

**POLICIES PERTAINING TO AFTER-SCHOOL-DAY-CARE
SERVICES BY THE CITY OF LUXEMBOURG,**

SCHOOLYEAR 2018-2019

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1. MANAGEMENT

The Service Foyers Scolaires (hereinafter referred to as “Department”) of Luxembourg City is the administrative unit in charge of the “early childhood education and care” services provided by the city, under the supervision of the city council.

These services are organised as stipulated by the law of 24 April 2016 amending the law of 4 July 2008 on youth as amended.

2. PURPOSE, VALUES AND OBJECTIVES

The purpose of the foyers scolaires in Luxembourg City is to provide non-formal education to school children while ensuring a high standard of quality. The Department adopts a “Pedagogical model”: a framework document that explains the professional approach of the Department, the image of the child, the role of the educator, the working methods as well as the development of quality. In addition, each foyer scolaire has a document titled “General action model” which describes in greater detail how the Pedagogical model is put into practice in a given foyer scolaire.

In the foyers scolaires, children:

- are competent individuals each having a unique set of experiences,
- learn from others and with others through interactions,
- are equal members of society and enjoy their own rights.

The foyers scolaires aim to support children in the following aspects:

- emotions, social relations,
- language, communication, media,
- aesthetics, creativity, art,
- values, participation, democracy,
- natural sciences, techniques,
- movement, body awareness, health.

As part of the professional approach of the Department, the following concepts are highlighted:

- open-mindedness,
- respect,
- network building,
- participation and child-centred approach,
- exploration and learning in tandem,
- process-oriented approach,
- solution-based approach,
- relationship and dialogue,
- independence and self-efficacy.

3. LEGAL PROVISIONS

- Law of 8 September 1998 regulating relations between the State and bodies working in the areas of social life, family and therapy, as subsequently amended.
- Grand-Ducal Regulation of 14 November 2013 on the authorisation to be granted to managing bodies of early childhood education and care services.
- Law of 24 April 2016 amending the law of 4 July 2008 on youth as amended.
- Grand-Ducal Regulation of 27 June 2016 concerning quality assurance in the activity of parental support, in the early childhood education and care services and in services for young people.
- Grand-Ducal Regulation of 27 June 2016 implementing the provisions relating to chèque-service accueil of the amended law of 4 July 2008 on youth.
- Law of 29 August 2017 amending
 1. the amended law of 4 July 2008 on youth;
 2. the law of 18 March 2013 on the processing of personal data concerning students.
- Tax regulation of Luxembourg City.

4. GENERAL ORGANISATION

The Department is headed by a department head, and supported by an operational manager and an administrative manager. They are also responsible for the operational centre comprising supervisory managers supervising different foyers scolaires and the administrative team.

The Department also has a socio-pedagogical advisor who provides consultation, monitoring and control for the pedagogical projects and model, internal communication and skill development of educational staff.

The Department uses in-house and external professionals with expertise in catering and food safety.

The Department's administrative unit works in close collaboration with the supervisory managers, who are responsible for the proper functioning of each foyer scolaire.

Supervision of children is provided by an educational team consisting of:

- supervisory managers, with bachelor level "child care worker" training, for example "Bachelor's degree in social and educational sciences"
- child care workers, with "graduate educator" training
- coordinators, with "socio-educational support" training
- trainees, orientation course.

The staff is bound by professional discretion and confidentiality of personal data.

5. WORKING HOURS

Early childhood care is offered in all foyers scolaires from 11:40 am to 6:30 pm depending on the availability of infrastructure and the school organisation.

5.1. School period

During the “school period”, the foyers scolaires operate from Monday to Friday, from 11:45 am to 6:30 pm.¹

The different time slots that children can enrol for and that are billed are as follows:

Time slot 1	11:45 am to 12:30 pm ²	Early childhood care (1st year of 1st cycle) and preschool (2nd and 3rd year of 1st cycle) Educational and fun activities
Time slot 2	12:30 pm to 2 pm	Care, meal, rest and educational and fun activities
Time slot 3	2 pm to 4 pm	Educational projects and activities Homework supervision (Tuesdays and Thursdays)
Time slot 4	4 pm to 6 pm	Snacks, educational projects and activities Homework supervision (Mondays, Wednesdays and Fridays)
Time slot 5	6 pm to 6:30 pm	Supervision, educational and fun activities

- The time slot from 12:30 pm to 2 pm includes a meal. For this time slot, the supervision hours (1.5 hours) and the meal are charged. The meal option shall be included in this time slot.
- The time slot from 2 pm to 4 pm is only valid for Tuesdays and Thursdays.
- A separate enrolment for the time slot from 6 pm to 6:30 pm is not possible. This time slot shall be combined with the time slot from 4 pm to 6 pm.
- Care for children enjoying personalised attention agreed with the school and whose school hours do not correspond to the foyer scolaire hours will be provided upon their arrival. In consultation with the supervisory manager, enrolment will be carried out for the most suitable time slot. A time slot once begun will be fully chargeable.

5.2. Period of school holidays

During holidays, the foyers scolaires operate from Monday to Friday, from 7:30 am to 6:30 pm. Please refer to the chapter “5.4 Closures” for more information on this.

¹ The school opens at 11:40 am.

² The school opens at 11:40 am.

The different time slots that children can enrol for are as follows:

Time slot 1	7:30 am to 12:30 pm	Care, educational projects and activities Morning snacks
Time slot 2	12:30 pm to 2 pm	Care and meals
Time slot 3	2 pm to 4 pm	Care, educational projects and activities
Time slot 4	4 pm to 6 pm	Snacks, educational projects and activities
Time slot 5	6 pm to 6:30 pm	Supervision, educational and fun activities

- The time slot from 12:30 pm to 2 pm includes a meal. For this time slot, the supervision hours (1.5 hours) and the meal are charged.
- For time slot 1, children must be present no later than 9:00 am or at the agreed time for the planned activities.
- Separate enrolment for the time slots from 12:30 pm to 2 pm and from 6 pm to 6:30 pm is not possible during school holidays. These time slots are necessarily combined with the time slot that follows or precedes them, that is to say that the child cannot be enrolled only for time slots 2 or 5.

During school holidays, priority will be given to children attending preschool (2nd and 3rd year of the 1st cycle of basic education) and primary education (2nd, 3rd and 4th cycle of basic education) and who attend the foyers scolaires during school periods.

Children attending cycle 1 of preschool education are admitted to the foyers scolaires offering “complete early childhood care”.

Exceptionally, if the capacity and organisation of the foyer scolaire so allows, children coming from a non-public school in the city can be admitted. Such requests shall be made in writing to the supervisory manager for each vacation period.

N.B.

- For organisational reasons, the care and activities during school holidays do not necessarily take place in the premises of the locality’s foyer scolaire. Parents will be informed in due course about “mergers” (merger between two foyers scolaires) and will be responsible for dropping off or picking up children from school. For supervising children in case of a merger with another foyer scolaire, at least one education officer from each foyer scolaire must be present as far as possible.
- During the “Aktioun Bambësch” (Christmas, Easter, summer), the foyers scolaires operate from 7:30 am to 2 pm. Children can participate in the “Aktioun Bambësch” for free in the afternoon (transport provided); they may register with CAPEL in advance.

5.3. Exceptional working hours during the school period

In the event that all classes in a school building are not in use for reasons of school organisation (service meeting for the teaching staff, teacher training, etc.), only children

who attend the foyers Scolaires on a regular basis may attend the foyer scolaire outside normal hours under the following conditions:

- children must be enrolled in advance,
- additional time slots will be charged.

If the children of one or several classes are dismissed during normal school hours, they are the responsibility of the school, as the foyers scolaires do not intervene in these cases.

In the event that 6 December falls on a weekday (closed schools), the foyers scolaires are open from 7:30 am to 6:30 pm under a “holiday foyer scolaire” system.

5.4. Closures

- The foyers scolaires are closed on the working day before the start of the school term.
- The foyers scolaires are closed on Saturdays, Sundays and public holidays.
- The foyers scolaires are closed from 2:00 pm on 24 December until 1 January (both days included).
- During the “Aktioun Bambësch” (Christmas, Easter, summer), the foyers scolaires close at 2:00 pm.

Luxembourg City reserves the right to make changes during the end of December closure. The changes will be communicated by the supervisory managers during enrolments.

6. TERMS OF ADMISSION AND ENROLMENT

6.1. Objective

The enrolment process supports the objective of Luxembourg City to accept all children from families who wish to enrol. Until all children can be enrolled, the municipal administration of Luxembourg City acts on three levels:

- it develops a plan for the construction of childcare and education facilities in order to increase the capacity;
- it recruits qualified staff on permanent contracts;
- it applies terms of admission and priority criteria to regulate the surplus applications in relation to the available capacity.

6.2. Annual enrolment process

6.2.1. Target population

The Department is intended in principle for all children:

- who are 3 years old before 1 September of the current year (1st year of the 1st cycle of basic education - cycle 1.0) and seek early education. Depending on the service offered by the locality’s foyer scolaire, they can be enrolled either only for time slot 1 during the school period or for full care;

- who are 4 years old on 1 September of the current year (2nd and 3rd year of the 1st cycle of basic education - cycle 1.1 and 1.2) and seek preschool education.
- who are 6 years old on 1 September of the current year (2nd, 3rd and 4th year of the 1st cycle of basic education - cycle 2.1-4.2) and seek primary education.

6.2.2. Terms of admission and priority criteria

Children are pre-enrolled in the foyer scolaire by opening or renewing the child's personal file for the upcoming school year.

This file must include the membership contract for the chèque-service accueil.

In the absence of this document, the child's personal file cannot be opened or renewed.

In order to establish the priority level of the application for enrolment, a second document is requested, i.e. a social security affiliation certificate of the parents/legal guardians (issued free of charge after request via the site www.ccss.lu). For officials of the European Union institutions, this document is replaced by a certificate of work.

This document informs the Department about the possibility of a custody alternative for the child in question. In the case of absence of documentary evidence of a regular activity of the parents, the application for enrolment is considered “incomplete” and the existence of a custody alternative for the child is presumed.

When the number of applications for enrolment is greater than the capacity available, a waiting list is put in place. Applications for enrolment on the waiting list will be validated according to the following priority criteria:

1. applications for enrolment of “children attending a public school in Luxembourg City”
 - 1.1. full file: children attending the foyers scolaires;
 - 1.2. full file: future children enrolled;
 - 1.3. incomplete file: children attending the foyers scolaires;
 - 1.4. full file: future children enrolled;
2. applications for enrolment of “children attending a non-public school in Luxembourg City”
 - 2.1. full file: children attending the foyers scolaires;
 - 2.2. full file: future children enrolled;
 - 2.3. incomplete file: children attending the foyers scolaires;
 - 2.4. incomplete file: future children enrolled.

Any personal information of the child and/or family is treated with utmost discretion and in accordance with the legislation on the protection of individuals with regard to the processing of personal data.

6.2.3. Terms of enrolment

The enrolment process takes place in two stages:

- 1) pre-enrolment (receipt and filing of the required documents for the enrolment application),

- 2) final enrolment (analysis of the application for enrolment and application of the priority criteria, communication of the validation to parents).

If the number of enrolment applications exceeds the available capacity, a waiting list is prepared according to the priority criteria stated above. This list is managed by the supervisory manager of the respective foyer scolaire.

The enrolment process is planned with fixed enrolment periods notified to the parents. The schedule can be referred to online on the Luxembourg City website www.foyers-scolaires.lu or www.vdl.lu and can be taken from officials of each foyer scolaire. The beginning of the pre-enrolment period for the following school year is planned from the Carnival holidays of the current school year. Enrolment for the school year is in principle annual, based on the school calendar.

Enrolments for the school holiday periods must be made for each period, by appointment and according to the enrolment schedule of the Department.

In case that is not possible, parents are asked to take a new appointment with the supervisory manager, if possible, as soon as possible to enrol their child (/children).

In order to guarantee regular contact between the foyer scolaire and the parents, it is essential that the parents apply for enrolments themselves in the respective foyers scolaires.

The enrolment is made in writing and must bear the signature of the parents or guardians of the child. The invoice will be prepared based on this enrolment.

Upon enrolment, parents shall take note of these instructions and, by signing the child's personal file, undertake to comply with them.

6.2.4. Personal file of the child to be filled during enrolment

The personal file contains all useful information and any document requested during enrolments.

Parents are required to immediately report any changes to the staff, particularly their contact information (telephone, email, etc.).

In cases where a child needs a specific diet for health reasons, the supervisory manager will ensure that the parents are informed about the procedure to be followed:

- if the allergy does not require administration of medication, the parents must send their application with supporting documents (medical certificate) to the Department (see point 10). The procedure is described in the documents that parents receive at the time of enrolment.
- if the allergy requires the administration of medication, the attending physician will have to initiate a PCP (personalised care plan) (see point 16). The procedure is described in the documents that parents receive at the time of enrolment.

As part of the inclusion: parents are required to report any specific requirements of the child. Parents must provide medical reports or certificates, if any, to document any retardation, disability or illness, in order to provide for adequate supervision. In case of non-declaration of any specific needs requiring close supervision, the admission of the child may be put on hold in order to re-examine the specific needs or the child may be excluded, even after the file is validated, as the Department must have the necessary resources to ensure that the child is properly taken care of.

6.2.5. Pre-enrolment

As mentioned in chapter 6.2.3, the Department confirms the final enrolment of the child in two steps.

To pre-enrol a child, parents must follow these instructions:

- Make an appointment with the supervisory manager.
- Give the supervisory manager of the respective foyer scolaire a copy of the membership contract for the chèque-service accueil. Without this document, no enrolment is possible.
- Give the supervisory manager the social security affiliation certificate (issued free of charge on request via www.ccss.lu) and, for officials of the institutions of the European Union, a certificate of work. Without this certificate, the enrolment application will be considered “incomplete” and it will be assumed that there is a custody alternative.
- Inform the supervisory manager when social support of the family or child is in progress. The enrolment application will then be analysed by the validation committee.

In order to get the “chèque-service accueil” benefits, parents living in Luxembourg City and whose children attend a foyer scolaire managed by the city must take membership with the

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Tel.: +352 4796-2200

Fax: +352 2627-0999

More information can be found on <http://www.vdl.lu>.

A copy of the “chèque-service accueil” card must be submitted at the time of enrolment so that the membership number is recorded in the billing system and the proper enrolment procedure can be followed.

6.2.6. Distribution of seats and waiting list

The enrolments depend on the availability of seats. If the number of enrolment applications exceeds the number of available seats in the foyer scolaire, the supervisory manager will conduct an analysis of the applications and grant children admission according to the priority criteria described in 6.2.2.

Given that not all time slots are attended in the same manner, the choice for pre-enrolment can be reduced to certain days/slots depending on available seats and priority criteria (e.g. only when seats for time slots on Tuesday and Thursday afternoons remain available).

Children who are not admitted will be included in a waiting list (either in full or by time slot) which will be managed by the supervisory manager of the foyer scolaire in question in accordance with the priority criteria. All parents will get a confirmation

(enrolment or waiting list) as soon as possible. Children on the waiting list will be admitted progressively according to the priority criteria as soon as seats become available in the foyer scolaire.

6.2.7. Validation committee

The validation committee, comprising social workers from Luxembourg City, the relevant supervisory managers and the administrative unit of the Department, meets at the request of the supervisory managers. Its aim is to analyse and notify enrolment applications requiring further analysis, particularly in the case of social support or inadequate capacity of a foyer scolaire to provide care.

6.2.8. Final enrolment and confirmation to parents

Final enrolments are decided after closing the pre-enrolments. The supervisory manager will analyse all applications and will, if necessary, select enrolment applications according to the priority criteria. For incomplete enrolment applications that require additional details, it will appeal to the validation committee.

The final confirmation about enrolment will be communicated to parents by start of July 2018 at the latest.

It is recommended that parents plan for two weeks or two periods of one week, preferably during school holidays, during which their child (/children) do not attend the foyer scolaire. In case of any difficulty or doubt related to this recommendation, the supervisory managers are at the parents' disposal to discuss a possible alternative.

6.3. Additional information in the enrolment process

6.3.1. Place of enrolment and school-home-school travel

The place of enrolment is the foyer scolaire attached to the school where the child is enrolled. This principle is valid for children attending the foyers scolaires and a public school in Luxembourg City and future children enrolled and attending a public school in Luxembourg City.

For these children, the travel from school to the foyer scolaire is provided by foyer scolaire staff, except in the following cases:

- the child attends, with special authorisation from the school board, a school outside the school jurisdiction of the child's place of residence: parents can decide whether the child goes to the foyer scolaire attached to the school where it is child is enrolled (travel provided) or to the foyer scolaire within the school jurisdiction of the child's place of residence (travel not provided);
- the child attends another school, with special authorisation granted to children with special needs by the school board, by the school inclusion board or another body: the child will go to the foyer scolaire within the school jurisdiction of its place of residence and no travel assistance will be provided by the Department;
- the child attends two foyers scolaires owing to the school organisation and/or organisation of the Department: the supervisory manager of the foyer scolaire in question or the administrative unit of the Department will inform the parents of the enrolment procedures in this specific case.

Children attending the foyers scolaires and a non-public school in Luxembourg City and future children enrolled and attending a non-public school in Luxembourg City will be enrolled based on available seats:

- in the foyer scolaire within the school jurisdiction of the child's place of residence,

or

- in the foyer scolaire closest to the school attended.

No travel from school to the foyer scolaire will be provided by the foyer scolaire staff.

A school attendance certificate will be required to complete the child's enrolment application.

Parents will be responsible for picking up children from school.

6.3.2. Maintaining the validity of the enrolment

In some cases, a change in the child's school and/or place of residence does not automatically require the child to be enrolled again.

If a child relocates to another part of Luxembourg City or to another municipality, the enrolments remain valid for the on-going school year, provided that the child attends a public school located in Luxembourg City, and that the approval of the child's foyer scolaire so allows and depending on the availability of seats of the foyer scolaire. The change of a child's foyer scolaire cannot lead to a situation in contradiction with the provisions of the Grand-Ducal Regulation of 14 November 2013 on the authorisation to be granted to managing bodies of early childhood education and care services or with other legal or regulatory provisions.

6.3.3. Modification of the existing enrolment

Each enrolment of a child attending the foyer scolaire may be subject to a request to change the time slots.

In principle, changes to an enrolment may only be made during the periods provided for this purpose (in the enrolment calendar). **In all cases, modification requests are analysed and validated by the supervisory managers according to the seats available for the requested time slots.**

In order to provide optimum assistance to the parents, parents are requested to make enrolment changes by appointment.

Enrolment changes outside the periods provided for this purpose may be made only in cases where the parents are unable to meet the deadline for the following reasons:

- serious reason or emergency situation;
- divorce proceedings of the parents;
- change of working hours of the guardian;
- urgent medical visit or operation of the guardian, co-op work arrangement, death of a relative, educational or pedagogical measure, return from a leave or extended sick leave of the guardian, on presentation of a medical certificate;
- relocation to another neighbourhood of Luxembourg City or another municipality.

In all the aforementioned cases, the parents have the obligation provide certificates or documents justifying the situation and the billing will be adapted accordingly.

The enrolments must be modified in writing, by countersigning the child's modified personal file.

In the context of enrolments for holiday periods priority is given to children regularly attending the foyers scolaires (see chapter 6.2.2 "Terms of admission and priority criteria") and who are enrolled on time (see enrolment calendar).

Children attending a non-public school are admitted if there are vacancies and if the organisation of the foyer scolaire so allows.

Applications are recorded and parents are informed that the enrolment cannot be validated at the time of enrolment. The deadline to confirm the enrolment or non-enrolment to the parents is the 2nd Friday preceding the holiday period.

Children enrolled in the foyers scolaires, enrolment applications for a holiday period, missed deadline:

Late applications for children regularly attending the foyer scolaire may be accepted before and after the deadline, depending on the seats available after enrolments for the holiday period in question.

The possibility of late enrolment is always limited to one late enrolment per school year.

6.3.4. New enrolment outside the enrolment period

New enrolments outside the enrolment/modification periods may be carried out only in the following cases:

- urgency of an enrolment (for example, on the recommendation of the Luxembourg social network);
- children attending the "transition class" by a decision of the CIS;
- arrival of a child following a relocation while respecting the principle of residence in a Luxembourg municipality and attendance at a public or non-public school of Luxembourg City.

The child will be integrated in the foyer scolaire according to the available seats and according to the priority criteria indicated in point 6.2.2.

6.3.5. Social support

The "social support" of the family or a child is always taken into consideration for enrolment. Parents are requested to talk about this during their personal interview with the supervisory managers for the pre-enrolment of their child. The enrolment application will then be analysed by the validation committee.

7. RATES AND OTHER COSTS

The rates applied are based on the provisions of the current Luxembourg City tax regulations and the regulatory provisions relating to the "chèque-service accueil" (see Chapter 3 Legal provisions).

The financial contribution of the parents is defined according to the prior enrolment of the child in the different time slots and not according to the actual presence of the child.

Billing is done on a monthly basis and per full week.

A financial contribution of the parents to exceptional expenses (excursions, holiday camps and overnight stays, etc.) can be requested. This contribution will be included in the invoice under the heading “miscellaneous”.

An early/late arrival/departure during a foyer scolaire time slot will result in the billing of the total unit.

Following the joint note of the Ministry of Health and the Ministry of National Education, Children and Youth of May 2017 for the education and care services concerning the preparation of medical certificates, the childcare services are requested not to link the billing or non-billing of an enrolment to the presence of a sickness certificate. Therefore, each absence will be charged notwithstanding the cause of this absence.

Any absence is charged according to the tax regulations of Luxembourg City, except

- absences for therapeutic visit (medical department of the schools, multi-professional team), justified by a certificate;
- absences due to school activities (holiday camps, excursions);
- absences for the death of a relative, justified by a certificate;
- absences for which a medical certificate is issued by the doctor:
 - absences due to a contagious disease,
 - absences due to illness exceeding 2 days,
 - absences due to long-term illness, trauma or disability that require specific assistance to be provided to the child during his stay at home, or during outings or travel,
 - the need to define specific arrangements to put in place (swimming, sport, outings, travel, etc.),
 - medical problems that have a direct consequence on the care given to the child in the school (e.g. food allergy).

The certificate must be submitted no later than the last Friday of the relevant billing period.

When parents cannot be sure of the timely submission of the certificate, it is advisable to use other means of transmission, such as e-mail, fax or delivery by hand.

In the event of partial presence of the child during a time slot because of any reason (e.g. medical visit between 2:45 pm and 3:30 pm), the Department will have to charge for the entire slot (2:00 pm to 4:00 pm).

No tariff reduction is granted in cases where children are temporarily removed from the foyer scolaire for reasons of personal convenience.

In case of cancellation/suspension of the enrolment, the parents are obliged to pay the fees for the current period except for the reasons mentioned under point 6.3.3.

Repeated non-compliance with payment deadlines, in addition to legal proceedings, may result, after written formal notice, in exclusion of the child from the foyer scolaire (after the decision of the city council).

8. ABSENCES

8.1. School period

During the school period, parents must inform the child care staff in advance about any absence of their child, before 9 am (if the staff is absent, parents can leave a message on the answering machine).

8.2. Period of school holidays

During the school holidays, parents must inform the child care staff in advance about any absence of their child, if possible, before 9 am (if the staff is absent, parents can leave a message on the answering machine).

8.3. General rules valid for both periods

In case of unexcused absence before the start of a time slot, the parents assume full responsibility for their child (children).

During the school period and the school holidays and in the event of repeated, unjustified absences not reported in writing by the parents, the Department reserves the right to take the appropriate measures to get in touch with the parents (cf. point 14).

When a child is absent without parental permission, the child care staff must promptly inform the parents and/or teachers. If the situation cannot be clarified, the staff is obliged as a last resort to inform the Grand Ducal Police.

Daily attendance lists are kept up to date by foyer scolaire staff. Their accessibility is guaranteed at all times for consultation and control by the foyer scolaire supervisory managers or by the administrative unit of the Department.

9. OPENING AND CLOSING HOURS

Parents are required to follow the timings of the foyer scolaire.

A child may be allowed to come in early or leave late (in relation to the time slot) on an exceptional basis by the supervisory manager for justified reasons (visit to the doctor, other one-time, urgent and unforeseeable obligations). A discharge must be signed by the person authorised to pick up the child from school.

The opening and closing hours according to 9.1. and 9.2. must be followed. Recurring non-compliance with the opening and closing hours may result in exclusion of the child from the foyer scolaire (see point 20). The child can be fetched from school after 3:45 pm against the signature of an authorised person.

If a child arrives or leaves early/late during a time slot, the parents will be charged for the total unit.

If a child arrives or leaves early/late when not authorised to do so, it may result in:

- the temporary exclusion of the child from the foyer scolaire as decided by the administrative unit of the Department or
- the final exclusion of the child from the foyer scolaire as decided by the City Council following a proposal of the Department head.

Children under the age of nine will have to leave accompanied by the persons designated for this purpose, up to cycle 2.2.

All other children will be able to leave school unaccompanied. At the time of enrolment, a written authorisation is required, whereby the parents authorise the child care staff to let the child leave unaccompanied and the parents shall assume full responsibility.

At the time of enrolment, the parents undertake in writing to pick up the child from school or to designate an adult for this purpose. Parents shall take full responsibility for this. If the parents of an older child do not want the child to leave school alone, the same principle applies.

The parents or persons authorised to pick up the child from school are responsible for it as soon as they arrive at the foyer scolaire and their presence is known to the teaching staff.

Anyone taking care of a child in the foyer scolaire must be an adult. In these cases, by their signature, the parents/guardians assume full responsibility for the choice of the persons authorised to take care of their child.

In case of doubt about the identity of a person claiming authorisation to take care of a child, the child care staff may request an identification document to ascertain the identity of the person in question.

When in doubt about the physical or psychological condition of a person authorised to take care of a child, the child care staff will keep the child at the foyer scolaire and inform the parents or the competent establishments.

If the child care staff considers that the child is not fit to return home alone, the parents will be required to find a solution.

In principle, both parents have the right to pick up their child from school, unless an official document from the competent authority designating a person not authorised to pick up the child is presented to the supervisory manager.

The opening and closing hours according to points 9.1. and 9.2. must be followed. Recurring non-compliance with opening and closing hours may result in exclusion of the child from the foyer scolaire (see point 20).

9.1. School period - opening and closing hours

9.1.1. Accompanied children

The only opening and closing hours allowed during the school period, for accompanied children are precisely/between:

11:45 am

12:15 pm and 12:30 pm

1:45 pm and 2 pm

from 3:45 pm

9.1.2. Unaccompanied children

For unaccompanied children, the only closing hours allowed during the school period are:

2:00 pm
4:00 pm
6:00 pm
6:30 pm

9.2. School holidays - opening and closing hours

9.2.1. Accompanied children

The only opening hours allowed during the school holidays for accompanied children are between:

7:30 am and 9:00 am
12:15 pm and 12:30 pm
1:45 pm and 2:00 pm
3:45 pm and 4:00 pm

The only closing hours allowed during the school holidays for accompanied children are between:

12:15 pm and 12:30 pm
1:45 pm and 2:00 pm
from 3:45 pm

9.2.2. Unaccompanied children

For unaccompanied children, the opening hours allowed during school holidays are the same as those under 9.2.1.

The only closing hours allowed during the school holidays for unaccompanied children are:

12:30 pm
2:00 pm
4:00 pm
6:00 pm
6:30 pm

9.3. Extracurricular activities and support courses

The participation of children in extracurricular activities not conducted in the foyer scolaire (LASEP, MUSEP, Art à l'école, etc.) and/or in support courses in the school during the foyer scolaire hours requires the submission to the supervisory manager of an annual authorisation signed by the parents.

10. MEALS

Meals in the foyers scolaires are organised as a buffet. Children have free access to it as well as to the available and open function rooms.

Midday meals are prepared in the assembly kitchens by catering companies mandated by the city council on the basis of detailed and rigorous specifications.

The conformity of the service is monitored daily in each foyer scolaire by persons specifically trained for this task and by internal and external audits carried out by dietary and food safety experts.

Given the worrying increase in the number of overweight and obese children, particular importance is attached to healthy and balanced nutrition in the foyers scolaires. Menus are prepared according to current nutritional recommendations for children. Recipes are constantly adapted to the tastes and needs of the children. In addition, the individuality of the children is best respected through close collaboration between the Department staff, the dietary expert, the catering providers, the school medical department and the parents.

Enrolment for the time slot from 12:30 pm to 2 pm includes a meal.

Depending on the organisation of the foyer scolaire, the meals are served either in the classroom or in the form of buffet.

In cases where a child needs a specific diet for health reasons, the supervisory manager will ensure that the parents are given the necessary information.

- If the problem is not associated with a prescription of medication, the parents will have to send their request with supporting documents (medical certificate) to the Department. The procedure is described in the documents that parents receive at the time of enrolment.
- If the allergy is associated with a prescription of medication, the attending physician will have to initiate a PCP (personalised care plan) (see point 16). The procedure is described in the documents that parents receive at the time of enrolment.

Parents of children who require a specific diet for health reasons may opt either for the meal provided by the catering company but with the appropriate adjustments or for a meal basket that they bring themselves in accordance with the terms described in the information report. In all cases, parents are responsible for their choice.

During the school period and the school holidays, children are given a small snack at 4 pm. This snack mainly comprises organic products and prepared every day by the company that is in charge of the catering.

A small fruit-only snack is offered in the morning during school holidays. This is a breakfast supplement that does not replace the breakfast eaten at home.

For reasons of hygiene and food safety, meals and food provided by parents are prohibited in the foyers scolaires, unless explicitly authorised in advance by the supervisory manager.

11. PEDAGOGICAL ACTIVITIES AND PROJECTS IN THE OPEN SYSTEM

Children in the foyers scolaires in Luxembourg City are supervised by qualified child care staff whose main task is to assist children in their daily development and to offer children the opportunity to participate in quality educational projects and activities.

Every child is unique with its own experiences and perspectives. It builds its own personality. It has an increased need for exchange, belonging and autonomy. It enriches group dynamics through its own culture, language and tradition.

The pedagogical team of each foyer scolaire has developed a pedagogical model (general action model) specific to its school and neighbourhood. It is available on request to the supervisory manager.

12. EXCURSIONS, HOLIDAY CAMPS AND OVERNIGHT STAYS

Group outings outside Luxembourg City will be communicated to parents with the necessary information. An outing may be organised for all children in the foyer scolaire during school holidays. In this case, parents who do not want their child to participate will have to take care of the child themselves outside the foyer scolaire for the day in question. Enrolment will be automatically cancelled for this day.

All these activities (outings of more than half a day) are authorised in advance by the administrative unit of the Department.

An authorisation to participate is required from the parents.

A financial contribution to extraordinary expenses in direct relation with excursions, holiday camps or overnight stays (starters, drinks, pocket money) can be requested from the parents. This cost will be charged to the parents according to the terms in point 7.

It is essential to ensure that children are dressed such that they can participate in both indoor and outdoor activities (clothes suitable for playing and adapted to the season and the planned activity).

In the case of an excursion or a holiday camp organised by the school, it is the responsibility of the teaching staff to inform the child care staff of the school and, if necessary, to propose a solution for the transportation of the children concerned. In this case, absences due to school activities will not be billed.

13. HOMEWORK

Extract from the ministerial circular to the municipal administrations concerning the school organisation for the start of the 2016-2017 school term:

“As regards homework, the Grand-Ducal Regulation on the PEP (Article 3, points 3 and 4) distinguishes between the obligations of the school and the benefit that can be offered by the education and care structure.

A “homework assignment” must be individualised as far as possible and be possible without the help of an adult.

Homework must be designed as an extension of learning in the classroom; it should be formative and develop the child's independence and ability to manage its time. The duration of the homework must be adapted to the age of the children and according to the learning cycles.

A child who needs special support in a particular subject, who is slow in developing certain skills, must be able to count on the support of the teaching team; specific

measures must be taken as part of the pedagogical support. It is neither the parents' duty nor the duty of the socio-educational team of the education and care structure to take remedial measures, as these fall under the scope of the school.

The socio-educational team will create a framework that allows children to do their homework in a quiet environment, where they can use the necessary documentation (dictionaries, internet access, library, etc.), to do their homework and where an adult is available to supervise them, if necessary."

The foyers scolaires provide homework supervision during designated hours. In general, their duration cannot exceed the recommendations of the Ministry of National Education concerning homework.

In some neighbourhoods, homework organisation follows a common plan between schools and the foyers scolaires.

The foyers scolaires are designed to give children the best possible place and atmosphere to do their homework. The child care staff provides them with information material and ensures a calm atmosphere so that children can work in the best conditions.

It is the child care staff's role:

- to be present;
- to help the child independently find the answers to its questions;
- to promote the support relationship between children (children more competent in a subject can help slower children);
- to maintain a calm and serene atmosphere;
- to motivate the child to do its homework;
- to develop the child's self-confidence.

A parallel activity is planned for children who do not have homework, who do not do it at the foyer scolaire or who have finished it.

The class diary is an instrument of communication between the school and the parents. It is up to the parents to complete it, sign it and ensure at home that their child has finished or done their homework and fill in the class diary accordingly.

The child care staff will communicate with parents about the child's overall development in the foyer scolaire and not about its academic progress in school. The school will communicate with the parents on all school matters.

In case of any doubts regarding homework, the responsible child care worker will contact the teaching staff on the advice of the supervisory manager.

This service is not to be confused with a support or remedial course, which is the responsibility of the school and/or parents.

14. COLLABORATION WITH PARENTS

Collaboration with parents begins during the enrolment interview through complete and transparent communication, especially regarding the specific needs of the child. Collaboration and dialogue throughout the year is an indispensable and recommended

element in the work of the child care staff to ensure the well-being of the child through qualified supervision.

In case of major difficulty with a child, parents will be asked to participate in consultations/interviews with the child care staff to find a solution. In the event that the school's child care staff detect unusual behaviour in a child (serious disciplinary or behavioural problems that endanger its own safety or that of other children or the staff), the socio-educational network of the Department will be consulted.

Parents are advised to regularly keep themselves informed about their child's development and to contact the foyer scolaire's child care staff. The supervisory managers and the administrative unit of the Department are at the disposal of the parents for any questions.

The email-address **fs-parents@vdl.lu** was created specifically to allow parents to contact department head and to be able to answer any general questions concerning the functioning of the foyers scolaires in Luxembourg City.

The lack of collaboration on the part of the parents or the non-compliance with these instructions can lead to a temporary (as decided by the department head), or even final (as decided by the city council) exclusion of the child from the foyer scolaire, especially if the safety of the child, other children or child care staff cannot be guaranteed.

When parents attend an event at the foyer scolaire (celebration, party, meeting, etc.), the children are under their responsibility from their arrival and when their presence is known to the child care staff.

15. COLLABORATION WITH THE SCHOOL

The foyers scolaires and schools have common goals with regard to the child's education, each carrying out its own specific tasks. In fact, the foyer scolaire staff and the school staff coordinate in their respective work.

In order to guarantee safe supervision for children, regular meetings are held between the child care staff and the teaching staff of the children attending the foyer scolaire.

For these reasons, the President of each school's committee has been designated as the contact person for the foyer scolaire by the school board.

The school committee President is to be contacted by the foyer scolaire's child care staff from the first day of school for all organisational matters.

The supervisory manager is an advisory member of the school committee and attends consultation meetings as a representative of the Department.

16. DATA RELATING TO THE CHILD'S HEALTH

When enrolling their child in the foyer scolaire, parents are asked to report all problems relating to the child's health. This provision of information is voluntary and is not taken into consideration when allocating seats available in the foyer scolaire.

In order to be able to take into account the specific needs of each child and ensure quality care for all children, the Department strives to know the specific needs of each child.

As part of its pedagogical model, Luxembourg City has acquired significant human and organisational resources to ensure an effective inclusion policy. Parents, through their provision of information actively contribute to this success.

At the onset of an infectious disease, mandatory absence from school is defined by the school medicine law of 2 December 1987 and the Grand-Ducal Regulation of 24 October 2011. This measure also counts for attendance at the foyer scolaire.

The authority's decision of mandatory absence and its duration is based on medical advice of the child's attending physician and must be attested by a medical certificate.

In case of temporary illness where medications have to be taken during the supervision at the foyer scolaire, parents must provide a medical prescription along with the dated and signed "Drug administration" form, and deliver the medicines in their original packaging, comprising the child's name and dosage. Parents must also pay attention to the expiry date and replace expired medication.

In case of chronic illness, requiring regular medication intake at school and/or at the foyer scolaire, the Ministries of National Education and Health have set up a "Personalised Care Plan" which can be referred to in this case. Details on this subject are provided at the end of the chapter.

In the event of a medical emergency, the child care staff will take appropriate emergency measures to have the child treated as quickly as possible, either by calling 112 for an ambulance and taking the child to the paediatric clinic or by informing the parents so that they can pick up their child and take him to its attending physician. In case an ambulance is called, the child care staff will accompany the child depending on its availability. Parents are informed of the events without any delay.

The Medical Department of the Schools of Luxembourg City is at the disposal of the child care staff for any questions concerning the physical and mental health of a child. In case of questions concerning a health problem, the child care staff is obliged to contact the school physician.

Personalised care plan (PCP)

The Ministry of National Education, Childhood and Youth and the Ministry of Health have developed a harmonised national procedure to ensure adequate supervision of students with specific health requirements throughout their schooling. Any child suffering from an illness or disability has the right to be taken care of in the best possible conditions and to attend school and a foyer scolaire in the same way as its peers.

The aim is to ensure the best possible continuation of essential aid during the child's stay outside its home and to reassure the child, parents and all those involved from the fields of education, child care and health.

The personalised care plan also regulates the supervision of a child with a chronic illness who regularly requires help, such as the supervision of a child with a risk of being subject to an emergency situation, as in children with a risk of anaphylactic shock following an allergy.

The PCP is defined by the attending physician; it contains a signed formal request from the parents for assistance for their child and the medical prescription specifying the drugs to be administered, their dosage, their frequency of administration and the actions to be taken either on a regular basis or in an emergency.

The attending physician sends the PCP to the school medicine division of the Ministry of Health, which then sends it to the school medical team in charge of the child. The school medical team then contacts the parents, the school class teacher, the district inspector and the supervisory manager of the foyer scolaire in order to organise an information and training meeting for all stakeholders around the child concerned.

An emergency kit containing the medication specified in the PCP is provided by the parents to the school and the foyer scolaire.

The school and the foyer scolaire ensure that the child continues to receive care in case of replacement of the child care staff or change of groups.

17. INSURANCE

As part of the foyer scolaire, a liability insurance for school and extracurricular activities covers all activities, both indoor and outdoor, as long as they result from the normal operation of the foyer scolaire or they are based on a special authorisation from the Department or city council.

It is recommended that parents take out a private liability insurance for their child (children) for cases not covered by the City's liability insurance.

In case of vandalism or intentional damage by a child, the child care staff is authorised to take the necessary care measures, in addition to requiring the parents to compensate for the damage. If necessary, a complaint may be lodged with the police.

The foyer scolaire declines any liability in case of loss, theft or damage of objects brought to the foyer scolaire by the child. It is strongly recommended not to bring toys, telephones, electronic games, etc. to the foyer scolaire.

Of course, it is the responsibility of the child care staff to ensure that all precautionary and safety measures are taken in case of specific activities (examples: helmet, protections for knees and elbows, armbands for swimming, etc.).

18. ACCIDENTS

In case of an emergency, the Department will take appropriate measures, promptly take care of the child and, if the situation so requires, call the emergency services. It will also promptly inform the parents.

19. TEMPORARY OR FINAL EXCLUSION OF A CHILD

The exclusion of a child from the foyer scolaire is possible in the cases provided for by these instructions.

If the behaviour of a child in the foyer scolaire endangers its own safety and/or health, or that of other children and/or the staff, the department head may decide to temporarily exclude the child for three days. The final exclusion of the child can only be decided by the City Council following a proposal of the Department head.

If the costs resulting from the child's attendance at the foyer scolaire are not paid by the parents/legal guardians, the city council may, on request of the community revenue department, exclude the child until the recovery of the sum due by the parents/legal guardians.

After the decision, the parents will be informed by registered letter of the temporary or final exclusion of their child and the start and end dates of the exclusion.

These instructions on the operation of the foyers scolaires in Luxembourg City replace any previous version. They will be revised regularly and supplemented if necessary.

They are applicable for the 2017-2018 school year and for related enrolment applications.

Luxembourg, 26 January 2018,

The City Council of Luxembourg City.