

Parent Handbook ISCC

International School Childcare Centre (ISCC)

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1. ISCC at a glance

Welcome to the International School Childcare Centre (ISCC)

In this parent handbook you will find information about our educational beliefs, daily routines, the ISCC team, safety and security procedures and financial regulations. Don't hesitate to contact our team if you have any questions or concerns.

ISCC: First Steps in International Education

ISCC is part of the International School of Schaffhausen (ISSH) and has been set up with the particular needs of the international family in mind. ISCC aims to support (working) parents in an expatriate situation by providing a 'home-away-from-home' and to support local families who would like to have family-friendly and highly professional child care for their youngest family members.

ISCC provides full-day care for a maximum of 30 children ages 3 months to 3 years until they transition to the Early Learning Centre (ELC).

The language of education at ISCC is English and German. Many other languages are used to help individual children settle in their new environment. We communicate in both English and German. Many of our employees speak multiple languages which may be used depending on the situation.

Our team nurtures both the body and mind of the youngest, understanding that each child is unique and grows and develops at their own pace. At the forefront of ISCC's educational concept is that children are natural explorers and develop best in an inquiry-based, yet structured environment. ISCC respects cultural and individual differences and celebrates shared values.

ISCC is designed to meet the needs of both international and local parents in the greater Schaffhausen area. A part of the childcare places are reserved for the families of the employees of international companies, who have entered into an agreement with ISCC.

Organisation

The ISCC team is composed of professional childcare specialists and experienced assistant teachers, apprentices and trainees. Our staff have been carefully chosen and are qualified for their role according to Swiss and international standards.

The ISCC team consists of employees with different life experiences and with different cultural backgrounds. Together they create a balanced and rich environment of care and we value the range of skills and talents we have together. Teamwork is a given and we complement each other. The daily management of ISCC is in the hands of a certified and experienced Childcare Centre Leader, Katharina Krampitz (k.krampitz@isssh.ch). She is responsible for the implementation, development and quality of the programme at ISCC. Together with her team, she applies high professional standards in childcare. She ensures that ISCC is a centre where the different needs of children, parents and staff members are catered for.

Supervisory Agencies

ISCC is a department of the International School of Schaffhausen (ISSH) and is under the supervision of the Head of School. The legal form of ISSH is the AG (shareholder company), whose shares are fully owned by the ISSH Foundation.

Additionally ISCC is licensed by the Canton of Schaffhausen, whose childcare officer regularly checks all cantonal childcare centres in regard to personnel, hygiene and safety regulations.

2. Educational concept

“Each mind has its own method”

The ISSH educational philosophy is based on the ISSH motto “Each mind has its own method” by the American philosopher Ralph Waldo Emerson. We believe that children are by nature eager learners from the day they are born. This quality will stay with them for their entire life, if it is cherished, stimulated and catered for every day. We acknowledge that each child must be approached, catered to and educated in an individual manner. ISCC combines a structured, highly professional approach with a warm and family-like atmosphere in which children grow and develop to their full potential. We nurture a feeling of trust and belonging and encourage your child to discover the world in a multitude of aspects through age-appropriate activities.

The ISCC care concept is holistic, multisensory and balanced.

ISCC provides a safe, warm and caring environment

Safety and security form the basis of child care. A child who feels emotionally secure and is physically safe will show confidence and develops independence. A toddler wants to try new things and is proud when he/she discovers, ‘I can do that!’

Parents who place their child in the care of a childcare facility do so with a good feeling if the organisation provides both a safe environment and emotional security.

At ISCC we allocate a first contact person to your child: the key caregiver. Often this is the Group Leader. The key caregiver strives to bond with your child as quickly as possible by giving him/her special time, attention and care during the crucial phase of settling in. This person is at your child’s

side whilst getting to know the centre, our routines and the other children and staff members. The key caregiver is your first point of contact for questions and concerns.

To ensure physical safety, ISCC procedures and facilities are, in addition to the regular Swiss inspections, audited by an external safety officer of ISSH. We also undertake regular emergency drills and train our staff for a variety of emergency situations.

ISCC offers a stimulating, child- and age-appropriate environment with a variety of activities

Young children look at the world from their own perspective. They are eager to discover what is behind the wall, around the corner or in the box. Our staff accompany them in their explorations and provide a multitude of opportunities to discover and understand the world.

Staff-led activities, free play and care times alternate in a fixed daily routine on our ISCC activity plan. The staff-led activities focus on the development of language skills, fine and gross motor skills, the five senses and exploring the world around us. During free play times the children develop their social skills through interacting with other children, observation, sharing toys or other resources and through negotiation.

Meals, sleeping or changing nappies alternate with free play and guided activities. Our leaders and assistants are flexible to adapt to the rhythm of babies, yet encourage older children to become accustomed to structure and participate in guided activities.

ISCC encourages the development of personal, intellectual and social skills

At ISCC, children of different ages are organized into smaller groups where each member receives attention and has their own space in the environment. Each day we have times when all the children join together. Through singing, talking about certain topics, or just being together, even the youngest members can develop a sense of community.

Self-respect and respect for others are important values in an international environment. ISCC teachers and assistants are inspired by the International School IB Learner Profile: children are encouraged to become caring (share and help), risk-takers (try out new things), inquirers (discover the wonders of the world), communicators (express feelings and thoughts) and open-minded (curious and respectful).

Inclusion and Participation

As an institution of the International School of Schaffhausen, we are committed to inclusion. All children have the right to the best possible care and support that our school can provide. We encourage children to be proud of their uniqueness (BE UNIQUE), to realise their full potential (ACHIEVE POTENTIAL) and to take responsibility (TAKE RESPONSIBILITY). We accept all children, provided the childcare fees are paid and provided the child's presence does not negatively impact the well-being and developmental progress of other children. It must also be ensured that our services can meet the developmental and care needs of the child.

We strive to remove barriers to ensure a non-discriminatory care environment. Our learning environment is open and stimulating so that each child's individual abilities are valued and they can contribute to the community. We encourage the

children to ask questions in order to reduce fear of contact and taboos. We provide play materials, books and other media that are characterized by diversity and freedom from prejudice.

Opportunities for participation enable children to learn to perceive and express their own ideas, wishes and needs in the day-to-day life of the childcare centre. In this way, the children learn that they and their interests are heard and that their opinions count. In this way, they gain independence and self-confidence. The children's participation can, for example, influence the daily programme or flow into the room design or the common rules.

3. Daily routines and procedures

ISCC provides full-day childcare for children ages 3-36 months in both mixed-age and separate age groups.

ISCC has space for a total of 30 children.

Each child is assigned a key caregiver, usually the group leader, who introduces new children to the group and is the first point of contact for parents.

Opening hours

The childcare centre is open 49 weeks per year from Monday till Friday from 7:45 – 18:00.

ISCC closes on Swiss public holidays, and from 24th December until and including 2nd of January.

ISCC is open during the other school holidays, except during the last week of July and the first week of August.

Enrolment

ISCC offers full or half day childcare for babies and toddlers from 3 months until 3 years of age, when they transition to the Early Learning Centre, which is part of the International School of Schaffhausen.

To help your child settle in smoothly and become part of the 'family', it is strongly advised to enroll your child for a minimum of two half or two full days per week.

The forms to enrol your child at ISCC are available at the office of the International School Schaffhausen (ISSH), reachable at info@isssh.ch or Tel: 052 624 17 07 or via the website www.isssh.ch.

Facilities

ISCC is located in the south wing of the 'Logierhaus', adjacent to the Early Learning Centre of the International School of Schaffhausen. The ISCC has: 3 group rooms, its own kitchen, several bedrooms, a changing room area and sanitary facilities. A craft area, a movement room, the building corner and doll play corner, the ball pool as well as the reading and cuddle corner offer plenty of stimulation for free play. ISCC shares the playground with the ELC. This playground is especially designed to meet the needs of younger children, includes nature play areas, and offers a safe and secure area to play and discover.

ISCC has a 6-seater 'toddler bus', which can be used for walks in and outside the campus.

Nutrition

Eating habits are formed as early as infancy. Eating together is an important part of our routine. Meals take place at fixed times, with everyone sitting together at the table. The atmosphere is relaxed and cheerful, table conversations and exchanges take place among the children. An introduction to table manners and the observance of certain routines is part of the daily teaching and learning.

The children are also involved in the preparation of the meals in an age-appropriate way and learning about food and healthy eating is a regular topic. The children help with setting the table and clearing the table depending on their age and abilities. There are "wish weeks" with favourite foods on a rotation.

We emphasise a regional and seasonal, freshly prepared, healthy, balanced and, if possible, sugar-free diet. We offer the children four meals: breakfast, lunch and two snacks. The range of food on offer is varied: fruit, vegetables, muesli, crackers, yogurt, water, tea, fresh milk, homemade bread and other healthy and homemade snacks.

The hot lunch is freshly prepared by us every day. We can take into account special dietary requirements (such as food intolerances, religious or cultural requests).

Paps are freshly prepared and we keep a variety of paps in jars ready to be given in consultation with parents. Purchased products are properly stored and checked in terms of shelf life.

Parents are asked to provide infant formula or pumped milk. Of course, we are trained in the storage, preparation and administration of this.

Daily routine

ISCC follows a daily programme that is fixed between 9:00 and 15:30. Because young children react best to regular routines, parents are strongly advised to bring their child to ISCC at the latest by 9:00 and pick up their child at 12:30 or after 15:30.

Start of the day

Children arriving between 7:45 and 9:00 are

welcomed in the changing area by one of our staff members. We appreciate a quick update about how the child is today during hand-over. The child says goodbye and is accompanied to the group.

Morning activities

Group activities begin at 9:00 am with a shared morning snack. After that, a guided activity is offered: we sing, make music, do handicrafts, play movement games indoors or outdoors. The activities are thematically based on the activity plan.

The activity plan consists of free or guided sequences that change thematically on a bimonthly basis. Included are theme songs, picture books, games, materials, crafts activities and food. Themes are for example forest, healthy food, seasons, colours.

Babies follow their own rhythm. The baby room is equipped accordingly with Dondolo, crawling area and multisensory play activities. Baby beds are available in different rooms for naps.

The playground is available to us both in the morning and in the afternoon. Depending on the weather and the theme, we are outside as much as possible, also with the babies. The gym is also available for movement and ball games at specific times.

Lunch and nap time

We eat lunch all together starting from 11:00 am. The team prepares fresh food for the little ones every day. Favourite dishes are, for example, stir-fried meat with sauce, pizza or pancakes accompanied by fresh vegetables. The teeth brushing routine and a short free play sequence follows before nap time (approx. 12:30 to 14:30). Children who do not take a nap (or only a short nap) are busy with reading picture books, doing puzzles, painting, etc. A caregiver is always present in the nap room. The caregiver helps the children to fall asleep, is present

when they wake up and brings children who woke up earlier to the group.

Afternoon activities

After nap time, an afternoon snack follows and we continue the activities according to the monthly theme. Daily outdoor play is an integral part of the afternoon. Around 17:00 another snack is offered.

Pick up time

The group activities end around 15:30, after which there is free play time. Most parents arrive between 15:30 and 17:30 pm to pick up their child. Parents who wish to pick up their child before 12:30 or 15:30 should inform the staff. The ISCC closes at 18:00. If you are unexpectedly not on time, you can reach us at short notice via the FAMILY app.

Rituals

Structured daily routines help our staff to guide groups of children throughout the day. Rituals are recurring actions that give life and daily routine a rhythm. For babies and toddlers, a ritualised daily routine is very important.

We use rituals in the form of songs, chanting, signals and recurring routines.

4. The settling in

A smooth settling-in phase is the most important factor for your child's start with us. We want to give you and your child enough time to build trust and to feel comfortable in the new environment and the new situation.

We want to make this transition as smooth and individual as possible and will adapt to personal needs.

The ISCC leader organises and accompanies the settling-in phase together with a group leader.

Before the start we will inform you as soon as possible on how the settling-in with possible dates and times will be administered.

Questionnaire

Before the start of the settling-in period, the parents fill out a comprehensive questionnaire about their child with information that is relevant for us.

This informs us, for example, about the child's sleeping and eating habits, allergies and dietary needs, family life and much more.

This is the basis for us to familiarize ourselves with the newcomer in advance and to prepare everything so that he or she feels welcome and secure with us.

Special rituals, favourite songs or animals or information on home routines can be shared with us in order to ensure that your child feels at home with us.

Settling in Period

Every child is different, and the adjustment period may vary. For some children it will be their first experience of being separated from their parents, others have been in daycare before, have been cared for elsewhere outside the family, or have a sibling who has been with us at ISCC.

Getting to know the carers and the premises step by step is a central element in the settling-in process.

It is very important that the child develops a personal relationship with us so that he/she gradually feels safe without parents. The key caregiver will introduce the child to the group and the other staff members.

It is important that parents actively participate in the settling-in process. During this phase, the time a child spends at ISCC and the time he or she stays with us without the parent is gradually extended until the

child has settled in well. Whether a settling-in phase is extended and how this extension is structured is discussed directly with the parents, based on the child's behavior and the assessment of the parents and caregivers.

When a child attends a childcare institution for the first time and has no prior experience with being regularly away from the parents, we ask that you allow at least one week for the settling-in process. Parents should be potentially available at all times during this period.

The key caregiver will individually adjust the settling-in process to the child's needs and discuss further steps with the parents.

A Typical First Week

Day 1: The child attends ISCC for 1-2 hours with a parent and spends time with the key caregiver and the other children. During this time, the key caregiver completes a questionnaire with the parent that includes the current routines and specifics for care.

Day 2: The child comes back to us together with a parent for 1-2 hours. The parent stays with the child for the first half hour and then leaves the childcare centre / group room until the agreed pick-up time, provided that the child is seen to be happy and ready. During this time, the parent waits in the waiting area.

Day 3: The child attends for a longer period of time (3-4 hours including lunch). The parent stays with the child for the first ten minutes and then leaves until the agreed pick-up time. During this time, the parent does not have to stay at school, but should be available by phone at all times.

Day 4: The parent brings the child to the childcare centre, says goodbye in the entrance area and picks him/her up around 2:00 pm. Even during this time, parents should be reachable by phone in case an earlier pick-up would be appropriate.

Day 5: The parent brings the child to the childcare centre, says goodbye in the reception area and picks him/her up around 3:30 pm. Even during this time, parents should be reachable by phone in case an earlier pick-up would be useful.

During the separation phase, the key caregiver informs the parents via app about the child's progress and well-being.

Tips for parents during the settling in process:

- Prepare your child by talking to them in advance; tell your child where they will be going and what they will be doing.
- Support your child in playing with other children or their favorite toy to help them feel comfortable and make separation easier.
- Let your child take a familiar object, such as a favorite stuffed animal or blanket. It is often easier for your child to adjust to the new situation and environment if they have such a familiar item with them.
- Pay attention to your own body language and signal to the child that he or she is in good hands when you say goodbye to your child. Children sense and respond to uncertainty from parents and find it easier when parents are positive and optimistic about the adjustment and separation process.
- It is important to say goodbye to your child, even if he or she may be sad for a moment. Tell your child that you will come back for him/her and that he/she is in good hands.

This gives us an opportunity to show your child that we will take good care of him/her when you are gone, even if he/she is sad for a moment.

If you have questions, suggestions or concerns, communicate that to the key caregiver at any time so that you can work with them to resolve any uncertainties.

Stability and structure are important to children, so stick to the routine provided.

Children may react differently in the childcare centre than they do at home. Getting used to new people, different routines and the new environment requires patience and trust.

5. Transition to the Early Learning Centre (ELC) of ISSH

As your child approaches age 3, the leader of the ISCC will invite you as parents for a meeting to discuss the transition of your child to the ELC. Together with the leader, you will discuss how to proceed.

It is beneficial if your child is already independent and potty trained and has developed communication skills so that they can be a relatively independent member of the new group. ISCC's activities and daily schedule are designed to prepare children for this independence at an early stage.

Then, the ISCC leader will arrange the possible transition phase with the ELC group leader.

When the parents and caregivers of both departments have agreed on the right moment to transition, a caregiver from ISCC will accompany your child to the ELC department during the so-called "playdates" to help him/her get to know everything there and discover the new world at ELC. In

this way, the child will have the opportunity to get accustomed to this new environment and meet new or even old friends. This contributes to a smooth transition and ensures a good start.

6. Communication and Parent Involvement

Agreements and a shared approach are one of the most important elements for a successful partnership between parents and the childcare center. Open and ongoing communication is another key element. Our Open Door Policy ensures that parents can communicate their concerns, wishes and suggestions at any time.

It is important to us to be in contact and to develop a sense of community for our parents. Our community events and family get togethers serve this purpose.

The leader of the ISCC is your main contact person for all concerns. The FAMILY app allows uncomplicated communication in all matters. You will receive the access data after registration.

You can reach us by mail at iscc@issh.ch

Main Caregivers

During the important settling-in phase, each child has two main caregivers who accompany him or her. After the children have settled in well, this circle expands to include all members of the team. The two caregivers are there for you either at arrival or at pick-up and inform you about special events during the day. New steps in your child's development, insights into the daily program or important messages are also sent to you via the FAMILY app.

Parent meetings and individual development report

Upon admission, we ask you to fill out an extended questionnaire as a basis for the

individual development report. This contains information on allergies, sleeping times, language preference, medical matters, etc.

Your child's individual development is continuously documented and recorded. This development report forms the basis for the annual meeting.

Exchanging information about developmental steps and observations, adjustments in the care strategies between parents and caregivers take place continuously during welcome and pick-up times.

We are also happy to make ourselves available for more detailed meetings after prior appointments.

FAMILY App

The app allows parents to be part of the life at the daycare center from a distance. This app provides staff the possibility to send photos of special moments in the day, individual progress, group activities, paintings and crafted items directly to parents. Information about diapering, sleeping, eating and potty training, and the menu schedule are communicated throughout the day via the app.

Sick calls, vacation planning, additional bookings, and all individual or general communication also happen via the app.

Parent Events

Several parent events take place in the form of a spring festival or winter party, where parents can gain insight into the care work and get to know the team and the other children and parents

Also, events on specific topics such as healthy eating, first aid, parenting topics are offered periodically.

The extended network of the International School offers further opportunities to get to know other parents. All ISCC parents are invited to become members of the Parents' Association of the International School Schaffhausen and to participate in whole school events (e.g. welcome picnic, garden party, open day, activities for mothers and fathers).

The Family Hub of the ISSH <https://www.issch.ch/de/extras/family-hub/> offers further meeting and networking opportunities.

Feedback and monitoring of quality

Parts of our quality management are parent surveys and listening to concerns and direct feedback from our parents.

However, if concerns are not satisfactorily addressed with the childcare management, the ISSH Head of School (g.kohlhaas@issch.ch) is the next point of contact for parents regarding complaint management.

Public Relations

For general information and public relations purposes, the International School sends out a monthly bulletin and a quarterly newsletter, which includes ISCC news and activities.

Further activities in public relations are the participation at the Schaffhausen Autumn Fair (Herbstmesse) and the cooperation in vocational training. This involves being a professional training company (Ausbildungsbetrieb) for caregivers, participation in the annual career fair, participation in network events.

7. Health, Safety and Security

Illness

If your child is sick or feeling unwell such as vomiting, severe diarrhea, has a temperature above 38° C, or needs medication to reduce fever or pain, your child should not be brought to the childcare centre. Please report your child being ill via the app before 9:00 a.m. and inform us what exactly the symptoms are. If it is already foreseeable that your child will be absent for several days in a row, you can also enter this directly in the app.

The child may return to the centre if he or she has been symptom-free for at least 24 hours.

ISCC maintains a health profile (Health Details) of each child in the app and also in hard copy in the child's file. Upon enrollment, parents are asked to complete this form online in the app. If changes are needed on the health profile, parents can communicate this verbally and note it directly in the app (e.g., change phone number for emergency contact or allergies and intolerances).

Contagious diseases

If your child or another member of your family is diagnosed with or suspected of having a contagious disease (e.g. chicken pox), please notify the childcare centre immediately so they can inform the other parents. A medical certificate must be presented before returning to the ISCC.

In the event of serious public health issues (i.e. Swine Flu, Covid 19), ISCC will take appropriate action to ensure the safety of the community. This could include mandatory medical exams for families who have been exposed to risk.

Medication

If your child needs to take medication on a temporary or regular basis, please inform the ISCC and indicate in the app in the health profile.

If your child suffers from allergies or needs special medication, please note this on the health profile and in the app. If special treatment is needed, please notify ISCC in writing via the app. The ISCC will keep a list of allergies and special health needs and inform the school as well as the ISCC team.

We are not allowed to administer fever or pain-reducing medications.

In addition, children are not allowed to attend the nursery under the influence of such medication.

Unwell at ISCC

If your child feels unwell whilst at the centre, the group leader will call you to discuss the situation. As a general rule, sick children should be collected and taken home as soon as possible. Your child can return when it has been free of symptoms for 24 hours.

If we notice signs of a contagious illness, we will ask you to pick up your child immediately and take him/her to a doctor. They can come back as soon as your doctor confirms that there is no (further) risk of infection.

Emergency

Minor injuries such as bruises, abrasions, cuts or stitches are treated by the ISCC team. ISCC has a variety of medical supplies such as band-aids, bandages, home remedies and ointments available in first aid kits. The first aid kits are reviewed and updated on a regular basis. Parents who do not want the team to provide medical care

for their child in the childcare centre are asked to indicate this on the health profile.

In the event of major injuries, we will contact you immediately and take your child directly to our school doctor or to the Cantonal Hospital:

School Doctor:

Dr. Sergio Stocker
Geissbergstrasse 81 (Kantonsspital)
8208 Schaffhausen
052 625 00 59

Hospital

Kantonsspital Schaffhausen:
Geissbergstrasse 81
8208 Schaffhausen
052 634 34 34

Emergency contact details

Please ensure that we have a telephone number where you can be reached at all times and inform us about changes in numbers.

Training for emergencies

Our childcare centre staff attends a first aid course for babies and toddlers every 2 years in order to be able to provide assistance in an emergency and to respond appropriately to emergency situations.

Hygiene

ISCC adheres to the cantonal regulations regarding hygiene. The ISCC team is trained to implement the appropriate hygiene measures during food preparation, household activities and diapering. Regular inspections are carried out by the cantonal inspector and any recommendations are implemented promptly.

Safety and Security

A safe environment is the foundation of child care. Facilities and equipment, the playground, playground equipment and our operations are regularly inspected, maintained and enhanced, both by outside

safety professionals and internally by our ISCC team with the safety of your child and our staff in mind.

Safety locks on doors and windows, safety caps on electrical outlets or sharp edges, safe play areas for small babies, a fenced and secure outdoor play area are just a few of the precautions that help ensure your child's safety.

ISCC follows the ISSH Safety and Security Policy and its regulations on risk assessments and safety checks. A document with detailed information can be obtained from the ISSH office.

Responsibility of the ISCC

ISCC's responsibility starts when the parent/guardian hands over the child to the ISCC caregiver. Children may only leave the premises with the registered parent and/or guardian. Only with written permission or notation in the app, may a child leave ISCC with a third party (including parents of other children in the group). You can download the pick-up permission form on our homepage and submit it to ISCC staff or set this up in the app.

Supervision

The adult-child ratio is 1:3 or 1:6, depending on the age of the children. The children are supervised throughout the day, including during bedtime. The ISCC playground and the school facilities, which are also used by the ISCC, allow the children to move freely. During field trips, sufficient staff can ensure the safety of the children

Safety Drills

ISCC participates in the ISSH safety drills with staff and children on a regular basis, at least 2 times per year. This includes evacuation, where adults practice evacuating the entire building and all children in a calm and orderly manner, and lock-down, practicing how children and

adults can get to safety inside the building as an outside hazard threatens. The ISCC team conducts these safety drills in a child-friendly manner, without sirens or stress.

Insurance

According to the Swiss system of health and accident insurance, the parents have to make sure their child is adequately insured for accidents, health care and liability. The school has liability insurance for its employees, which explicitly does not cover liability cases of the children amongst one another.

Data Protection and Child Protection

As a day care centre, we are subject to data protection guidelines. Upon registration, you will receive information regarding the use and safekeeping of personal data, including the use of photographs and videos.

Day care centre staff have a duty to report to the relevant child protection authority if they become aware of any risk to a child in their care as a result of their professional contact.

8. Enrolment and financial regulations

Enrolment

Children can start at any time during the year, providing that there is a space available on the preferred days. On confirmation of an available place, the parents will receive an invoice for the application fee.

Waiting list

In case all childcare places are occupied, ISCC operates with a waiting list. Parents may choose to enter their children on the

list, but are obliged to accept the place within 4 weeks once it becomes available.

Jan 2022

ISCC fee

ISCC is a private childcare centre, fully financed by the fees paid through the parents.

Fees vary according to the time of attendance. For babies we bill an additional 20% for the increased attention and care.

The brochure with the current fees and financial arrangements is available at the ISSH office or on the ISSH website.

Payment modalities

Fees are billed monthly after services are received.

Reminders

Reminders will be sent periodically in the event of non-payment.

Exclusion

The ISCC reserves the right to exclude children if irreconcilable differences with the parents make cooperation impossible or if the fees are not paid within the agreed period.

Withdrawal and notice period

Withdrawal is possible during the year by the end of the calendar month with a 2-month notice period. The withdrawal must be confirmed in writing.

End of contract

The contract with ISCC will generally stop at the end of the quarter in which the child reaches the age of 36 months, unless the parents and the group teacher have agreed that the child will stay for a longer period until he/she moves to the Early Years department of ISSH. The moment of transition will be agreed between parents, ISCC and ISSH.