

Operational Regulations

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1 Purpose

These operating regulations regulate the essential points of the contract between the parents or legal guardians and Sentupada and become part of the contractual framework when a childcare contract is concluded. The currently valid version, which is published on www.sentupada.ch, applies.

2 Offer and admission

By using the childcare service, parents automatically become members of the Sentupada society. Membership contributions of CHF 60 are voluntary.

Sentupada offers the following services:

KITA offer

Childcare is available for children from the age of 3 months until they enter primary school.

The day care centre has a mixed-age group offering 15 places of a full day's care. Children under 12 months occupy a 1.5 day place. The minimum duration of care is 1 half day per week.

Authorisation to operate the day care centre was first granted by the Graubünden Social Welfare Office to Verein Sentupada (formerly Verein Kindertagesstätte MunggaHüüsli) as of 01.08.2017. Regular visits and inspections are carried out by the Social Welfare Office and the operating licence must be renewed every four years.

Offer of SCHOOL SUPPLEMENTARY CARE / LUNCHTIME TABLE

Care for primary school age children onwards.

We run the supplementary school care service on behalf of the school in Churwalden. There is no minimum duration of care. If occupancy permits, children can join at any time.

Further offers

Parent counselling:

Parent counselling sessions are held every 2 weeks at Sentupada, conducted by 'Elternberatung Churer Rheintal'. E-mail and telephone counselling as well as home visits are also possible.

Further family-oriented services are planned.

3 Opening hours, public holidays & company holidays

Opening hours

The day care center is open from Monday - Friday from 06:30 - 18:30.

At weekends, the opening hours are adjusted to the parents' needs, if operationally possible.

There is no on-call service and no late service.

Public holidays

The Sentupada is closed on official Swiss holidays:

New Year's Day, Good Friday, Easter Monday, Whit Monday, Ascension Day, August 1st, 1st & 2nd Christmas Day

Company holidays/Closing days

The Sentupada is closed annually during the first week of the spring vacations (according to the vacation schedule of the school Churwalden) and on up to 2 days announced at least 4 weeks in advance.

Further company holidays and/or closing days remain reserved.

Company holidays and closing days will not be charged.

4 Special provisions KITA

4.1 Tariff categories

Full day tariff (GT)	Half day tariff with lunch (HTM)	Half day tariff without lunch (HTO)
Care during a whole day: 06:30-18:30	Care during a half day including lunch: 06:30-14:00 or 11:30-18:30	Care during a half day without lunch: 06:30-11:45 or 13:15-18:30

4.2 Registration / familiarisation

The registration form can be found on the website or obtained from the daycare management. It must be completed in full, signed and submitted to the daycare management.

A reservation fee of one (1) month's flat rate is due upon registration. The amount will be credited upon commencement of the contract. The amount will NOT be refunded if the contract is canceled or not taken up.

The familiarisation period is designed individually and is based on the needs of the child. The duration varies between 2 and 4 weeks.

The admission fee is **CHF 250**, which includes 2 weeks of familiarisation time as well as administrative expenses. This amount must be paid before the start of the familiarisation period. The amount is NOT refundable.

4.3 Scope of care / additional days

The number of days of care is binding when the contract is signed.

If the parent or guardian wishes to have the child cared for outside of the contractually stipulated care days, this is considered an additional workload and will be charged additionally according to the tariff.

Additional days can be booked after consultation with the care team, depending on operational capacity. Additional days are binding and will also be charged in case of absence.

4.4 Care model

A trained caregiver is allowed to take care of up to 6 full places on their own. From the seventh full place upwards, the caregiver is assisted by a non-trained caregiver. If there are more than 12 occupied places, a second trained caregiver is present. Depending on the age of the children (younger children require more care), additional caregivers will be present within the group. Babies up to 12 months and children with special needs require 1.5 places.

4.5 Drop-off and pick-up

The drop-off and pick-up times must be respected.

Depending on the agreed rate (full day, half day with/without food), the following time slots apply:

Tarif	Drop-off	Pick-up
Whole day	06:30 - 08:45	16:45 - 18:30
Morning without meal	06:30 - 08:45	11:30 - 11:45
Morning with meal	06:30 - 08:45	13:15 - 14:00
Afternoon with meal	11:30 - 11:45	16:45 - 18:30
Afternoon without meal	13:15 - 14:00	16:45 - 18:30

The drop-off and pick-up times must be observed. If a child is brought or collected outside these times, we reserve the right to charge CHF 10 per incident.

The daycare center closes at 18:30. The children are to be picked up in good time. If the child leaves the daycare after 18:30, an additional fee of CHF 15 per quarter of an hour will be charged in the following month.

On request (at least 24 hours in advance) the care can be extended until 19:00. The costs for this are a flat rate of CHF 20.

If a child is picked up by a third party, the parent or guardian must inform the childcare team in advance. The person must be able to identify themselves.

4.6 Baby food and care products

Parents of babies are kindly asked to bring the usual bottle-feeding food and any other food the child may need. Vegetable and fruit porridge may be provided. We also make fresh and varied vegetable or fruit porridge.

Diapers and toothbrushes are also brought by the parents. If we need supplies, we will place a notice in the checkroom by the child's basket.

4.7 Accounting

Monthly flat rate	In the KITA offer, a monthly flat rate is charged, which is calculated as follows: Fixed rate x number of care days per week x factor 4.33. The monthly flat rate is invoiced for the first time 2 weeks after the first day of familiarization. If no familiarization takes place (e.g. after adjustment of a current contract), the monthly flat rate will be invoiced from the beginning of the contract.
Deductions	For the company holidays, one week is deducted from the monthly flat rate in the month concerned. Closing days are deducted if they fall on a contractually agreed day of care. Holidays are taken into account in the fixed rates, and no deductions are made for them.
Baby-Rate	Children up to 12 months require 1.5 places due to the more intensive care. For this reason, a surcharge of 50% on the regular rate will be applied, but no more than the maximum rate.
Meals	The costs for meals are included in the rate.
Additional days	Additional days are charged in the following month according to the rates. The due date is the 20th day of the month.
Absences	Children's absences are already considered in the rates. Absences due to vacation, illness, accident, etc. do not result in a reduction of costs. For planned absences lasting more than 5 weeks at a time, a cost reduction of 25% can be granted on the monthly flat rate. This must be requested in writing (vorstand@sentupada.ch) at least 6 weeks in advance.
Invoicing	The invoice will be sent by e-mail on the 20th of each month for the following month and must be paid before the beginning of the following month.

4.8 Cancellation of contract

The childcare contract can be discontinued in writing at any time at the end of a month, subject to a 3-month notice period. Individual days of care can also be cancelled in writing with 1 month's notice.

During the familiarisation period, it is possible to cancel the childcare agreement without notice. Unless otherwise agreed with the daycare management, the familiarisation period lasts 2 weeks.

5 Special provisions ADDITIONAL SCHOOL SUPPORT

5.1 Tariff types for supplementary school care

Block 0	06:30 - 07:30	Morning, incl. breakfast
Block 1	07:30 - 08:00	before school, incl. breakfast
Block 2	11:45 - 13:15	lunchtime
Block 3	13:15 - 17:30	whole afternoon
Block 4	13:15 - 14:15	afternoon
Block 5	14:15 - 15:15	afternoon
Block 6	15:15 - 16:15	afternoon, incl. snack
Block 7	16:15 - 17:30	afternoon
Block 8	17:30 - 18:30	evening

We reserve the right not to run childcare units (blocks) due to insufficient registrations. Parents will be informed by the last school day before the summer vacations if a childcare unit cannot be carried out. As a rule, the minimum occupancy of a block is 3 children.

5.2 Registration / duration of contract / admission fee

The registration form can be found on the website or can be obtained from the daycare management. It must be completed in full, signed and returned to the Kita management.

The contract begins at the beginning of the school year or by agreement and ends automatically at the end of the school year after the summer holidays.

A new application must be made and a new contract drawn up for each school year.

There is no admission fee. New children can also come to Sentupada for a maximum of 2 hours to get to know the childcare staff, rooms and procedures. If a longer familiarization period is required, the cost is CHF 20 per hour.

5.3 Additional days

Additional days can be booked after consultation with the care team. Please register your child at least 24 hours in advance.

5.4 Coming and going

If the child leaves from home (e.g. for morning care before school), the parents are responsible for ensuring that the child arrives at Sentupada. If the child is more than 15 minutes late compared to the normal arrival time, the parents will be informed.

If the child leaves from school (e.g. for lunch or afternoon care), the school is responsible for ensuring that the child arrives at Sentupada. If the child is more than 15 minutes late compared to the normal arrival time, the school or teacher will be informed.

At the arranged time, children will be sent back to school/home or picked up by parents. If a child is picked up by a third party, the parent or guardian must inform the childcare team in advance. The person must be able to identify themselves.

In the evening, Sentupada closes at 18:30. If the child leaves Sentupada after 18:30, CHF 15 per quarter of an hour will be charged in the following month.

5.5 Holiday care

Childcare sessions

During school holidays, children can be registered for the following care sessions:

- Full day (6:30 - 18:30)
- Half day with meal (6:30 - 14:00 or 11:30 - 18:30)
- Half day without meal (6:30 - 11:45 or 13:30 - 18:30)

The drop-off and pick-up times according to Kita regulations point 4.5 must be observed.

Registration

For children who are already registered at Sentupada, the registration can be made verbally or in writing (by e-mail) directly to the daycare team.

For children who are not yet registered at Sentupada, the registration form must be filled out completely. It can be downloaded from the website www.sentupada.ch or obtained directly from Sentupada.

Registration deadline: Registrations for childcare during school holidays must be made at least 2 weeks before the day of childcare. We reserve the right to charge a 25% surcharge on the cost of childcare for registrations received less than 2 weeks in advance.

The decision whether care is possible during the school vacations is made by the daycare center management depending on operational capacity.

5.6 Care during the obligatory ski school weeks

Childcare sessions

During the obligatory ski school weeks, children can be cared for in the morning before the ski school in the block 'Ski School Go' from 6:30 am. The children will be accompanied to the ski school site at 9:45 am. For the care after the ski school the normal blocks 2-8 can be booked.

Registration

For children who are already enrolled at Sentupada, the registration can be made verbally or in writing (by e-mail) directly to the daycare team.

For children who are not yet registered at Sentupada, the registration form must be filled out in full. It can be downloaded from the website www.sentupada.ch or obtained directly from Sentupada.

Registration deadline: Registrations for childcare during the obligatory ski school weeks must be made at least 2 weeks before the day of childcare. We reserve the right to charge a 25% surcharge on the cost of childcare for registrations made at short notice (less than 2 weeks in advance).

The decision whether childcare is possible during the ski school weeks is made by the daycare management depending on operational capacity.

5.7 Invoicing

After the end of the month, the agreed care sessions (according to the care contract) as well as the additional care sessions, additional days and vacation care will be invoiced.

The childcare units specified in the contract will be charged in any case, except during school holidays and obligatory ski school weeks. Absences due to illness, accident, school events, etc. will not result in a reduction of costs.

The invoice will be sent by e-mail and must be paid within 10 days.

5.8 Cancellation of contract

During the school year, the childcare contract can be discontinued at the end of a month with a 3-month notice period. Individual days of care can be discontinued with a 1-month notice period. In any case, the cancellation must be made in writing.

6 Tariff regulations

The KITA and SCHOOL SUPPLEMENTARY CARE tariff tables form an integral part of these regulations. The currently valid versions are published on www.sentupada.ch.

6.1 Tariff classification

For the initial tariff classification as well as the annual tariff adjustment, legal guardians give the daycare management written authorisation to obtain the necessary tax data from the responsible tax office.

If the tax office does not have the data, the documents required to determine the rate classification must be submitted to the daycare center management so that it can make the classification.

Cohabiting couples are considered as a unit for the calculation of economic capacity.

The chargeable income of persons taxed at source is calculated by the Kita management in accordance with Art. 99 of the tax law of the Canton of Graubünden (minus professional expenses and social deductions). For this purpose, we require the salary statements of one year, or the salary statements of the last year of the legal guardian.

If the available tax data deviates considerably from the current economic capacity of the legal guardians (e.g. after divorce), the daycare management will determine the chargeable income at the dutiful discretion of the legal guardians upon justified written request.

The tariff classification is reviewed once a year and adjusted if necessary. As soon as all necessary documents are available, the adjustment of the tariff level will be made on the next billing date.

The maximum tariff will be billed,

- - if no tariff classification is possible due to missing documents.
- - In case of non-recognition by the municipality of residence.
- - In case of residence outside the canton.

There is no right to reimbursement.

The legal guardians undertake to inform the daycare management immediately of any changes in their living situation (e.g. cohabitation) or marital status.

6.2 Discounts

The following discounts are only available in the KITA offer:

Sibling discount: Families who have two or more children cared for in the KITA offer receive a discount. For the child who is cared for most frequently, the fixed rate applies. For the other children, 80% of the fixed rate is charged. The minimum tariff of cat. A may not be undercut.

Own children of employees and the Kita board pay 75% of the regular tariff. The minimum tariff of cat. A may not be undercut.

Discounts cannot be cumulated.

7 Sickness / Accident

In case of a body temperature of more than 38.0 degrees, contagious diseases or lice, the child is not allowed to attend the daycare center. If the child is still brought to the daycare center, the daycare center management decides whether the child can be cared for or must be picked up by the parent or guardian.

In case of chronic or contagious illnesses of the child, the legal guardians are obliged to inform the daycare management.

No fever-reducing medication may be administered in order for the child to attend the daycare.

If a child is repeatedly brought to the Kita sick, this may lead to expulsion following warning.

If a child becomes ill or has an accident at the daycare center, the parent or guardian will be notified immediately by telephone. Depending on the nature of the illness or injury and the child's general condition, the child may have to be picked up within a very short time.

Should a child have an accident at the daycare center, the daycare center management or the responsible childcare staff is entitled to immediately send the child for medical treatment. The costs incurred will be borne by the parent or guardian.

8 Notification of absence

We ask that you always report absences as early as possible. We plan the daily schedule and meals and are happy if we can accommodate the number of children.

Absences due to holidays are to be communicated to the daycare management 2 weeks in advance in writing by e-mail.

Short-term absences are to be reported to the care team by telephone by 9:00 am.

9 Child protection and confidentiality

The cantonal social welfare office checks whether there is an entry in the criminal register for each employee. This is done by the extract 2 from the authorities each time a new employee is hired and by means of an annual check of all current employees.

All employees of Sentupada are bound by confidentiality and sign this in the employment contract. Loyalty to the parents is of utmost importance, discussed contents remain in the daycare center rooms.

10 Complaint procedure

If problems arise with Kita employees, we ask you to take the following course of action:

1. Direct contact with the person in question.
If you do not wish to do so, you can contact the following offices:
2. Daycare management: Tel. 081 515 17 21 / leitung@sentupada.ch
3. Management: geschaeftsleitung@sentupada.ch
4. President of the association Sentupada: praesidium@sentupada.ch

You can find further contact details on our website: www.sentupada.ch

11 Exclusion

A family can be excluded from the Sentupada for the following reasons:

- if the legal guardians repeatedly violate the regulations or the instructions of the daycare management.
- if the fees are repeatedly not paid within the set period.
- if the child's behavior makes care impossible.
- if the cooperation between the parents and the Kita team is not possible.

In the case of exclusion, the childcare fees are due until the end of the regular notice period.

12 Changes in tariffs and regulations

The Sentupada Association Board is entitled to adjust the tariffs and the operating regulations to changing circumstances. Tariff changes will be announced at least six weeks in advance. In case of tariff increases, the notice period is 1 month to the end of a month.

13 Final clauses

By signing the contract, the legal guardians confirm that they have received these regulations and the applicable tariff sheets Kita and SE and that they agree with their contents.

The German version of these regulations as well as the applicable tariff sheets Kita and SE were last approved by the board of the Sentupada Association on 29.05.2024, they come into force immediately and replace all previous versions.
