

# FAQ

## 1. How can I find the right nursery for my child?

You can find out about different facilities and their areas of focus at [www.awo-kitas-owl.de](http://www.awo-kitas-owl.de). You are also welcome to visit the nurseries with your child, ask questions about the centre itself, the daily routine etc. and get an overall impression.

**To do this, please make an appointment directly with the nursery.**

## 2. Where and when should I register?

This varies from local authority to local authority. Some local authorities use centralised online-based registration procedures, such as Little Bird or KitaNavigator. It is always possible to register in person at our nurseries.

**To do this, please make an appointment with your selected nursery.**

## 3. How long can my child be cared for?

Your child can be cared for according to their booked weekly care time of 25, 35 or 45 hours.

Specific opening hours can be found on each nursery's website. In addition, AWO OWL nurseries are open all year-round. They only close on Christmas Eve, New Year's Eve and public holidays.

Each facility also has an in-service day once a year when no child care is available. However, care in another nearby facility is ensured.

## 4. Who will look after my child at the nursery?

Prior to your child's admission, an admittance interview will be held to ascertain your child's individual needs and habits. This will be carried out by an educational assistant who will take care of your child and be the main caregiver for your child during the first few days and weeks. Individual settling-in procedures will also be discussed.

## 5. Can my child attend nursery if still in nappies?

Of course! We view children as actors in their own development process, opening up their own world to their own individual abilities and possibilities, and we see ourselves as interested companions who meet your children with acceptance and tolerance, consider their wishes and needs seriously and support their varied and individual development processes.

## **6. What happens if my child is ill?**

If your child is ill, first and foremost, they need rest and time to recover. In most cases, rest and a sense of security have a positive effect on the recovery process.

Likewise, together we bear the responsibility for the health of the other children, as well as our colleagues.

If your child is ill, you should allow the time to recover and keep them off nursery. It is sufficient to inform us by telephone.

Lunch money cannot be refunded in such cases, or for holidays or health resort stays. The monthly lump sum is already calculated and takes into account 6 weeks absence of holidays and illness per year.

## **7. When does the year start and end for nursery provision and can I change supervision time during the current year?**

The year for nursery provision starts on 01.08 each year and ends on 31.07 of the following year. Contract are automatically renewed for a further year, if not cancelled by 30.04. This does not apply to those children starting school. In this case, the contract ends automatically on 31.07. of the year in which the child reaches school-age.

For moving house, other notice periods apply. These can be found in your Admission and Care Agreement under § 16 "Terms of Contract and Termination".

Care periods are binding for a nursery year and can very rarely be changed in the current year.

Do you have a request for change for the upcoming nursery year? Please inform the management of the nursery as soon as possible.

## **8. What if my child is at risk of disability or requires additional support?**

Each child is valuable and unique, and their individual skills, needs and features are at the centre of our educational work. If your child requires additional support, our qualified professionals will be on hand to assist you and your child on their journey in our facilities.

## **9. How much does a nursery place cost?**

The cost of a nursery place is dependent on various factors such as the age of the child, time of care and annual income of the parents or guardians. The amount of parental contribution is determined by the local authority.

**A parental contribution table can be obtained from your local authority or from one of our nurseries.**

**Further information is available at every local AWO nursery or at [www.awo-kitas-owl.de](http://www.awo-kitas-owl.de).**