



Regulation Child care Center

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The Myosotis Foundation runs two child care centers, respectively located in Lausanne and Neuchâtel. They are intended to help the employees of Philip Morris International (PMP) to better combine their family commitments and their professional lives. “Isles aux Enfants” child care center in Areuse is authorized to offer 122 places, open to PMP employees, its affiliates and also families living in Switzerland. Families living in the canton of Neuchâtel benefit from a subsidy granted by the communes and canton, according to the law on day care of children (LAE) and the general regulation on day care (REGAE).

The “Isles aux Enfants” child care center is committed to providing each child, their family, and its staff members with a caring, safe, and respectful environment for living, welcoming and working together. This environment is built on the fundamental values of equity, mutual respect, and tolerance, which are essential to the well-being and the harmonious development of everyone.

Any form of discrimination, harassment, intimidation, or unequal treatment is strictly prohibited. Mutual respect constitutes a core ethical principle of “Isles aux Enfants” and guides all its practices, in order to ensure a climate of trust, cohesion, and constructive collaboration for the benefit of children and their families.

The organization is managed by the Myosotis Foundation. The “Isles aux Enfants” child care center is governed by the ruling of the Federal Council of October 19, 1977. It complies with these regulations and is regularly inspected by the Service for the protection of the adult and the youth (SPAJ), which grants authority to run child care facilities.

As a company child care center, “Isles aux Enfants” offers additional services to its employees and affiliates, hence an annex to these regulations which sets out the terms of the child care for these families (see Annex to the regulations for PMP employees and affiliates).

“Isles aux Enfants” offers three possible types of child care:

- regular or contract-based attendance either on a part-time or full-time basis,
- fixed term contract on a part-time or full-time basis,
- occasional extra care.

French is the main language used in the child care center. Nonetheless, English has an important role given children’s different backgrounds.

1. Management

The Director is assisted by three Sector Leaders who are in charge of the educational team.

The educational team looks after the physical and mental wellbeing of the children entrusted to their care, offering a range of age-appropriate activities in order to encourage their experiences and independence. It guides each child on his/her voyage of discovery and is always available and ready to listen to their needs and requirements, all within a structured setting.

The center’s organization takes account of the needs and routines of the children in an environment of trust and respect of each and every one of them.

The administrative team consists of an administrative team leader, 3 administration & reception assistants and a housekeeper.

2. Age of admission and number of places available

The child care center “Isles aux Enfants” welcomes children from the end of maternity leave until the official age for entry to elementary school.

The center offers 122 places:

- 40 babies
- 42 toddlers
- 40 pre-schoolers

The children will move from one sector to the next according to their age and places available within the child care center.

3. Enrollment process

3.1 Pre-enrollment

For PMP employees and affiliates wanting to pre-enroll their child, see the enrollment process in the annex to the regulation, art. 1.1.

Families where the parents do not work for PMP and wanting to enroll their child, apply via the cantonal waiting list, on the Canton of Neuchâtel website (www.ne.ch). The application on the waiting list is not equivalent to an admission. When a place is available, the child care center will contact the family before final enrollment. In order to validate the place, the professional status of the parents must be established, therefore they should provide us with:

- For employees, a certificate from the employer stating the activity rate;
- For students or trainees, a certificate from the institution, mentioning the number of lessons per week;
- For self-employed people, a certificate of AHV contributions ;
For people searching for a job, a certificate from the regional recruitment office or any other document which can justify the employment search.

3.2 Allocation of a place and content of the file

The Management allocates places according to the waiting list and availability. Once a place is allocated, the child care center contacts the parents in order to best evaluate the child’s needs as well as to inform them about the educational line and general functioning of “Isles aux Enfants”.

The enrollment contract and its Annexes are then given to the parents. The contract must be checked, completed and returned with all of the following documents before the integration period:

- Birth certificate
- New certificate if the professional status has changed since pre-registration (see art. 3.1)
- If parental authority is not shared by both parents, the child alimony agreement or a copy of the court decision must be provided.

The management reserves the right to request the following documents if necessary:

- Health insurance certificate or insurance card
- Certificate from a pediatrician allowing an entry in collective childcare
- Vaccination record

3.3 Parental authority

The parental situation is evaluated on the basis of parental authority. This is checked at the time of registration. It is crucial for the child care center as it enables us to know to whom the center must hand over the child at the end of the day. **In the event of any changes in parental responsibility, the parent with authority must immediately inform the child care center in writing and enclose all necessary documents justifying the change.**

4. Changing frequency of attendance

Changes in attendance are deemed to be changes to the contract. At least one month's notice is required, for the end of the following month.

The Management reserves the right to apply a waiting period of 12 months, in case an increase in attendance is requested after a reduction.

5. Terms of termination

The contract will tacitly come to an end the last working day before the start of the school year for school-aged children (children having reached the age of 4 years old as of July 31st of the current year).

Each party is entitled to terminate the contract at the end of any month by giving the other party at least one month's notice in writing. In case of final departure before the end of a month, the days will be invoiced.

The Management reserves the right to apply a waiting period of 12 months, in case of re-enrollment application is submitted after termination.

In the event of non-compliance with these regulations, the Myosotis Foundation reserves the right to exclude a child or a family from the child care center with immediate effect.

6. Opening times

“Isles aux Enfants” child care center is open from Monday to Friday from 6:30am to 7:00pm.

7. Closing dates

For PMP employees and affiliates, see the conditions in the Annex to the regulation, art.3.

For families where parents do not work for PMP, “Isles aux Enfants” child care center is closed on the official public holidays of the Canton of Neuchâtel, additionally on PMP holidays, as well as during four weeks per year: the last week of July, the first week of August and two weeks during holiday season.

The Foundation Committee may decide to close the child care center for exceptional reasons.

8. Attendance

The frequency of attendance is decided at the time of enrollment.

To ensure the child adapts successfully to the group, he/she must attend the child care center regularly and for a minimum of two half-days.

Children can be enrolled for:

Full day with meal Invoiced 100% of the daily rate	From 6:30am to 7:00pm
Morning with meal Invoiced 70% of the daily rate	From 6:30am to 1:00pm
Afternoon Invoiced 55% of the daily rate	From 1:00pm to 7:00pm

Arrival and departure times differ from one sector to another. Parents are asked to comply with the specific hours of each sector.

Parents agree to respect the opening and closing times of the child care center.

To guarantee the child’s wellbeing and routine, and ensure the day runs smoothly, we kindly ask parents to adhere to the following:

- Children in the Toddlers and Pre-School groups must arrive until 9:00am.
- We kindly ask parents to arrive at least 15 minutes before the center’s closing time so that the educational team can provide a full report of the day

9. Integration

A period of a progressive integration is essential before the child starts his/her full contractual attendance. This period helps the child to gently and positively detach himself/herself from his/her family, and at the same time gives parents the opportunity to establish their own links and relationship with the child care center and staff.

Parents are contacted by the Sector Leader in order to organize the progressive integration of their child. The integration period is invoiced at the contractual rate without any reduction. For information, this settling-in period takes place over a 10-opening-day period for the Nursery and Toddler sectors, and over a 5-opening-day period for the Pre-school sector.

10. Financial conditions

The fulltime daily fee is a standard tariff, based on the existing rates in the Canton. This tariff is annualized and calculated on a basis of 240 working days.

The monthly family contribution is invoiced on a lump-sum basis. It is adapted to the rate of attendance indicated in the contract, supplements and deductions. The family contribution is calculated based on the contributive capacity (reference 2.6. of the tax declaration of Canton of Neuchâtel).

The local residence Commune is the sole competent entity to decide the subsidy grant, particularly when the requested attendance is higher than the parents' activity rate. If the subsidy is refused, the maximum daily fee of CHF 128.- is applied.

The fees include the following:

- meals, including baby milk
- snacks
- drinks
- nappies
- care products (listed in the “Basic pharmacy and care products” list)
- excursions and activities

10.1 Extra attendance

Extra attendance is an occasional or punctual care, in addition to the attendance stipulated in the contract. It's not included in the monthly rate and it's added to the invoice, at the same applicable fee per day. The requests for additional hours should be made using the corresponding form available at the reception desk or on the website.

10.2 Deductions

If several children of the same family attend the child care center over the same period, a reduction will be applied on the invoice as follows:

- 20% for the 2nd child attending,
- 50% on the 3rd child attending,
- 75% on the 4th child attending,
- 90% on the 5th child attending.

10.3 Justifying the child's absence

The parent must notify the child care center daily in the event of illness or others circumstances.

The center's Management should be given at least 15 days' prior notice of any holidays.

No financial compensation and/or exchange of attendance days may be granted.

10.4 Billing

Invoices are issued at the start of each month for the previous month using the platform ETIC, according to the cantonal directives.

In case of modifications or disagreements, possible changes will be applied to the following month's invoice.

10.5 Families residing outside the Canton of Neuchâtel

No subsidy or discount is granted to the families residing outside the Canton of Neuchâtel, the maximum daily fee determined by the Canton – of currently CHF 128.- per day and per child – is applicable.

11. Insurance

"Isles aux Enfants" child care center, managed by the Myosotis Foundation, has the appropriate insurance for this business sector.

Each child must be covered by his/her own sickness/accident insurance.

12. Sickness and accidents

A sick child cannot be cared for at the child care center if he/she is unable to follow the daily routine for medical or practical reasons, especially if he/she has a temperature over 38.5°C.

A medical certificate may be requested at any time.

Management must be informed of any contagious illnesses suffered by the child or his/her family so that the necessary precautions may be taken. The cantonal doctor or, in his place, the doctor from Direction de l'Enfance, de la Jeunesse et de l'Éducation (DEJE – Directorate for Childhood, Youth and Education) may intervene where necessary. The eviction rules are defined by the cantonal doctors and can be consulted via the link: <https://www.evictionscolaire.ch/>

12.1 Medication

Medication brought by a parent will be administered only if the authorization form provided by the childcare is duly completed. The name, the frequency, the time and the dosage of the medication which has to be administered must imperatively appear on the authorization form. To avoid any mistakes, the child's first and last name must appear on the medication container.

We may administer everyday medicines without a medical prescription to ensure the child's wellbeing or safety and in emergency situations.

12.2 General

Throughout their growth, children acquire new skills which allow them to gradually explore their surroundings, but that also expose them to risks. The first contact at the heart of a group is, therefore, a time to be confronted to new viruses and bacteria until then unknown.

By stimulating the immune system, contacts will promote its development, which is mandatorily associated with the contraction of a certain number of childhood diseases and ailments. These risks are inherent to the life in a child care center. Based on the recommendations issued by the cantonal authorities, the educational team and house staff take all necessary hygienic measures to ensure the child care center cleanliness and to prevent the spreading of contagious diseases. The child care center favors accident prevention by providing children a safe environment, well adapted to their sensory motor needs. However, parents are made aware of the fact that within every group of children, incidents/accidents may occur and that contagious diseases are, for their part, unavoidable - even despite all the taken necessary precautions. A child's integration in a child care center implies the understanding and acceptance of such specific risks by his/her parents. In case of accident or sudden illness, the child care center's team will immediately contact the parents. In case of emergency and if the parents cannot be reached, the child care center will take all the necessary measures.

Myosotis Foundation strongly recommends families to follow the Swiss immunization schedule stipulated by the Federal Vaccines Commission. Every contagious disease affecting a child or a member of his/her entourage must be announced to the educational team so that the indispensable preventative measures may be taken. The officially-appointed doctor of the Canton, or his/her delegate, may intervene if necessary and demand measures that can be extended to the child's temporary eviction. He/she dictates the eviction rules, which are passed on to the families by the child care center's Direction. Myosotis Foundation is entitled to temporarily exclude or refuse the application of any non-vaccinated child. In case of eviction, the family's periodic payment is due.

12.3 Allergies

Management of the child care center must be informed on presentation of a medical certificate of any food or other allergies. An individual child care plan can be put in place if requested before the child arrives at the child care center. Any attempts to reintroduce foods will be carried out by the parents at home.

12.4 Special diets

The child care center agrees to cater for special diets on medical grounds (presentation of a medical certificate by the attending doctor), provided it is possible to do so from a practical perspective. In this case, the cook will provide an alternative meal with the same dietary value.

The child care center does not offer special meals under any other circumstances and it is the responsibility of the parents to supplement their child's diet at home.

For hygienic and storage reasons, parents are not permitted to bring food to the center.

12.5 Health authorization

By signing the enrollment contract, parents authorize Myosotis Foundation and Isles aux Enfants management to:

- **Take the necessary measures regarding medication and transport to a hospital by the Emergency Medical Services (EMS) or fire services**
In case of an emergency, parents will be immediately notified and if their child's health does not absolutely require transport by the EMS or fire services, we will suggest they take their child by their own means to a doctor or hospital. In the case of a transport by the EMS or fire services, a professional of the childcare will accompany the child, if possible until his / her parents arrive.
- **Involve external professionals (pediatrician, psychologist) after discussion with the parents**
The reference doctor of the child care center has a precautionary role. He ensures children's medical supervision and liaison with generalist doctors, hospitals, especially regarding the care of children who are ill or disabled, always respecting medical confidentiality.

Exceptionally, the Canton's official appointed doctor may prescribe something for instance when dealing with contagious illnesses. They may also participate in certain staff meetings with the psychologist, the person in charge, and any other person involved with the child to give a multidisciplinary analysis of a particular situation or while observing a child. Together, they will implement preventive measures to ensure the safety and general hygiene of the child care center, working closely with the SPAJ (Adult and Youth Protection Service).

13. Practical aspects of community life

13.1 Parents' contact details / family situation

Parents, or trusted friends or family members, must be reachable at all times. They must inform the center immediately of any changes in their contact details and notify the center of any events occurring in the child's environment that could have influence on his/her emotions or behavior.

13.2 Meetings with families

A first meeting with the Management takes place in order to prepare the arrival of the child into the child care center. At the beginning of the child's integration period, the parents will meet one-to-one with the allocated teacher and/or the Sector Leader. After about 3 months of attendance at the child care center, a further meeting will take place with the educational team. Following this, parents will be offered a review meeting generally about once a year. The Management and the educational team are available to answer other requests from parents.

13.3 Sector Leaders

For each of the 3 sectors, Nursery, Toddlers and Pre-school, a Sector Leader is available to answer parents' questions about the organization, and to respond to comments, suggestions and any particular requests.

13.4 Allocated teacher

Each child is allocated their own teacher who will be closely involved in their integration into the group and his/her personal development. The allocated teacher is the family's first point of contact.

13.5 Personal items

We kindly ask parents to bring the following essential items for their child's everyday life in the child care center: slippers or anti-slip socks, a complete change of clothes and a personal object, such as a teddy bear, comfort toy or security blanket.

Please mark the name of the child on each item. Group life is organized in such a way that it is very difficult, if not impossible, to check each child's personal items. We kindly ask parents to therefore keep the number of additional items to a strict minimum. The child care center declines all responsibility in the event of loss, damage or accidents caused by these items (including glasses). Jewelry must not be worn in order to prevent loss or accidents.

13.6 Excursions / transport

Excursions are organized by the child care center. These are made on foot or by public transport. When signing the contract, parents confirm they authorize the child care center to take the child out for walks or other activities.

13.7 Videos / photos

Your child may be photographed or filmed within our premises on various occasions. We must advise you that these photos may be used internally for educational purposes and may be published on our secured internet site www.myosotis.ch and in the child care center's Newsletters. By signing the contract, parents authorize the child care center to save a digital copy of the images of their children.

Parents who do not wish their child to be photographed or filmed should inform the Management in writing.

Parents are authorized, within the child care center, to photograph their own children only.

However, given the many different possible methods available to take photos or videos (mobile phones, small cameras, etc.), the Myosotis Foundation cannot not be held responsible for the distribution of photos taken within the child care center by parents or any other person authorized to pick up the child.

14. Access and security

Parents not employed by PMP will have to complete an access request form at the reception to obtain a badge allowing them access to the child care center.

Parents must inform the center of any other persons who may be authorized to pick up a child. An access request form will also have to be completed in order to obtain a badge.

The badge is personal and non-transferable. If lost, please notify the reception as soon as possible.

Only persons with a badge are authorized to access the different premises of the child care center.

The Management of the child care center may proceed to random checks by security agents to control badges.

15. Arbitration

In the event of a dispute between parents and the employees of the child care center, parents should contact the management in the first instance. Subsequent points of contact are the Manager GS Child Care, the Executive Committee, and finally the Foundation Board.

Any exception to the present regulations must be approved by the President and the Vice-president of the Myosotis Foundation.

16. Final provisions

Any change in the conditions imposed by the Canton will be reflected on these regulations with effect from the validity date indicated by the Canton.

These regulations are reviewed on a regular basis and can be adapted by the Myosotis Foundation if the circumstances change.
