

## Operational guidelines

Effective 1 January 2018

The operational guidelines are based on the statutes of the kihz Foundation (Foundation for Childcare in the University Area of Zurich) and the performance agreements with the two universities and the Social Department of the City of Zurich. Issued by the General Management of the kihz Foundation, the operational guidelines regulate the rights and duties of not only the kihz Foundation but also the parents with regard to the care of children in the daycare centres. These operational guidelines form an essential part of the contract between the parents (or legal guardians) and the kihz Foundation.

### 1. Administration and operations

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

### 2. Childcare

The kihz daycare centres accept children from the age of 4 months to kindergarten age. The settling-in phase can already be initiated at the age of 3 months. There are baby groups up to 18 months as well as mixed age groups. Parents can opt for full days, mornings including lunch or afternoons without lunch. When needed parents can arrange with the Head of the daycare centre to book a single additional day. Such days will be billed separately.

### 3. Opening hours and annual closures

The kihz daycare centres are open from Monday to Friday all year with the exception of their annual closures, which are 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.

*The detailed opening hours are listed at our webpage [www.kihz.ch](http://www.kihz.ch) under 'kihz Daycare Centres'.*

### 4. Rooms

The *Krippenaufsicht* (Daycare Centre Supervisory Authority) 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 guidelines set by the SGD (School Health Service of the City of Zurich) for a healthy diet in daycare centres. Snacks and pureed baby food are prepared on the daycare centre premises. Sweetened drinks and sweet foods are mostly avoided.

The menu plan is published on the Foundation's homepage two weeks in advance. Our staff take any allergies/intolerances a child may have into account and respect differing religions and their principles. Parents are free to bring prepared meals to the daycare centre if they have any special

religious requirements or their child must adhere to a specific diet. The centres will not prepare additional meals based on personal needs.

The detailed Nutrition concept is listed at our webpage [www.kihz.ch](http://www.kihz.ch) under 'kihz Daycare Centres'.

## 6. Quality

The kihz daycare centres are committed to a quality management system which requires regular reflection of its pedagogic concept and current operations. Specific further education and training opportunities as well as the opportunity to exchange experiences in groups are highly valued and form an integral part of the quality assurance process.

The kihz Foundation conducts a survey every two years in which parents and staff are questioned on their satisfaction and needs and adapts the facilities accordingly as far as is possible.

## 7. Staff

Staff are appointed according to the cantonal guidelines who specify the required qualifications as well as the ratio of child minders to children. Every children's group is led by two qualified child minders. Since the Foundation also offers training, minders may also include students, staff in practical training, people performing community service duties, apprentices as well as staff on placement programmes run by social organisations. A conscious decision has been made to also employ male staff. Men and women perform the same tasks at kihz. Every daycare centre is led by a Head who is responsible for operational management and reports to the General Management.

## 8. Conditions of admission

The kihz daycare centres accept in particular children of members of UZH and ETH. Parents deemed to be members are those who:

- are employed by University of Zurich or ETH Zurich.
- are registered as students at University of Zurich or ETH Zurich.
- are employed by the University related institutes WSL, PSI, EMPA and EAWAG.

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 '*Allocation of places in the kihz daycare centres*' at our webpage [www.kihz.ch](http://www.kihz.ch) under '*kihz Daycare Centres*'. If an individual's situation should change with regard to entitlement to a place at a kihz centre, the Head of the centre as well as the Management Office of the kihz Foundation are to be immediately informed.

Entitlement to childcare subsidies is monitored by the Foundation or the *Sozialdepartement* of the City of Zürich every year.

Children are admitted at the beginning of the month and admission is confirmed in a written contract. Children are required to attend the centre for a minimum of 2 whole days per week.

## 9. Settling in

In order to ensure a smooth transition from being at home to being cared for in a daycare centre, a settling-in period is needed – with the parents present - that starts with the contractually agreed date of entry of the child into the daycare centre. This settling-in period takes at least 2 weeks, often longer. During the initial days parents need to be able to stay with their child for a few hours at a

time. Thereafter they need to be available to collect their child from the centre at any given moment. The qualified carer adjusts the length of the settling-in period depending on the child's needs.

The setting-in period will not be charged differently.

## 10. Collaboration between parents and the kihz Foundation

Annual meetings between parents and carers provide the basis for a sustainable relationship that ultimately ensures the child's well-being. Staff members as well as parents may request additional meetings.

In order to foster contact and to give both parties the opportunity to exchange experiences, various joint activities are held at which parents are kindly asked to provide assistance.

Each daycare centre belonging to the kihz Foundation has a Parents Association.

*Please refer to the document 'Parents Associations' on our webpage [www.kihz.ch](http://www.kihz.ch) under 'kihz Daycare Centres'.*

## 11. Presence / absences

In the case of a child's absence, the daycare staff are to be informed in advance where possible or at the latest by 8.30 on the same morning. When being picked up, children will only be handed over to their parent(s) or legal guardian, or a person authorized by them to do so.

## 12. Sickness

The Daycare centre cannot provide care for children who are ill. Children with a contagious illness or a high temperature will not be cared for in the kihz daycare centre, under any circumstances. The Head of the daycare centre will decide if a child may be allowed into the centre or not, or if a child must be collected immediately.

*Please refer to the document 'If your child is ill' on our webpage [www.kihz.ch](http://www.kihz.ch) under 'kihz Daycare Centres'.*

## 13. Insurance and liability

Parents 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. Costs incurred by the parents due to an exceptional closure of the daycare centre cannot be claimed back from the kihz Foundation.

The kihz Foundation is only liable in cases of gross neglect of duty. Liability extends only to compensation for typical and foreseeable direct damages but not for indirect damages such as lost profit, salary, etc.

## 14. Key data and data protection

The Foundation and all staff treat data confidentially in accordance with Swiss data protection laws. All data that is made available to us may be saved (e.g. child's doctor, emergency numbers, persons authorised to collect child). Changes to the family's key data regarding address, income level (personal contribution factor) and number of hours worked are to be reported to the Management Office immediately. Income level and number of hours worked are to be certified in the form of officially recognized documents. Upon the child's exit from the Foundation, the parents will be given all papers relating to the child's development. It is not legally required for the Foundation to retain these papers.

## 15. Use of images

Images can be made and used for pedagogic reason (dossiers), to label personal objects and to display within the daycare centre without further parents' permission.

To use a specific image for the purpose of public relations (press, website, brochures etc.), parents will be asked for their written authorisation.

## 16. Termination of contract and cancellation of individual days

Provided no other notice has been given by 30 April, the childcare contract of children who have reached official kindergarten age will expire as of 31 July. Children who have reached the end of their fourth year by the annual cut-off date will enter kindergarten at the beginning of the next school year. With the enforcement of the HarmoS agreement on 1 August 2009, the cut-off date for entry into kindergarten has been postponed every year by a half-month since 2014 and ends in 2020 with the final cut-off date of 31 July.

The cancellation of individual childcare days is permitted provided the three-month notice period is adhered to and must be submitted to the Management Office in writing.

In the month previous to the child's admittance, and during the first month of attendance, the childcare contract can be terminated as of the end of the following month. After the first month, both sides must adhere to a three-month notice period, set for the end of the month.

In exceptional circumstances, the kihz Foundation can void the contract with immediate effect. Such circumstances include default of payment, a lack of cooperation in the updating of the key data, a failure to submit documents relating to the parents' income or employment hours or situations that make it difficult or impossible for the daycare centre to operate properly. The kihz Foundation is not liable for any financial or other damages incurred by an immediate voiding of the contract and the fees must be paid to the end of the standard period of notice of three months.

If conditions in a kihz daycare centre are unacceptable, the cancellation terms need not be adhered to. Unacceptable conditions are defined as those in which the child is deemed as at risk. The *Krippenaufsicht* of the City of Zurich will decide to what extent a situation is acceptable for the child.

## 17. Changes in the operational guidelines

Any changes to the operational guidelines as well as any adjustments to the fees will be announced to parents in writing at least three months before coming into effect.

## Appendix – Rates

### I. Funding

All places at the kihz Foundation are funded by contributions from ETH, UZH and the City of Zurich and by contributions from the parents. The share of the childcare fees paid by the parents depends on their income level. The fees are calculated in accordance with a directive from the city of Zürich concerning external childcare costs and do not vary according to the age of the child. The additional costs for the care of babies up to the age of 18 months – whose parents are university members - are covered by the universities.

### II. Parental costs and applying for subsidies

A childcare place in a kihz daycare centre costs CHF 130 per day. In the case of infants (up to 18 months), the costs are CHF 180 due to the intensive nature of the childcare which obliges the kihz Foundation to hire extra staff.

Parents living in the city of Zürich who wish to be granted a subsidy first need to submit an application to the School and Sport Department. After their paperwork has been processed, they will be informed of the percentage of the fees they need to pay themselves, known as the personal contribution factor, which is valid for one year.

For those parents who live outside of Zurich, and as members of UZH or ETH are entitled to subsidies, the Foundation calculates the personal contribution factor following the same criteria as the City of Zurich. The documents needed must be provided to the kihz Foundation by the parents.

Once the contribution factor has been decided upon, the kihz Foundation calculates the monthly fee based on the amount of childcare days booked. At present the fees range from the minimum of CHF 12 and the maximum of CHF 130 per day per child. The monthly fee is due on the first day of the month of daycare (also during the settling-in period) and a bill will be issued each month.

If parents leave UZH or ETH, they are no longer entitled to a subsidies from the universities. The right to a subsidised childcare place is retained by parents who live in the city of Zürich. Parents living outside of the city of Zürich, are due to pay the full amount.

### Costs for additional single days

The costs for occasional single days of childcare are CHF 130 for a whole day, CHF 60 for a half-day without lunch, and CHF 84 for a half-day with lunch. For a baby up to the age of 18 months are the costs CHF 180 for a whole day, CHF 90 for a half-day without lunch, and CHF 126 for a half-day with lunch.

It is not possible to apply for a subsidy for these additional days.

### III. Admission fee

When parents accepting a daycare offer, a one-time admission fee of CHF 250 is charged to cover administrative costs. If an additional child joins from the same family or if a child transfers to another kihz daycare centre, the fee is reduced to CHF 100.

If the parents cancel this confirmation or the signed contract before the child has started daycare, the admission fee will still be charged. Absences and daycare centre closures

When the child is on holiday, sick or otherwise absent, the fees will not be reimbursed. In cases of absence, parents are not entitled to a refund of meal costs or other expenses. The annual kihz daycare centre closures in summer and winter will not be billed.

#### **IV. Updating key data**

In order to check that the relationship between the amount of childcare hours requested and the number of hours that the parents work is reasonable, and that entitlement to a subsidy is valid, the kihz Foundation requests both parents to submit documentation of their employment situation, as well as details on salary and personal wealth every year.

*English is not an official language of the Swiss Confederation. This translation is provided for information purposes only and has no legal force. In the case of any legal dispute, the German version of these Operational Guidelines is binding.*