

Dear parents,

This document aims to help you enrol your child at one of our Childcare and Education Services (Crèche, Maison Relais). Some of the information here you will also find in the documents provided at the enrolment (Care Contract, etc.). Should you need further details about any of the information given below, or should you still have any unanswered questions after reading this document, please do not hesitate to contact the Manager of the facility which your child attends.

1. The “childcare-service-voucher” system

All our childcare facilities are registered on the “childcare-service-voucher” (*chèque-service accueil*) arrangement. The amount which the State contributes and the amount remaining for you to pay are calculated on a case-by-case basis, taking into account various criteria concerning your personal situation (household income, number of children in the household receiving family allowances, type of childcare, number of hours of childcare in the facility, etc.).

1.1. Prerequisites

In order to be eligible for these benefits, several conditions need to be met:

- Your child must be under 13 and/or
- Your child must still be in primary education

If you are not resident in Luxembourg, you must also be affiliated to the Joint Social Security Centre (*centre commun de la sécurité sociale*) (or work at one of the European institutions) and your child must be eligible for family allowance in Luxembourg (paid by the Children’s Future Fund (*Caisse pour l’Avenir des Enfants*) or by the European institution).

1.2. How to enrol

To qualify for childcare-service-voucher benefits, you need to set up a contract to join the arrangement.

If you are resident in Luxembourg, you must contact the **local authority of your place of residence** (and not the local authority where the facility’s premises are located if they are not the same).

If you do not reside in Luxembourg but you work here, you must contact the *Caisse pour l’Avenir des Enfants*.

1.3 Multilingual education programme

For your information, all our crèches participate in the multilingual education programme which allows for 20 hours of free care for 46 weeks a year.

1.4 Useful website links

- General information about using the childcare-service-voucher arrangement: [Guichet.lu/CSA](https://guichet.public.lu/en/entreprises/sectoriel/services-accueil/service-education-accueil/prestataire-cheque-service-accueil-sea.html) (<https://guichet.public.lu/en/entreprises/sectoriel/services-accueil/service-education-accueil/prestataire-cheque-service-accueil-sea.html>)
- [Caisse pour l’Avenir des Enfants](https://cae.public.lu/fr/cheque-service-accueil.html) (<https://cae.public.lu/fr/cheque-service-accueil.html>)
- [Chèque-Service Accueil](https://chequeservice.lu/) (<https://chequeservice.lu/>)
- Multilingual education (children aged 1 to 4): [Site de l’Education nationale, de l’Enfance et de la jeunesse](http://www.men.public.lu/fr/enfance/05-plurilingue/index.html) (<http://www.men.public.lu/fr/enfance/05-plurilingue/index.html>)

- Centre Commun de la Sécurité Sociale (<https://www.ccss.lu/>)

2. List of documents to be provided at enrolment

When you enrol your child at one of our facilities, for us to create your child's file you will need to provide several documents (go to article 5.2 of the care contract). Certain documents are for administrative purposes (such as the copy of the child's social security card). Others are useful as they enable us to ensure the best possible care for your child (such as the Information Form or Individual Care Plan (PAI) if your child has a specific illness). This information shall remain confidential and arcus undertakes to ensure that it is processed securely.

3. Settling-in phase for children aged 0 to 6:

When your child is first enrolled at a crèche or a Maison Relais or if you change facility, we ask that you make yourself available during this settling-in phase.

This is a period during which your child will come to the facility with you in a gradual way, as little by little we increase the amount of time spent there. Then after a few days, we will ask you to leave your child with us. The amount of time your child is separated from you will be gradually increased, with your child's individual needs taken into consideration.

This phase has a dual purpose. Firstly, it allows your child to establish a relationship of trust with a key educator. Secondly, it enables you to get to know the educator staff, find out how we work and also pass on to us any information which will give our staff a better understanding of your child. For us it is essential that you can entrust your child to us with peace of mind, i.e. knowing that your child is safe and in a nurturing environment. Please use this time to ask any questions you may have about your child's daily routine in their care facility.

4. How enrolment works

Enrolment is always subject to places being available. We make every effort to provide the most flexible enrolment system possible, so it can be adapted to best meet your actual needs. This means you are able to choose the days you need and daily times based on the time blocks (called "modules") which the facility offers. The enrolment is individual and bespoke, and you will be invoiced based on the schedule agreed with the Manager during enrolment.

Still based on this principle, there are two types of enrolment: fixed or monthly.

- Fixed enrolment **at a Crèche**: this is valid for the period starting from when the child first attends the crèche to at the very latest when s/he goes to school.
- Fixed enrolment **at a Maison Relais**: this is valid for the academic year and for school weeks only.
- Monthly enrolment at a Crèche or a Maison Relais: this type of enrolment is reserved first and foremost for parents whose working hours vary from month to month. Applications are accepted based on the places available. Applications should be given to the Manager, with the month's schedule, and by the 20th day of the preceding month at the very latest.

Please note: applications for enrolment at Maisons Relais during school holiday periods are quite independent from fixed enrolment applications and should be given to the Manager before the deadlines set by the facility.

5. Enrolment changes and absences

5.1. Changing your enrolment

By following certain procedures, you can alter the modules for which you have enrolled, either as a one-off or more substantial change, subject to places being available.

- One-off change: any one-off request to change or cancel enrolment modules (meals included) must be sent in writing to the Manager and received at the very latest by midday on the Thursday of the preceding week. If the request is granted, your invoice will be adjusted accordingly.

- Substantial change: any request to permanently change enrolment modules must be sent in writing to the Manager and received at the very latest by the 20th of the preceding month. If the request is granted, your invoice will be adjusted to take account of the new schedule.

5.2. Absences

Whenever your child is going to be absent, we ask that you notify us as soon as possible to enable the Manager to make best use of the educator staff for the actual needs of the facility and therefore guarantee the best possible care for the children.

For the same reasons as those mentioned above, any absences due to sickness must be notified at the very latest by 9 am on the actual day.

5.3. Invoicing absences

Invoicing is based on the modules scheduled for your child and not on when s/he was actually present, except:

- In the event of a one-off absence or schedule change, notified in writing at the very latest by midday on the Thursday of the preceding week (in this case only those modules agreed to with the change will be invoiced)
- In the event of substantial change notified in writing at the very latest by the 20th of the preceding month (in this case only those modules agreed to with the change will be invoiced)
- In the event of absence for medical reasons notified at the very latest by 9 am on the actual day and:
 - on presentation of the parents' written request covering the first two days and handed in within 3 working days
 - on presentation of a doctor's certificate for any absence of 3 days and more, which has to be submitted at the latest by the child's return to the facility.

In these circumstances, any days when your child is absent for medical reasons will not be invoiced.

6. When children are sick

We ask you not to bring your child to the crèche / Maison Relais with a contagious illness.

By setting up an Individual Care Plan (*Projet d'Accueil Individualisé PAI*) our facilities are able to provide the best possible care for any children with a pathology requiring long term monitoring (for example: epilepsy, diabetes, serious allergy, etc.).

In case of prolonged sick leave, your doctor may issue you with a medical certificate.

Should your child become ill while in our care, we will make a sympathetic assessment as to whether or not you need to come and collect your child earlier, depending on their general state. Whatever is decided, you will be notified so that you can make arrangements should you wish to see your doctor.

If necessary, while your child is in our care we can help administer medication, provided that we have both a copy of the doctor's prescription and you give us formal authority to do this (you will be given a form to fill out and sign). However, we recommend that whenever possible medication is administered twice in the day (morning and evening). Please remember to mention this to your doctor during the consultation.

Like you, our primary concern is your child's well-being. We are well aware that not all working parents are able to take time off work easily to look after a sick child. At the same time, our facilities are not set up to look after a child whose general state of healthy is incompatible with being among others and all that this requires. This is why we strongly urge you to organise alternative care arrangements in case your child falls sick and needs care, rest and peace and quiet while convalescing.