



INTERNAL RULES

EDUCATION AND CARE SERVICE FACILITIES IN DUDELANGE

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1. Foreword by the Mayor

Dudelange aims to provide high-quality pedagogical guidance to school-aged children residing in the Commune.

Childcare centres (“Maison relais”) are childhood education and care facilities that go beyond the mere supervision of children: they are true exchange and service hubs whose ultimate goal is always the well-being of the attendees. The main objective is to allow children to thrive and develop their skills in a kind, safe and stable environment.

Playful discovery, exploration and educational activities take place in an open setting: various rooms fulfil different purposes, giving the children the opportunity to learn in an informal context. Qualified Education and Care Service (SEA) staff are committed to working hand in hand with the children’s legal guardians and other close contacts, all in the interest of the harmonious development of upcoming generations.

Today’s society is undergoing profound change and it has been proven that childcare centres have become an indispensable support mechanism for families. Over 65 % of children enrolled in public schools attend our facilities in Dudelange. Given the evolution of the town, this offer will be extended.

The Commune wishes to offer enhanced support to all those hosted at its SEA facilities. As the Mayor of a multicultural city, I strive to promote intercultural communication between all those attending our establishments. In this sense, I attach particular importance to teaching Luxembourgish as the language of everyday communication and integration for all. Respect for all children, regardless of their social background or religious beliefs, must be at the heart of our endeavours.

Dudelange constantly adapts its SEA offer to the needs of both the town’s children and their families. These childcare establishments are places where children are happy to play side by side and grow on a personal level.

Our SEA facilities are accredited by the Ministry of Education, Children and Youth.

The present Internal Rules govern the cooperation between SEA staff and the children’s legal guardians, as well as the operation of SEA childcare facilities. They may be revised and completed at any time and are updated every school year.

Childcare centres play an important role in our community by contributing to integration, inclusion and equal opportunities for all children. As the Mayor, helping our Commune’s families as best we can to promote the development of their children – the adults of tomorrow – is very dear to me.

Dan BIANCALANA

2. Management

The Dudelange Education and Care Service, hereinafter called “SEA”, operates independently, under the leadership of the College of Aldermen. It manages the various childcare facilities in Dudelange.

These facilities are organised as stipulated by the Act of 24 April 2016 amending the amended Youth Law of 4 July 2008.

3. General organisation

3.1. Staff

The SEA is directed by a head of department, supported by a coordinator and an administrative manager, to whom the various SEA facility managers and educational staff from the local facilities and the administrative team report.

The SEA employs a pedagogical officer whose task is to advise, follow up and monitor the educational concept and projects, as well as develop the skills of the SEA staff.

The SEA also has an inclusion manager who is responsible for the following tasks, among others:

- **supporting and monitoring the work of SEA teams in their communication and interaction** with the families of the children under their supervision,
- **raising awareness and implementing the SEA’s inclusive approach** among SEA teams,
- developing and putting into practice **inclusive activities and projects**,
- ensuring the implementation of the inclusive approach in day-to-day activities, in line with the **General Action Concept (CAG)**; and
- **networking** with the families of the children in the SEA’s care, as well as with the schools and other stakeholders and institutions in the sector, and the town’s other services.

The SEA uses internal and external health, safety, catering and food safety professionals.

According to the Grand-Ducal Regulation for SEAs, educational teams consist of:

- 1 manager (bachelor-level degree),
- 1 co-manager (certified educator (“éducateur diplômé”)),
- certified educators (“éducateur diplômé”),
- certified life assistants (“auxiliaire de vie”), and
- certified social and educational assistants (“aide socio-éducative”).

The educational team may temporarily receive the support of external staff, such as psychologists, students, interns or volunteers.

SEA staff is bound by professional secrecy and shall ensure that political, philosophical and faith-based neutrality is maintained. They shall respect the principles of the National Reference Framework on Non-formal Education of Children and Young People.

The aim is to provide a location where children and their guardians can meet and feel valued, welcome, supported, protected and supervised according to their needs.

The vehicular language at SEA facilities is Luxembourgish.

3.2. Facilities

Building	Address
Maison relais An der Schwemm	70 rue du Parc, L-3542 Dudelange
Maison relais Brill-Lenkeschléi	19 op Lenkeschléi, L-3508 Dudelange
Maison relais Baltzing	36a rue Robert Schumann Street, L-3566 Dudelange
Maison relais Boudersberg	51 route de Boudersberg, L-3428 Dudelange
Maison relais Deich	31 rue Stade Jos Nosbaum, L-3532 Dudelange
Maison relais Gaffelt	66 rue Gaffelt, L-3480 Dudelange
Maison relais Italie	61 rue Gare-Usines, L-3481 Dudelange
Maison relais Lenkeschléi	23 rue Milly Steinmetz-Ludwig, L-3517 Dudelange
Maison relais Ribeschpont	41 rue Ribeschpont, L-3548 Dudelange
Maison relais Strutzbiereg	55 rue du Commerce, L-3450 Dudelange
Maison relais Waldschoul	43 rue de la Forêt, L-3471 Dudelange
Maison relais Wolkeschdahl	21 rue de la Paix, L-3541 Dudelange

4. Conditions of admission

4.1. Target population

Generally, the SEA facilities of Dudelange are open to children aged between 3 and 12 who attend primary school in Dudelange and are domiciled of the town.

Children enrolled in early education class (précoce) must be registered in a full-time group at primary school to be allowed to attend a SEA facility in Dudelange.

Children of school-going age enrolled at a “Centre de compétences” for inclusive schooling may also register to attend a SEA facility in Dudelange.

4.2. Criteria for admission

In principle, to attend SEA facilities, children must fulfil the conditions below:

- they must be aged between 3 and 12,
- they must be domiciled in Dudelange,
- they must be enrolled in a primary school in Dudelange,
- they must have a valid Childcare Service Voucher (“Chèque-Service Accueil”) (see 10.1), and
- the pre-registration file must be completed and returned to the SEA facility by the deadline.

Children will be admitted in the following order of priority:

1. single parent working full-time,
2. families in which both guardians work full-time,
3. families where a guardian has a major health problem,
4. families identified as being at risk of poverty by the Commune or the Ministry of Family Affairs and Integration in conjunction with public and private psycho-social, socio-educational, or medico-social services.

Children who are not admitted are placed on a waiting list managed by the SEA facility manager throughout the year.

Children are enrolled in the SEA facility corresponding to their home school district. Children registered in early childhood education are enrolled in the SEA facility linked to their school.

Children register for a given school year, one year at a time.

Waivers are subject to a decision of the College of Aldermen.

4.3. Early childhood education (précoce)

Only children enrolled in early childhood education (précoce) full time (group E) are allowed to attend a SEA facility. Children enrolled on a part-time basis (group A or B) may only attend the early-morning timeslots or the ones before lunch (prépris¹) on days they go to school.

Registration while the year is subject to availability.

The same applies if guardians wish to change their child's group (i.e. register for a different timeslot).

4.4. Children admitted to a school outside their school district

If guardians have applied for admission to a school other than the one in their school district, the child shall not be entitled to a place in a SEA facility.

Children doing speech therapy at the Lenkeschléi primary school may attend the Lenkeschléi SEA facility.

4.5. Children of school-going age attending specialised institutions

Children domiciled in Dudelange and attending a Centre de competences for inclusive schooling may apply for pre-registration at SEA facility in their place of residence.

¹ The term "prépris" refers to one hour of supervision for Cycle 1 children before the lunch break on Tuesdays and Thursdays. Children from Cycles 2, 3 and 4 finish class one hour later than Cycle 1 children on those days.

5. Enrolment

5.1. Personal files

A child's personal file contains all the relevant information and documents requested at the time of pre-registration.

Guardians are required to report any change to the child's circumstances to the SEA facility staff as soon as possible, especially contact information (e.g. telephone numbers, emails, etc.).

Should a child require a specific diet for health reasons, the SEA facility manager will tell the guardians how to file this information (see point 12).

5.2. Pre-registration

Pre-registration for all services must take place during the registration period, as communicated to the guardians by post.

To apply for pre-registration, guardians must:

- make an appointment with the SEA facility manager in the child's home school district,
- submit the duly completed pre-registration form, signed by one guardian, to the SEA facility manager,
- submit the following guardians' certificates:
 - o duly completed certificate of employment, stamped, and signed by the employer, listing the guardian's **schedule and timetable**,
 - o an extended residence certificate, and
 - o a doctor's certificate.
- if necessary, submit the child's individualised support plan ("PAI") and/or medical certificate in case of allergies or illness.

Incomplete applications will not be considered.

An application for pre-registration at a SEA facility does not automatically entitle the applicant to a place there. Final registration is subject to availability.

Applications for pre-registration during the school year must be submitted to the relevant SEA facility.

5.3. Allocation of places

Final registration is performed after pre-registration has been completed. The SEA facility manager analyses all the pre-registration files before admitting the applicants in accordance with the criteria set out in point 4.2.

Children who are not admitted are placed on a waiting list, managed by the SEA facility manager, and will be admitted in accordance with the admission criteria as soon as places become available.

All guardians will receive a written reply (registration or waiting list) by mid-July of the current year.

5.4. Parental leave / Maternity / Moving to Dudelange

A child for whom one of the guardians is on parental leave, maternity leave or whose family moves to Dudelange after the start of the school year is placed on the SEA facility's waiting list. The guardians must contact the SEA facility manager two months before the intended start date. The child will be admitted as soon as places become available, in line with the admission criteria.

5.5. Moving

If a child moves during the school year, they can finish the school year in the SEA facility, where the school year has been started and as long as they remain at the same school. This also applies to children in the last year of the cycle.

If a child moves during the school year to another district of Dudelange and attends the school in the new school district, their SEA registration will be valid for the ongoing school year. If there are no places at the new school's SEA facility, the child will be put on the waiting list.

5.6. Modifications / Cancellations of existing registrations

Should guardians wish to modify or cancel their child's registration, they must inform the SEA facility of their intentions and sign the relevant form.

The SEA facility manager will analyse and validate any request for modification depending on availability. Requests to change a registration must be duly substantiated and the SEA may at any time require a certificate or document justifying the situation (e.g., a certificate of employment, sickness certificate, etc.).

For a better service, it is recommended that guardians schedule an appointment to request any change to existing registrations.

A reduction or the cancellation of a registration will take effect as from the following invoicing period, except for the month of September, where a reduction or cancellation of a registration may be accepted within 5 working days of the first day of class.

If a guardian is on parental leave for the registered child, they must inform the SEA facility as soon as possible. Due to rules pertaining to the "*Caisse pour l'avenir des enfants*" (Fund for the Future of Children), from that point in time and until the end of the guardian's full-time parental leave, the child concerned shall lose their right to attend the SEA facility.

In the event of a move, the guardian must notify the SEA facility with at least one month's notice.

In the event of a cancelled registration, the SEA will keep the child's personal property for maximum 3 months. If the goods are not claimed within this period, the SEA facility reserves the right to freely dispose of them.

5.7. Registration outside the registration period

For registrations outside the registration period, an appointment with the SEA facility manager is required.

The child will enter the SEA facility if a place is available, in accordance with the admission criteria set out in point 4.2.

6. Opening hours

6.1. School term

Guardians are asked to respect the opening and closing times of the SEA facility, from Monday to Friday between 6:30 and 19:00, outside classroom hours.

During the school term, the timeslots are:

Cycle 1

Morning supervision I	6:30 – 7:00	Monday to Friday
Morning supervision II	7:00 – 7:50	Monday to Friday
Prépris supervision (without meals)	11:40 – 12:30	Tuesdays and Thursdays
Catering I	11:35 – 13:50	Mondays, Wednesdays, and Fridays
Catering II	12:30 – 14:00	Tuesdays and Thursdays
Afternoon supervision I (foyer)	15:50 – 17:00	Mondays, Wednesdays, and Fridays
Afternoon supervision II	14:00 – 17:00	Tuesdays and Thursdays
Afternoon supervision III	17:00 – 18:00	Monday to Friday
Afternoon supervision IV	18:00 – 19:00	Monday to Friday

Cycle 2 to 4

Morning supervision I	6:30 – 7:00	Monday to Friday
Morning supervision II	7:00 – 7:50	Monday to Friday
Catering I	11:35 – 13:50	Mondays, Wednesdays, and Fridays
Catering II	12:30 – 14:00	Tuesdays and Thursdays
Afternoon supervision I (foyer)	15:50 – 17:00	Mondays, Wednesdays, and Fridays
Afternoon supervision II	14:00 – 17:00	Tuesdays and Thursdays
Afternoon supervision III	17:00 – 18:00	Monday to Friday
Afternoon supervision IV	18:00 – 19:00	Monday to Friday

Any timeslot at which a child is present will be invoiced in full, even if the child is not enrolled for it. Meals will be invoiced separately.

The “Catering I” and “Catering II” timeslots include a meal. Supervision hours and meals will be invoiced.

Children enrolled for the “Afternoon supervision II” timeslot only, must arrive at the SEA facility by 14:00 at the latest.

Children with an individualised support service that has been arranged with the school and whose arrival or departure times are not in line with the SEA facility's timetables must be enrolled in the most suitable slots. Partially attended slots will be invoiced in full.

6.2. School holidays

During the school holidays, the timeslots are:

Morning supervision I	6:30 – 7:00	Monday to Friday
Morning supervision II	7:00 – 8:00	Monday to Friday
Morning supervision III	8:00 – 9:00	Monday to Friday
Morning supervision IV	9:00 – 12:00	Monday to Friday
Catering	12:00 – 14:00	Monday to Friday
Afternoon supervision I (foyer)	14:00 – 17:00	Monday to Friday
Afternoon supervision II	17:00 – 18:00	Monday to Friday
Afternoon supervision III	18:00 – 19:00	Monday to Friday

The "Catering" timeslot includes a meal. Supervision hours and meals will be invoiced.

To ensure that all the planned activities run smoothly, children must be present no later than 10:00, 12:00 or 14:00, and they must be collected no earlier than 12:00, 14:00 or 17:00.

In the event of an arrival at 10:00, the "Morning supervision IV" slot will be invoiced in full.

Separate registration for "Catering" slots is not allowed. They can only be booked along with the preceding or following slot.

6.3. Exceptional openings during the school term

If classes are cancelled for school organisation purposes (e.g. teachers' meetings, teaching training, etc.), only the children who regularly attend the SEA facility can be supervised outside the SEA's normal opening hours. The following conditions must be met:

- the children must be enrolled in advance, and
- any additional timeslot will be charged.

In the event of children from one or more classes or even all the schoolchildren in the school building being dismissed on technical or weather-related grounds, the school is obliged to ensure their supervision.

6.4. Closures

SEA facilities are closed on the following dates:

- Saturdays, Sundays and public holidays,
- The working day before the beginning of the school year,
- One week during the end of year season, and
- During the morning supervision timeslot on the first day of the school year.

A detailed schedule listing the days on which SEA facilities are closed is published on the website and may be requested from SEA staff.

7. Operation

7.1. Care during journeys

Children are registered at the SEA facility linked to their school. This rule applies to children attending primary school in Dudelange.

SEA staff is responsible for supervising the children during their journeys from school to the SEA facility and back.

Children attending a “Centre de compétences” for inclusive schooling must attend the SEA facility of their residential address’ school district. No supervision will be provided by the SEA facility during journeys.

For organisational reasons, supervision may take place in a different SEA facility to that of the children’s school. The journey from school to the SEA facility is supervised by the SEA staff. Communal school buses can be used for these trips, under the supervision of SEA staff.

7.2. Morning care

The morning supervision timeslot runs from 6:30 to 7:50. The children are accompanied to school by SEA staff. Breakfast is provided to children who are present by 7:15 at the latest.

Guardians do not have to excuse their children if they do not attend the morning supervision slot, unlike other timeslots. The morning supervision slot is invoiced to the guardians of the registered children. If a doctor’s certificate is provided to excuse the absence of a child enrolled in the morning supervision timeslot, the days covered by the certificate will not be invoiced.

If a guardian exceptionally wishes to register his/her child for a specific timeslot, this may be requested from the SEA facility manager on the previous day. Such requests will be granted depending on availability.

7.3. Pre-lunch (prépris) care

Pre-lunch supervision is only provided on Tuesdays and Thursdays from 11:40 to 12:30. It is only available to children attending Cycle 1. No meals are provided during this timeslot.

7.4. Catering

Catering services at the SEA facilities are provided in the form of a buffet, in accordance with the sanitary recommendations in force. Children have free access to it.

Lunchtime meals are prepared by a collective catering company appointed by the College of Aldermen on the basis of detailed specifications.

Menus are prepared by the catering managers in collaboration with a dietician, in line with the Ministry of Health's recommendations. The menus are adapted to children's tastes and nutritional requirements.

When selecting the ingredients, particular emphasis is placed on the purchase of fresh, seasonal and local products. Moreover, compliance with the agreement between Dudelange and SICONA (the Nature Conservation Association for Central and Western Luxembourg) is ensured.

Guardians must submit a medical certificate or an individualised support plan ("PAI") to the SEA facility manager if their children require a specific diet for health reasons.

In such cases, the guardians have the choice between a meal provided by the SEA facility in line with the relevant dietary restrictions or a meal brought from home, in agreement with the facility manager.

Religious customs can be respected, as each menu consists of a side dish of carbs, meat/fish/egg, raw vegetables, and a piece of fruit/dessert.

The menus are displayed on an information panel at the SEA facility and on the SEA website.

During school term, breakfast is offered to children who are present no later than 7:15. A snack is also offered at 16:00.

During school holidays, breakfast is offered to children present no later than 9:00 and a snack is also offered at 16:00.

For reasons relating to hygiene and food safety, meals and food provided by guardians are forbidden in the SEA facilities unless explicitly authorised in advance by the SEA facility manager.

7.5. Afternoon care (foyer)

This is provided on Mondays, Wednesdays and Fridays from 15:50 to 19:00 and on Tuesdays and Thursdays from 14:00 to 19:00. Pedagogical and educational activities as well as homework supervision are offered. Guardians are asked to respect the timetables and to notify educational staff of any late arrival or early departure.

7.6. Holiday care (Foyer vacances)

The SEA facility is open during school holidays apart from the days listed under 6.4. A holiday registration form (fiche vacances) must be filled in for each school holiday and submitted to the SEA facility before the deadline. The forms are available on the SEA website.

For organisational reasons, supervision during school holidays does not necessarily take place in the child's usual SEA facility. Guardians will be informed in due time about the facility available for the school holiday period and they are responsible for the journey to and from the facility. If two SEA facilities merge for the holidays, whenever

possible, at least one educational member of staff from each facility will be present on site.

Late applications may be accepted after the deadline but are subject to availability.

The cancellation or change of timeslots is possible until the deadline for the holiday registration form. After this date, any requested change is subject to the provision of supporting documents to justify the demand. If no justification is submitted, the timeslots booked initially will be invoiced.

Children may be enrolled for the school holidays even if they are not registered in an SEA facility during the school term, subject to the same eligibility conditions set out in point 4.2 and availability.

Registration forms submitted before the deadline serve as confirmation.

8. Arrivals and departures, absences, illness

8.1. Daily arrivals and departures

Generally, guardians must drop off their children at the SEA facility and pick them up there.

If a child is not accompanied to the SEA facility, the guardians are responsible if they do not appear for the scheduled timeslots. Guardians may phone the SEA staff to ensure that their children have arrived.

It is possible for other people to collect a child from the SEA facility. A child may also be authorised to leave the facility alone. Parental authorisation is required to allow SEA staff to let children leave alone or to permit a specific adult to pick up children. The guardians are liable for their children during their trip.

Children attending cycles up to Cycle 2.2 (included) or under the age of 9 must leave the facility with duly authorised persons. Any waiver to this rule must be requested from the SEA facility manager.

The adult authorised to collect a child from the facility is considered responsible for the child upon the adult's arrival at the SEA facility.

Anyone picking a child up from an SEA facility must be a legal adult. The person picking the child up must sign a form and the guardians assume full responsibility for the choice of persons authorised to care for their child in such cases.

In the case of any doubts about the physical or mental state of a person authorised to pick up a child, the SEA staff will keep the child at the facility and inform the guardians or the competent institutions of the situation.

If SEA staff considers that a child is unable to return home alone for any reason, the guardians must find someone to accompany them.

In principle, both guardians have the right to collect their child, unless a legal document from the competent authorities prevents a specific individual from doing so. This document must be provided to the facility manager.

The staff reserves the right to request proof of identity from the person authorised to collect a child. Guardians are required to inform those entitled to collect the child of this fact.

8.2. Absences

8.2.1. One-off absences

If a child is going to be absent, this must be reported before 9:00 either by phone (tel.: 51 61 21 5678) or by email (maison.relais@dudelage.lu).

The child's meal will not be invoiced on the day of his/her absence if it is reported before 9:00.

If a child's illness is justified by a medical certificate, supervision hours and meals will not be invoiced.

Supervision hours and meals will be invoiced in the event of an absence with a medical certificate if this was not announced by 9:00 on that day.

In the case of a non-excused absence before the start of a booked timeslot, guardians shall bear full responsibility for their children.

Repeated, unjustified and unannounced absences may lead the College of Aldermen to decide to exclude the child upon the recommendation of the SEA facility.

If a child is absent without parental authorisation, SEA staff is required to inform the guardians and/or teaching staff without delay. If the situation cannot be clarified, as a last resort, the staff must inform the Luxembourgish Police.

8.2.2. Excuses per month

A child may be excused by submitting the monthly excuse form ("fiche excuses mensuelles"). This form may be requested by the SEA staff of the facility attended by the child or downloaded from the SEA website. Excused periods are not invoiced if the deadline for submission is respected. Any cancellation of a registration made after the deadline will be invoiced.

8.3. Early arrivals and late departures

The SEA facility manager may exceptionally authorise early arrivals or late departures for specific timeslots if this is duly justified. If a child arrives early or leaves late for a booked timeslot, the total amount for that slot will be invoiced. In the event of an early or late departure, the person authorised to collect the child must sign a discharge form before the child leaves the facility.

Repeated non-compliance with arrival or departure times may result in the child being temporarily or permanently excluded from the SEA facility.

8.4. Illness

The exclusion of children suffering from an infectious disease is regulated by the Law on School Medicine of 2 December 1987 and the Grand-Ducal Regulation of 24 October 2011. The measures set forth therein also apply to SEA facilities. A child who has not gone to school in the morning due to illness cannot attend the SEA facility that day. A child may only go to the SEA facility if the absence from school was due to a medical appointment.

The decision not to allow a child to go to the SEA facility is taken on the basis of the child's GP's opinion and justified by a medical certificate.

If a child falls ill while they are at the SEA facility, the staff will ask the guardian to collect them as soon as possible. It is important that guardians have a childcare backup plan for cases of illness.

In the event of a temporary illness during which medicines must be taken during the child's time at the SEA facility, guardians must provide a copy of the medical prescription and attach it to a dated and signed medicine administration form (administration de médicaments). The SEA staff must be provided with the required medicines in their original packaging, on which the name of the child and the required dosage are noted. Guardians will also ensure that the medicines have not expired. Expired medicines must be replaced.

No medication may be administered without a medical prescription, including homeopathic drugs or creams (except for sunscreen).

8.5. Extracurricular activities

Children taking part in extracurricular activities outside the SEA facility during SEA timeslots may return to the facility at the end of their activity. However, the journey between the SEA facility and the location of the activity and back is not covered by the SEA.

The only exception to this rule is the shuttle to transport children to the regional music school ("École régionale de musique") in Dudelange on Tuesday and Thursday afternoons. Guardians must collect their children from the music school. Registration for the shuttle is done at the music school.

8.6. Accidents

In the event of an emergency, the SEA staff will take appropriate measures, ensure that the child is cared for as quickly as possible and, if necessary, call the emergency services and inform the guardians accordingly.

9. Support and care of children

9.1. Outdoor activities

The educational staff offer socio-educational activities to support the children's development. The main objective of staff is to stimulate and foster the children's physical, moral, intellectual and social abilities to ensure their natural development in the best possible conditions.

The activity plan is displayed in the various SEA facilities. Guardians are responsible for informing the SEA facility in due time if they do not wish their children to take part in a specific activity.

For educational activities outside the SEA facility, guardians agree to the children leaving the facility under supervision, whether on foot, by minibus or on public transport.

If guardians do not want their children to participate in an outing planned for all the children of the SEA facility, SEA childcare for that specific day will be cancelled and will not be invoiced.

Guardians may be asked to contribute to extraordinary expenses directly linked to outings.

Children must be dressed in suitable clothing allowing them to participate in activities both indoors and outdoors, regardless of the season.

9.2. Homework

SEA facilities offer homework supervision during the hours set aside for this purpose. The duration of homework supervision may not exceed the recommendations issued by the Ministry of Education concerning the matter.

The SEA facilities are set up in such a way as to ensure a child-friendly environment to study and provide them with the necessary support (e.g. dictionaries, a library, etc.).

If the homework is not completed by the end of this period, it must be finished at home.

Guardians are responsible for checking the child's homework book (journal de classe) and signing it daily, as well as for ensuring that the child has finished his/her homework.

This service should not be confused with tutoring or remedial education.

If there are problems with the homework, the SEA staff will inform the guardians of this fact.

10. Invoicing

10.1. Childcare Service Voucher (CSA)

Registered children must have a valid CSA contract. The guardian's financial participation is determined in accordance with the CSA scale. To benefit from the CSA, guardians domiciled in Dudelange must go in person to the SEA, located in the Town Hall ("Hôtel de Ville") on the ground floor (right wing), in Office no. 7. The child's legal guardians must produce recent copies of the documents listed below:

- a copy of their most recent tax return, or
- a copy of their three most recent monthly pay slips **and** a certificate stating that the applicant is not subject to tax based on taxable income, or
- any other documentation proving current income.

Upon registration, the guardians will receive a CSA membership contract setting the hourly amounts charged to them. Only one contract per child and one invoicing address is allowed.

The contract is valid for 12 months. Failure to renew the card will result in the CSA being stopped. In this case the guardians will be charged the full childcare cost. Guardians are responsible for renewing their membership before the expiry date.

Any guardian who does not wish to report his/her household's income will be charged the maximum rate.

Financial contributions are calculated according to the registration and not based on the child's attendance at the facility.

Invoices are issued monthly and per entire week blocks, in accordance with the calendar laid down by the Ministry of Education. Invoices cover the period between the first Monday of the month until the Sunday preceding the first Monday of the following month. The billing period can vary between 4 and 5 weeks.

10.2. Hours invoiced

Timeslots are invoiced in full except for absences due to:

- medical appointments justified by a certificate,
- death of a close relative justified by a certificate, or
- illness justified by a medical certificate.

Supporting documents must be submitted no later than the last Friday of the invoicing period concerned.

Meals and supervision hours will not be invoiced for any absence indicated in a monthly excuse form (excuses mensuelles) and submitted before the specified deadline.

If a child is only present for part of a timeslot (e.g. due to sports' practice or a medical examination between 14:30 and 16:00), the slot will be invoiced in full (i.e. from 14:00 to 17:00).

10.2.1. Timeslots invoiced during school term

Cycle 1

Morning supervision I	0.5 hours	6:30 – 7:00
Morning supervision II	0.75 hours	7:00 – 7:45
Prépris supervision	1 hour (without meals)	11:30 – 12:30 (Tuesdays, Thursdays)
Catering I	2.5 hours + 1 meal	11:30 – 14:00 (Mondays, Wednesdays, Fridays)
Catering II	1.5 hours + 1 meal	12:30 – 14:00 (Tuesdays, Thursdays)
Afternoon supervision I (foyer)	1.25 hours	15:45 – 17:00 (Mondays, Wednesdays, Fridays)
Afternoon supervision II	3 hours	14:00 – 17:00 (Tuesdays, Thursdays)
Afternoon supervision III	1 hour	17:00 – 18:00
Afternoon supervision IV	1 hour	18:00 – 19:00

Cycle 2 to 4

Morning supervision I	0.5 hours	6:30 – 7:00
Morning supervision II	0.75 hours	7:00 – 7:45
Catering I	2.50 hours + 1 meal	11:30 – 14:00 (Mondays, Wednesdays, Fridays)
Catering II	1.5 hours + 1 meal	12:30 – 14:00 (Tuesdays, Thursdays)
Afternoon supervision I (foyer)	1.25 hours	15:45 – 17:00 (Mondays, Wednesdays, Fridays)
Afternoon supervision II	3 hours	14:00 – 17:00 (Tuesdays, Thursdays)
Afternoon supervision III	1 hour	17:00 – 18:00
Afternoon supervision IV	1 hour	18:00 – 19:00

10.2.2. Hours invoiced during school holidays

Morning supervision I	0.5 hours	6:30 – 7:00
Morning supervision II	1 hour	7:00 – 8:00
Morning supervision III	1 hour	8:00 – 9:00
Morning supervision IV	3 hours	9:00 – 12:00
Catering	2 hours + 1 meal	12:00 – 14:00
Afternoon supervision I (foyer)	3 hours	14:00 – 17:00
Afternoon supervision II	1 hour	17:00 – 18:00
Afternoon supervision III	1 hour	18:00 – 19:00

10.2.3. Summer holiday activities

Summer holiday activities take place in July and August for 3 weeks. The timeslots are the same as those for the holiday period, but they are charged at a flat rate of 3 hours per day, during which a meal is provided.

10.3. Rebilling

For all requests for rebilling due to an SEA error (e.g. number of meals, incorrect supervision hours), guardians are requested to contact the SEA office. The objection period is 3 months, after which no request for rebilling can be accepted.

Rebilling requests based on the guardians forgetting to renew their CSA agreement will not be granted, except in the case of duly justified reasons and upon the written request to the College of the Mayor and Aldermen.

The time limit for the rebilling procedure is 3 months from the date on which the form signed by SEA is returned.

Requests for rebilling will not be processed if the child's CSA is not up to date.

10.4. Non-payment

Legal proceedings will be launched in the case of repeated non-compliance with payment deadlines. Non-payment may also lead to the temporary or permanent exclusion of the child from SEA facilities, or his/her non-admission for the following school year.

11. Collaboration with guardians

Collaboration with guardians starts during the registration interview, through comprehensive and transparent communication, in particular regarding the specific needs of the child. Collaboration between guardians and SEA facility staff is essential throughout the year to ensure the child's well-being. Guardians are asked to attend meetings set by the SEA facility manager in the event of any type of difficulty, with the aim of finding a solution together.

Lack of collaboration on the part of guardians and non-compliance with these Internal Rules may lead to the temporary or permanent exclusion of the child from the facility, if the safety of the child, other children or educational staff is at risk.

During events with guardians at the SEA facility (e.g. a party, evening event, meeting, etc.), the children are under their guardians' responsibility from the moment of the guardians' arrival.

For reasons relating to safety and image rights, children are prohibited from recording staff or other children during the opening hours of SEA facilities. In the event of non-compliance, SEA staff is authorised to take possession of any device used and will hand it over to the child at the end of the day.

It is forbidden to bring matches, lighters, knives, or any other dangerous objects into SEA facilities.

12. Special needs and adapted childcare

When registering their child, guardians are required to report all the child's medical information and any additional information concerning their special needs.

The SEA facility manager must be informed of any allergies, food intolerances or health problems.

Supporting documents may be submitted and will be treated confidentially.

- ⇒ If the allergy does not require the administration of medicines, guardians must inform the SEA of this fact at the time of application and include supporting documents (medical certificate). The procedure to follow is described in the document that the guardians receive at the time of pre-registration.
- ⇒ If the allergy requires the administration of medicines, the child's doctor must initiate an individualised support plan ("PAI"). The procedure to follow is described in the document that the guardians receive at the time of pre-registration.
- ⇒ In line with the SEA's inclusive approach, guardians are required to report their child's special needs. They must provide medical reports or certificates to allow adequate support. In case of the non-declaration of a child's special needs that require close supervision, the admission of the child may be put on hold to re-examine the matter, or the child may be excluded even after the approval of his/her application, because the SEA must have the necessary resources to ensure adequate care for the child.

13. Insurance

The SEA's civil liability insurance covers all activities resulting from the normal operation of the SEA facility.

It is the responsibility of the educational staff to ensure that all precautionary and safety measures are taken in specific cases (e.g. the usage of helmets, knee and elbow pads, etc.).

Guardians are recommended to take out private civil liability insurance for their children for incidents not covered by the insurance taken by the town of Dudelange.

The SEA declines all responsibility for the loss, theft or damage of objects brought to the SEA facility by the child. It is strongly recommended not to bring personal objects to the facility.

Children are under their guardians' responsibility whenever their guardians are present at the SEA facility.

If a child has permission to leave the SEA facility alone, their guardians are considered liable as soon as the child leaves the facility.

14. Exclusion

If a child's behaviour at the SEA facility poses a risk to the safety of the other children, staff or to the child self, the head of department may decide to temporarily exclude the child for a maximum of 5 working days. The permanent exclusion of the child will be decided by the College of the Mayor and Aldermen.

If a child's guardians do not pay for their child's attendance at SEA facilities, the College of the Mayor and Aldermen may provisionally exclude the child until the outstanding sums are paid.

Repeated or intentional failure to comply with important points of the Internal Rules may lead to the temporary or permanent exclusion of the child from SEA facilities.

In each case, the guardians will be informed of the temporary or permanent exclusion of their child by email and registered letter.

15. Stored data and data protection

Applicants are required to give their explicit authorisation to the town of Dudelange to use their data for the organisation of communal SEA facilities.

More information can be found in the Data Protection Statement: <https://www.dudelange.lu/index.php/notice-legale> (contact: dpo@dudelange.lu).

A paper copy of the information notice for the processing of personal data carried out in connection with the organisation of communal SEA facilities may be obtained from the SEA office located in the Town Hall (address: Hôtel de Ville, ground floor, office no. 7).

16. Final provisions

The present Internal Rules shall replace any previous version. The College of the Mayor and Aldermen reserves the right to amend the Internal Rules whenever it is deemed necessary.

The College of the Mayor and Aldermen of Dudelange.

Dudelange, 22nd July 2022