

Welcome to early childhood education

You have received a decision on early childhood education and care. What happens next?

Visiting and getting started

After receiving the decision, please call the daycare group or family day care provider directly and agree on a visit before starting. You can find the phone number in the decision you have received. You can find the decision by logging in to the Applications and Notifications page of www.joenuksut.fi.

You can visit the daycare provider together with your child. The staff will tell you about the day programme, meals, naptime, cooperation with parents, and the content of early childhood education and care.

Please let the daycare place know about your child's

- allergies
Please also record any allergies in your child's information in DaisyFamily.
- potential support needs
- other matters that require special attention
- hours in care.

If you have not been able to book care hours via DaisyFamily before starting, please report them directly to the supervisor of the early childhood education unit.

More information is available at <https://www.joensuu.fi/fi/web/english/day-care>



DaisyFamily

The City of Joensuu uses DaisyFamily, where you can

- list your child's care hours
- read messages related to the group's activities and the shared topics of the daycare centre and announcements about early childhood education and care for the whole city
- edit your contact information

You can log in to DaisyFamily at <https://joensuu.daisyfamily.fi/login>. You can find the DaisyFamily user manual on the same website. You can log in one month before the start of early childhood education and care, at the earliest.

If you do not have access to DaisyFamily, please inform your child's place of early childhood education and care.

If you encounter problems with DaisyFamily, please contact Tuula Pikkarainen:

tuula.pikkarainen@joensuu.fi
Tel. +358 50 355 3022.

Booking care hours

- Please list your child's upcoming hours in daycare by the Monday of the previous week in DaisyFamily.
- Booking care hours will be locked at 23.59 on Monday and you will no longer be able to edit them. You can also report absences, but the invoicing will still be based on the booked care hours.
- You can book care hours in advance as far as you know them.
- If you do not book care hours by the deadline, the locked days will be marked as absences.
- If you need to change the care hours after they were locked, please contact the director of your child's daycare centre or the supervisor of family daycare directly.

Fees

- The early childhood education fees are determined by the hours booked and spent and the guardians' income.
- For more information on the fees, please visit <https://www.joensuu.fi/fi/web/english/day-care#ots1>.
- We usually receive the income information directly from the Incomes Register. However, the Incomes Register does not automatically notify us about changes in your pay; instead, you should inform the payment team of any changes, yourself.
- Please report any changes to your income or family size by using the income form at www.joenuksut.fi under 'Hakemukset ja ilmoitukset' ('Applications and notifications').
- In questions regarding customer fees, please contact our payment team at vakamaksut@joensuu.fi.
- Absences during holiday seasons affect the fee. Families will be informed of the conditions of the payment compensations in advance via DaisyFamily.
- Agree on the payment compensation for parental leave or the use of the care guarantee with the director of the daycare centre or the family daycare supervisor.

Other matters to consider:

- The opening hours of daycare centres and the working hours of family day care providers are usually between 6.30 and 17.00 and, if agreed on separately, between 6.00 and 18.00. Round-the-clock care is organised in certain daycare centres.
- Your child's daycare group may change during the activity year, if mutually agreed.
- If your child's need for evening or round-the-clock care ends, their place of early childhood education and care may change.
- **After the place in early childhood education has been granted, the directors of the daycare centre and the supervisors of family daycare respond to questions related to the place in early childhood education and any wishes for changes.**