

Parent information sheet* Familycare Basel

**"Parents" are always understood to mean parents and/or legal guardians.*

1. Admission requirements

Admission to a Familycare Basel daycare center (Kita) requires a membership with the Familycare Basel association.

Familycare Basel Kitas care for children aged three months and up to the time they start school. Admission is based on space availability, the composition of the childcare groups and, if applicable, specific agreements with the member companies. Admission is decided by the Kita management in consultation with the management of Familycare Basel.

2. Opening hours

The Familycare Basel daycare centers (Kitas) are generally open from Monday to Friday from 07:00 a.m. to 07:00 p.m. (exception: Kita Familycare Petersgraben from 06:30 a.m. to 06:30 p.m.).

In the morning, the children must be brought to the daycare center by 09:00 a.m. at the latest. As a rule, the children can be picked up from 04:30 p.m., or earlier by arrangement with the pedagogical staff. In case of absence of the child, the care team must be informed by telephone by 08:30 a.m.

All daycare centers are open all year round; they are only closed between Christmas and New Year and on public holidays.

3. Acclimatization

The Familycare Basel daycare centers (Kitas) comply with the Berlin "Infans" familiarization model for the settling-in of new children. The child, as well as the parents, slowly get accustomed to the pedagogical caregivers, the structures and the initially unfamiliar environment. The child builds a secure bond with the new caregiver and can thus feel safe and at ease in the daycare center. Familiarization is important in order to build trust between the parents and the caregiver; it promotes good cooperation, creates transparency and openness.

The settling-in usually takes about two weeks, takes place before the effective entry and is compulsory. During this time, the parents accompany their child in the daycare center in consultation with the pedagogical caregivers. The parents will be invoiced a flat rate of CHF 600.00 with the first invoice for the acclimatization period. The flat rate applies regardless of the child's effective, later care rate. It is also due if the care contract is terminated before the child enters the daycare center, if the termination was not made at least three months before the effective entry into the Kita. Only parents in the quota of the Basel-Stadt Department of Education are subject to a different regulation regarding the time of acclimatization and billing.

4. Daily schedule

The day in the Familycare Basel daycare centers begins with the arrival of the children and the morning exchange with their parents.

Important components of everyday life in the daycare centers are:

- Recurring rituals
- Active participation of the children in shaping everyday life
- A wide range of experiences through educational offers in the development areas of language, thinking and social competence
- Free exploration seasons
- Experiences in nature and in the Kita's own garden/yard
- Need-oriented and age-appropriate care and support in hygiene
- Varied, healthy and balanced nutrition, regular eating situations with various possibilities for self-determined learning and participation
- Rest periods that are oriented to the individual sleep rhythm and the needs of the individual child

In the evening pick-up time the parents are informed about their child's personal experiences and the course of the day and the families are bid farewell.

5. Cooperation with the parents

The Familycare Basel daycare centers live the partnership with parents and children in a variety of ways. In order to strengthen the child in the best possible way, parents and educational staff are in close contact. Regular exchanges, daily conversations between door and window, status reviews and various events contribute to a trusting relationship and create transparent cooperation for the benefit of the child.

The relevant group leader is responsible for matters relating to the care of the child. Any complaints can be made to the daycare center manager. In case of any further concerns or questions about childcare costs, the Familycare Basel management can be contacted anytime.

6. Illness and accident

In order to fully meet the needs of the child, it is not possible to provide childcare at the daycare center (Kita) in the event of illness. Parents are asked not to bring their child to the Kita if he or she has a fever or infectious disease. Otherwise, the Kita management or the pedagogical staff are entitled to ask the parents to pick up their child. If a child becomes ill during his or her stay at the Kita, the parents will be informed immediately in order to pick up the child.

In the event of an accident or acute illness (emergency), the Kita manager and his or her deputy or the educational staff are authorized to immediately give the child into medical or hospital care.

7. Insurance and liability

The conclusion of the compulsory health and accident insurance is the responsibility of the parents, as is the private liability insurance. Familycare Basel accepts no liability for illness or accident suffered by children, except in the case of gross negligence on the part of its employees.

Familycare Basel accepts no liability for clothes, toys, jewellery or other objects belonging to the child or his/her family.

8. Supplements to the childcare contract

This parent information sheet is an integral part of the childcare contract.

The contract commences on the 1st or 15th of each month. The contract for employees of the University Hospital Basel commences exclusively on the 1st of each month.

The care contributions are calculated on the basis of an average number of care days. This takes into account public holidays, children's holiday absences, short-term absences due to illness and accidents, etc. For this reason, the parental contribution due is not reduced during an absence (e.g. holidays, illness). The same applies to closed days at the turn of the year.

Parents will be billed the childcare fees at the end of the previous month by Familycare Basel. They must be paid by the 5th of the following month. Some companies settle the costs of the daycare center directly with the parents. Working parents can contact their HR department to check a possible cost contribution by their employer.

9. Final provisions

Familycare Basel is entitled to terminate the childcare contract if the childcare offer does not match the child's needs, if the childcare contract or the provisions of the parent information sheet are not complied with and/or if insurmountable difficulties arise in the cooperation with the parents or the child.

Familycare Basel employees are bound by confidentiality and are only authorized to pass on information about their child to parents.

Familycare Basel may adjust this parent information sheet and the parental contribution model Familycare Basel at any time as needed (cost of living, personnel costs, etc.). Parents will be informed of any changes in good time.

Only Swiss law applies to the childcare contract and all related questions and claims. The place of jurisdiction is Basel-Stadt.

Familycare Basel, July 2019