



Ville de
Differdange

Internal regulations

- Crèche en forêt -

Version
2025 – 2026

TABLE OF CONTENTS

Table of contents	2
1.ACCOMPANYING AND CARING FOR THE CHILDREN	3
1.1. Staff of the childcare centers in Differdange	3
1.2. Educational work	3
1.3. External activities	3
2.ADMISSION AND APPLICATION	3
2.1. Admission criteria and priorities	3
2.2. Admission procedures	4
2.3. Change of registration	5
3.ABSENCE, PICK-UP OR ILLNESS	5
3.1. Absence of a child	5
3.2. A sick child and administering medication	5
3.3. Special needs	6
3.4. Definitive cancelation of the child	7
4.CHILDCARE IN THE FOREST DAYCARE CENTER	7
4.1. Reception	7
4.2. Childcare during school vacations	8
4.3. Collective leave	8
5.RULES AND CONDUCT	9
5.1. Behavior of the parents/guardians	9
5.2. Behavior of the children	9
5.3. Behavior of the educational staff	9
6.INSURANCE	10
7.INVOICING	10
8.FINAL PROVISIONS	12
9.ADDRESSES AND CONTACT PERSONS	12

1. ACCOMPANYING AND CARING FOR THE CHILDREN

1.1. Staff of the childcare centers in Differdange

The forest daycare center of the City of Differdange has 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 the absence of the parents/guardians. The staff of the forest daycare center support the parents/guardians in their educational tasks, but in no way replace them.

The general aim of the Differdange forest daycare center is to promote the cognitive, social, emotional and psychomotor development of the 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. External activities

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 board in the forest daycare center. Written permission is required from parents/guardians for trips abroad.

2. ADMISSION AND APPLICATION

2.1. Admission criteria and priorities

The forest daycare center in Differdange accepts children between the ages of two and four. Depending on the availability of places, children from other municipalities can also attend the forest daycare center.

If demand exceeds the number of places available, priority will be given to the following persons:

- Children who live in Differdange
- Families in which both parents/guardians work and working single parents (submission of employment certificates)
- 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

Registration takes place throughout the year depending on the needs of the parents/guardians and the places available.

It is required to complete a (minimum) two-week settling-in period according to the Berlin Model. For more information on the Berlin Model, follow the link:

enfancejeunesse.lu/de/documents/die-eingewohnung-von-kindern-in-kindertageseinrichtungen

The settling-in phase is organized according to the child's needs. Children who attend elementary school from 15 September of a school year also have the option of remaining in childcare until the collective leave of the same year.

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

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

2.2. Admission procedures

Registration takes place on the "Kannerbongert" campus after a planned visit with the head of the forest daycare center.

When registering, parents/legal guardians must submit the certificate(s) of employment clearly stating the level of employment and working hours. Parents/guardians are requested to notify the people in charge at the forest daycare center directly of any changes in their employment situation and to submit a new certificate of employment if necessary.

Incomplete applications will only be considered from the date on which the documents are complete.

The application for enrollment for the forest daycare center of the City of Differdange does not automatically entitle the child to admission. Actual enrollment can only be granted to children subject to the number of available places.

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

- the registration documents containing the application and the information sheet duly completed by the parents/guardians
- a copy of the child's vaccination card
- a copy of the child's identity card or passport
- a copy of the child's social security card
- a medical certificate in the case of allergies or a chronic illness of the child
- an authorization for the administration of medication in the event of a chronic illness of the child
- a copy of the identity cards of the persons who have the right to collect the child

In the event of admission and in order for the child to attend the forest daycare center, the admission contract signed by the parents/guardians must be handed over to the persons in charge of the forest daycare center on the first day of the child's settling-in period. Please note, however, that the house rules apply from the day of admission and that the previously registered hours will be charged.

Once the child has been admitted to the forest daycare center, this admission is valid until written and signed cancellation by the parents/guardians (form available at the center) or until the child reaches school age.

2.3. Change of registration

Any change or cancelation of registration must be made at the forest daycare center and signed by the parents/guardians:

⇒ 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 forest daycare center immediately.
- **In the event of parental leave**, parents/guardians are obliged to inform the forest daycare center. 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 forest daycare center until the end of the full-time parental leave.

The persons in charge of the forest creche reserve the right to request from parents or guardians, at any time, a work certificate, a work schedule, a certificate from the CCSS or any other recent document justifying the need for the requested slots.

Please note that the child may be permanently excluded from the forest daycare center 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 the daycare center administration of the child's absence by telephone or e-mail **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 daycare center after consulting the persons in charge.

Absence of the child due to illness

If the child does not attend the daycare center due to illness, the parents/guardians are obliged to inform the childcare staff by telephone or e-mail on the same day. Parents/guardians are requested to submit a medical certificate before the start of the next billing period. In this case, the time slots will not be invoiced.

3.2. A sick child and administering medication

In case of illness, parents/guardians are required not to send their child to the daycare center.

In the event of fever, vomiting, diarrhea, unexplained skin rashes, conjunctivitis, severe sore throat, or any other symptoms suggestive of an infectious condition, parents or guardians are not permitted to send their child to the daycare center. This measure is intended to protect the health of the child and others.

If a child shows obvious signs of illness or appears to be in significant discomfort, the educational staff reserves the right to refuse admission to the childcare center in the interest of the child's health and that of the other children.

In the event of pediculosis (head lice), the child will not be allowed to attend the childcare center. The child will only be allowed to return after appropriate treatment has been administered.

If a child falls ill while at the daycare center, the staff will notify the parents/guardians of the child's state of health and ask them to pick up 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 December 2, 1987, this measure also applies to attendance at the 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 obliged to present the relevant vaccination card to those in charge of the daycare center after each new vaccination so that the child's file can be updated.

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 staff of the daycare center as well as its managers 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).

3.3. 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.

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.

3.4. Definitive cancelation of the child

If the parents/guardians intend to withdraw their child from the daycare center permanently, they are obliged to inform the persons in charge of the forest daycare center before the end of the current billing period and to terminate the registration 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 daycare center, 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 FOREST DAYCARE CENTER

4.1. Reception

Parents/guardians are requested to respect the opening and closing times of the daycare center, i.e. Monday to Friday from 6.30 am to 6.45 pm.

The different time slots are as follows:

Periods	Monday	Tuesday	Wednesday	Thursday	Friday
06:30 – 07:00			Reception I		
07:00 – 08:00			Reception II		
08:00 – 09:00			Morning I		
09:00 – 11:00			Morning II		
11:00 – 12:00			Morning III		
12:00 – 14:00			Lunch		
14:00 – 14:30			Foyer I		
14:30 – 16:00			Foyer II		
16:00 – 17:00			Foyer III		
17:00 – 18:00			Foyer IV		
18:00 – 18:30			Closing I		
18:30 – 18:45			Closing II		

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).

In the event of repeated absences and lateness and/or failure to report them in accordance with the above provisions, the College of Aldermen may, on the advice of the management, decide to exclude the child concerned from the daycare center.

4.2. Childcare during school vacations

The daycare center is open during school holidays, except during collective leave.

Registration for vacation care takes place in cooperation with the persons in charge of the forest daycare center. The registration forms will be given to you by management. Additional information on registration will be announced before each registration period at the daycare center, on the City of Differdange website and on social networks.

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

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

Registration period	Holidays
22.9.2025-26.9.2025	All Saints & Christmas
5.1.2026-9.1.2026	Carnival & Easter
13.4.2026-17.4.2026	Pentecost & Summer

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

Cancellation or modification of vacation care times can be made up to five full weeks before the start of the respective week without giving reasons to those responsible at the forest daycare center (deadline: Friday before the start of the five weeks). Please note: changes to time slots are subject to availability. 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.

4.3. 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.

School year 2026/27

The childcare facilities of the City of Differdange will be closed from 21 to 25 December 2025 and from 2 to 13 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 collected, 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 daycare center, 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 facility is prohibited by law.

Respect for staff, children, other parents, and the regulations in effect is a fundamental requirement for all adults involved in the daycare center.

Parents, guardians, or other accompanying adults must also behave in an exemplary manner at all times, both for educational purposes and out of respect for the community, bearing in mind their role as role models for the children.

Dialogue between parents/guardians and educational staff is essential to ensure mutual understanding and guarantee the well-being of the child.

In the event that a parent or guardian repeatedly fails to fulfill obligations relating to behavior, compliance with the rules, or any other essential point of these regulations, the College of Aldermen reserves the right to temporarily or permanently exclude the child concerned.

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 forest daycare center.

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 forest daycare center, 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 daycare center accepts no liability for damage, loss or theft of personal belongings.

5.3. Behavior of the educational staff

The role of the educator is to provide an educational environment that promotes the cognitive, social, and emotional development of the child. Educational staff ensure a warm atmosphere, demonstrating respectful behavior towards both other educators and the children in the daycare centers. They are bound by professional confidentiality and communicate with children and parents/guardians in a caring manner.

Educational staff are available to parents for any exchange of information or dialogue concerning the child. This openness to dialogue promotes mutual understanding and ensures that the specific needs of each child are met. Close, regular, and constructive collaboration between educational staff and parents is essential to creating a safe and harmonious environment and ensuring the well-being and development of the child.

6. INSURANCE

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

The daycare center cannot be held liable for accidents that occur on the way between the daycare center 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 daycare center 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 daycare center by the last day of the current billing period at the latest.

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 daycare center.

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.

Billing months and last submission deadlines for receipts for the 2025/26 school year:

Billing month	Last deadline
September 2025	5 October 2025
October 2025	2 November 2025
November 2025	30 November 2025
December 2025	4 January 2026
January 2026	1 February 2026
February 2026	1 March 2026
March 2026	5 April 2026
April 2026	3 May 2026
May 2026	31 May 2026
June 2026	5 July 2026
July 2026	2 August 2026
August 2026	6 September 2026

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.)

8. FINAL PROVISIONS

This internal regulation was confirmed and approved by resolution of the municipal council at its meeting on 16 July 2025.

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:

<p>Crèche en forêt</p> <p>Am Kannerbongert L-4610 Niederkorn</p> <p>Mme Rendeiro Dos Santos Jessica (responsable) Tél.: 58 77 1-2197</p> <p>E-Mail : jessica.rendeirodosantos@school.differdange.lu E-Mail : jessica.lopesantos@school.differdange.lu</p>	
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