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KiTa Bethanien Operating Regulations

1. Introduction

These operating regulations apply to all “KiTa Bethanien” (in German: singular *Kindertagesstätte* or KiTa, plural *Kindertagesstätten* or KiTas) day-care centres run by Diakonie Bethanien. They provide information on objectives and principles, operational procedures, opening hours, contractual regulations, employees, what to do in case of illness or accident of a child, as well as place reservations.

2. Meaning and Purpose

KiTa Bethanien takes care of children from three months to kindergarten age. They are given the opportunity to occupy themselves on their own, as well as to interact and play with other children. Qualified specialists ensure that each child receives the appropriate support.

Our family-supplementary day-care is open to all children, regardless of national, religious, or social background or of any other reason. The offer is also open to children with disabilities, provided the necessary professional and structural resources are available.

3. Objectives and Principles

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

The children are cared for without pressure or punishment. The joy of eating is important, but they don't have to eat everything. If the children are tired, there is a room available where they can sleep, but they are not forced to sleep. Personal hygiene and brushing teeth should not be a chore, but a playful experience. KiTa Bethanien is a place that teaches children to enjoy life and social contacts.

4. Sponsorship and Day-Care Centre Management

KiTa Bethanien day-care centres are operated by Diakonie Bethanien Zurich. The board of directors is responsible for strategic management and the executive board handles operational management. A specially trained professional is responsible for pedagogical and personnel management.

5. Employee Qualifications, Training and Extension Courses

All employees have received the proper training for their position. We consider training and extension courses an important commitment to securing the next generation of caregivers for our day-care centres. The right concepts and specially trained personnel are on hand to train childcare specialists and various interns, such as advanced specialist training in early childhood education. Internal and external extension courses complete the offer.

6. Conditions of Admission

We admit children from the age of three months to kindergarten age. The minimum stay is one full day per week. Half-days are not possible. After we receive your registration form, we will either issue a written contract or confirm your child's inclusion on the waiting list.

7. Acclimatisation

The settling-in period is extremely important for children, parents, and employees. The corresponding entry interview lets us get to know each other. Parents then have the opportunity to accompany their child one hour at a time 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-upon entry date.

8. Care Models

The children are looked after in standard groups of 12. At our locations in Altstetten, Fluntern, Kalkbreite and Oerlikon, we offer at least one lower-age group for children from 3 months to approx. 2 to 2.5 years. Standard groups are generally set up for children from age 3 months to kindergarten age. At our Seefeld location, we also look after one larger group of 16 children from 18 months to kindergarten age, and one standard group of 12.

9. Opening Hours

The day-care centres are open from Monday to Friday from 6.30 to 18.30. They are closed on official holidays (Good Friday, Easter Monday, 1st May, Ascension, Whit Monday, 1st August). In addition, the day-care centres are closed on Knabenschiessen (one Monday in September) and on Sechseläuten (one Monday in April). On Maundy Thursday the day-care centres close at 17.00 and on 24th December at 15.00. They are also closed from 25th December up to and including 2nd January.

10. Daily Routine

The children are brought to the day-care centre between 6.30 and 9.00. At about 7.30 there is a communal breakfast for those children who are already present. From 9.00 the children are divided into assigned groups, with each group determining their own programme until lunch, which takes place around 11.00. After lunch, there is a rest period during which the children can either sleep or pursue a quiet activity.

The children spend the afternoon, which includes an afternoon snack, in the same groups. They can be picked up between 16.00 and 18.30.

11. Clothes, Own Toys, Meals

Children should wear comfortable clothes in keeping with weather conditions. They should always keep a change of clothes at the day-care centre, such as underwear, trousers, T-shirt, pullover, socks and, depending on the weather, rubber boots and rain protection. Their clothing should be checked regularly by parents for size and cleanliness and changed if necessary. Slippers, baby formula, special care products or food for the child must also be brought by the parents. There is sufficient space for storage. Children may of course bring along cuddly toys and soothers. No responsibility can be assumed for toys brought into the day-care centre.

Children receive the following meals:

- breakfast (if child is present at 7.30)
- lunch
- afternoon snack

Food and beverages for each KiTa Bethanien in Altstetten, Fluntern, Oerlikon and Seefeld are provided by one of our two in-house kitchens. KiTa Bethanien in Kalkbreite obtains its meals from the association Grosshaushalt Kalkbreite. Our common nutritional concept guarantees child-friendly, high-level quality for all Bethanien childcare centres. The menu plan is posted and can be viewed by parents at any time. Normally, children are not allowed to bring any food with them.

If children require special meals, this must be discussed with the caregiver in advance.

We provide vegetable and fruit purees for babies. These are freshly made in the in-house kitchens, sourced from external suppliers, or prepared in the day-care centre itself. Infants are also offered age appropriate food such as quark or Zwieback biscuits. Please bring any special supplements or foods yourself.

12. Hygiene and Safety

The premises are regularly checked by the food inspectorate to meet legal hygiene requirements.

Appropriate measures have been taken to ensure the children's safety, such as safety locks on windows, protected sockets, fall surfacing around playground equipment, etc.

13. Liability

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

14. Illness or Accident

If children are ill or have had an accident, they may not be brought to the day-care centre and KiTas Bethanien must be notified by 9.00. If necessary, the day-care centre's management offers support in finding alternative care options. If illness or accident occurs at the day-care centre, the parents will be informed immediately. They must ensure the child is picked up as soon as possible.

Allergies and other issues like contagious diseases within the family must be discussed upon entry – or immediately in the event of later development.

15. Holidays or Absence

Holidays should be announced as early as possible; individual days of absence at the latest by 9.00 the day before.

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

16. Cooperation with Parents

In the best interest of the children, we attach great importance to a good relationship with the parents. We are therefore also dependent on receiving updates on the child (e.g. if diapers/nappies, bottles, or soothers, etc. are no longer necessary). Parents have the right to an annual personal meeting, which is conducted by the applicable caregiver.

17. Insurance

Parents must have third-party liability insurance and are responsible for the health insurance of the child. Diakonie Bethanien has business liability insurance and subsidiary accident insurance.

18. Place Reservations

Places cannot be reserved. We have a waiting list.

19. Contract Amendment

The deadline for a reduction in the contractually agreed scope of care is with three months' notice effective the end of a calendar month. A shift in the days of the week as well as an extension of the scope of care may be made according to availability. The application for amendment must be made in writing.

20. Notice of Termination

The childcare may be terminated by the parents or by the day-care centre with three months' notice to the end of a calendar month. The notice of termination must be made in writing. In justified cases, e.g. if the care of the child or the other children cannot be guaranteed, the care contract can also be terminated without notice by Diakonie Bethanien, with justification given.

If the contract is terminated by the parents before their child enters the day-care centre, the parents are obligated to pay the costs for the contractually agreed-upon care days for the notice period (three months). If termination takes place more than three full months before the agreed-upon start date of the contract and the child has not yet entered the day-care centre, an administration fee in the amount of a monthly flat rate for one day of care is due.

If at the time of termination with immediate effect the care is no longer used during the entire period of notice, a flat rate for meals and care products in the amount of CHF 54.40 per weekly day of care is deducted from the monthly rate.

21. Subsidised Places

KiTas Bethanien has an unrestricted number of subsidised places made available by the city of Zurich. The criteria according to which parents are entitled to a subsidized day-care place are based on the guidelines of the Social Services Department of the City of Zurich.

22. Rates and Discounts

Rates can be found in the official scale of fees. Meals and beverages – with the exception of baby formula – are included in these prices.

23. Rate Adjustment

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

24. Payment Regulations

The costs for the agreed care days are invoiced at the end of each month and are payable monthly within 10 days. Payments may be made via direct debit.

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

25. Additional Care Days

If space is available and in consultation with KiTas Bethanien management, children may also be brought to a day-care centre outside the agreed-upon days. Additional days will be charged as incurred at the corresponding full daily rate.

26. Bringing and Picking Up Children

If on any given day a child will not be picked up by the usual caregiver, this must be communicated in writing in advance. If no corresponding information is available and if there are justified doubts about legality, Diakonie Bethanien reserves the right to take other necessary steps. Any resulting costs will be charged to the parents.

Children must be present in the day-care centre by shortly before 9.00 so that the childcare staff can start the daily programme on time at 9.00.

In the evening, all children must be picked up by 18.30 at the latest. Parents are given a brief handover report with information on how the child is doing. If they wish a more detailed exchange, this must be announced in advance to the centre's caregiver.

If parents shorten or lengthen the care time on a particular day, this will be charged according to currently applicable rates.

27. Finances in General

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

- current applicable rates
- subsidy contributions from the City of Zurich
- deficit guarantee of Diakonie Bethanien

These operating regulations replace the version of 1 December 2021.

Zurich, 3 May 2022

Andreas Winkler
Director