

POLICIES AND PROCEDURES OF THE CITY OF LUXEMBOURG'S FOYERS SCOLAIRES

SCHOOL YEAR 2020–2021

(English version)

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1. MANAGEMENT

The City of Luxembourg's *Service Foyers Scolaires* (Childcare Department, hereinafter referred to as “Department”) is the administrative unit responsible for the “early childhood education and care services” provided by the City, under the supervision of the college of aldermen.

These services are organised as stipulated by the law of 24 April 2016 amending the law of 4 July 2008 on youth, as amended (*loi du 24 avril 2016 portant modification de la loi modifiée du 4 juillet 2008 sur la jeunesse*).

2. PURPOSE, VALUES AND OBJECTIVES

The purpose of the *foyers scolaires* in Luxembourg City is to provide non-formal education to schoolchildren while ensuring a high standard of quality. The Department has adopted an “Educational roadmap”: this is a framework document that sets out the professional approach adopted by the Department, the image of the child, the role of the educator, the working methods used, and quality development. In addition, each *foyer scolaire* has a document entitled “General plan of action”, which describes in greater detail how the Educational roadmap is implemented in that particular *foyer scolaire*.

In the *foyers scolaires*, children:

- are competent individuals who are each on their own particular life journey,
- learn from others and with others through interactions,
- are equal members of society with their own individual rights.

The *foyers scolaires* aim to support children with the following:

- 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 given a strong focus:

- 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 (*loi modifiée du 8 septembre 1998 réglant les relations entre l'Etat et les organismes œuvrant dans les domaines social, familial et thérapeutique*).
- Grand Ducal Regulation of 14 November 2013 on the authorisation to be granted to managing bodies of early childhood education and care services (*règlement grand-ducal du 14 novembre 2013 concernant l'agrément à accorder aux gestionnaires de services d'éducation et d'accueil pour enfants*).
- 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 (*règlement grand-ducal du 27 juin 2016 concernant l'assurance de la qualité dans l'activité de l'assistance parentale, dans les services d'éducation et d'accueil pour enfants et dans les services pour jeunes*).
- Grand-Ducal Regulation of 27 June 2016 implementing the provisions relating to the *chèque-service accueil* of the amended law of 4 July 2008 on youth (*règlement grand-ducal du 27 juin 2016 portant exécution des dispositions relatives au chèque-service accueil de la loi modifiée du 4 juillet 2008 sur la jeunesse*).
- 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 (*loi du 18 mars 2013 relative aux traitements des données à caractère personnel concernant les élèves*).
- City of Luxembourg's tax regulations (*Règlement-taxe de la Ville de Luxembourg*).

4. GENERAL ORGANISATION

The Department is led by a head of department, and supported by an operations manager and an administrative manager. They also oversee the operational centre, which comprises the directors of the different *foyers scolaires* and the administrative team.

The Department also has a socio-pedagogical adviser who provides consulting, monitoring and control services in connection with the pedagogical projects and model, internal communications and the skill development of *foyer scolaire* 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 directors, who are responsible for the proper running of each *foyer scolaire*.

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

- directors, with bachelor-level qualifications as "graduate educators", such as a Bachelor's degree in social and educational sciences
- childcare workers, with "qualified educators" training
- care assistants
- coordinators, with "socio-educational support" training
- trainees, as part of their orientation course.

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

5. OPENING HOURS

Early childhood care is offered in all *foyers scolaires* from 11:40 to 18:30 depending on the availability of infrastructure and the school organisation.

5.1. During term time

During term time, *foyers scolaires* operate from Monday to Friday, from 11:45¹ to 18:30.

¹ Children may arrive as of 11:40.

Children can be enrolled for a certain time slot. These are billed as follows:

Time slot 1	11:45 ² to 12:30	Arrival of children from the early learning centre (1st year of Cycle 1) and preschool (2nd and 3rd years of Cycle 1) Fun and educational activities
Time slot 2	12:30 to 14:00	Arrival of older children, meal, rest, fun and educational activities
Time slot 3	14:00 to 16:00	Activities and educational projects Homework supervision (Tuesdays and Thursdays)
Time slot 4	16:00 to 18:00	Snack, activities and educational projects Homework supervision (Mondays, Wednesdays and Fridays)
Time slot 5	18:00 to 18:30	Supervision, fun and educational activities

- The time slot from 12:30 to 14:00 includes a meal. For this time slot, the time spent under supervision (1.5 hours) and the meals are charged. Enrolment in this time slot includes meal registration.
- The time slot from 14:00 to 16:00 is only available for Tuesdays and Thursdays.
- Enrolment for only the time slot from 18:00 to 18:30 is not possible. This time slot must be combined with the one for 16:00 to 18:00.
- Children receiving a tailored package of support, by agreement with their school, whose arrival and departure times do not correspond to the hours of the *foyer scolaire*, will be welcomed on site when they arrive. In consultation with the director, enrolment will be carried out for the most suitable time slot. Once a time slot has begun, it will be fully charged.

5.2. During school holidays

During school holidays, the *foyers scolaires* operate from Monday to Friday, from 7:30 to 18:30. Please refer to Chapter 5.4 "Closed days" for more information.

² Children may arrive as of 11:40.

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

Time slot 1	7:30 to 12:30	Arrival, activities and educational projects Morning snack
Time slot 2	12:30 to 14:00	Arrival and meal
Time slot 3	14:00 to 16:00	Arrival, activities and educational projects
Time slot 4	16:00 to 18:00	Snack, activities and educational projects
Time slot 5	18:00 to 18:30	Supervision, fun and educational activities

- The time slot from 12:30 to 14:00 includes a meal. For this time slot, the time spent under supervision (1.5 hours) and the meals are charged.
- For time slot 1, children must be present by no later than 9:00 or at the agreed time for the planned activities.
- Enrolment for only the time slots from 12:30 to 14:00 and 18:00 to 18:30 during school holidays is not possible. These time slots must be combined with the previous or following time slot, i.e. 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 years of Cycle 1) and primary school (Cycles 2, 3 and 4), who attend the *foyers scolaires* during term time.

Children attending Cycle 1.0 (early learning) are admitted to those *foyers scolaires* that offer “complete early childhood care”.

Exceptionally, if the capacity and organisation of a *foyer scolaire* so allows, children enrolled in a non-public school in the city may be admitted. Such requests must be made in writing to the director for each holiday period.

N.B.

- For organisational reasons, the care and activities during school holidays do not necessarily take place in the premises of your local *foyer scolaire*. Parents will be informed in due course about “mergers” (merger between two *foyers scolaires*) and will be responsible for dropping off and picking up their children. In case of a merger with another *foyer scolaire*, at least one of the staff from each *foyer scolaire* will be present, wherever possible.
- During the “Aktioun Bambësch” programme (Christmas, Easter, summer), the *foyers scolaires* operate from 7:30 to 14:00. Children can participate in the “Aktioun Bambësch” programme for free in the afternoons (transport provided), but they must register with CAPEL in advance.

Very young children will be accommodated by *foyer scolaires* that have appropriate groups, for children who regularly attend the *foyer scolaire*, depending on organisation, staff availability and infrastructure. Children may be grouped together at sites yet to be determined. In that case, they must be picked up at those sites in the evening.

It is recommended that parents arrange a two-week period (or two periods of one week), preferably during school holidays, during which their child/children will not attend the *foyer scolaire*. In case of any difficulty or uncertainty related to this recommendation, the directors are at the parents' disposal to discuss a possible alternative.

5.3. Exceptional opening hours during term time

In the event that all classes in a school are dismissed 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 (school holiday), the *foyers scolaires* are open from 7:30 to 18:30 under the *foyer vacances* (holiday childcare) programme.

5.4. Closed days

- The *foyers scolaires* are closed on the working day before the start of the school year.
- The *foyers scolaires* are closed on Saturdays, Sundays and public holidays.
- The *foyers scolaires* close from 14:00 on 24 December until 1 January, inclusive.
- During the “Aktioun Bambësch” programme (Christmas, Easter, summer), the *foyers scolaires* close at 14:00.

Luxembourg City reserves the right to adapt its closed days during the Christmas and New Year break. Any such changes will be communicated by the directors during enrolment.

6. TERMS OF ADMISSION AND ENROLMENT

6.1. Objective

The enrolment process supports the objective of Luxembourg City to accept all children who wish to be enrolled. Until such a time as all children can be enrolled, the municipal administration of Luxembourg City is acting on three levels:

- it is developing a plan for the construction of childcare and education facilities in order to increase capacity;
- it is continuously recruiting qualified staff;
- it currently applies terms of admission and priority criteria to regulate the surplus applications in relation to its available capacity.

6.2. Annual enrolment process

6.2.1. Who can enrol

The Department's services are generally open to all children who:

- have turned three before 1 September of the current year and are in early education (1st year of the Cycle 1 of basic education – Cycle 1.0). Depending on the services offered by the local *foyer scolaire*, children may be enrolled either for time slot 1 only during term time, or for full-time childcare;
- have turned four before 1 September of the current year and are in preschool (2nd and 3rd year of Cycle 1 of basic education – Cycles 1.1 and 1.2);
- have turned six before 1 September of the current year and are in primary school (Cycles 2, 3 and 4 of basic education – Cycles 2.1 to 4.2).

6.2.2. Terms of admission and priority criteria

Children are pre-enrolled in a *foyer scolaire* by opening or renewing their personal file for the upcoming school year. To pre-enrol their child/children, parents must arrange an appointment with the managing director of the relevant *foyer scolaire*.

When applying to the Department for the admission of their child in a *foyer scolaire*, parents/guardians must submit documents and/or information in order to compile a "complete" personal file for their child.

If documents and/or information are missing, the file will be considered "incomplete". In that case, the enrolment application cannot be processed.

This file must contain a copy of the child's registration with the childcare service voucher (*chèque-service accueil* – CSA) scheme. Otherwise, the child's personal file cannot be opened or renewed.

To determine the priority status of their enrolment application, parents/guardians must disclose their family situation to the managing director, i.e. whether the child is in a "two-parent" or "single-parent" home.

In addition to their child's family situation, each parent will be asked to provide a certificate stating that the child's parents/guardians/legal guardians are registered with the Luxembourg social security system (this document can be obtained free of charge at www.ccss.lu).

Employees of the European Union institutions and parents/guardians working abroad may submit a certificate of employment instead of a social security certificate.

This document informs the Department of the possibility of alternative care arrangements for the child in question. In the absence of documentary evidence stating that the child's parents'/guardians' regular professional activity, less priority will be given to the enrolment application (it being assumed that alternative care arrangements have been made for the child).

When the number of applications for enrolment is greater than the places available, a waiting list will be drawn up. Enrolment applications on the waiting list will be approved on the basis of the following criteria, in the following order of priority:

1. applications for enrolment of “children attending a public school in Luxembourg City”
 - 1.1. without alternative care arrangements: children attending *foyers scolaires*;
 - 1.2. without alternative care arrangements: children enrolled for the future;
 - 1.3. with alternative care arrangements: children attending *foyers scolaires*;
 - 1.4. with alternative care arrangements: children enrolled for the future;
2. applications for enrolment of “children attending a non-public school in Luxembourg City”
 - 2.1. without alternative care arrangements: children attending *foyers scolaires*;
 - 2.2. without alternative care arrangements: children enrolled for the future;
 - 2.3. with alternative care arrangements: children attending *foyers scolaires*;
 - 2.4. with alternative care arrangements: children enrolled for the future.

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

Any false declaration may result in the child's enrolment being annulled.

6.2.3. How to enrol

The enrolment process takes place in two stages:

- 1) pre-enrolment (receipt and filing of the required documents for the enrolment application),
- 2) final admission (examination of the enrolment application and consideration of the priority criteria, communication of admission to the parents).

If the number of enrolment applications exceeds the places available, a waiting list is established according to the priority criteria stated above. This list is managed by the director of the respective *foyer scolaire*.

The enrolment process has fixed enrolment periods, of which the parents are notified. The schedule can be viewed on the City of Luxembourg's websites www.foyers-scolaires.lu or www.vdl.lu, and is also available from the managing director of each *foyer scolaire*. The pre-enrolment period for the following school year generally begins with the Carnival holidays of the current school year. Enrolment for the school year is usually annual, based on the academic calendar.

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

Enrolment is carried out in writing and must bear the signature of the child's parents or guardians. The invoice for childcare services will be prepared based on this enrolment document.

Upon pre-enrolment, parents shall take note of the present policies and procedures and, by signing the child's personal file, undertake to comply herewith.

6.2.4. Child's personal details to be filed for enrolment

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

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

If a child needs a specific diet for health reasons, the director will ensure that the parents are informed about the procedure to be followed:

- if the allergy does not require the 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 received by the parents at the time of enrolment.
- if the allergy requires the administration of medication, the attending physician will have to initiate a tailored support scheme (see point 16). The procedure is described in the documents received by the parents at the time of enrolment.

For the purposes of inclusion: parents are required to disclose any special needs that the child may have. Parents must provide medical reports or certificates (if such exist) that document any retardation, disability or illness, in order to provide for adequate supervision. In case of the non-declaration of any specific needs requiring close supervision, the admission of the child may be put on hold in order to re-examine their specific needs. Alternatively, 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 carries out the enrolment process in two stages.

To pre-enrol a child, parents must complete these steps:

- Make an appointment with the director.
- Give the director of the respective *foyer scolaire* a copy of their membership contract for the CSA scheme. Without this contract, no enrolment is possible.
- Provide the managing director of the *foyer scolaire* with the social security registration certificate (which is issued free of charge, on request, via www.ccss.lu) and, for employees of the European Union institutions, a certificate of employment. Without this certificate, the enrolment application will be deemed “incomplete” and it will be assumed that alternative care arrangements have been made.

In order to receive CSA benefits, parents living in Luxembourg City whose children attend a *foyer scolaire* managed by the City must sign a membership contract drawn up by the

Bierger-Center

44, Place Guillaume II / 2, rue Notre-Dame

L-2090 Luxembourg

Email: bierger-center@vdl.lu

Tel.: +352 4796-2200

Fax: +352 2627-0999

Further information is available at <http://www.vdl.lu>.

6.2.6. Admissions and waiting list

Admissions are granted subject to places being available. If the number of enrolment applications exceeds the number of available places in a *foyer scolaire*, the managing director will examine the applications and grant children admission according to the priority criteria described in 6.2.2.

Given that not all time slots are equally in demand, the options available during pre-enrolment may be restricted to certain days/time slots depending on available places and priority criteria (e.g. only when places in time slots on Tuesday and Thursday afternoons are available).

Children who are not admitted will be put on a waiting list, which is managed by the managing director of the *foyer scolaire* in accordance with the priority criteria. All parents will be informed of the result of their application (admission or waiting list) as soon as possible. Children on the waiting list will be admitted according to the priority criteria as soon as places become available in the *foyer scolaire*.

6.2.7. Acceptance committee

The acceptance committee, made up of social workers for the City of Luxembourg, the relevant managing directors and the administrative unit of the Department, meets at the request of the managing directors. Its role is to examine and decide on enrolment applications requiring further consideration, particularly in the case of social support or the insufficient capacity of a *foyer scolaire* to provide care.

6.2.8. Final enrolment and confirmation to parents

Final admissions are decided upon after pre-enrolment has closed. The director will examine all applications and will, if necessary, select enrolment applications according to the priority criteria. In the case of incomplete enrolment applications that require additional information, the director will appeal to the acceptance committee.

Parents should receive notification of admission by July of the same year at the latest.

6.3. Additional information on the enrolment process

6.3.1. Place of enrolment and supervised travel between the school and the *foyer scolaire*

Children are enrolled at the *foyer scolaire* for the school they attend. This principle holds true for children attending *foyers scolaires* and a public school in Luxembourg City, and for children registered for the future and attending a public school in Luxembourg City.

For these children, travel between the school and the *foyer scolaire* is supervised by *foyer scolaire* staff, except in the following cases:

- the child attends, with special permission from the school commission, a different school to that in whose catchment area they live: parents can decide whether to send the child to the *foyer scolaire* for the school that they attend (in

which case, transport will be provided) or the *foyer scolaire* in the catchment area in which they live (in which case, transport will not be provided);

- the child attends a different school, with special permission granted to children with special needs by the school commission, the school inclusion commission (*commission d'inclusion scolaire* – CIS) or another body: the child will attend the *foyer scolaire* in their place of residence, and the Department will not provide transport;
- the child attends two different *foyers scolaires* for organisational reasons relating to the school and/or the Department: the managing director of the *foyer scolaire* in question, or the Department's administrative team, will inform the parents of the enrolment procedure in that specific case.

Subject to places being available and regardless of whether they currently attend a *foyer scolaire*, children attending a non-public school in Luxembourg City will be enrolled:

- in the *foyer scolaire* within the school catchment area of the child's place of residence,

or

- in the *foyer scolaire* closest to the school they attend.

Transport from the school to the *foyer scolaire* and back will not be provided by *foyer scolaire* staff.

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

Parents are responsible for picking up their children and taking them home.

6.3.2. Staying enrolled when changing place of residence

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

When a child moves to another district in Luxembourg City, or to a different municipality, their enrolment will remain valid for the current school year, provided that 1) the child attends a public school in Luxembourg City, 2) this is provided for in the authorisation granted to the new *foyer scolaire*, and 3) the new *foyer scolaire* can accommodate the child. The change of a child's *foyer scolaire* cannot lead to a situation in breach of 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. Change of enrolment

If your child is attending a *foyer scolaire*, you may request to change their enrolment in order to switch time slots.

In principle, changes to your child's type of enrolment may only be made during the periods established for this purpose (in the enrolment calendar). **In all cases, requests to make changes to the enrolment file are assessed and approved by the managing directors of the *foyers scolaires* on the basis of the number of places available for the requested time slots.**

So that parents can be provided with the best service possible, they are asked to make an appointment if they wish to request enrolment changes.

Changes to enrolment details outside the periods scheduled for this purpose may be made only in the following cases:

- serious reason or emergency situation;
- the parents are involved in divorce proceedings;
- change to the guardian's working hours;
- upon presentation of a medical certificate:
 - the child's guardian has an urgent medical appointment or procedure;
 - shift work;
 - death of a relative;
 - pedagogical or educational measure;
 - the child's guardian is returning from leave or prolonged sick leave;
- relocation to another neighbourhood of Luxembourg City or another municipality.

In all the aforementioned cases, parents must provide the relevant certificates or supporting documents.

All changes to a child's enrolment must be made in writing, and the child's amended personal file must be countersigned.

With regard to enrolments for *foyers vacances* (holiday care centres), priority is given to children regularly attending the *foyers scolaires* (see Chapter 6.2.2 "Terms of admission and priority criteria"), who enrol in a timely fashion (see enrolment calendar).

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

Applications are registered and parents are informed that the enrolment cannot be approved at the time of application. The deadline for notifying parents about whether their child has been enrolled is the second Friday preceding the holiday period.

Children enrolled in the *foyers scolaires*, enrolment applications for a *foyer vacances*, missed deadline:

Late applications for children regularly attending the *foyer scolaire* may be accepted before and after this deadline, depending on whether there are places available after enrolment has ended for the holiday period in question.

Late enrolment is only permitted once per school year.

6.3.4. New enrolments outside the enrolment period

New enrolments outside the enrolment/amendment periods may be accepted only in the following cases:

- urgency of an enrolment (e.g. further to the recommendation of professionals involved in the child's well-being);
- children attending the "transition class" by decision of the CIS;

- arrival of a child due to relocation, provided the child resides in a Luxembourg municipality and attends a public or non-public school in Luxembourg City.

The child will be admitted to the *foyer scolaire* provided a spot is available and according to the priority criteria listed 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 directors for the pre-enrolment of their child. The enrolment application will then be examined by the acceptance committee.

7. FEES

The fees applied are based on the provisions of the current City of Luxembourg's tax regulations and the regulatory provisions relating to the CSA (see Chapter 3 "Legal provisions").

The invoice sent to parents is based on the child's enrolment in the various time slots, rather than on the time when the child is actually present.

Invoices are issued monthly, in units of full weeks.

Parents may be asked to contribute financially to exceptional costs (excursions, outings, overnight stays, etc.). 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 memo issued by the Ministry of Health and the Ministry of National Education, Children and Youth in May 2017 to education and childcare services regarding the issue of medical certificates, childcare providers are requested not to link the billing or non-billing of an enrolment to the presence of a medical certificate. Therefore, each absence will be charged notwithstanding the cause of this absence.

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

- absences for therapeutic visits (*Service Médecine scolaire* (School Health Department), multi-professional team), as evidenced by a certificate;
- absences due to school activities (holiday camps, excursions);
- absences due to the death of a relative, as evidenced 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 two days,
 - absences due to long-term illness, trauma or disability that require specific assistance to be provided to the child during their stay at home, or during outings or travel,
 - the need to define specific arrangements to be put in place (swimming, sport, outings, travel, etc.),
 - medical problems that have a direct impact on the care given to the child in the *foyer scolaire* (e.g. food allergy).

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

If a child is not present for an entire time slot for any reason whatsoever (e.g. medical visit between 14:45 and 15:30), the Department will nevertheless have to charge for the entire slot (14:00 to 16:00).

In the event of the cancellation/suspension of a child's enrolment, the parents are obliged to pay the fees for the period in progress, except if this is due to the reasons mentioned under point 6.3.3.

In addition to legal proceedings, repeated non-compliance with payment deadlines may result, after a formal written notice, in the child being expelled from the *foyer scolaire* (by decision of the college of aldermen.).

8. ABSENCES DURING TERM TIME AND SCHOOL HOLIDAYS

Parents must inform the staff in advance if their child will be absent from the *foyer scolaire*, if possible before 9:00 (if no staff member is reachable, parents can leave a message on the answering machine).

If children are absent without a reason given before the start of a time slot, the parents shall be entirely responsible for their children.

In the event of repeated, unjustified absences not notified in writing by the parents during term time or the school holidays, the Department reserves the right to take the appropriate measures to re-establish a proper collaborative relationship with the parents (see point 14).

When a child is absent without parental consent, *foyer scolaire* staff must promptly inform the parents and/or teachers. If the situation cannot be resolved, the staff is obliged as a last resort to inform the Grand Ducal Police.

Daily attendance lists recording both excused and non-excused absences are kept up to date by *foyer scolaire* staff. These lists can be consulted and checked at all times

by the managing directors of the *foyers scolaires* or by the administrative unit of the Department.

9. ARRIVALS AND DEPARTURES

Parents must adhere to the arrival and departure times 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 managing director for valid reasons (a visit to the doctor, or other one-time, urgent and unforeseeable obligations). The person authorised to pick up the child must sign a release form.

The arrival and departure times stated in points 9.1 and 9.2 must be adhered to at all times. Repeated failure to adhere to the arrival and departure times may result in the child being expelled from the *foyer scolaire* (see point 20). The child can be picked up after 15:45 with the signature of a person who is authorised to pick them up.

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

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

- the temporary suspension of the child from the *foyer scolaire*, by decision of the administrative unit of the Department or
- the child being permanently expelled from the *foyer scolaire*, as decided by the college of aldermen following a proposal made by the Department Head.

Children under the age of nine may only leave the *foyer scolaire* if accompanied by the persons designated for this purpose, up to Cycle 2.2 inclusive.

All other children will be able to leave the *foyer scolaire* unaccompanied. At the time of enrolment, written authorisation is requested, whereby the parents authorise the *foyer scolaire* staff to let their child leave unaccompanied and the parents shall assume full responsibility.

At the time of enrolment, the parents undertake in writing to collect the child from the *foyer scolaire* or to designate another adult for this purpose. Parents must submit a copy of the ID card of all persons authorised to collect their child. Parents shall take full responsibility for this. If the parents of an older child do not want the child to leave the *foyer scolaire* alone, the same principle applies.

The parents or persons authorised to pick up the child are responsible for the child as soon as they arrive at the *foyer scolaire* and their presence is known to the staff. Children may only be collected by their guardian(s) or by another person authorised in writing by their guardian.

Only adults may collect a child from the *foyer scolaire*. By their signature, the parents/guardians assume full responsibility for the choice of the persons authorised to collect their child.

If staff members believe someone authorised to collect a child may be physically or psychologically unfit for this task, they will keep the child at the *foyer scolaire* and inform the parents or the relevant authorities.

If, for any number of reasons, the *foyer scolaire* staff considers a child to be unfit to return home alone, the parents will be required to find a suitable solution.

Generally, both parents have the right to collect their child, unless an official document from the competent authority designating a person as being unauthorised to pick up their child is presented to the director.

9.1. During term time – arrival and departure times

9.1.1. Accompanied children

During term time, accompanied children may only be dropped off at or collected from the *foyer scolaire* at/between:

11:45

12:15 and 12:30

13:45 and 14:00

from 15:45

9.1.2. Unaccompanied children

For unaccompanied children, the only departure times allowed during term time are:

14:00

16:00

18:00

18:30

However, at the request of their guardian(s), unaccompanied children may leave the *foyer scolaire* from 13:45, provided this request was duly received and documented by the *foyer scolaire*.

9.2. During school holidays – arrival and departure times

9.2.1. Accompanied children

During school holidays, accompanied children may only be dropped off at the *foyer scolaire* between:

7:30 and 9:00

12:15 and 12:30

13:45 and 14:00

15:45 and 16:00

During school holidays, accompanied children may only be collected from the *foyer scolaire* between:

12:15 and 12:30

13:45 and 14:00

from 15:45

9.2.2. Unaccompanied children

For unaccompanied children, the arrival times during school holidays are the same as under point 9.2.1.

During school holidays, unaccompanied children are only allowed to leave their *foyer scolaire* at:

12:30

14:00

16:00

18:00

18:30

However, at the request of their guardian(s), unaccompanied children may leave the *foyer scolaire* from 13:45, provided this request was duly received and documented by the *foyer scolaire*.

9.3. Extracurricular activities and tutoring

The participation of children in extracurricular activities not organised by the *foyer scolaire* (LASEP, MUSEP, Art à l'école, etc.) and/or in tutoring provided by the school during *foyer scolaire* hours requires the submission to the managing director of an annual authorisation form signed by the parents.

10. MEALS

Meals in the *foyers scolaires* are served as a buffet. Children have free access to the canteen, as well as to available and open function rooms, depending on their age, maturity and motor skills.

Midday meals are prepared in the food assembly kitchens by catering companies commissioned by the college of aldermen on the basis of detailed and rigorous specifications.

Adherence to these specifications is monitored daily in each *foyer scolaire* by persons specifically trained for this task, as well as 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, each child's individuality is respected as far as possible through close collaboration between the Department staff, the dietary expert, the catering providers, the *Service Médecine scolaire* and the parents.

Enrolment for the time slot from 12:30 to 14:00 includes a meal.

Depending on the organisation of the *foyer scolaire*, the meals are served either at the table or in the form of a buffet.

In cases where a child needs to follow a specific diet for health reasons, the managing director will ensure that the parents receive all the relevant information.

- If the problem is not associated with a medical prescription, the parents will have to send their request with supporting documents (medical certificate) to the Department. The procedure is described in the documents received by the parents at the time of enrolment.
- In the event of an allergy associated with a medical prescription, the attending physician will have to initiate a tailored support scheme (see point 16). The procedure is described in the documents received by the parents at the time of enrolment.

Parents of children who require a specific diet for health reasons may opt either for their child's meals to be provided by the catering company with the appropriate adjustments, or to provide a meal themselves in accordance with the terms described in the information sheet. In all cases, parents are responsible for their choice.

During term time and the school holidays, children are given a small snack at 16:00. This snack mainly comprises organic products and is prepared every day by the company that is in charge of the catering.

A small fruit-only snack is offered in the mornings during school holidays. This is a breakfast supplement that does not replace the breakfast to be 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 director.

11. EDUCATIONAL ACTIVITIES AND PROJECTS IN THE OPEN SYSTEM

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

Every child is unique, with their own experiences and world view. Children develop their own personalities. They have an acute need for dialogue, a sense of belonging and autonomy, and they enrich the dynamics of their group through their own culture, language and traditions.

The educational team of each *foyer scolaire* has developed an educational roadmap (general plan of action) specific to its school and neighbourhood. It is made available to parents, on request, by the managing director.

12. EXCURSIONS, OUTINGS AND OVERNIGHT STAYS

Depending on their educational agenda, *foyers scolaires* organise outings, excursions and even overnight stays for the children in their care.

By enrolling their children in the care system provided by the Department, parents agree that the children may take part in the outings, excursions and/or overnight stays organised by the *foyers scolaires*.

The *foyers scolaires* provide parents with regular, up-to-date information on planned activities. If parents do not want their child to take part in a particular activity, they are expected to inform the managing director as early as possible.

Similarly, when an excursion is planned for all of the children attending a *foyer scolaire* (e.g. during school holidays), if the parents do not want their child to take part in the excursion, the child's care for that day will no longer be the responsibility of the *foyer scolaire*.

A financial contribution towards extraordinary expenses directly related to excursions, outings or overnight stays (entrance tickets, food, drinks, pocket money) may be requested from parents. These expenses will be charged to the parents according to the terms in point 7.

It is essential to ensure that children are suitably dressed to participate in both indoor and outdoor activities (clothes suitable for playing, as well as adapted to the current season and the planned activities).

In the event of an outing, excursion or overnight stay organised by the school, it is up to the teaching staff to inform *foyer scolaire* staff and, if necessary, to propose a solution for transporting the children concerned. In such cases, 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, Article 3, points 3 and 4 of the Grand Ducal Regulation on the extracurricular supervision plan (*plan d'encadrement périscolaire* – PEP) 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 their time. The duration of the homework must be adapted to the age of the children and their school cycle.

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 educational team; specific measures must be taken as part of the educational support provided. 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 provide a setting that allows children to do their homework in a quiet environment, where they can find the resources they need (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 environment to do their homework. *Foyer scolaire* staff members provide them with information material and ensures a calm environment so that children can work in the best conditions.

It is the childcare staff's role to:

- be present;
- help the child independently find the answers to their questions;
- promote the support relationship between children (children more advanced in a subject can help children who are less advanced);
- maintain a calm and quiet environment;
- motivate the child to do their homework; and
- develop the child's self-confidence.

Other activities are planned for children who do not have homework, who do not do it at the *foyer scolaire* or who have already finished it.

The Department is currently participating in a working group to improve the supervision and support provided for homework with regard to upcoming changes, within the context of the PEP.

The *journal de classe* (school planner) is a key tool used for communication between the school and the parents. Parents are asked to check their child's planner at home to make sure their child has finished all their homework, and to sign the planner accordingly.

Foyer scolaire staff members will notify parents about the child's overall development in the *foyer scolaire*, but not about their academic progress in school. The school will contact the parents about all school-related matters.

In case of any doubts regarding homework, the lead childcare worker will contact the teaching staff on the advice of the managing director.

This service is not to be confused with tutoring or a 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 are crucial to the work of *foyer scolaire* staff in order 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 *foyer scolaire* staff to find a solution. In the event that a child exhibits unusual behaviour, as identified by *foyer scolaire* staff (serious disciplinary or behavioural problems that endanger the child's own safety or that of other children or the staff), the socio-educational network of the Department will be consulted.

Parents are advised to keep themselves regularly informed about their child's development and to contact the staff at the *foyer scolaire* to this effect. The managing

directors and the administrative unit of the Department are at the disposal of the parents should they have any questions.

The email-address fs-parents@vdl.lu was created specifically to allow parents to contact the Department Head, and to provide them with answers to any general questions concerning the operation of *foyers scolaires* in Luxembourg City.

The lack of cooperation by parents or the non-compliance with these policies can lead to a temporary suspension (as decided by the Department Head), or even a permanent expulsion (as decided by the college of aldermen) of the child from the *foyer scolaire*, particularly if the safety of the child, other children or staff members cannot be guaranteed.

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

15. COLLABORATION WITH THE SCHOOL

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

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

For these reasons, the president of each school's commission has been designated as the contact person for the *foyer scolaire* by the school commission.

The school commission president is to be contacted by staff members of the *foyer scolaire* from the first day of school for all organisational matters.

The managing director is an advisory member of the school commission and attends consultation meetings as a representative of the Department.

Legal basis: Grand Ducal Regulation of 16 March 2012

- a) implementing article 16 of the law of 6 February 2009 organising basic education in respect of matters of extracurricular supervision, and
- b) amending Grand Ducal Regulation of 17 December 2010 on accident insurance in early learning, preschool, school and university.

16. SPECIAL NEEDS AND TAILORED SUPPORT SCHEME

When enrolling their child in a *foyer scolaire*, parents are asked to inform the managing directors of all additional information relating to any special needs their child may have.

Providing this information is entirely optional, and it will only be used to ensure the safety of your child and improve the care they receive at the *foyer scolaire*. This information has absolutely no impact on the decision to admit the child to the *foyer scolaire*, as places are allocated regardless of this information.

Supporting documents may be provided, and will be treated with the utmost confidentiality.

Below, you will find an outline of different scenarios relating to special needs and the personalised support of your child.

16.1. Special needs

Every child, regardless of their special needs or particular situation, has the right to receive proper support in their own personal development in order to maximise their independence and participation, as well as their integration into society.

Children are considered to have special needs if the support they require cannot be provided using the usual resources available to the childcare staff. Special needs may relate to a child's motor skills, vision, speaking ability, hearing, cognitive skills or behaviour.

Once a child's special needs have been identified, the Department favours taking an inclusive approach. The child is never the problem, but rather the constraints experienced by carers in providing support. We actively seek to eliminate any constraints and potential barriers.

When a child is newly enrolled and there is some uncertainty as to the nature of their special needs (we do not yet know your child after all), the Department reserves the right to institute an observation phase together with the parents. During this phase, the time spent by the child in the *foyer scolaire* is progressively increased over the course of two weeks, without any guarantee, however, that the child will be permanently admitted. At the end of the observation phase, a report is drawn up. This report is shared with the *foyer scolaire* staff and the parents, in order to decide on the following course of action.

The child's admission is granted provided the proper support can be given to ensure their successful inclusion.

16.2. Tailored support scheme

A tailored support scheme (*projet d'accueil individualisé* – PAI) aims to improve the care and integration of children with special health needs in care facilities.

A PAI is a detailed protocol specifying:

- the support conditions;
- the actions to be carried out;
- the medicine to be administered;
- the emergency plan to be followed;
- the first-aid techniques to be used;
- the list of contact persons in emergency situations.

The main illnesses leading to the creation of a PAI are the following:

- allergies;
- food allergies;
- asthma;
- heart diseases;

- diabetes;
- epilepsy;
- haemophilia.

The PAI aims to ensure the best possible continuation of essential aid during a child's time outside the home and to reassure the child, the parents and all those involved in providing for the child's education, childcare and health.

The PAI governs both the supervision of children who have a chronic illness and regularly require general assistance as well as the supervision of children who may require emergency assistance, such as children at risk of going into anaphylactic shock due to an allergic reaction.

The procedure for establishing a PAI is as follows:

- In consultation with the parents, a child's general practitioner proposes the creation of a PAI, which they draw up based on the child's particular needs. This PAI is established for an indefinite period of time.
- The parents read the PAI carefully, taking due note of its contents, and sign a request for the delegation of care.
- The attending physician sends the PAI to the school health division of the Ministry of Health, which validates and signs the PAI before sending it to the school health team in charge of the child.
- The school health team shares the PAI with the people involved and ensures it is followed. It contacts the child's parents, class teacher, local school inspector and managing director of the *foyer scolaire* to organise an information and training session for all those involved in the child's care.
- An emergency kit containing the medication specified in the PAI is provided by the parents to both the school and the *foyer scolaire*. The parents undertake to check the stocks and date of expiry of the medication provided, and to inform the *foyer scolaire* staff of any changes to the PAI, as decided by the attending physician. The parents undertake to replace any expired medication as soon as possible.

Given the importance of a PAI in the case of food allergies, below are some things to be considered when setting a specific diet.

If a child needs a specific diet for health reasons, the director will ensure that the parents are informed about the procedure to be followed:

- if the allergy does not require the administration of medication, the parents must send their application with supporting documents (medical certificate) to the Department (see point 10).
- if the allergy requires the administration of medication, the attending physician will have to establish a PAI.

Parents may opt either for their child's meals to be provided by the catering company with the appropriate adjustments, or to provide a meal themselves in accordance with the terms described in the information sheet. In all cases, parents take on full responsibility for their choice of action.

17. TEMPORARY ILLNESS (DUE TO CONTAGIOUS DISEASE)

If a child contracts a contagious disease, they must be excluded from school in accordance with the law of 2 December 1987 on school health (*loi de la médecine scolaire du 2 décembre 1987*) and the Grand Ducal Regulation of 24 October 2011 (*règlement grand-ducal du 24 octobre 2011*). This measure also applies to attendance at the *foyer scolaire*.

If and how long a child is excluded from school is based on the medical advice of the child's attending physician and must be attested by a medical certificate.

In case of temporary illness where medication must be taken during a child's time at the *foyer scolaire*, parents must provide a medical prescription along with the dated and signed "Drug administration" form, and deliver the medication in their original packaging, bearing the child's name and dosage. Parents must also pay attention to the expiry dates and replace any medication that has expired.

18. INSURANCE

At the *foyer scolaire*, a liability insurance policy for school and extracurricular activities covers all activities, both indoor and outdoor, as long as they are part of the normal operation of the *foyer scolaire* or they result from special authorisation from the Department or college of aldermen.

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

In case of vandalism or intentional damage by a child, *foyer scolaire* staff members are authorised to take appropriate educational 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 property 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, *foyer scolaire* staff members are responsible for ensuring that all precautionary and safety measures are taken when children participate in certain activities (e.g. helmets, protection for knees and elbows, armbands for swimming, etc.).

19. ACCIDENTS

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

20. TEMPORARY SUSPENSION OR PERMANENT EXPULSION OF A CHILD

A child may be suspended/expelled from the *foyer scolaire* in the cases provided for by the present policies and procedures.

If a child's behaviour in the *foyer scolaire* endangers their own safety and/or health, or that of other children and/or the staff, the Department Head may decide to suspend the child for three days. The permanent expulsion of the child can only be decided by the college of aldermen following a proposal issued by the Department Head.

If the fees owed in connection with a child's attendance of the *foyer scolaire* are not paid by the parents/legal guardians, the college of aldermen may, upon request by the *Recette communale* (City Treasury), suspend the child until the sum owed by the parents/legal guardians is recovered.

Once this decision has been made, the parents will be informed by registered letter of the child's suspension or expulsion, and the start and end dates of their suspension.

These policies and procedures regarding the operation of the *foyers scolaires* of the City of Luxembourg supersede any prior version. They will be revised regularly and supplemented if necessary.

They are applicable for the 2020–2021 school year and for enrolment applications for that year.

Luxembourg, 27 January 2020

The college of the mayor and aldermen of the City of Luxembourg.