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CO93595-MO521

**CARTA DEL SERVIZIO DEL CENTRO INFANZIA  
TERRA DEI PICCOLI – PADOVA CENTRO**

21/12022



# Cooperativa Sociale Terr.A.

## CHILDHOOD CENTRE DESCRIPTION - CARTA DEL SERVIZIO

### Childhood Centre

### **Terra dei Piccoli**

### Padua Centre

21/1/2022 edition

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### INDICE

<a href="#">MISSION</a>	3
<a href="#">QUALITY STANDARDS AND CERTIFICATION SYSTEM</a>	
<a href="#">COLLOCAZIONE E CONTATTI</a>	<b>Errore. Il segnalibro non è definito.</b>
<a href="#">ORGANIZATION</a>	4
<a href="#">TIMETABLE</a>	<b>Errore. Il segnalibro non è definito.</b>
<a href="#">SERVICE PRICES</a>	
<a href="#">CHILDHOOD CENTRE ADMISSION</a>	6
<a href="#">DIMISSIONI</a>	
<a href="#">CHILDREN'S ABSENCES AND READMISSION</a>	6
<a href="#">SEZIONI</a>	
<a href="#">TEAM</a>	
<a href="#">EDUCATIONAL COORDINATOR</a>	
<a href="#">WORKING TOOLS</a>	
<a href="#">FIRST MEETING WITH FAMILIES</a>	
<a href="#">THE CHILD'S ADJUSTMENT TO THE CHILDHOOD CENTRE</a>	
<a href="#">A TYPICAL DAY AT THE CHILDHOOD CENTRE</a>	<b>Errore. Il segnalibro non è definito.</b>
<a href="#">NUTRITION</a>	<b>Errore. Il segnalibro non è definito.</b>
<a href="#">THE RELATIONSHIP WITH PARENTS</a>	<b>Errore. Il segnalibro non è definito.</b>
<a href="#">MANAGEMENT OF SERVICE OBSERVATIONS AND SUGGESTIONS AND</a>	
<a href="#">SATISFACTION SURVEYS</a>	<b>Errore. Il segnalibro non è definito.</b>



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### MISSION

"Terra dei piccoli" childhood centre is an educational service for boys and girls aged 3 months to 6 years, organized to offer flexible pedagogical paths in relation to the characteristics and maturity of individuals, in which the child is therefore the "protagonist," with the adult, of his or her own growth path.

In this perspective, educators and family work together to guide the child to discover the world, giving him or her appropriate stimuli and tools in specially designed and structured contexts and spaces.

In the Childhood Centre, the integration between nursery school and preschool is maximum and the idea of an educational service aims at fostering the growth of children, supporting the family in its tasks of care and education, respecting and valuing different cultures.

The Childhood Centre "Terra dei piccoli" pays attention to the children's needs and abilities: each child is endowed with an infinite wealth of potential and at the Childhood Centre he finds a context that proposes, "provokes," supports and places him in a relationship network. Here the child can use resources such as attention, curiosity, and wonder, and experiment with strategies for relating to adults and peers.

The peer group progressively becomes a laboratory of cognitive and affective experiences and a place for the construction of knowledge, interpretations, and theories about reality, through imitation, generosity, conflict and borrowing of ideas; a context where the child can thus express himself, dialogue, through a plurality of languages, all of equal dignity and value, all capable of generating, on a par with speech, actions, thoughts, images, and emotions.

For adults, recognizing children's skills means be ready to observe, listen, dialogue with children. In the management of the service, there's a strong awareness that education thrives on collaboration, dialogue, and help.

Parallel to the primary attention to the needs and instances of children, the project of "Terra dei Piccoli" also considers the needs of families, who need to entrust their children with serenity to educational services with an adaptable timetable; this consideration takes into consideration that the child needs to spend daily a good amount of time with his family. Hence, the choice of an opening period as wide as possible throughout the year (see chapter "Organization") and of daily schedules adaptable to the family needs (see chapter "Schedules"), in order to ensure the child a serene, constructive and stimulating experience, necessary to allow him or her an adequate period of stay in the centre (not too short, such that he or she doesn't allow to "turn on" the internal network of relationships and experience it adequately, but neither too long, that could excessively limit family life time).

The third line of direction of "Terra dei Piccoli" is an openness to the territory, characterized by a variety of institutional and non-institutional interlocutors and a very particular social fabric. Collaboration with the parish B.M.V. Immaculate, owner of the building that houses the centre, is naturally an immediate form of connection with the territory, but interaction with surrounding stimuli, requests and resources goes beyond that. First, there's a collaboration with the adjacent "Casa Santa Rita," a facility intended for families of people hospitalized in the city's hospitals: hosted families can obtain, under certain conditions that ensure a sufficiently serene stay for the child, the inclusion of their children in the nursery or preschool sections, as long as the family resides in Padua. In order to open the service to the territory needs, the Childhood Centre has chosen to give access to some of the supplementary activities even to families whose children are not enrolled in the service, where this does not negatively affect the quality of the service provided to those enrolled; there are also activities specifically aimed at a wider range of users than those normally enrolled.

The Cooperative's design of the Childhood Centre has also taken into account the stimuli gathered in the interaction with hospital facilities, as the University of Padua and other institutional stakeholders with a strong presence in the surrounding area, in order to organize the service also according to the needs expressed by these entities.

Finally, due to a long-standing collaboration of Terr.A. Cooperativa Sociale with the School Services Sector of the Municipality of Padua, we could gather important stimuli regard to the organization of early childhood services, obtaining also formal recognition in the agreement signed between the Cooperative and the Municipality.

### QUALITY STANDARDS AND CERTIFICATION SYSTEM

Terr.A. Cooperativa Sociale, in order to ensure a more effective oversight of the qualifying aspects of the service, has achieved ISO 9001 quality certification for the design and provision of services aimed at children; a qualifying factor was its membership in the "Q.Re.S. Network," an organization aimed at sharing among Social Cooperatives experiences and good practices in the development and maintenance of their respective Quality Management Systems and guidelines for the management of certain types of services to the person.

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In the management of "Terra dei Piccoli," the Cooperative refers not only to the relevant regulations but also to the "Guideline for the Management of Children's Services" issued by the Q.Re.S. Network.

Following the audits conducted, the childhood centre has obtained operating authorization from the City of Padua and institutional accreditation (with a score of 100/100) from the Veneto Region based on the requirements defined by Regional Law 22/2002.

This quality attention is reflected in the well-being of the children who attend the centre, but it can also be seen in the service standards guaranteed by "Terra dei Piccoli", including:

- effective work on autonomy, such that at least 70 percent of children who attend daily the entire final year (attending continuously since at least October and barring specific adverse factors) end having stopped diapering and being able to eat on their own with a teaspoon or fork; the percentage given should be considered significant against a final year group of at least 6 children;
- supply of diapers, bibs, towels, sheets, blankets, toothpaste, soaps and protective creams, included in the attendance fee;
- customized special diets, as needed, defined by experts and validated by ULSS;
- service open year-round, including summer and Christmas holiday periods, Monday through Friday, excluding holidays, with limited periods of reduced hours and a maximum closure of 5 days for festivities or similar, unless there are extraordinary closures due to force majeure (see chapters "Organization" and "Hours");
- daily information to parents respect to meals and activities held;
- at least 2 annual assembly meetings to share service setting and activity planning with families;
- at least 2 annual individual interviews, mid- and end-of-year, with the possibility of asking for more at other times during the year.

## LOCATION AND CONTACTS

"Terra dei piccoli" is located in the Portello area of Padua, at Via Santa Maria in Conio No. 12/A, and has an equipped garden and parking lot, available to families during the hours designated for dropping off and picking up children.

The childhood centre is structurally organized into various spaces, some specifically reserved for certain age groups, while others (common spaces) are used, rotating, by both preschool and nursery school sections.

In particular, the youngest nursery school children have entire reserved spaces, consisting of an activity room, adjacent to their own bathrooms, and a rest room, equipped with cribs.

Semi-adult and divezzi (middle and older children in the preschool age group) and nursery school children also have reserved classrooms, but in addition, during activities, they share at different moments some spaces that can be set up as needed; for example, the room used for the afternoon rest of the middle and big ones in the nursery, which during the morning is instead dedicated to activities, both for the infant section and for semi- and weanlings; before rest, the room is aired, cleaned and set up appropriately.

The entrance gives access to the different areas and is equipped with personal lockers for children.

There's then the dining hall, a common space for all age groups, and service areas dedicated to staff: kitchen, laundry and office changing rooms and bathrooms for adults.

Finally, the service has spaces dedicated to common moments: the canteen and the garden equipped with games such as slide and playhouse.

The contacts are:

- *phone/sms/whatsapp* 349.1647632;
- *email* [terradeipiccoli.padovacentro@coopterra.it](mailto:terradeipiccoli.padovacentro@coopterra.it)
- *website* [www.terradeipiccoli.net](http://www.terradeipiccoli.net)

## ORGANIZATION

"Terra dei Piccoli" childhood centre is open the entire year, excluding holidays and a maximum of 5 additional days in the year, according to a calendar communicated to users and available at the office and on the service's website, on Mondays through Fridays, according to the time slots described below (chapter "Hours"). After the school year start, additional extraordinary closures may be arranged for reasons of force majeure (e.g., as a result of provisions of the Prefect during weather warnings).

In addition, there are some supplementary activities, optional and with a specific activation cost, which can be placed within the ordinary schedule, or in different time slots. In any case, children who do not adhere to any supplementary activities proposed within the ordinary timetable are assured the normal course of the service.

"Terra dei Piccoli" also organizes, in the summer period and during the Christmas holidays, recreational activities open also to children of preschool age group who are not enrolled in the ordinary service, always not compromising the normal activity but with the aim of enriching it thanks to the possibility of interacting, in specially designed activities, with new classmates for part of the year.

### TIMETABLES

It is possible to attend the childhood centre on a part-time (nursery school only), full-time or extended-time according to the following schedule:

- entry from 7.30 am to 9.00 am;
- part-time exit (nursery school) from 1 pm to 1.30 pm (after lunch);
- full time exit from 4 pm to 4.30 pm (after afternoon nap and the snack);
- extended time exit until 6.30 pm;

For special needs, customized solutions can be requested, according to service organization.

Opening hours from 4:30 to 6:30 p.m. will be activated upon reaching a sufficient number of applicants, and the decision as to whether or not to activate it will be communicated to the parents who requested them, prior to the start of the service.

### SERVICE PRICES

A fixed annual fee and monthly attendance fees, specific to each time slot and differentiated between nursery school and preschool sections, are charged for the registration. Registration fee and attendance rates cover all costs related to the service, including accident insurance, meals (for attendance times that include them) and diapers, if necessary.

Hourly rates are provided upon request of an extension time beyond the normal hours of the chosen registration slot.

The relevant amounts, updated annually, can be found on the website [www.terradeipiccoli.net](http://www.terradeipiccoli.net) by contacting the Childhood Centre at the contact details above.

For some supplementary activities, with optional membership, such as aquatics classes, psychomotor workshops and the like, additional contributions may be required to cover additional operating costs, communicated to parents at the same time as the proposal to join the supplementary activity.

### CHILDHOOD CENTRE ADMISSION

Children aged 3 months to 6 years are admitted to the childhood centre, regardless of psycho-physical, racial or religious diversity. For admission to the service, children must be in compliance with vaccination requirements defined by national and regional regulations.

Service registrations for the incoming school year are collected in the initial registration period (defined annually with economic conditions) by composing nursery and preschool admission rankings according to the following criteria:

- a. children who in the current school year are attending the same section for which an application is submitted (from nursery to nursery, or from preschool to preschool);
- b. children who are attending the last year of the nursery section in the current school year and for whom an application is submitted for registration in the preschool section;
- c. siblings who, in the incoming school year for which application is made, would attend the service at the same time, even in different sections;
- d. children who are attending the service in the current school year and have been continuously enrolled in Terra dei Piccoli for the longest period of time, even referring to previous school years; the starting date of the most recent period of continuous registration is decisive (continuous attendance is defined as attendance not interrupted by withdrawals and subsequent new registrations: in the case of withdrawals and subsequent new registrations, only the outstanding registration period corresponding to the last registration is considered for the purposes of this criterion);
- e. children of members of Terr.A. Cooperativa Sociale;
- f. children residents in the City of Padua; the Cooperative reserves the right to verify with the City of Padua the correctness of the data provided;
- g. children of families who have been clients of Terra dei Piccoli in the past, with priority given to those who have been clients for the longest period of time; the months of attendance of children enrolled in the service in the past count for this purpose;
- h. children for whom registration is requested with attendance from the nearest day (relevant only for the nursery school registration);
- i. children for whom registration is requested with full-time or extended attendance, as opposed to



those for whom registration is requested with attendance for the morning (relevant only for nursery school registration); in this case, the limitation to time slot variation in Art. 11 applies;

j. children for whom the application was submitted before.

Timing and method of collecting entries are published annually on the website [www.terradeipiccoli.net](http://www.terradeipiccoli.net) and available for consultation at the childhood centre.

In case of excess of applications, waiting lists are drawn up, valid for admission if places become free. Rankings (nursery and preschool) are posted on the website and available for inspection at the Cooperative's administrative office.

At the end of the initial registration period, any additional registrations for the upcoming school year are:

- a. accepted according to the order of arrival of the application, without reference to the criteria listed above, if there are residual places;
- b. placed in the queue of waiting lists, according to the order of arrival of the application and without reference to the criteria listed above, if there is no remaining places.

The childhood centre shall keep open the possibility of registration of new users for the current school year, subject to remaining accommodation capacity. Any applications that cannot be accepted will be placed on a waiting list according to the time of receipt.

### **DIMISSIONS**

To withdraw the child from the childhood centre, a notice must be sent to the Cooperative's administration at least 30 days before; billing will end on the pre-announced date.

In exceptional cases, and after verifying the possibility of resolving the issue with the family, a user may be excluded because of:

- unjustified non-payment of the monthly rate;
- prolonged (15 days) and unexcused absence not due to hospitalization, illness, or vacation time.

If attempts to resolve the issue with the family are unsuccessful, the exclusion will be communicated by the Cooperative's administration and will take effect from the date of receipt of the communication.

### **CHILDREN'S ABSENCES AND READMISSION**

The child's absences must be promptly reported to the educational staff. For a child's readmission to the Childhood Centre, a statement must be submitted (on a form made available by the Cooperative) regarding the specification of the type of absence (reason and any conditions for resuming attendance) and compliance with any resulting conditions.

The detailed description of absence management methods is contained in the service regulations.

For the management of illnesses, reference is made to the indications contained in the Veneto Region's "Manual for the Prevention of Infectious Diseases in Children and School Communities," which can also be found on the website [www.terradeipiccoli.net](http://www.terradeipiccoli.net) and to current regulations.

### **CLASSES**

"Terra dei piccoli" childhood centre is organized into one or more nursery school sections and a preschool section; the nursery school sections are composed of groups of children as homogeneous as possible in terms of age and developmental stage, while the preschool section gathers in a mixed group children in the 3- to 6-year-old range. Each section is accompanied in the educational journey by prevailing educators, in compliance with the numerical ratio of educator/children required by the relevant regulations:

- 1 Educator for every 6 children under the age of 12 months;
- 1 Educator for every 8 children over the age of 12 months enrolled in nursery school sections;
- 1 teacher for the preschool section (whose numerical ratio of educator/children will be consistent with that stipulated in the regulations).

### **TEAM**

The educational team consists of the educators of the nursery school sections, the preschool section teacher and the Pedagogical Coordinator.

All personnel employed in the service hold the required qualifications according to current regulations.

The educational staff is assisted by the trainees, for educational activities, and by the service staff, who take care of all the activities collateral to the educational intervention and fundamental to the success of the activities (cooking, when activated, cleaning, tidying up and the like), always with a strong focus on caring for the relationship with the children.





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The educational staff working in the childhood centre meet periodically for moments of reflection on the educational content of the activity, in order to develop work programs and check their implementation in the different sections.

### **EDUCATIONAL COORDINATION**

The Pedagogical Coordinator is responsible for the good organizational and methodological functioning of the service, coordinates the educational team, maintains relations with parents and the territory also in order to achieve good educational continuity.

### **WORKING TOOLS**

One of the principles that guide the work of the team of "Terra dei Piccoli" childhood centre is transparency, visibility of what is carried out, first of all to allow parents to be informed of what happens during the day, but also as an indispensable condition for an effective evaluation of its work by the team itself.

Fundamental, in such a demanding service, are a planning conducted considering the characteristics of different children attending the centre and the verification with respect to the progress of the activities.

A number of tools will be used to enable families to learn about the work done, with the aim of giving news about primary needs, relationships that have taken place, learning, games and new experiences, in order to manage the planning and verification of activities:

- the educational project of the service, a document that establishes the educational and organizational guidelines, objectives in relation to the different stages of children's development, and working methods, and that is updated periodically in accordance with changes in the orientation of the service;
- the preschool section's three-year plan of educational offerings (PTOF);
- section and intersection planning (educational programming), which is defined annually to decline the educational project into practical activities consistent with the composition of the specific sections in each school year;
- reports of coordination meetings;
- sheets of the settling-in interviews with the parent;
- daily information sheet, related to meals, needs and activities performed during the day;
- daily diary.

### **FIRST MEETING WITH FAMILIES**

Periodically, an open day at the child care centre, "OPEN DOORS," will be organized to facilitate meeting and learning about the service to interested families. This initial contact will allow families to see the centre and meet the team, to consider whether to enroll their children in the service.

Once the child is registered, the insertion at the childhood centre is preceded by individual meetings with each family, as a space for exchange and mutual knowledge between the family and the educator, basic for the initiation of a relationship that allows an effective "educational co-responsibility" in the relationship with the child.

### **THE CHILD'S ADJUSTMENT TO THE CHILDHOOD CENTRE**

Insertion is a very delicate and important moment in the life of a child who is about to meet new people and environments different from the familiar ones. In order to face the new "world" in a safe and gradual condition, a period of acclimatization is necessary: this facilitates the establishment of a meaningful relationship between child, parent and educator, through a mutual exchange of information, opinions, thoughts. This is especially true for children in nursery school sections, but even for preschool age, a gradual acclimatization is still encouraged.

Initially, the parent will be asked to remain within the centre (for the preschool section, this request is limited to the first day). From day to day, the parent will move away from the section for longer and longer periods until the child is able to sustain the stay at the Centre at full hours.

Remembering that each child is different from the others and taking into consideration the different ages of children, it is expected that the section operators themselves, in collaboration with the parents, will identify the most favorable conditions and times for each acclimatization: this moment must take into account the sensitivity of each child and the needs of the families.

The goal of this moment is to allow the child to build his or her own spatial, temporal and relational reference points, which will give him or her security and mastery in the new environment.

As for the Preschool age group, we plan a gradual insertion lasting up to one week, with a schedule of 9 a.m. to 1:30 p.m.; on the first day, the presence of the parent is required for part of the morning.

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As for the Nursery School age group, we plan an acclimatization of about 2 weeks, according to the outline schedule shown in the table below; specific schedules will be agreed with parents according to the needs of each individual child.

1° day (monday)	1 hour with the parent
2° day (tuesday)	45 minutes with the parent 15 minutes without the parent (which remains available near the facility)
3° day (wednesday)	30 minutes with the parent 30 minutes without the parent (which remains available near the facility)
4° day (thursday)	
5° day (friday)	
6° day (monday)	
7° day (tuesday)	from 8.30/9.15 am to 12.00/12.30 with meal introduction
8° day (wednesday)	from 8.30/9.15 am to 12.30/1 pm with meal introduction
9° day (thursday)	from 8-30/9.15 am to 1/1.30 pm (part time) and from 8.30/9.15 am to 3 pm (full time) with afternoon nap introduction
10° day (friday)	from 8-30/9.15 am to 1/1.30 pm (part time) and from 8.30/9.15 am to 3.30 pm (full time) with afternoon nap introduction

Until the end of the second week of placement, the educator will give the parent a daily return with respect to the progress of the day spent by the child.

In the third week, the child will continue the placement according to the schedule decided by the parents.

#### A TYPICAL DAY AT THE CHILDHOOD CENTRE

In the daily organization of the day, it is important to consider the role of "rituals" which, in addition to ensuring that the child's physiological needs are met, mark time and convey a sense of security.

The fundamental moments of the day are described below.

**The reception, from 7:30 to 9:00 a.m.:** children arrive, accompanied by their parent, in a space ready to welcome them; through their personal rituals (such as choosing to play with their favorite toys), they will be helped by the adults present (parent and educator) to break away from the family and enter the childhood centre. Welcoming is an emotionally intense moment, in which each child needs privileged time and listening.

**The snack and change:** these activities are characterized by a series of actions aimed not only at the satisfaction of basic needs, hygiene and care of the child's body, but become an intimate time of affection, protection, verbal and body language between the educator and the child. During this time, the child experiences deep emotions related to body contact, the discovery of his or her body and the acquisition of specific skills that gradually make him or her autonomous.

**Educational activities, from 10 a.m. to 11 a.m./11:30 a.m.:** in all the spaces allocated to them, the children, divided into groups, are supervised by the educator in the discovery of games, materials, movement activities and relationships with their peers.

**Lunch from 11.00 a.m. to 12.30 a.m.:** in the canteen (in shifts, according to the different age groups), the convivial time when the child, while eating, satisfies the pleasure of feeling with his mouth and hands, trying different tastes and foods, and gaining more and more autonomy in using cutlery and dishes.

**The nap/relaxing from 1 pm to 3 pm:** in the various bed rooms equipped with cribs and bassinets, it is time for relaxation, disconnection from all stimuli in the environment, and requires a serene atmosphere, reassuring preparation with the telling of a story or the singing of a lullaby, and the possibility for the child to take with him or her sleep-related "friend" objects. For older children, it will be a time to relax with simple group activities.

**The exit:** based on the times chosen this is the time for parental waiting and greeting.

We summarise the day's scanning below:

TIMETABLE	NURSERY SCHOOL ACTIVITIES
7.30 – 9.00	Welcoming with free play
9.00 – 9.30	Snack and 'who's there' game (roll call)





9.30 – 10.00	Personal hygiene
10.00 – 11.00	Learning activity divided into groups (all) and bedtime (infants)
11.00 – 11.45	Hand washing and Lunch
12.00 – 1 pm	Personal hygiene, meeting together in the lounge and preparation for bedtime.
1 – 3 pm	Exit 'morning attendance', 1.00 p.m. to 1.30 p.m. Rest Relaxation or specific workshop
3 – 4 pm	Awakening Snack
4 – 4.30 pm	Exit
4.30 – 6.30 pm	Afternoon educational activities snack and exit

TIMETABLE	PRESCHOOL ACTIVITIES
7.30 – 9.00	Welcoming with free play
9.00 – 9.30	Circle time and movement games
9.30 - 10.00	Snack and 'who's there' game (roll call)
10.00 – 10.15	Bathroom and personal hygiene
10.15 – 11.45	Activities, free play and tidying up
11.45 - 12.30	Hand washing and Lunch
12.30-1 pm	Personal hygiene, tooth brushing and preparation for sleep
1 – 3 pm	Rest Relaxation or specific workshop Pre-school activities for older children
3 – 4 pm	Awakening Snack Free play activities
4 – 4.30 pm	Exit
4.30 – 6.30 pm	Afternoon educational activities snack and exit

The specific activities organized throughout the year are defined in the "Educational Programming," presented to parents at the beginning of the year. These activities also include English language workshops (for children in the preschool section), play/educational outings, and outings to explore the environment near the centre.

### NUTRITION

The Childhood Centre menu is differentiated according to the seasons (spring/summer menu and fall/winter menu) and validated by the Food and Nutrition Hygiene Service (SIAN) of AULSS 6 - Euganea. The meals are prepared by the cook, using the in-house kitchen or are provided by a company specializing in the provision of meals as part of services for children (if the number of children enrolled does not make it possible to activate the in-house kitchen), which in any case guarantees compliance with all sector regulations and whose menu has been previously validated by the SIAN of AULSS 6 - Euganea.

The menu is on a four- or five-week rotation and differentiated according to the specific needs related to the ages of the child. For children with food allergies or intolerances, appropriate foods are prepared, subject to certification by the pediatrician.

Special diets can also be obtained in relation to particular religious beliefs.

To ensure homogeneity of nutrition between home and child care centre, the family is asked to provide milk for infants (breast milk, or formula milk).

### THE RELATIONSHIP WITH PARENTS

The relationship with parents, understood as a set of meetings and exchanges between families and staff working in the service and in the area is aimed at:

- Sharing with families the delicate task of education;
- Informing parents about how their child's attendance at the childhood centre continues;
- Sharing thoughts and proposals, to facilitate the daily routine of the childhood centre and family life;
- Facing and examining in depth issues related to the growth of children;

- Promote educational and cultural initiatives that develop themes that emerged in the meetings themselves.

Participation makes families enter “Terra dei piccoli” not only as service users, but as "active protagonists" of educational pathways.

Unless otherwise prescribed by the judicial authority or derived from equivalent sources, the Cooperative considers both parents individually and severally entitled to interact with the staff and determine choices relevant to the service in the child's best interest, such as: registration in supplementary activities, delegation of persons to retrieve at the end of activities, withdrawal of the child from the service, scheduling of refresher interviews, timing of introduction of food or elimination of the diaper. Communications given to one of the parents, or to person delegated by the parent to retrieve the child at the end of service, are understood to be known to both.

The relationship with parents is carried out through moments of "structured" participation:

- Individual meetings - these are meetings between the parents of an individual child and the reference educator or between them and the Pedagogical Coordinator, to share the growth path of the specific child. Two are usually scheduled during the year, one around the middle of the school year and one at the end; others may be added to these, specially organized, if the opportunity arises;
- general assembly - involves all parents and by all educators of the Childhood Centre and is dedicated to sharing common elements of educational programming and more organizational aspects.

in addition to which there are all the daily opportunities for discussion and exchange between educators and parents, when welcoming and greeting children, which are essential to consolidate, day by day, the relationship of trust that allows families to leave their children at the nursery or preschool with serenity.

Information and documentation about the service is available on the website [www.terradeipiccoli.net](http://www.terradeipiccoli.net), which also contains an online bulletin board reserved for attending families where relevant updates and notices are posted throughout the year; parents are asked to consult this dedicated space periodically.

Additional assembly meetings may also be convened for the organization of special events (such as Christmas parties, or end-of-year), as well as occasions for collective gatherings on holidays, or for the conduct of activities that involve, along with the children, families (such as some workshops).

In order to allow parents greater participation in the life of the Childhood Centre, initiatives are periodically organized to allow individual parents or small groups to spend some meaningful moments in the company of children, as in the case of animated readings, or snacks.

The figures of parent representatives for nursery school and preschool are established, elected annually from among the parents of the children enrolled and involved with the task of facilitating and extending mutual relations between educational staff and parents and making proposals regarding educational and didactic actions and experimental initiatives, which are to be vetted by the educational team.

### **MANAGEMENT OF SERVICE OBSERVATIONS AND SUGGESTIONS AND SATISFACTION SURVEYS**

The childhood centre collects comments, suggestions for service improvement, as well as complaints that should be received from users through various channels:

- individual interviews that interested parties may request with the Pedagogical Coordinator or with the reference educational staff of the specific sections;
- the "comments and suggestions" section of the website of “Terra dei piccoli”.

These stimuli are collected by the educational team and the Coordinator and managed, involving when appropriate the Cooperative's Quality Contact, in order to provide a response as quickly as possible and in any case no later than 30 days after receipt.

In order to identify possible areas of service improvement, the Cooperative also conducts periodic surveys of the satisfaction of users and their families with respect to specific aspects of the activities addressed to them. As part of these surveys, the various parties naturally have the opportunity to bring additional comments beyond what was specifically requested.