate enrolment is necessary. The enrolment forms for the school holidays can be consulted and downloaded from www.ecoles-strassen.lu.

To enrol your child, you must submit the duly completed enrolment form before the enrolment deadline. You will always receive a confirmation or a refusal of your modification request (in writing).

Enrolment requests submitted after the deadlines can no longer be considered.

During school holidays, Wednesday will be “the field trip day”. In this case, children can only be enrolled for the full duration of the trip. It will not be possible to pick them up before the end of the trip nor to drop them off after the time of departure.

A reminder, in the form of a quarterly schedule available online, will inform you of important dates throughout the year (e.g. the enrolment deadlines for the holiday periods).

For organisational reasons, any modification or cancellation requests for school holiday slots must be notified to the SEA by letter or by email no later than the Wednesday noon preceding the start of the holidays. After this point, we will no longer be able to consider the changes for the invoicing.

Only for urgent and duly motivated reasons and only if the facilities allow us to do so, can we accept enrolments after the enrolment deadline. If places become available, you will be informed on the Wednesday before the start of the holiday in question.

The school holiday activities programme will be available on the Dimmi application or at the entrance of the maison relais.

Please note that partial free admission does not apply to school holidays.

Special cases

For children newly enrolled at “PRÉCOCE” (early childhood education and care

We offer newly enrolled children the opportunity to familiarise themselves with life at the SEA before the start of the school year. The adaptation phase will start on September 5th and end on September 14th. A special enrolment form will be drawn up for this purpose and made available to you on the website www.ecoles-strassen.lu.

Attendance for the two consecutive weeks is highly recommended.

If you move during the summer holidays

Children leaving the Municipality of Strassen during the summer holidays will be able to attend the relay house until the beginning of the collective holidays in August.

Children arriving in the Commune during the summer holidays will be able to attend the relay house from the end of the collective holidays in August (see dates above).

Daily schedule

Education and care

Our education and childcare facilities are places of non-formal learning. In a stimulating environment, we create educational processes that allow the self-determined child to actively participate in everyday life. In our facilities, we combine education and care.

The Service d'éducation et d'accueil (SEA):

- provides an environment conducive to the social, cognitive and motor development of the child.
- offers “open” educational work, adapted to the age of the children, in rooms/spaces with specific functions (e.g. construction, movement, role play, creativity, etc.) allowing the children to make their own experiences in accordance with their interests and needs.
- encourages children to participate actively and democratically in the daily life of the SEA.
- observes and documents the child's progress and development.

The reception of your child takes place at the site which will be communicated to you at the beginning of the school year.

Food service

The food service operates every day (Monday to Friday from 12 to 2 p.m.) and remains open during school holidays, with the exception of the three weeks of closure.

The meals are prepared (on site) by a professional cook, who ensures that the children are offered a healthy and balanced diet. The meals on offer have been composed by a dietician and chosen according to the recommendations of the Ministry of Health (frequency, quantities). The menu plan can be viewed on the website www.ecoles-strassen.lu.

Since the 2022/2023 school year, the cooks of the Strassen relay house have been cooking in accordance with the SICONA *Natur genéissen* label: "regional, organic and fair trade".

By putting the *Natur genéissen* project into practice, the municipality of Strassen and the Red Cross, as manager of the relay house, undertake to cook with food produced in a sustainable way and to guarantee healthy, regional and seasonal to children, respecting nature. Cooks and service providers are committed to buying products that meet the criteria set out in the *Natur genéissen* specifications.

Children of all cycles get their food according to a "self-service" system. This model allows them to organise their lunch break independently by choosing from a variety of activities. They take the food themselves and have their lunch when they feel like it. The educational team of the SEA ensures that each child has a balanced lunch, it offers activities and supervises the children. The team is always available to give parents the necessary information about taking meals. Parents are welcome to visit us and share lunch with their child's cycle if they wish (please let us know in advance).

Any food allergies, intolerances (allergy to strawberries, nuts, etc.) or incompatibilities (e.g. diabetes) your child may have must be notified to us and certified by your doctor and be submitted when enrolling your child.

Unfortunately, we cannot provide dietetic meals or meals meeting certain medical indications. However, we will try, as far as possible and in collaboration with the parents and the dietician, to find an appropriate solution.

Please tell us about your child's eating habits.

A snack is served at 4 p.m. for children attending the SEA. During school holidays, a breakfast meal is served at 9 a.m.

Supervised homework

The Education and Care Service offers children in cycles 2-4 a calm and serene atmosphere conducive to the performance of homework independently with supervision and minimal support as provided for in article 2 of Règlement Grand-Ducal of 14 November 2013 concerning the authorization to be granted to managers of an education and reception service.

Fixed time slots for homework have been set for each of the cycle 2, 3 and 4 sites. They will be informed to you at the beginning of the school year by your respective site.

The staff support and advise the child in the organization and execution of his work. It helps him to understand the task of his work. It is not the responsibility of the educational staff to correct the assignments.

We actively support the use of the digital class diary e-Bichelchen which allows discussion on homework.

There will be no homework on Fridays or during holidays and school holidays.

Each cycle is supervised by a "homework help" reference person.

Important information

Discipline

Repeated disobedience of a child or disruptive behaviour within the group will result in a meeting between the parents and the educational staff and may lead to the temporary or even permanent exclusion of the child from the Service d'éducation et d'accueil (SEA).

Children attending the SEA are strictly forbidden to leave the premises. Parents will be notified by telephone if an enrolled child is absent.

Civil liability insurance

The SEA accepts no responsibility for the loss or damage of toys, clothes, money, mobile phones, electric games or jewellery brought in by the child.

Children are covered by civil liability insurance for any damage caused to a third party during all actual supervision hours while under the responsibility of the SEA.

As soon as the parents or the person designated by them are present at the SEA, they are responsible for the child(ren).

Delays

If the parents are running late with regard to the time the child is enrolled for, it is very important that they notify the SEA staff.

Repeated lateness will result in a systematic extension of attendance hours, or even a temporary exclusion of the child.

Attendance exceeding the hours that the child has been enrolled for will be invoiced. If such delays happen repeatedly, the child(ren) risk(s) temporary or even permanent exclusion.

Illness

General terms

If your child is ill, it is imperative that you notify us by phone or email before 9 a.m. on the day of your child's absence.

If a child is ill, it cannot attend the SEA.

The parents concerned will be asked to pick up their child as soon as possible, or to delegate the task to a person whom they have authorised beforehand to do so by means of a parental authorisation for third parties (annex 3).

Children with a contagious disease are not admitted to the SEA for the duration of the contagion. If your child has head lice, please inform the educational staff and the person in charge, so that appropriate hygiene measures can be taken immediately.

In case of a fever (38.5°C or more), children aged 0-4 years can return to the SEA after the temperature has dropped naturally – i.e. without having taken any fever medication.

If a child is ill, the parents have to find a solution for the care of their child (e.g. the "KRANK KANNER DOHEEM" service, Tel: 48 07 79).

In the event of a medical emergency or accident, the staff reserves the right to contact the hospital on duty or to call the emergency services.

Sick leave exceeding 2 days requires a medical certificate that must be submitted within 5 working days.

If this procedure is followed, the initially scheduled hours of attendance will not be invoiced.

Delegation of an act of assistance

Medicines are only administered with the written consent of the parents (Annex 7) **and** a valid medical prescription. We therefore ask parents to provide us with a medical prescription stating the exact dosage to be administered to the child as well as the duration of the treatment and to write the child's name on the medicine. This applies to all medicines, including homeopathic ones and those available over the counter.

Daily care

As part of the daily care and in the event of a fall and/or injury, the educational staff may use the following products:

- Disinfectant product to disinfect wounds
- Cream/Stick with arnica against blows and bruises
- Cream/gel for insect bites and sunburn
- Solar cream
- Protective and restorative cream (red skin) without drugs
- Anti burn cream/gel

Please note that the presence of ticks will require the personal intervention of parents or even a doctor.

Allergies/Intolerances/medical history

We kindly ask you to inform us of any allergies, intolerances and/or food incompatibilities or other conditions (egg allergy, nut allergy, diabetes, etc.), so that, together, we can find a solution meeting your child's needs.

For children with :

Documents to submit :

<ul style="list-style-type: none">• Allergies/intolerances/allergen avoidance without risk for an anaphylactic shock	<ul style="list-style-type: none">• medical certificate from the child's doctor
<ul style="list-style-type: none">• Severe food allergies/intolerances, as well as food incompatibilities that could lead to an anaphylactic shock (needing a "fastjekt/epipen" emergency kit)• specific health needs (diabetes, epilepsy, asthma, heart disease, etc.)•	<ul style="list-style-type: none">• PAI (individualised care project)• Emergency Action Plan <p>completed by your doctor and submitted when enrolling at our SEA.</p>

For children with specific needs and/or requiring special care, an interview with the Site Manager and the Pedagogical Inclusion Referent (RPI) will take place before the child's admission, with the aim of provide the best possible care for the child.

A failure to share or a lack of information on the part of the parents regarding the state of health of their child can delay or even compromise his admission.

An update or termination of the PAI must be submitted to the SEA without delay.

Taking and publishing of pictures

We ask you to complete the form "Authorisation for taking and/or publishing pictures (photographs or videos)" to give your consent to the taking and publication of pictures. (Annex 11)

Autorisation for activities outside the SEA

Parents hereby agree that their child may participate in all activities and leave the premises under supervision on foot, by private car, bus or public transport.

By registering their child at the relay house, the parents certify that their child is able to participate in all the activities offered.

In the event of an excursion abroad, the parents undertake to submit a "parental authorisation" established by the municipal administration at least one week before the date of departure. In the absence of parental authorization, custody cannot be provided by the SEA on the day of the excursion.

Declaration of changes in personal data

Any change in personal data, such as the address after moving house, the telephone number, the professional situation (working hours per week), the child's state of health, the bank account, etc. must be notified in writing to the person in charge of the SEA.

The Education and Care Service undertakes to change your data as soon as possible.

Termination of the enrolment

The termination of the enrolment at the SEA must be notified in writing to the secretariat one month before it takes effect (e.g.: in case of moving to another municipality) (Annex 8).

Rates

Financial contribution of parents to SEA operating costs

Parents' participation is calculated according to the financial and family situation of the parents and on the basis of the official pricing proposed by the Ministry of National Education, Children and Youth.

The terms and conditions for free reception can be consulted on the website of the Ministry of National Education for Children and Youth.

It is essential that the child must be in possession of a valid service check contract to be able to benefit from the partial or total financial participation of the State. Membership check service is done with your municipality.

At the written request of the parents, a certificate to be attached to the tax return will be given to them by the secretariat.

Invoicing

The slots your child is registered for will always be charged in full, as well as any attendance hours exceeding these slots.

If the child is enrolled in a club (music, LASEP, etc.), their time away from the SEA will not be charged.

The SEA reserves the right to temporarily or permanently exclude a child in the event of repeated non-payment of invoices with one month's notice.

Direct debit order

To facilitate the payment of your invoices, all monthly payments are made by means of a SEPA direct debit order (annex 8). Please fill it in legibly, sign it and attach it to the enrolment form.

The Croix-Rouge luxembourgeoise informs your bank of the amount due for payment on the last working day of the month. Your bank will then carry out the payment from your bank account, no intervention on your part is required.

You are entitled to a refund by your bank under the terms of your contract with them. Any request for a refund must be submitted within 8 weeks of the date on which your account was debited. Just send your creditor ID to your bank. This ID consists of your customer number and the letters DOM on the invoice.

The direct debit order is to be completed and signed only once; it remains valid until revoked.

If you have already signed a direct debit order, you do not need to renew it, unless your bank details have changed.

Re-Invoicing

If an invoice is incorrect due to an error on our part (e.g. incorrect number of hours of supervision), please contact the person in charge / secretariat. The **time limit for contesting** an invoice is **six months**.

Re-invoicing requests for invoices from the **previous year** must be submitted no later than **15th March** of the current year. After this date, we will only accept re-invoicing requests for current year invoices.

The chèque-service contract is valid for one year. Parents are therefore required to renew it on time.

If an invoice is incorrect due to the expiry of the chèque service contract, please contact the person in charge/secretariat. A re-invoicing request may only be made with regard to the last two consecutive invoices.

The invoices concerned must be accompanied by a letter.

Summary of Annexes

1	Attendance Sheet
2	Modification sheet
3	Parental authorisation for third parties
4	Parental authorisation "Trips to and from the SEA – Home/external activities"
5	Parental authorisation "Trips to and from the SEA – Club"
6	Parental delegation of an act of assistance
7	Direct debit order
8	Termination of enrolment form
9	General notice on the protection of personal data
10	Authorisation for taking and/or publishing pictures (photos and videos)
11	Authorisation for using the Dimmi App
12	Information on the processing of personal data in form of pictures (photos and videos) taken by the Luxembourg Red Cross
13	Enrolment form for « Pedibus »

All annexes can be downloaded from our websites.