



# **Internal regulations**

## **- Maison relais -**

**Version**  
**2024 - 2025**

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## **1. ACCOMPANYING AND CARING FOR THE CHILDREN**

### **1.1. Staff of the maisons relais in Differdange**

The maisons relais of the City of Differdange have the staff required by the applicable legislation (e.g.: social pedagogues, qualified educators, care assistants, assistant educators).

### **1.2. Educational work**

The childcare staff look after the children during their stay at the maison relais. The staff of the maison relais support the parents/guardians in their educational tasks, but in no way replace them.

The general aim of the maison relais of the City of Differdange is to offer care structures that promote the cognitive, social, emotional and psychomotor development of children.

The childcare staff are available for the exchange of information or discussions with parents/guardians. Cooperation with parents/guardians is essential and of the utmost importance to ensure the well-being and development of the child.

### **1.3. Supervised learning**

The time allocated for supervised learning in our maison relais is limited to one and a half hours per day.

The children have the opportunity to do their homework in suitable rooms and under appropriate conditions.

The maison relais do not offer remedial or extra tuition. This can only be provided by the school.

In the event of academic problems related to homework and on the advice of the site manager, the educational staff will contact the teaching staff and/or parents/guardians.

### **1.4. Externe Aktivitäten**

The children take part in all activities organized under the responsibility of the educational staff, except in cases indicated by the parents (child's health problems, etc.). Information about group excursions will be communicated and posted on a notice board in the maison relais. Written authorization is required from parents/guardians for trips abroad.

## **2. ADMISSION AND APPLICATION**

### **2.1. Admission criteria and priorities**

The maisons relais accept children who are residents of the municipality and attend the elementary school of the City of Differdange. Children in early education (précoce) must be registered in a C group (full-time) of the elementary school in order to be admitted to a maison relais of the City of Differdange.

The maximum capacity of a facility is regulated by a ministerial approval.

Priority is given in descending order of availability to:

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- Families in which both parents/guardians work and working single parents (submission of proof of employment)
- Children with special educational needs
- Children who require exceptional care (e.g. serious illness of a parent/guardian)
- Families in the context of a compulsory measure for professional integration or reintegration and full-time students
- Families or single parents with a fixed-term employment contract
- Children with siblings, depending on availability

Please note that a quota of places is reserved for families who have been registered by the Central Social Assistance Service (SCAS).

Parents/guardians are expected to have a valid contract for the childcare voucher system (Chèque-Service Accueil, CSA).

## **2.2. Admission procedures**

To submit an application for admission, the application documents and the following documents must be submitted:

Required documents:

- Copy of the identity card of the child to be registered
- Copy of the social security card showing the national identification number and validity of the ID card of the child to be registered
- Copy of the vaccination card of the child to be registered
- Copy of the contract for the childcare voucher system (chèque-service accueil, CSA)
- Copy of the parents' identity card

And, depending on your personal situation, the following documents where applicable:

- Medical certificate of the child's food intolerances or allergies
  - Medical certificate stating that the child is not allowed to participate in sports activities
  - Copy of the identity card of the person(s) authorized to pick up the child (maximum 4 persons)
  - Copy of the guardianship judgment if the child is under guardianship – only the pages on which the final decision concerning the child is stated (custody, parental authority)
  - Copy of the divorce decree of divorced parents – only the pages on which the final decision concerning the child is stated (custody, parental authority)
  - Certificate of employment from parents/parents-in-law/legal guardians living in the same household (or language course certificate, unemployment certificate (ADEM), school certificate with details of school attendance ...)
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- Other important documents (medical certificate indicating a serious illness, court judgment, SCAS, social welfare office, social worker, etc.)
- When registering according to the duty roster: proof from the employer confirming the irregular working hours (shift work) per week.

In the event of admission and in order for the child to attend the maison relais, the admission contract signed by the parents/guardians must be submitted to those in charge of the maison relais within the specified deadline. Please note, however, that the internal regulations apply from the time of admission and that the periods registered in advance will be invoiced from the start of school.

### **2.3. Deadlines and application**

A child's registration is valid for one school year, i.e. from 15 September of the current year to 14 September of the following year. It must be renewed for each school year.

Registration takes place online in February/March of the current year. People who are unable to register their child online can make an appointment within the registration period (during maison relais opening hours) to submit the form (available on request at maison relais) and the required documents.

However, registrations are also possible during the current year. The form is available on request and must be handed in at the maison relais.

When registering, parents/guardians must submit a complete dossier.

Incomplete applications will not be considered.

However, registration for the maison relais of the City of Differdange does not automatically mean a right to admission. Admission can only be granted to children subject to the availability of places in the maison relais in their sector.

To benefit from the maison relais, children must be enrolled in the school in their sector.

Registrations for 2025-2026 will take place from 24.2.2025 to 7.3.2025.

### **Pupils from Differdange in compulsory education at a specialized school**

Children attending the speech therapy class can register at the maison relais Differdange center, subject to availability and provided that they meet the admission requirements.

Children attending the Centre de développement intellectuel (formerly EDIFF) can register at the maison relais of their sector.

### **Maison relais of early education (Précoce)**

Only students enrolled in group C (full-time) of the early education program can be admitted to the maison relais. Admission to the maison relais during the year can only take place if there are still places available.

Children (from the age of three) who have never attended maison relais can be enrolled after the collective summer leave (see point 4.4). However, it is recommended that the children complete a settling-in period according to the Berlin model, which you will find a link to below. This is done with the aim of ensuring a gentle settling-in period.

<https://www.enfancejeunesse.lu/de/documents/die-eingewohnung-von-kindern-in-kindertageseinrichtungen/>

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## **Pupils who are admitted to a school other than the one in their place of residence**

The parents/guardians of pupils who have applied for admission to a school other than the one of their place of residence and who have invoked one of the reasons provided for in Article 20 of the amended law of 6 February 2009 on the organization of primary education do not have the right to attend the maison relais of the school applied for. And they only have the right to enrol their child in the maison relais of their place of residence if their child also attends the school of their place of residence.

In exceptional cases and in consultation with various parties, in particular the Inclusion Commission and the school service, the head of department may grant an exception to the school-district rule.

### **2.4. Change of registration**

Any change or cancelation of enrollment must be made at the forest maison relais and signed by the parent/guardian:

⇒ A reduction in childcare hours will only take effect from the next billing period.

⇒ An increase in childcare hours may come into effect depending on availability.

### **Please note that you can only change your childcare times once per term.**

- **In the event of a change in the work situation** (e.g. unemployment), parents/guardians are obliged to inform the maison relais immediately.

- **In the event of parental leave**, parents/guardians are obliged to inform the maison relais. Parents/guardians are requested to submit all supporting documents immediately. As soon as the "Zukunftskeess" has given its consent, the child in question loses the right to attend the maison relais until the end of the full-time parental leave.

The persons in charge of the maison relais have the right to request a current certificate of employment from the parents/guardians at any time.

Please note that the child may be permanently excluded from the maison relais if the information is not passed on to the childcare staff.

## **3. ABSENCE, PICK-UP OR ILLNESS**

### **3.1. Absence of a child**

In order to be able to organize a harmonious daily routine in the best possible way, parents/guardians must inform those responsible at the maison relais by telephone or e-mail of the child's absence **before 9 am**.

In the event of repeated absences and lateness and/or if these are not communicated in accordance with the above provisions, the College of Aldermen may decide to exclude the child in question from the maison relais after consulting the persons in charge.

### **Absence of the child due to illness**

If the child does not attend school and/or the maison relais due to illness, the parents/guardians are obliged **to inform those responsible at the maison relais by telephone or e-mail on the same day**. Parents/guardians are requested to submit a medical certificate or written proof before the start of the next billing period. In this case, the periods in question will not be invoiced.

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### **3.2. Daily pick-up**

The educator shall ensure that the child in care does not leave the maison relais without the permission of the child's parent or legal guardian. They shall ensure that the child is accompanied by an authorized person or a child's legal guardians. We accept no liability if the person authorized to collect the child has not yet reached the age of 18. Parents have the option of authorizing in writing that their child may leave the maison relais alone. They are also required to sign the attendance list before picking up the child.

### **3.3. A sick child and administering medication**

Parents/guardians are obliged not to send a child with a contagious disease to the maison relais.

If a child falls ill during their stay at the maison relais, the childcare staff will inform the parents/guardians of the child's state of health and ask them to collect the child as soon as possible.

If a child suffers from an infectious disease that results in expulsion from school in accordance with the law on school medicine of 2 December 1987, this measure also applies to attendance at childcare facilities. This measure is intended to prevent the spread of the disease and protect the health of other children and staff.

Various organizations offer care options, in particular the service "Krank Kanner Doheem", which provides individual home care for sick children. This enables parents to continue working and children to recover in the best possible conditions and in their own familiar environment. Applications from single parents are given priority.

The service "Krank Kanner Doheem" can be reached at the telephone number: +352 48 07 79.

Parents/guardians are required to present the relevant vaccination card to the head of the site after each new vaccination in order to update the child's file.

If the child suffers from a food intolerance or allergy, parents/guardians are required to provide a medical certificate. If your child suffers from any kind of allergy (to food, medication, etc.), please inform the management on the first day (also fill in the information sheet).

Staff may only administer medication (including homeopathic medication) to children undergoing treatment if they have a declaration of consent from the parents and a current doctor's prescription. Parents must ensure that they bring the medication with them and write the child's name on it.

The daily administration of medication is noted, dated and signed by the parent/guardian and submitted together with the doctor's prescription.

In the event of a medical emergency, accident or other incident involving a child, the responsible educator is obliged to take appropriate emergency measures (e.g. contacting a doctor or hospital emergency services, organizing transport to the hospital, etc.). The educator shall notify the parents/guardians as soon as possible.

The entire educational staff, as well as those in charge of the maison relais, cannot be held responsible for emergency medical measures taken on the basis of incomplete or incorrect information (e.g. allergies not declared at the time of enrollment or during the year of enrollment in question).

### **3.4. Special needs**

When registering, parents are required to provide all information about their child's special needs.

This information is used to ensure the safety of the children and to be able to guarantee high-quality care. This information is treated in the strictest confidence.

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If a specific need is identified that exceeds the available capacity of the facilities, the Education and Care Service (SEA) reserves the right to carry out an observation phase in consultation with the parents. A final admission will be decided on the basis of the conclusions of this observation phase and subject to the provision of additional human resources following the adoption of an inclusion project for the child.

### **3.5. Definitive cancelation of the child**

If the parents/guardians intend to permanently withdraw their child from the maison relais, they are obliged to inform the persons in charge of the maison relais before the end of the current billing period and to cancel the enrollment by signing the "Cancelation of enrollment" form.

If an enrollment is canceled during the course of a month, the parents/guardians are obliged to pay for the entire month corresponding to the billing period.

Please note that if no proper cancelation is made to the people in charge of the forest maison relais, the administration will proceed with an automatic cancelation after two months and the periods of the full months will be invoiced.

## **4. CHILDCARE IN THE MAISON RELAIS**

### **4.1. School period**

Parents/guardians are asked to respect the opening and closing times of the maison relais, i.e. Monday to Friday from 6.30 am to 6.45 pm outside school hours.

The different time slots during school terms are as follows:

### **CYCLE 1**

Periods	Monday	Tuesday	Wednesday	Thursday	Friday
06 :30 – 07 :00	Reception				
07 :00 – 08 :00	Reception				
11 :45 – 13 :45	Lunch	Lunch	Lunch	Lunch	Lunch
13 :45 – 14 :00	Lunch		Lunch		Lunch
13 :45 – 15 :45		Foyer		Foyer	
15 :45 – 17 :45	Foyer				
17 :45 – 18 :45	Closing				

### CYCLE 2-4

Periods	Monday	Tuesday	Wednesday	Thursday	Friday
06 :30 – 07 :00	Reception				
07 :00 – 08 :00	Reception				
12 :00 – 14 :00	Lunch		Lunch		Lunch
12 :30 – 12 :45		Lunch		Lunch	
12 :45 – 13 :45		Lunch		Lunch	
13 :45 – 15 :45		Foyer		Foyer	
15 :45 – 17 :45	Foyer				
17 :45 – 18 :45	Closing				

It is possible to register the child according to a work schedule, provided that there is an irregularity (shift work) in the registration within a month. Parents must therefore submit a work schedule. The plan must be submitted to the maison relais no later than **three** working days before the end of the month. This also applies to registration according to a shift schedule during vacation care. In the event of late submission, please note that the periods of the entire month as per the original registration will be invoiced in full.

If there is no irregular work schedule for a period of at least three consecutive months, those responsible at maison relais may decide to cancel the registration according to the work schedule.

If the child is enrolled in extracurricular activities (L.A.S.E.P, music school, sports, etc.), parents/guardians are asked to fill out the document provided for this purpose with the head of the maison relais.

Parents/guardians are requested to respect the specified times. In the event of frequent lateness, the management must notify the Education and Care Department (SEA).

Last deadline for submitting the work plan:

- 29 July 2024
  - 28 August 2024
  - 26 September 2024
  - 29 October 2024
  - 27 November 2024
  - 27 December 2024
  - 29 January 2025
  - 26 February 2025
  - 27 March 2025
  - 28 April 2025
  - 28 May 2025
  - 26 June 2025
  - 29 July 2025
  - 27 August 2025
  - 26 September 2025
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#### **4.2. Childcare during school vacations**

The maisons relais of the City of Differdange are open during the school vacations, except during collective leave.

The registration periods are every three months and in school-vacation periods.

It is possible to register children for vacation childcare even if they are not enrolled at maison relais during school terms, with the same admission conditions. Information on the documents that non-registered persons must submit can be found under point 2 Admission and application, point 2.2 Admission procedures.

Registration for vacation childcare is done online. However, it is also possible to register for vacation care by making an appointment at the maison relais itself (during opening hours). Further information on registration will be announced before each registration period in the maison relais, in the Dimmi app, on the City of Differdange website and on social networks.

Below you will find the dates that you should remember for online registration:

Registration period	Holidays
16.9.2024-20.9.2024	All Saints & Christmas
6.1.2025-10.1.2025	Carnival & Easter
21.4.2025-25.4.2025	Pentecost & Summer

Please note that no registrations will be considered outside the registration period.

People who are unable to register their child online can make an appointment at the maison relais during the registration period to hand in the form (available on request at the maison relais) and the required documents.

The opening hours of vacation care remain unchanged from the school period (6.30 am - 6.45 pm). People who are unable to register their child online can make an appointment at the maison relais during the registration period to hand in the form (available on request at the maison relais) and the required documents.

Cancellation or reduction of vacation care times can be changed up to five full weeks before the start of the respective week without giving reasons to those in charge of the maison relais (deadline: Friday before the start of the five weeks). After the five-week period has expired, proof of illness for the child must be submitted before the start of the next billing period. Otherwise, the previously reserved periods will be invoiced.

#### **Students from Lasauvage**

Children from Lasauvage who attend the maison relais Fousbann during school hours must be registered at the maison relais Fousbann during the vacation care period.

#### **4.3. Recreational activities**

Summer activities are organized at the beginning of the school vacations. During this time, the maison relais closes at 1:45 pm. Children who are not registered for the recreational activities must be picked up by 1:45 pm at the latest.

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Registration for the recreational activities takes place at the same time as registration for vacation care (Whitsun & summer) via the online link. Parents who only wish to register their children for the recreational activities should tick the appropriate time slot (1.45- 5.45 pm).

#### **4.4. Collective leave**

##### **School year 2024/25**

The childcare facilities of the City of Differdange will be closed from 23 to 27 December 2024 and from 4 to 15 August 2025.

##### **School year 2025/26**

The childcare facilities of the City of Differdange will be closed from 22 to 26 December 2025 and from 3 to 14 August 2026.

Please note that due to internal organizational reasons, free places are also limited during the school vacations. Therefore, please make sure to register your children in due time.

## **5. RULES AND CONDUCT**

### **5.1. Behavior of the parents/guardians**

When the child arrives and is picked up, the person accompanying the child must always report to the educational staff:

- for safety reasons
- to exchange any information

As soon as a person authorized to pick up the child arrives at the maison relais, the child is placed under their responsibility and is no longer under the responsibility of the educational staff.

The person collecting the child must not be under the influence of alcohol or other narcotics. The educator has the right to refuse a person the child if they are of the opinion that the child's safety is not guaranteed.

Smoking in the maison relais is prohibited by law.

### **5.2. Behavior of the children**

The children must behave respectfully towards the other children as well as towards the staff and the material of the maison relais.

It is forbidden to bring potentially dangerous objects (matches, lighters, knives, etc.).

In the interests of a healthy and balanced diet and as meals are provided within the maison relais, it is not permitted to bring in external food (sweets, potato chips, sweetened drinks, etc.).

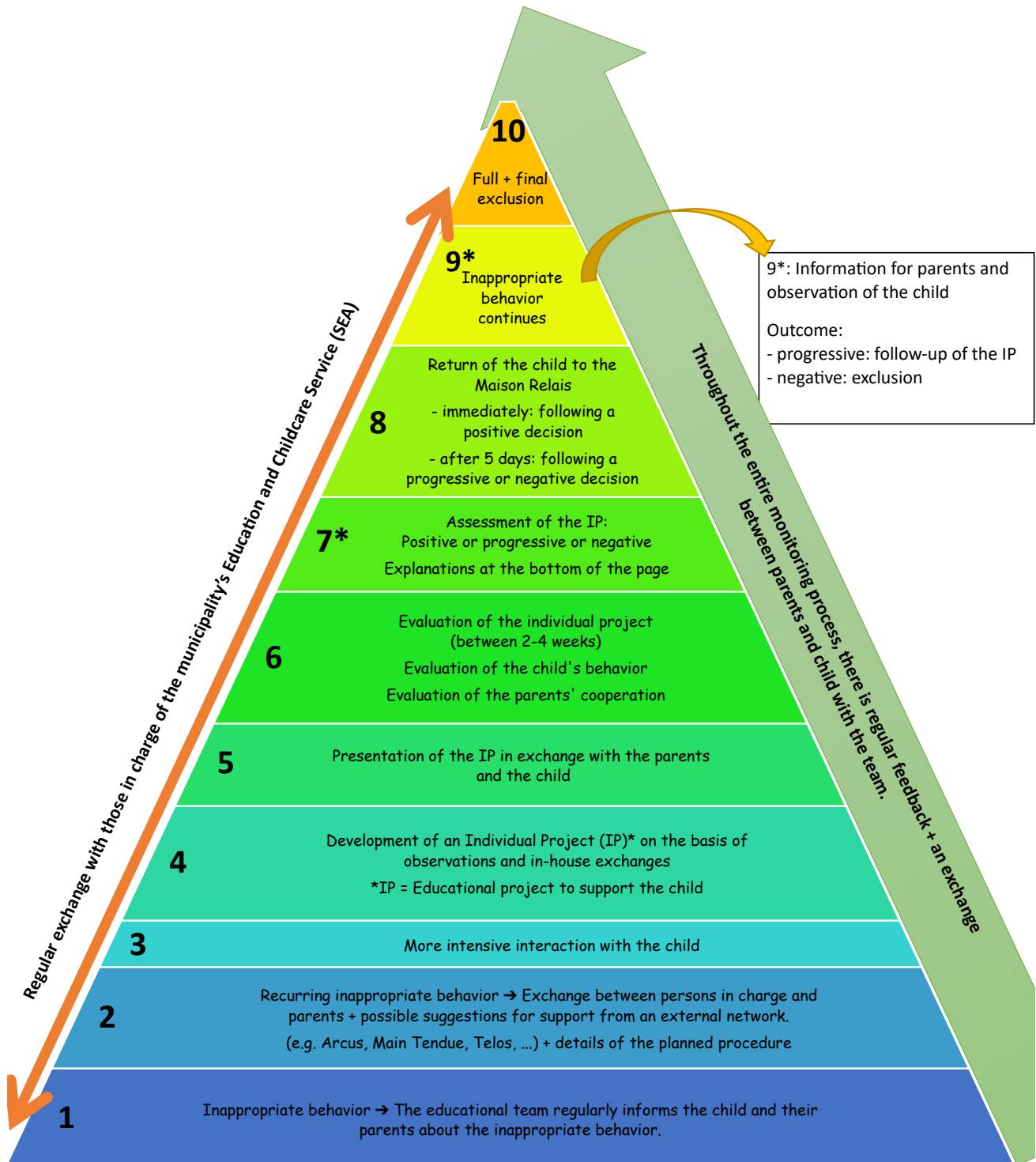
The use of smartphones, tablets, smartwatches and other electronic devices is not permitted.

**The maison relais accepts no liability for damage, loss or theft of personal belongings.**

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5.3. Behavior of the educational staff

De-escalation pyramid



7\*: The outcome can be positive/progressive/negative:

1. Positive: The child has improved their behavior and keeps their place in the Maison Relais (≠ exclusion).
2. Progressive: The child remains in the Maison Relais, but always under the supervision of the educational staff.
3. Negative: Temporary exclusion from the Maison Relais for 5 days.

The educational staff ensure a friendly atmosphere and behave respectfully towards the other educators and the children at the maison relais. The staff are bound by professional discretion and ensure benevolent communication with the children and parents/guardians.

#### **5.4. De-escalation pyramid**

To ensure both the well-being of the children and the smooth running of the maison relais, the City of Differdange's education and care service has adopted a preventative tool in the form of a de-escalation pyramid to enable it to intervene in a benevolent and structured manner if necessary.

#### **5.5. Temporary or permanent exclusion of a child**

According to the concept of deescalation:

In the event of a negative outcome of the child's individual project with the parents, they will be informed of the temporary exclusion of their child by a personally handed letter (see point 8 of the de-escalation pyramid).

After the child has returned to the maison relais and the child's inappropriate behavior has not improved, the parents will be informed by those in charge of the permanent exclusion of their child by registered letter with acknowledgement of receipt (see point 9 of the de-escalation pyramid).

If a child's inappropriate behavior endangers their own safety, their own physical and psychological health or that of other children and staff, a temporary or permanent exclusion may be imposed immediately, depending on the severity of the incident.

## **6. INSURANCE**

There is liability insurance with an insurance company that covers all damage caused by the child during the childcare hours at the maison relais. The accident insurance covers all accidents both inside and on the premises of the maison relais.

The maison relais cannot be held liable for accidents that occur on the way between the maison relais and the child's place of residence.

## **7. INVOICING**

In 2009, the childcare voucher system (Chèque-Service Accueil, CSA) was introduced as a billing and payment method. The amount to be paid therefore depends on the parents' income and the rank of the child.

Parents/guardians are responsible for the annual renewal of the contract for the voucher system before the expiry date.

Invoices are issued on the basis of the initial registration. This means that even if the child is not present at the maison relais at the times registered, the hours booked at the time of registration will be invoiced, with the exception of:

- the child's visit to the doctor
- an illness of the child

Parents/legal guardians are requested to hand over all receipts (child's doctor's visit certificate or child's medical certificate) to those in charge of the maison relais by the last day of the current billing period at the latest.

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Every time slot started will be charged in full, even if the child has not been registered in advance.

Any invoice that is not paid within 30 days of being issued will automatically result in a payment reminder being sent. Failure to pay this invoice reminder may result in legal action and the permanent exclusion of the child concerned.

### Free childcare

With the start of the 2022-2023 school year, the Ministry of Education, Children and Youth has introduced free non-formal education.

This free childcare applies to children from the age of four who attend elementary school.

The free childcare does not apply to early education.

Free childcare is only available during school times from 7 am to 7 pm.

For the childcare hours before 7 am and after 7 pm, the parents' financial contribution is determined according to the CSA (Chèque-Service Accueil) table.

Vacation periods are not free of charge. During these periods, the parents' financial contribution is no longer limited by a flat rate, but the CSA table applies.

### Recalculation – childcare times

Requests for recalculation due to errors in the registration periods must be communicated to those in charge of the maison relais.

### Recalculation – Advantages Chèque service

Parents/guardians are responsible for renewing the CSA contract annually prior to the expiration date.

Except in justified cases and upon written request to the College of Aldermen, no request for recalculation will be granted. Please note that no recalculation will be granted for repeat offenses.

**In both cases, an application for recalculation must be submitted no later than two months after receipt of the invoice (the date of the invoice applies). No request for recalculation will be considered after this deadline.**

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Billing months and last submission deadlines for receipts for the 2024/25 school year:

<b><u>Billing month</u></b>	<b><u>Last deadline</u></b>
September 2024	6 October 2024
October 2024	3 November 2024
November 2024	1 December 2024
December 2024	5 January 2025
January 2025	2 February 2025
February 2025	2 March 2025
March 2025	6 April 2025
April 2025	4 May 2025
May 2025	1 June 2025
June 2025	6 July 2025
July 2025	3 August 2025
August 2025	31 August 2025

Please note that during the settling-in phase, only the periods in which the child was actually present will be charged.

Summary of exceptions in which the child's enrollment is not invoiced, provided that a corresponding receipt is submitted:

- Doctor's visit (of the child)
- Sick days (of the child)
- Therapy (speech therapy, psychologist, psychiatrist, etc.)
- School trips (vacation camps/excursions) organized by the child's elementary school.

## **8. FINAL PROVISIONS**

This internal regulation was confirmed and approved by resolution of the municipal council at its meeting on 10 July 2024.

The municipal council reserves the right to amend this ordinance in all cases where this proves necessary.

The College of Aldermen: Guy Altmeisch, Tom Ulveling, Thierry Wagner, Jerry Hartung, Zenia Charlé.

## **9. ADDRESSES AND CONTACT PERSONS**

If you would like further details, information or information, please contact:

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<p><b>Maison relais Differdange-Centre</b></p> <p>12-14, rue Emile Mark L-4620 Differdange</p> <p>☎ 58 77 1-2413 /-2414</p>	
<p>Mme Karin Laux M Julien Cros</p>	<p>✉ <a href="mailto:Karin.Laux@school.differdange.lu">Karin.Laux@school.differdange.lu</a> ✉ <a href="mailto:Julien.Cros@school.differdange.lu">Julien.Cros@school.differdange.lu</a></p>
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