

## Operational guidelines of the kihz daycare centres

Effective January 1, 2021

These operational guidelines are based upon the current legal framework, the statutes of the Childcare Foundation for the Zurich University Area (kihZ) and the service agreements with the two universities and the Social Department of the City of Zurich. The operational guidelines are issued by the management of the kihZ Foundation and regulate the rights and obligations of both the kihZ Foundation and the parents or guardians with regard to childcare in the kihz daycare centres. These operational guidelines form an integral part of the contract between the parents or guardians and the kihz Foundation.

### 1. Administration and operation

The kihz daycare centres are administered and operated by the kihz Foundation.

### 2. Childcare services

The kihz daycare centres take care of children from the age of 4 months to kindergarten age. The settling-in phase can begin from the age of 3 months. Children are cared for in baby groups or in mixed age groups. Bookings are made on the basis of full days, mornings including lunch or afternoons without lunch. If required, individual additional days can be booked and will be billed separately.

### 3. Opening times and holiday closures

The kihz daycare centres are open from Monday to Friday all year with the exception of the period between Christmas and New Year as well as one week in summer (end of July / beginning of August). The kihz daycare centres are closed on official public holidays. Any exceptional closures will be announced two months in advance<sup>1</sup>.

### 4. Premises

The daycare centre supervisory authority (*Krippenaufsicht*) of the City of Zürich determines – on the basis of the size of a building – how many groups may be permitted in one building and sets the maximum permitted number of children per group. All kihz daycare centres have at least two rooms per group to eat, play and sleep. Each daycare centre has a safe outdoor area which enables outdoor play in any weather.

### 5. Nutrition

Meals eaten during daycare hours are included in the fees. The main meals are freshly prepared and delivered warm every day, in line with the healthy eating guidelines set by the SGD (School Health Service of the City of Zurich). Snacks and puréed baby food are prepared on the daycare centre premises. Sweetened drinks and sweet foods are avoided as far as possible. The menu plan is published two weeks in advance on the Foundation's website.

Staff are considerate of children's allergies/intolerances and respect different religions and their principles. Parents or guardians are free to bring prepared meals if they have special religious requirements or if their child is required to follow a specific diet. The kihz daycare centres do not

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<sup>1</sup> Details on opening times and holiday closures are listed on our website [www.kihz.ch](http://www.kihz.ch) under 'kihZ Daycare Centres'.

provide extra meals based on personal needs.<sup>2</sup>

## 6. Quality

The kihz daycare centres are committed to following a systematic quality development process that is subject to regular external evaluations. Targeted further education and training courses as well as group discussion sessions are highly valued and form an integral part of the quality assurance process.

Every two years, the kihz Foundation issues a survey to parents and guardians as well as to staff to ascertain their satisfaction levels and needs. The Foundation makes the relevant optimisations as far as is possible.

## 7. Staff

Staff are appointed in line with the cantonal guidelines which specify the qualifications for the position as well as the ratio of caregivers to children. Each children's group is led by two professionally qualified caregivers. Since the Foundation also offers training jobs, caregivers may also include students, staff in practical training, persons carrying out civilian service, and apprentices, as well as staff placed by social organisations. Every daycare centre has a Head who manages daily operations and reports to the Pedagogic General Management.

## 8. Conditions of admission

As the Foundation is financially supported by ETH Zurich and the University of Zurich, members of these two universities have top priority in the allocation of childcare places. University members are defined as students and staff of the two universities. Members of EMPA, EAWAG, PSI and WSL also have priority in receiving a place, but are not entitled to financial support from the universities

Guest lecturers, academic guests, external teaching staff and alumni have the same status as external applicants

The conditions under which a place at a kihz daycare centre can be allocated are listed in the document entitled "Criteria for the allocation of daycare places" on our website [www.kihz.ch](http://www.kihz.ch) under 'kihz Daycare Centres > Registration kihz Daycare Centres'. If an individual's situation should change with regard to entitlement to a place at a kihz daycare centre, the Head of the centre as well as the Administration Office of the kihz Foundation are to be immediately informed in writing.

New entries take place at the beginning of the month and admission is confirmed in a written contract. Children must attend daycare for a minimum of 2 full days per week.

## 9. Entitlement to subsidies

Parents or guardians can apply for subsidies from the City of Zurich or the universities. Their entitlement to subsidies is reviewed by the kihz Foundation or City of Zurich on an annual basis.

## 10. Settling-in period

In order to ensure the transition from home to daycare runs as smoothly as possible for the child, a settling-in period is needed – with the parents or guardians present – that starts with the contractually agreed date of entry into the daycare centre. This settling-in period takes at least 2 weeks, often longer. During the initial days of this period, parents or guardians need to be able

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<sup>2</sup> The nutrition concept of the kihz daycare centres is available on the [www.kihz.ch](http://www.kihz.ch) website under 'kihz Daycare Centres'.

to stay with their child for a few hours at a time and, in the following days, be available to collect their child from the centre at any given time. The professionally qualified carer will adjust the length of the settling-in period according to the child's needs.

The settling-in period is billed in line with the standard fee model.

### **11. Collaboration between parents and guardians and the kihz Foundation**

Personal meetings between parents or guardians and caregivers are held once a year and form the basis for a sustainable relationship that ensures the child's well-being. Extra meetings can be requested either by staff members or by the child's parents or guardians as required.

To enhance the relationship and allow the opportunity for further exchange, various events are held. Parents and guardians are kindly asked to help at these activities.

Each kihz daycare centre has a Parents Association.<sup>3</sup>

### **12. Presence, absence and handover**

Both the presence of the children in the daycare centre and their absence – when they are on walks or excursions outside the centre, for example – is meticulously recorded for the event of an evacuation.

A child's non-attendance is to be communicated to the daycare staff by 8.30 am at the latest on the day of absence.

When being picked up, children will only be handed over to their parents or guardians, or a person authorised to do so. Such persons and any other contact persons must be able to provide identification.

### **13. Healthcare, administration of medication, and communicable diseases**

A child can only attend a daycare centre if healthy. Children with communicable diseases or who have lice are not allowed to attend the daycare centre. With exceptional requests or in cases of doubt, the Head of the daycare centre can demand a certificate from the child's doctor confirming that the child does not pose a health risk. A medical assessment is also required as to whether the siblings of children with communicable and infectious diseases may attend the daycare centre. Any acutely communicable disease in the family must be reported to the daycare centre immediately.

If the daycare centre staff establish that a child is ill, the parents or guardians are informed immediately. They need to be reachable by telephone at all times and must collect the child immediately. As a rule, daycare centre staff are not allowed to administer medication to the child. Exceptions may be made in individual cases where special conditions prevail. In such cases, medicines are only accepted and administered in their original packaging, and with the package instructions. In the case of prescription medication, the doctor's written prescription must be provided.

Parents or guardians must agree that any doctor may be consulted in an emergency.

The kihz daycare centres must be informed about the immunity status of the child (copy of the vaccination card), so that the authorities can focus their measures on the non-immune children

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<sup>3</sup> Please note the document 'Parents Association' on the [www.kihz.ch](http://www.kihz.ch) website under 'kihZ Daycare Centres'.

in the event of an outbreak with acute risk of infection.<sup>4</sup>

Special conditions apply in relation to measles. Like the rest of Europe, Switzerland has resolved to eliminate measles on its territory. This goal can be achieved if 95% of the population is immune to measles from the age of two years and if rapid action is taken when measles is suspected. Unvaccinated children who have had contact with a person suffering from measles can be excluded from the daycare centre by the municipal or cantonal medical service for a maximum of 21 days.<sup>5</sup>

#### 14. Insurance and liability

Parents and guardians are obliged to take out accident and liability insurance for their child. The kihz Foundation is not liable for the loss or damage of personal effects.

The kihz Foundation is only liable in cases of gross negligence. Furthermore, the liability extends only to compensation for typical and foreseeable direct damages, but not to indirect damages such as loss of profit, salary, etc. The costs for parents and guardians arising from an extraordinary closure of the daycare centre are not carried by the kihz Foundation.

#### 15. Updating of key data

Parents and guardians are obliged to report in writing any changes in their key data concerning their address, income (parental contribution factor) and workload percentage. Income and workload percentage are to be proven with officially recognised documents.

#### 16. Data protection and security

Daycare centres of the kihz Foundation collect and process personal data in order to fulfil their mandate. In addition to contact- and invoice-related data, written documentation is also produced on the daily routine, educational and developmental processes, and the child's health or concerns. The aim of the documentation is to recognise the children's needs, educational and developmental processes, and interests. The pedagogical approach is optimised accordingly and the children's competences thereby strengthened. For this purpose, image, audio and video recordings and written observations of the child's interests, strengths and developmental progress are made and stored in a documentation form (e.g. portfolio or learning story). This enables caregivers to reflect on their pedagogical approach and to enter into a dialogue with the child or parents about the child's educational and developmental processes.

The kihz Foundation uses software to manage and process personal data, which also includes a secure communication channel for the exchange of information between families and staff. The data is used exclusively for work and organisational purposes within the Foundation. The data will not be passed on to third parties. An exception is the two founders, ETH Zurich and the University of Zurich. They are entitled to receipt of the staff or student numbers of their member families and are authorised to use the data for statistical analysis and for controlling purposes to assess the effectiveness and fulfilment of the Foundation's mission. A second exception is the daycare supervisory authority (*Krippenaufsicht*) of the City of Zurich, which is authorised by law to inspect the attendance lists. Only authorised persons can access, create and change the data. The data is transmitted and secured with double encryption. The software complies with the EU General Data Protection Regulation (GDPR) and compliance with data security is audited annually by an independent service provider auditor. Any possible data leakage will be reported

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<sup>4</sup> Guidelines on what to do when children are sick are available on the [www.kihz.ch](http://www.kihz.ch) website under 'kihZ Daycare Centres'.

<sup>5</sup> See Swiss epidemic law SR 818.101

to the parents or guardians within 72 hours.<sup>6,7</sup>

When the child leaves the Foundation, all relevant documents concerning the child's development are handed over to the parents or guardians and all personal data is deleted as soon as the final meeting has taken place. The data will be permanently deleted no later than one month after the date of exit. Only data that is subject to storage by law is not deleted. Data that is used for statistical evaluations cannot be traced back to individual persons.

Parents and guardians can obtain information about the data collected and their child's development at any time. This also applies to parents who live apart and to parents without parental custody.

Information will only be given to specialists and authorities (curative teachers, doctors, psychologists, child and adult protection authorities (KESB) or external specialists) if a written declaration of exemption from the obligation to confidentiality is available, on which it is clearly stated who may give information to whom.<sup>8,9,10</sup>

### 17. Use of image, audio and video material

When signing the contract, parents and guardians declare their consent to the use of image, audio or video recordings to document the educational and developmental steps of their child. Image, audio or video material will be created and used without additional permission of the parents and guardians solely for educational purposes (documentation) or for marking personal utensils. The distribution of image, audio or video material within the children's group or daycare centre must be specifically authorised by the parents or guardians. When the child exits the daycare centre, all recordings are automatically deleted, at the latest in the month following the month in which the child left. Parents or guardians and staff must pledge to handle all image and audio material from the daycare centre with care. Parents, guardians and staff are strictly forbidden to share any kind of image or audio recordings outside of the daycare centre.

To use a specific image for public relations purposes (press, website, brochures etc.), parents and guardians will be specifically asked for their written authorisation.

### 18. Extraordinary closure of daycare centres by order of the authorities

If the operation of a daycare centre is restricted or completely closed down by order of the authorities, individual provisions of these guidelines can be declared invalid during the state of emergency. In this case, parents and guardians will be informed in writing.

### 19. Changes to the operational guidelines

Any changes to the operational guidelines will be communicated to parents and guardians in writing at least three months before coming into effect.

Approved by the Management Board of the kihz Foundation on 30 July 2020

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<sup>6</sup> See [www.edoeb.admin.ch](http://www.edoeb.admin.ch), (Data protection>Internet and Computer>Data security)

<sup>7</sup> See <https://gdpr-info.eu> or [www.eur-lex.europa.eu](http://www.eur-lex.europa.eu) (European law and publications>EUR-Lex>EUR-Lex-32016R0679)

<sup>8</sup> See [www.admin.ch](http://www.admin.ch), in German: (Bundesrecht>Systematische Rechtssammlung>Landesrecht>Privatrecht-Zivilrechtspflege-Vollstreckung>Zivilgesetzbuch>PAVO), Art.22

<sup>9</sup> See [www.admin.ch](http://www.admin.ch), in German: (Bundesrecht>Systematische Rechtssammlung>Landesrecht>Privatrecht-Zivilrechtspflege-Vollstreckung>Obligationenrecht), Art. 321 a Abs.4

<sup>10</sup> See [www.admin.ch](http://www.admin.ch), in German: (Bundesrecht>Systematische Rechtssammlung>Landesrecht>Privatrecht-Zivilrechtspflege-Vollstreckung>Zivilgesetzbuch), Art. 275a E