

Scuola dell'Infanzia - Nido Integrato

Santa Teresa del Bambin Gesù

LUMIGNANO

Carta dei Servizi



Índice

(Index)

What is the service charter?	p.	3
Mission	p.	3
Socio-environmental analysis of the area	p.	4
Cultural and pedagogical foundations	p.	5
Entry requirements	p.	6
Tuition Fees	p.	6
Organization and timetables	p.	7
Integration	p.	7
Educational Day	p.	8
Educational Purposes	p.	9
Organization of spaces	p.	9
Management procedures	p.	10
Involvement and cooperation	p.	11
Users protection	p.	12
Legal References	p.	14



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WHAT IS THE SERVICE CHARTER

IT IS A INSTRUMENT that regulates the relationship between service and users. It is a declaration of intent with which the Managing Body and the Parish, through the Management Committee, guarantee the service rendered according to the fundamental principles required by Article 3 of the Italian Constitution, by the International Convention on the Rights of the Child Law 176 / 91, by the directive of the Prime Minister of 27/01/1994, by the Regional Law 32/90, by the Regional Law 22/2002 containing the rules of authorization and accreditation.

MISSION

In our Nursery School, the reference point is the pedagogical culture, which is inspired by the absolute respect of the diversity of its users, that is the principle of maximum enhancement of the specificity and originality of the needs, motivations and learning paths of the individual Child. Kid - friendly, therefore, the educational experience aimed at Children, from 3 months to 3 years, is planned, organized and managed, in order to foster a harmonious development at different levels, physical, intellectual and emotional - social. Everything is documented with the collection of design material, description of experiences, observation boards of children at fixed intervals, to allow a continuous control-verification of the work.

For this reason, all the staff is committed to live as an educational community, ready to stake, in a dynamic team, their personal, educational and professional resources in an open and collaborative way. The survey of the Quality of Service involves the Parents, the Institutional Components, the Service Operators who are given particular attention to respond and guarantee the structure, the spaces and the projects in compliance with the rules of the Safety of the environments.

SOCIO-ENVIRONMENTAL ANALYSIS OF THE AREA

The Nursery School Santa Teresa del Bambin Gesù was born on September 1°, 1997, according to L.R. 32/90

The Nursery School is located in the center of the village of Lumignano, a hamlet of Longare. Lumignano is a district with a small number of inhabitants, about 1075 inhabitants, so a good part of the children who attend our Nursery School come from neighboring villages: Costozza, Longare, Castegnero, Nanto.

The area was characterized by the presence of artisanal and industrial development sites, with a high demand for labor, especially women, in the various sectors. The building development of the village with the establishment of new families and the female working condition required and obtained the opening of our Nursery School in 1997. (Regional authorization DGR n ° 4898 of 08/11/96 - authorization and accreditation LR 22/2002)

Subsequently Authorized: Prot. N. 515 of 30.03.2010, Authorized: Prot. N. 7934 / N of 22.12.2015, and with variation of the latter on 15.12.2016 in the Accommodation Capacity from 32 to 29 Children (23 dive and 6 infants).

Accredited: Prot. N. 2035 of 04.10.2010, Accredited: Prot. N. 171 of 03.03.2014, Accredited: Prot. N. 295 of 16.03.2017.

In order to meet the needs of the users, since its opening, the Nursery School activates the postponement time until 18.00.

Subsequently, in order to give a concrete answer to the "urgent" organizational needs of the users, the Nursery School widens its offer in the age group of less than twelve months and thus from September 2009 welcomes the infants.

The Nursery School also offers flexibility and an articulation of the part-time timetables and, since 2015, it activates the possibility of part-time attendance at the request of the families.

CULTURAL AND PEDAGOGICAL FOUNDATIONS

The law (Law 32/90) recognizes the Nursery School as an educational agency and defines it as a service to a social and educational dimension. The Nursery School must promote a balanced and harmonious psycho-physical development of the Child, integrating the role of the Families.

The Nursery School has a great importance for the Child, for its formation and its growth, it is an Educational context where significant relationships are established between Children and Adults, between Children and Children, between Families and Educational Personnel. Spaces and materials are adequately designed, manufactured and used to facilitate each child's growth path. Each activity is proposed as a pleasant and meaningful game experience, aware of the fundamental role that the first years of life play in the construction of personal identity.

The Service Charter responds to the following principles:

Equality: the service is accessible for everybody, without any distinctions concerning sex, nationality, language, religion and the state of psycho-physical health.

Impartiality: the components of the staff towards the user are dictated by criteria of objectivity and impartiality.

Continuity: the provision of the service is regular and continuous.

Participation: Families have the right to access information regarding them in accordance with their privacy and they are involved in the service activities.

Efficiency and effectiveness: the service is managed through actions that guarantee an optimal ratio between used resources, provided services and obtained results.

ENTRY REQUIREMENTS

Parents resident in the municipality of Longare and those of neighboring municipalities can apply for their children aged between three months and three years. The applications will be accepted up to the coverage of the 29 available places. In case of surplus demands, a waiting list will be stipulated. The admission request must be completed by February of each year: with the abovementioned admission request, the Family acquires a score which entitles the child to be placed on the annual list that is exhibited by the end of the month of March. The confirmation of registration at the Nursery School takes place by filling out a special form that must be delivered to the school secretary, accompanied by the payment of the registration fee, set by the Management Board. It is also necessary to pay a bond fee, equal to a basis boarding cost, which will be compensated with the fee that the Family should pay the last month of attendance at the Nursery School's Big group (gruppo Grandi) (24/36 months), coinciding with the month of July. Early picking up, for any reason, entails the loss of the right to set-off of the bond fee. Before starting the school, the school will provide the calculation of the attendance fee based on family income. The fees are calculated using a specific spreadsheet by the managing body, taking into account different factors (payroll, 730 or single, mortgage, rent, status of families with right of way to children with disabilities ...).

TUITION FEES

Entry fee € 70,00

Full time	from 7.30 - to 16.00	min. € 370 max. € 500,00
Part-time	from 7.30 - to 13.00	min. € 295 max. € 425,00
Prolonged time	from 16.00 – to 18.00	cost € . 65,00

Vertical part-time with a fee calculated by the manager in agreement with the Family.

ORGANIZATION AND TIMETABLES

The Nursery School expects the presence of 29 children (plus 20%) with a number of 6 infants and divided into weaned-infants with the presence of 4 full-time and 1 part-time educators. The Educator-Child relationship, based on age, is 6-8 children.

The timetable of the Educators is carried out on a weekly rotations basis.

The activity is spread over 5 days per week, from Monday to Friday with the following timetable: 7.30 - 16.00 with the possibility of prolonged time until 18.00 and the attendance with part-time schedule 7.30-13.00.

It is important that the attendance at the Nursery School is constant and continuous: in this way, the child can find regular rhythms in order to live happily this new experience.

The Nursery School starts its activity in early September and ends at the end of July. Regarding the holiday days, reference was made to the regional school calendar in force and similar to the kindergarten.

INTEGRATION

It is a necessary period for the Child, the Parents and the Educators to settle in the new communication-relational situation that is being created, as a result of entering in the Nursery School.

In the first days of attendance the Child, followed by a parent, limits his stay in the Nursery to short time, spent partly with his mother and father and partly with his Educator.

This time will expand gradually and, as the days go by, the parents will move away for longer periods.

The phase of insertion ends when the Child shows, through his behavior, to feel at ease in the Nursery and thus to have achieved a good degree of security.

The duration of insertion is agreed with the Educators according to how each child reacts and adapts. In this period, therefore, the closest collaboration between the Educators and the Family is precious, indeed indispensable.

Parents can take advantage of these moments to freely express their requests and even their doubts, being able to count on the professionalism and experience of the staff.

EDUCATIONAL DAY

All the moments of the day at the Nursery are important for establishing a good relationship with the child, becoming educational opportunities.

The motor games, verbal, gestural, moments of care and relaxation are experiences that, due to their daily repetition, assume the character of favoring the development of the Child.

The rhythms of the day are defined, according to the needs of the child, by our team of Educational Staff.

h 7,30/9,00	Reception of children, a greeting to friends and spontaneous game to relate with other children, for an independent choice and show the level of growth achieved.
h 9,00/9,30	Breakfast. A joyful and fun moment where the children sit at the table with their bib.
h 9,30/10,00	Moment of care, where the children wash their hands, pee or change the diaper and get a cuddle with their Educator.
h 10,00/10,30	Game experiences based on the needs of children, moods and period, accompanied by the educators.
h 11,00/11,40	Moment of care to approach the lunch. The menu seen by ULSS 6 is displayed on the bulletin board.
h 11,40/12,30	A moment of care in which the children prepare themselves for a nap or for the exit.
h 15,00/15,30	Snack.
h 15,30/16,00	Spontaneous play and arrival of the Parents.
h 16,00/18,00	Prolonged service with gaming experiences.

EDUCATIONAL PURPOSES

- ✚ Fostering trust in the child's capacity for a growth of **identity**
- ✚ Allowing the conquest of **autonomy**
- ✚ Simplify the **socialization** in the exchange with the other
- ✚ **Share** spaces and games
- ✚ Supporting the **skills** for their development

ORGANIZATION OF SPACES

The educational spaces of the Nursery, considered as a whole, are aimed to ensure the affective continuity and diversity with the family environment and the cognitive diversity offered by more stimuli, to bring out and develop the growth potential of each child. The Child, at his entrance to the Nursery, is part of a group of peers and adults who will stay with him until the passage to kindergarten. The environments are designed to encourage curiosity and respond to the needs of relationship and discovery of children in different places:

- Soft place and first steps to promote the standing and the walking,
- Macrostructure for the movement to promote motor coordination,
- Place "discoveries" to promote the choice while respecting the needs of the child,
- Place "first steps" with a mirror to promote self-recognition,
- Place of the "little house" to support the symbolic game of the familiar place,
- Place "sound tree" to encourage and experience the different sounds,
- Place of the library to promote communicative expressivity,
- Heuristic place, the blue cloth to promote sensory-perceptive experiences,
- The Psychomotor Practice that accompanies the Child '... from the pleasure of acting to the pleasure of thinking ...'.

We also have the space for rest, bathroom space, dining room space, corridor with lockers for entry - exit change, changing room and staff services, equipped outdoor garden.

Other spaces in common use with kindergarten: kitchen, pantry, room for psychomotor practice, motor games room, secretarial office.

MANAGEMENT PROCEDURES

Management Board

The Nursery School, while retaining functional autonomy, will be managed by the Management Committee of the Infant School (Legal Representative - President - Representatives of the Pastoral Council and the CPAE, representatives of the Parents of the childhood sections and of the Nursery).

The Management Committee carries out the following tasks:

- Ensuring compliance of the regulations regarding the safety of the decree 81/08 single text on security;
- Formulate proposals on the educational and organizational addresses;
- Check the planning carried out annually;
- Promote information activities to the families;
- Consider the observations, suggestions, complaints related to the functioning of the structures and articulate improvement actions;
- Prepare the budget and balance sheet;
- Carry out the tasks related to the statute-regulation of the school;
- Promote technical and pedagogical training of personnel.

Nursery Staff

The Nursery Staff is in possession of the requisites specified by the L.R. 22/02, according to the tasks performed. It regularly takes part in training and refresher courses within the plan agreed with the management committee. In particular, the Educator in the Nursery is a professional figure who has the task of guaranteeing to the Child the right resources to grow in a balanced and serene way, finding coherent, appropriate and effective answers to their needs. The Educator must be able to think about proposals, create projects that stimulate the child's cognitive growth and, at the same time, to adopt reassuring, constructive, welcoming attitudes to support social, relational and affective development, satisfy needs, responding to their needs while ensuring containment, limits and rules.

It is important to carry out a check, by observing the Children at specific moments of the educational intervention to reflect and re-evaluate the projects themselves, calibrating them from time to time and taking as a starting point the Child, his person, and his needs. The verification is a very complex and varied reality. As far as the acquisition of skills is concerned, the Educators make use of specific verification forms to observe the progress and the changes that the children manifest even on the behavioral level.

For the year 2017/2018, we are testing the new Chess system-project promoted by Fism. An innovative instrument that allows us to exchange internally notes and suggestions on the child for the entire educational path (nursery-childhood) accompanying the personal file of the child still in use.

The **Chef** takes care of the menu canteen service defined and checked periodically by the ULSS 6 of Vicenza and ensures the preparation of meals on site in compliance with the HACCP legislation, we also guarantee the dietary tables, specific for health reasons or reasons Religious.

The **Auxiliaries** provide environmental hygiene with the cleaning of the rooms every day and ensuring the cleanliness of the objects once a week present at the Nursery and collaborating with the staff of the Nursery for the proper functioning of the same.

The **Psychopedagogue** has a listening desk where Parents and Educators can find help and directions to better manage their educational task.

INVOLVEMENT AND COOPERATION WITH THE PARENTS

The Parents commit themselves to participate and collaborate in the initiatives of the Nursery. The participation of Families is guaranteed through various moments:

- Meeting to present the structure and activity of the Nursery for the Parents of the new Children enrolled in the months of May or June, with particular attention to the modalities and times of the insertion;
- Initial meeting with the Parents of the new enrolled Children to begin to know the Child and start the climate of trust between Educator and Parent essential for a good insertion of the Child;

- Meetings with Parents twice a year, approximately in October to report on the progress of the insertion/integration and to present the annual planning, in May-June to inform the Parents about the path taken by the group during the year;
- Individual interviews with the Families during the year, to share the itinerary made by the Child;
- Logbook with the daily story about the "doing" of the Children;
- Individual card with daily information about the single child;
- During the year, theme parties will be organized, but also to raise funds pro-school. In these moments, it is essential the collaboration of parents for the success of initiatives.
- Meetings School - Parents handled by specialized personnel;
- There is a library in the Nursery with texts available to the parents who can help the exercise of the educational function;
- Meeting of the Management Board and meetings of the section Representatives.

PROTECTION OF USERS

Health of the children

All parents must remember and abide by the following health and hygiene rules. The Educators are obligated to notify immediately the Parents by requesting the picking up of the Children from the service in the following cases:

- fever equal to or higher than 38 degrees
- diarrhea (after three discharges)
- vomit (if recurrent)
- suspected infectious disease
- conjunctivitis

In case of need, in relation to the conditions of the Child (ear pain, abdominal or articular pains, etc.)

In case of urgent needs (trauma, illness, convulsions, ...) the Parents will be notified immediately and the ambulance will be called. The responsibility of the sick Child is, once the Parents have been warned, mainly of the Parents themselves, even if they turn out to be untraceable and / or convoked and do not show up as soon as possible.

Medicines

The Educators are not authorized to administer medicines to the children, except in special cases with the written authorization of the pediatrician and by proxy from the Parents.

Certificates

For an absence of more than 5 consecutive days, due to illness to return to the Nursery, a readmission certificate issued by the doctor is required (holidays are also counted if included in the period of absence). In the event of prolonged illness, a certificate must be presented that justifies the absence of the child.

Clothing

The clothing of the Child, freely chosen by the Parent, should guarantee maximum freedom of movement and practicality to facilitate progressive autonomy and the easy participation in any game or activity proposed, which may include the use of materials that get the clothes "dirty" (finger colors, tempera, sand, glue ...).

Safety and hygiene environment

The service environments are clean, welcoming, safe and accessible to children. The conditions of hygiene and safety of the spaces, services, and equipment guarantee a comfortable and safe stay for children and staff. Special checks are carried out. The managing body guarantees the security of the service environments, both for users and members of the family, and for operating personnel. It establishes the necessary documentation and puts in place the security measures. All the operators of the Nursery attend the special courses of first aid and fire prevention, as well as those on food safety.

Insurance against accident risks

Children are covered by an insurance policy stipulated by the school. The school staff is trained in First Aid and Security matters.

Here, the procedure followed for First Aid:

- Telephone communication to a parent
- Assistance by the Educator until the parent arrives
- Possible call to 118

Suggestions and complains

The right to obtain information, make suggestions and present complaints in oral, written, telephone form or by post is guaranteed. The reference points are: the managing body, management committee, coordinator and / or referring Educator by appointment or by presenting in the secretariat the form, which is in the incoming reception desk.

In any case, in two moments in the educational year, the assessment of the Quality of Service to Families is provided through a questionnaire that will highlight the strong points, the critical issues, the questions or the requests to which the school will undertake to give a possible answer.

LEGAL REFERENCES

Regional Law 32/90 "Regulation of Regional Interventions for Early Childhood Educational Services: Nursery Schools and Innovative Services";

Regional Law 22/2002 "Authorization and accreditation of health, socio-health and social structures".

Legal Representative	Zanetti Don Giorgio
President	Bassi Alessandro
Vice President	Baldinazzo Gioia
Nursery School Representative	Merlin Paola