

Operational Regulations

Güxi Childcare Centers

Opening Hours

The Güxi Childcare Centers are open from Monday to Friday except for public holidays (municipal and cantonal) and there is no vacation close-down for the Güxi Childcare Centers. The opening hours of each location can be obtained from the leaflet »Kosten & Öffnungszeiten« of each Güxi location or from the website www.guexi.ch. The Forest Activity Centers keep the same opening hours as the regular groups at the same location.

	Opening Hours	Drop-Off	Pick-Up Times
Monday – Friday	7:00 – 18:00 / 20:00 *	7:00 - 9:00	16:30 - 17:45

- The locations Friesenberg, Albisriederplatz, Zypresse and Lindenplatz offer evening care until 20:00. Evening Care is charged at a flat rate of CHF 20.00.
- The Güxi Forest Groups keep the same opening hours as the regular groups at the same location.

Drop-Off and Pick-Up Times

The block times are specified separately for each location by each childcare center manager. As a rule the children shouldn't be dropped-off or picked-up during the block times. Exceptions to this rule should be discussed and approved by the childcare center manager in advance.

- If a child is picked-up by somebody other than the regular reference person the childcare center manager absolutely has to know that beforehand. If there is a reasonable doubt regarding the trustworthiness of the person the childcare center manager reserves the right to get in touch with the parents and may refuse to hand over the child.
- We have to rely on you picking up your child on time. In case of delay the childcare center manager needs to be informed as early as possible. The childcare center manager reserves the right to charge CHF 20.00 per quarter of an hour or part thereof. This amount will be donated to the personnel that has to work overtime as a result of the delay.
- The childcare center manager has the right to request from the parents at any time to fetch their child if the childcare center manager deems it necessary (e.g. illness, incident). The parents are obliged to collect their child as soon as possible, if they are asked to.

Holidays & Other Absences

Holidays and any other absence should be announced as early as possible (ideally 2 weeks in advance) to the childcare center manager or the group leaders, but at the latest until 9 o'clock of the same day. Holidays, not official holidays, other absences and sick days will not be refunded and will not be compensated.

- If the childcare centers should be closed without fault on their part (closing down of the childcare center by the cantonal medical officer or because of natural disasters) the monthly fees are still due.
- A compensation of missed days through attendance of other children or brothers/sisters is in general not possible. The childcare center manager can grant an exception to this rule.

Illness / Accidents / Medication

Sick children can not attend the childcare center and the childcare center manager has to be informed early enough. If a child has a fever or another illness the staff members can refuse the acceptance of the sick child. If the child falls ill during the day, the parents will be notified and the child has to be picked-up as soon as possible. Infectious diseases in the family have to be communicated immediately to the childcare center manager.

- If a child becomes seriously ill or in case of an accident the staff members are entitled to get the child immediately into medical treatment and must inform the parents as quickly as possible. The parents bear the resulting costs.
- The parents must be accessible by phone during the time their child is in our care. If this isn't possible, they have to leave an emergency telephone number at the drop-off in the morning.
- Allergies and other sensitivities have to be disclosed to the childcare center manager in writing at the registration of a child.
- As a rule the staff members will not administer any prescription drugs. If a child needs to take medication on a regular basis or if this is an exemption, the parents will have to confer with the childcare center manager. The staff of the Güxi Childcare Centers bears no responsibility in regard to the correct or regular administration of prescribed drugs, but they are ready to help and support the parents in the administration of medication.

Meals

The children receive balanced and healthy meals. The menu is published and can be viewed by the parents at any time at their wish. We place high value on a healthy diet. We request you not to give your children snacks and sweets. Small or big appetites in between are also taken care of by us.

- 8:30 am: **Breakfast** - for children arriving before 8:30
- 09:30 am: **Znüni** - a vitamin-rich and tasty snack
- 11:30 am: **Lunch** - a warm, freshly prepared meal
- 16:00 am: **Zvieri** - a vitamin-rich and tasty snack
- 18:30 am: **High Tea** - a light evening meal for children with evening care at Güxi Friesenberg
- Infant formulas and weaning foods for infants have to be brought along by the parents. For children needing a special diet we ask the parents to bring it as well.

Clothing

Clothes and shoes of the children have to be suitable for the prevailing weather. Whenever possible, almost every day, we go outside. Every child has his own spot where the following clothes are to be deposited by the parents at the start of the care time:

- Comfortable slippers or house shoes
spare clothes (trousers, T-Shirt, underwear)
rain coat (coat and trousers)
a warm pullover
special baby food and infant formulas (if necessary).
- Diapers have to be brought along by the parents and can be stored on the premises.

Period of acclimatisation

To be separated from the parents doesn't come easy for all the children. You have to anticipate to spend some time with your child in the childcare center during the first few weeks of the childcare time. Especially if this is the first separation you need to help your child to get gradually accustomed to this. Talk with the childcare center manager about the most sensible way for this procedure.

- As a rule the period of acclimatisation lasts two weeks. The decision about the duration of this settling-in rests with the childcare center manager and depends on each child individually.

Childcare Fees

The monthly fees for the Güxi childcare are laid down in the leaflet »Kosten & Öffnungszeiten« of each Güxi location. The current version of this leaflet can be downloaded from the website www.guexi.ch.

- The monthly fees are due in advance by a standing order no later than valuta 25 of the previous month. Single months will not be invoiced separately, but have to be met autonomously by standing order. Because of the high costs we ask you urgently not to make your payments at a post office counter.
- Parents who transfer the amounts repeatedly late or do not pay at all, will be sent a reminder. If there are more than two monthly fees overdue, the Güxi Childcare Centers are entitled to block the places immediately, but the day care fees are still owed. The Güxi Childcare Centers are also entitled to terminate then the contract for the place and re-sell it at once. For the parents the fees are still owed during the three months notice period, however there is no right to visit the day care.
- Childcare Fees will not be refunded because of absences (incl. illness, private and public holidays), the closing down of the childcare center by the cantonal medical officer or because of other reasons outside the control or fault of Güxi nor can the time be compensated.
- Additional care time, such as emergency day care or evening care can be booked by registered parents in some of our locations according to availability. These services, as well as picking-up children late after the agreed upon time, will be charged in accordance with the normal schedule of fees.

Subsidised Care Places

Thanks to the generous support from the city of Zurich and the Municipalities of Richterswil/Samstagern we can offer you subsidised day care for your child. Ask in our administration about the procedure and guidelines for this possibility.

- You can find more information and application documents on our website www.guexi.ch.

Cooperation with the Parents

For the sake and the well-being of your child a close cooperation with you is very important to us. Your wishes, suggestions and criticism help us to improve. Please pay your compliments on the quality of their work directly to the staff members. It's their commitment and dedication that makes our existence possible in the first place.

- Several times a year we organise events where parents have the opportunity to get to know each other and exchange experiences. We're always delighted if you turn up in large numbers.
- For advertising purposes we rely on the internal and external use of photographs of day to day activities in our Childcare Centers (e.g. website, brochures). The parents declare their consent that photographs of their children may be used by the Güxi Childcare Centers for advertising purposes. The pictures will be used only and exclusively for the company purposes.