

CHARTER



Babysitting.lu

Where parents and babysitters connect

ello!

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INTRODUCING „BABYSITTING.LU“



1.1. THE “BABYSITTING.LU” PLATFORM

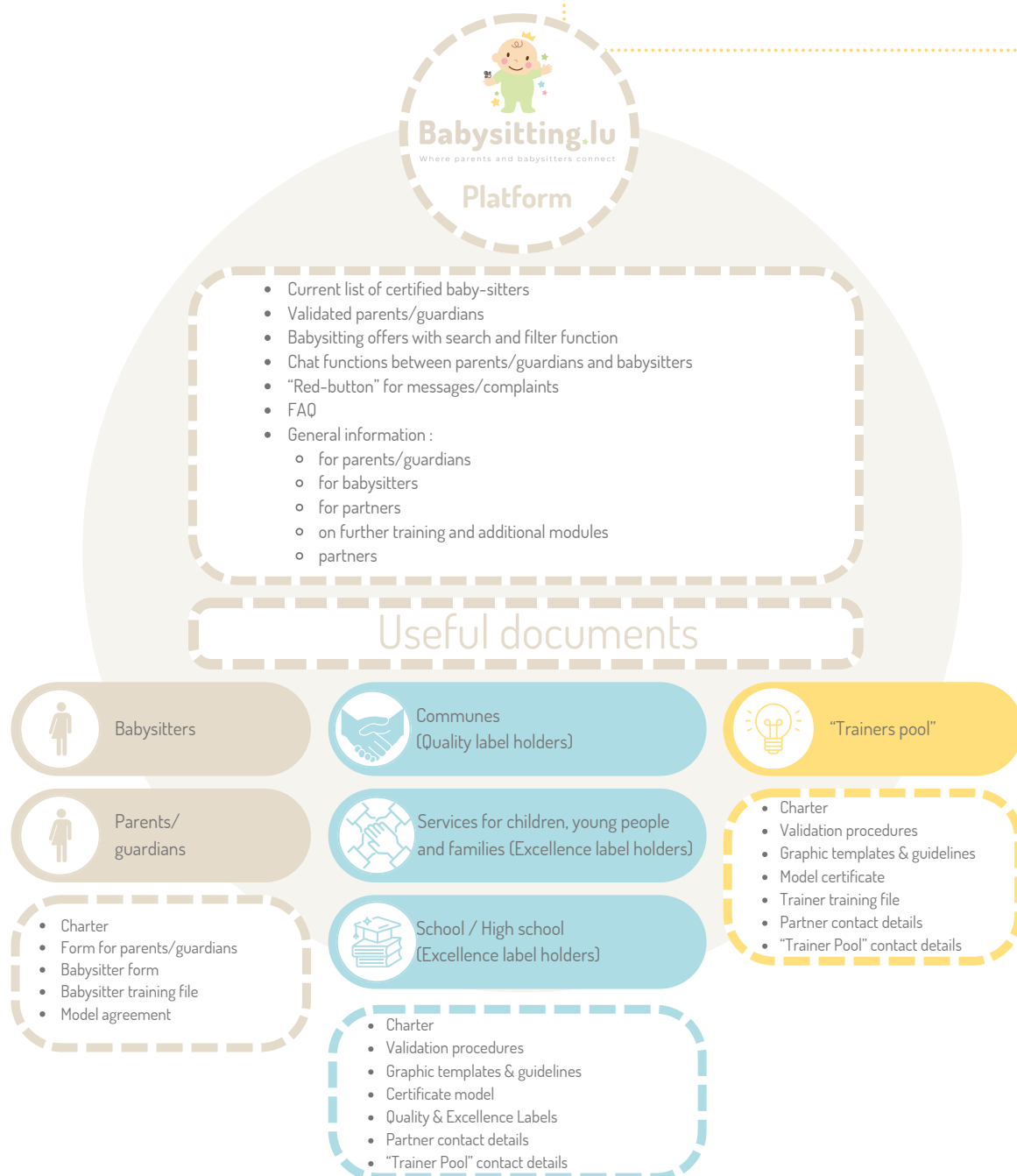
“Babysitting.lu” is a contact platform for parents/guardians and young people who have completed further training as babysitters.

The aim of the platform is, on the one hand, to give young people the opportunity to earn their first money independently and, on the other, to make it easier for parents/guardians to find reliable childcare for their children.

The platform is free of charge for users. It is coordinated by Elisabeth Jeunesse*, in collaboration with partners holding the excellence or quality label.

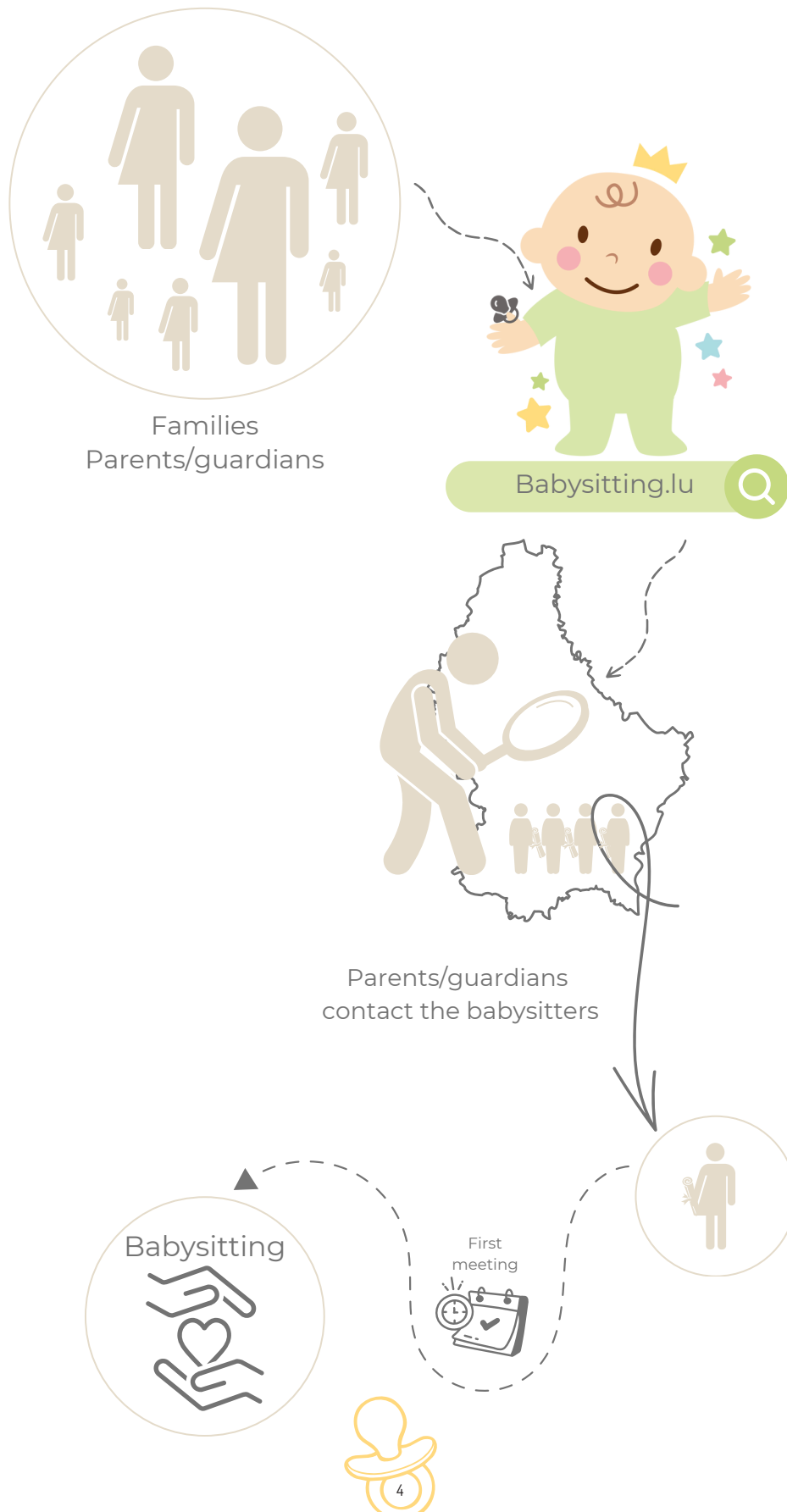
It is intended for:

- Parents/guardians
- Young people between 15 and 29
- Babysitting.lu partners

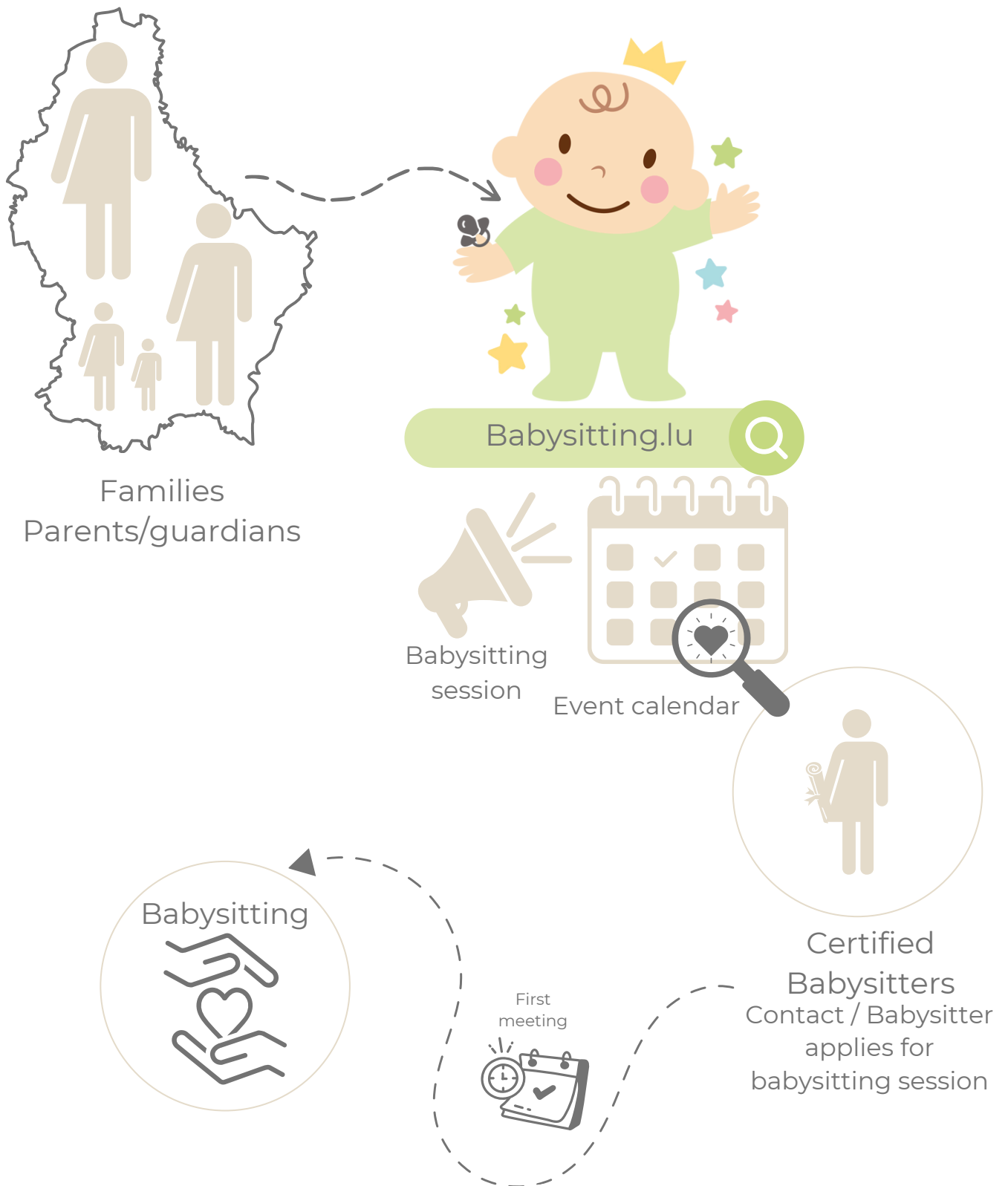


1.2. SEARCH AND FIND (“MATCHING”)

The platform allows parents/guardians to publish a babysitting session in the events calendar, so that available babysitters can apply to parents/guardians for babysitting. Thanks to an integrated chat function, Babysitting.lu enables simple, secure communication between babysitters and parents/guardians.



Another option on the platform is to allow parents/guardians to consult the profiles of available babysitters. If they are interested in a sitter, they can contact him/her via the chat function and arrange an initial interview to meet each other.







2

PRACTICAL INFORMATION FOR
BABYSITTERS AND
PARENTS/GUARDIANS



2.1. BABYSITTING

Babysitting is generally defined as the care of children by a third party for a few hours, when the parents/guardians are not at home. Babysitting must not exceed 8 hours. Babysitting is mainly performed by students between the ages of 15 and 29, in order to gain experience with children and earn a little money. Remuneration must be at least equal to the hourly rate of the legal minimum wage for students*.

Babysitters are often trusted people from the children's family circle, close relatives, acquaintances or, as in the case of "Babysitting.lu", from an online contact platform. The duration of babysitting and remuneration are agreed in advance between the two parties (the model agreement in Appendix 4 can be used).

Babysitting is therefore fundamentally different from regular full-time childcare by an au pair and professional childcare by trained day parents.

2.2. FIRST MEETING

In the interests of all concerned, we recommend arranging a meeting to get to know each other before the first babysitting session. This meeting enables parents/guardians and babysitters to get to know each other and clarify the details of a future collaboration. It's also important for the babysitters to get to know the children, to find out whether each party feels comfortable in the other's presence.

During this appointment, all the important information concerning the child's diet, hygiene, habits and rituals must be discussed with the babysitters.

Parents/guardians can also give valuable advice on childcare.

For babysitters, an introductory meeting has the advantage that all relevant details can be clarified (see form for parents/guardians or form for babysitters in appendix).

The purpose of such an appointment is not to look after the child, but to get to know each other and plan a harmonious first babysitting session. As a result, there is no charge for this appointment.

The following points should be clarified during a first meeting :

- Where can parents/guardians be reached in a case of emergency?
- Other emergency numbers: family doctor, pediatrician / parents / neighbors...
- Does the child suffer from any illnesses or allergies?
- Does the child require medication? If so, which ones?
- What are the babysitting duties (preparing meals, washing up, etc.)?
- Sleeping habits / bedtimes
- What is the child allowed to do (e.g. PC, TV, etc.)?
- Where can I find a change of clothes, diapers, a first-aid kit, etc.?
- How is the babysitter's transport paid for?
- Rate and method of payment (cash or payconiq)
- Does the babysitter have any allergies or intolerances?
- What can the babysitter do when the child is asleep?
- Information about any camera surveillance in the house is mandatory.

Parents/guardians and babysitter have the right to say "no" at any time if the relationship of trust is not good.

*ITM: <https://itm.public.lu/de/questions-reponses/droit-travail/autres-contrats/b/b5.html>



2.3 BABYSITTER CERTIFICATION

To be able to register on “Babysitting.lu”, you must have successfully completed a babysitting training course with one of Babysitting.lu’s partners. The list of partners, including contact details, is available on Babysitting.lu under the heading “partners”.

The training course lasts at least 7.5 hours and includes compulsory topics. Each partner is free to choose additional content and methodology.

In addition to the standard basic training, additional modules are offered on a voluntary basis to deepen knowledge. These modules are planned and implemented by the partners themselves.

The babysitting training offered by Babysitting.lu is at the heart of our quality strategy, and aims not only to provide young people with basic childcare skills, but also to prepare them professionally and comprehensively for their role as babysitter.

The following topics are an integral part of babysitter training:

Introduction	2 h
General terms and conditions for babysitting Rights and obligations of parents/guardians and babysitters International children's rights Forms for parents/guardians and babysitters Babysitters' responsibilities	
Communication with parents/guardians Expectations of parents/guardians Behavior toward parents/guardians	
Communication with the child Verbal and non-verbal communication Interacting with children Recognizing a child's signals	
The ABC of first aid Children's injuries, illnesses and dangers Avoiding hazards - Preventing hazards Reacting in an emergency	1 h
A child's development Children's stages of development Managing children's anxiety Activities adapted to children's age and stage of development	1 h
Practical application Feeding - Preparing a bottle, a hot water bottle, ... Child hygiene - bathing, changing diapers, brushing teeth Carry, hold and lift a baby correctly Games and crafts Rituals - bedtime and dinner	3 h
Conclusion of the training Evaluation with the participants Teaching file and forms Babysitting.lu - registration, activation, exchange The role of Babysitting.lu's partners	0.5h



2.4. RIGHTS AND OBLIGATIONS OF BABYSITTERS AND PARENTS/GUARDIANS



OBLIGATION TO INFORM

Babysitters must be adequately informed in advance, so that they can react in the event of an emergency. The attached forms for parents/guardians and babysitters serve as a model (see appendices 2 and 3).

Babysitters must keep parents/guardians adequately informed about the babysitting process.



TIME SLOT

Each babysitting session must last a maximum of 8 consecutive hours. If babysitters are required to stay overnight, the maximum duration is 10 consecutive hours. Even when the children are asleep, babysitters are fully responsible. This must be taken into account in the remuneration.

Parents/guardians must inform the babysitter of the time of return. Any delay must be communicated at least one hour in advance.



BABYSITTER'S TASKS

Babysitters can only be hired for the tasks that are part of babysitting: playing with the children, feeding them, putting them to bed, changing them... they can't do housework or other chores. However, it is to be expected that the dishes used by the babysitters and/or children are rinsed. Babysitters are therefore encouraged to question dubious tasks and, in the event of abuse by parents/guardians, to refuse to perform the task.



FORMS FOR PARENTS/GUARDIANS AND BABY-SITTERS

Forms for parents/guardians and babysitters are available in Appendix 2 and Appendix 3. They are used to plan and clarify the details of babysitting. In addition, the model agreement (Appendix 4) defines the terms and conditions of babysitting.



CLARIFICATION OF BEHAVIORAL RULES

Rules governing the behavior of the children should be discussed with the parents/guardians beforehand (e.g. during the introductory meeting). They should be applied as consistently as possible during babysitting. The tolerance threshold should also be discussed, so that it is not exceeded by the young person during babysitting. For example: bedtime, allergies and medication, food such as Coke, potato chips, etc.



SUPERVISION OBLIGATION

The child must not be left unattended at any time (while sleeping, babysitters must be in the immediate vicinity). The child's call must be audible, and the child must be able to go to the babysitter. Regular checks are essential.

The child must not be physically or psychologically harmed; any dangers must be avoided.

The child's privacy and his limits must be respected.



NO VIOLENCE

The child must not be physically or psychologically abused, even if this corresponds to the parent/guardian's upbringing style (no hitting, shoving, shaking, shouting, etc.). If there is any suspicion of violence within the family, babysitters must confide in a reference person and not act on their own.



ASSUMING RESPONSIBILITY

Babysitters must assume responsibility for the children entrusted to them and look after their well-being while babysitting.





DISCRETION

Confidential information must not be divulged to third parties.



FILMING AND PHOTOGRAPHING

During babysitting, it is forbidden to take photos, film or send recordings to friends, family or other third parties.



MEDICINES

The administration of medication is not authorized without the formal agreement of parents/guardians and in compliance with the instructions (dose, schedule, etc.) given.



AVAILABILITY IN CASE OF EMERGENCY

Parents/guardians must be contactable at all times. Other telephone numbers of relatives or neighbors must be requested and made available to the babysitter.



THE CHILD FALLS ILL BEFORE THE SCHEDULED DATE

If the child suddenly falls ill or babysitting is no longer required, parents/guardians must cancel as soon as possible by telephone. It is not permitted to schedule babysitting for a sick child.



THE BABYSITTER FALLS ILL BEFORE THE SCHEDULED DATE

If the babysitter suddenly falls ill, he/she must cancel the appointment as soon as possible by telephone. It is forbidden to turn up sick for a babysitting appointment.



CANCELLATION OBLIGATION

In the event of unavailability, babysitters must notify parents/guardians as soon as possible, i.e. at least 24 hours in advance.



SECURITY CAMERAS

Young people must be informed if security cameras are installed in the house. Surveillance during babysitting is not permitted.



MEALS & DRINKS

During babysitting, food and drinks must be available for the entire duration of the stay. If babysitting lasts several hours, drinks and snacks must be adapted accordingly. Babysitters are entitled to free meals during the child's meals.



PUNCTUALITY

Babysitters must start at the agreed time.



INVITE FRIENDS AND/OR FAMILY MEMBERS

It is forbidden to invite or host friends or family members while babysitting. Access to the family home is strictly forbidden to third parties.



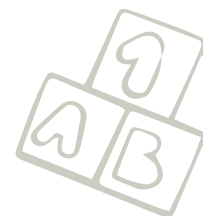
THE PROPERTY OF PARENTS/GUARDIANS

Parents'/guardians' property may only be used with their permission. In case of emergency, please use the landline telephone.



SMARTPHONE USE

It should be discussed with parents/guardians whether the use of their own smartphone is permitted during babysitting. The use of the smartphone is not questioned in an emergency, but questions relating to taking photos or videos of the children, the use of Wifi, etc. need to be addressed.





ABSTAIN FROM ALCOHOL AND DRUGS

The consumption of alcohol and illegal drugs is prohibited during babysitting. Babysitters must present themselves in a state of sobriety. It is forbidden to smoke in the presence of children while babysitting, and to neglect the obligation of supervision by leaving to smoke.



TRANSPORTATION OF THE BABYSITTER

Parents/guardians undertake to collect children from their homes and return them there if they are babysitting.

The applicable traffic regulations must be observed to ensure the protection of the children. Exceptions concerning transportation may be negotiated between the two parties. However, this must not be to the detriment of the babysitter's personal safety.



OVERNIGHT

In the case of overnight babysitting, suitable accommodation must be provided. Babysitters are also responsible for sleeping children, and this must be factored into their remuneration.

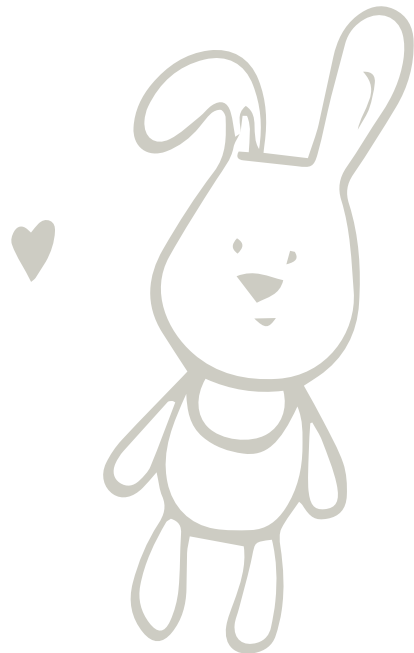


SALARY

Babysitters have the right to be paid. Parents/guardians agree to pay the full cost of babysitting at the end of the babysitting period. Babysitting fees must be at least equal to the hourly rate of the legal minimum wage for students*.

The rate may vary according to the experience of the babysitter. For each additional child, an additional amount agreed with the parents/guardians* will be charged.

With the babysitter's agreement, a flat rate can be agreed for the service. In addition, both parties must agree on when an extra hour will be charged (after 15 minutes, after 30 minutes,...). Payment must be guaranteed and paid in full until the parents/guardians return, even for the children's sleeping hours. Payment on credit is not tolerated.



* <https://guichet.public.lu/de/entreprises/ressources-humaines/contrat-convention/jeunes-actifs/etudiant.html>

* ITM: <https://itm.public.lu/de/questions-reponses/droit-travail/autres-contrats/b/b5.html>







CREATING A PROFILE



3.1. HOW TO REGISTER SUCCESSFULLY AS A BABYSITTER

Interested babysitters can create a profile on Babysitting.lu. To do so, they need to enter their personal details and upload the certificate they have obtained after successfully completing a babysitter training course, in order to confirm the accuracy of the information entered.

To complete the profile on the site, the babysitter can also upload a profile photo.

Once the data has been registered, it is checked by the local partner responsible and the account is activated. The list of local partners who manage parents/guardians and babysitters is available on Babysitting.lu under the heading "Partners".

Babysitters can apply for a babysitting session with parents/guardians after creating a profile on the platform and being activated by the relevant local partner.

Before being able to access babysitter information, parents/guardians must create a profile on the platform and be activated by the relevant local partner. Pre-activation checks by both parties serve to guarantee a minimum level of security and protect against fraud.

The conditions for registering on the platform and the requirements imposed on the young people ensure that only qualified babysitters are listed on the website, which is a clear criterion of service quality.

In order to guarantee the quality of profile photos, we have drawn up criteria for successful profile photos together with our partners. This can help to create the best possible common ground between sitters and parents/guardians, and ensures that unsuitable profile photos do not reduce the chances of engagement.



3.2. HOW TO REGISTER SUCCESSFULLY AS A PARENT/GUARDIAN

Interested parents/guardians have the opportunity to create a profile on Babysitting.lu. To do so, it is necessary to enter personal data and upload a detailed certificate of residence (Certificat de résidence élargi) issued by the municipality or by myguichet.lu to confirm the accuracy of the information entered.

Once the data has been registered, it is checked by the responsible local partner and the account is activated. The list of local partners who manage the parents/guardians and babysitters can be found on Babysitting.lu under the heading "Partners".

Parents/guardians only get access to the babysitter's information after they have registered on the platform and have been activated by the responsible local partner.

Pre-activation verification of both parties (parents/guardians and sitters) serves to guarantee a minimum of security and protect against fraud.

In order to guarantee the quality of profile photos, the do's and don'ts for profile photos have been worked out in collaboration with partners, to ensure the best possible match between sitters and parents/guardians, and not to reduce the chances of engagement due to an unsuitable profile photo.



Optional:
Upload a
profile photo

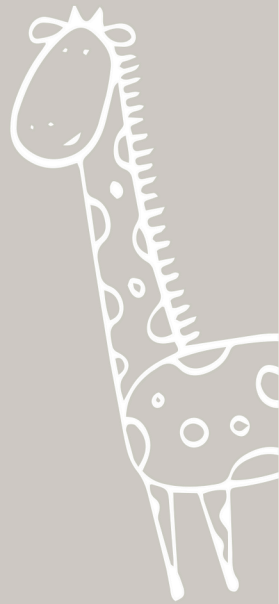
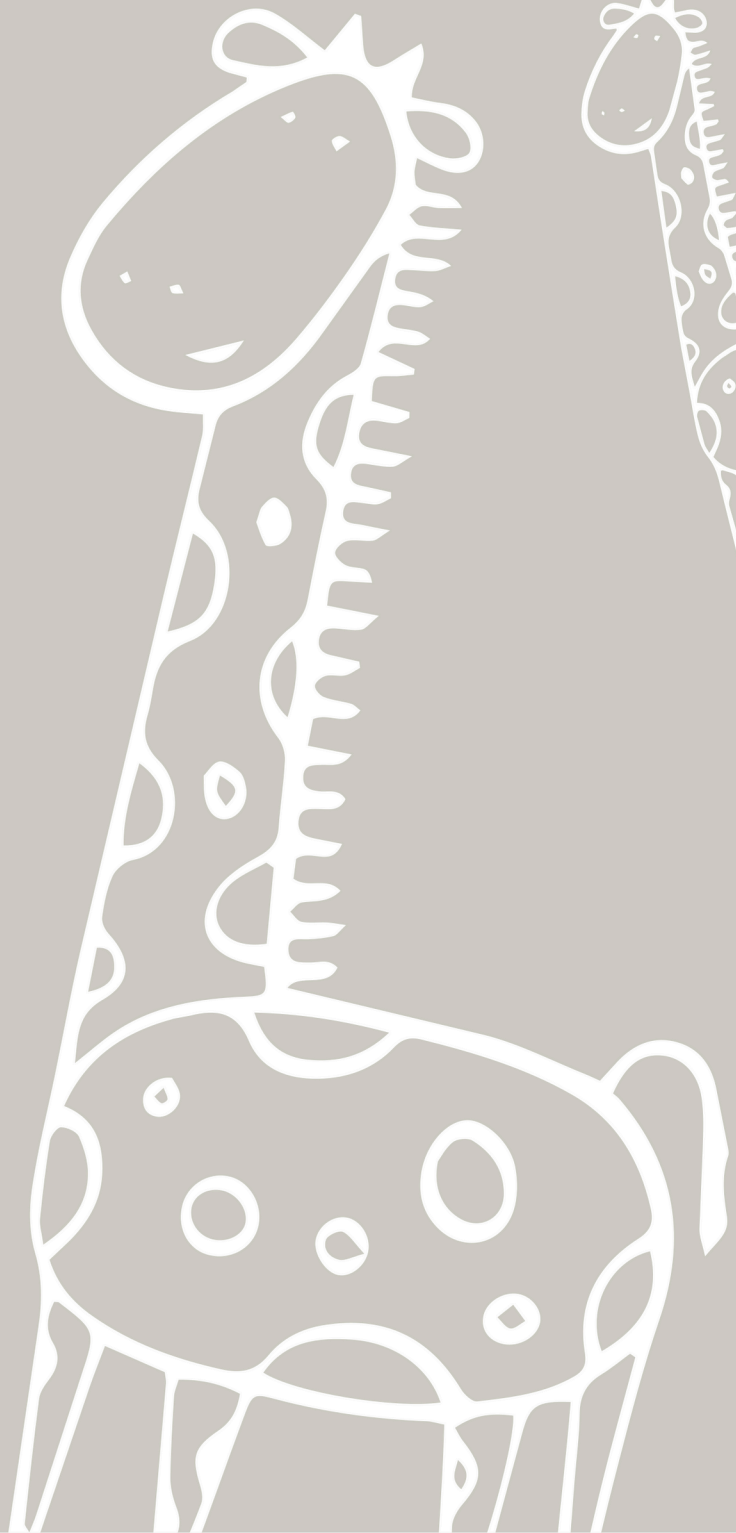
Requirements for
for a successful
parent /guardian profile:

- Create profile
- Upload household composition
- Validation/activation by regional partner





PRACTICAL INFORMATIONS FOR PARTNERS



4.1. BABYSITTING

Babysitting is generally defined as the care of children by a third party for a few hours, when the parents/guardians are not at home. Babysitting must not exceed 8 hours. Babysitting is mainly performed by students between the ages of 15 and 29, in order to gain experience with children and earn a little money. Remuneration must be at least equal to the hourly rate of the legal minimum wage for students*.

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Babysitting is therefore fundamentally different from regular full-time childcare by an au pair and professional childcare by trained day parents.

4.2. THE „BABYSITTING. LU“ PLATFORM

The "Babysitting.lu" website is a free exchange platform for parents/guardians and babysitters. The site is coordinated by Elisabeth Jeunesse**, in collaboration with local partners in the various communes (see "Partners" on Babysitting.lu).

The platform does not serve as an intermediary between babysitters and parents/guardians, but is explicitly used to facilitate contact between the two parties.

Local partners ensure that only young people who have attended a Babysitting.lu training course can create a profile and be visible online. Before parents/guardians can access the babysitters' information, they must also register on the platform and be activated by the relevant local partner. Verification by both parties prior to activation serves to guarantee a minimum level of security and protect against fraud.

4.3. POTENTIAL BABYSITTING.LU LABEL PARTNERS

Quality-Label

- Local authorities (Citizens Service / Youth Service): Key players in representing the quality label and supporting local services for children, young people and families, as well as schools and high schools.

Excellence-Label

- Local services for children, young people and families (e.g. youth centers, JIP): they create links between young people in the region.
- High schools (SePAS): support the education of young babysitters through school programs and activities.

*ITM: <https://itm.public.lu/de/questions-reponses/droit-travail/autres-contrats/b/b5.html>

**elisabethjeunesse.lu



4.4. THE PRECONDITIONS

Quality-Label

- Annual financial contribution: in accordance with the terms of the cooperation agreement.
- Contact person(s) and responsible person(s): for internal tasks concerning Babysitting.lu.
- Cooperation: between the partner municipality and the local youth service to expand the range of training courses for babysitters and accessibility for young people.

Excellence-Label

- Contact person(s) and responsible person(s): for internal tasks concerning Babysitting.lu.
- Collaboration: between the partner(s) and the local youth service to broaden the local offer of babysitting training courses and accessibility for young people.
- Trainer: to enable socio-educational staff in the various departments to complete the “Babysitting.lu trainer” course.

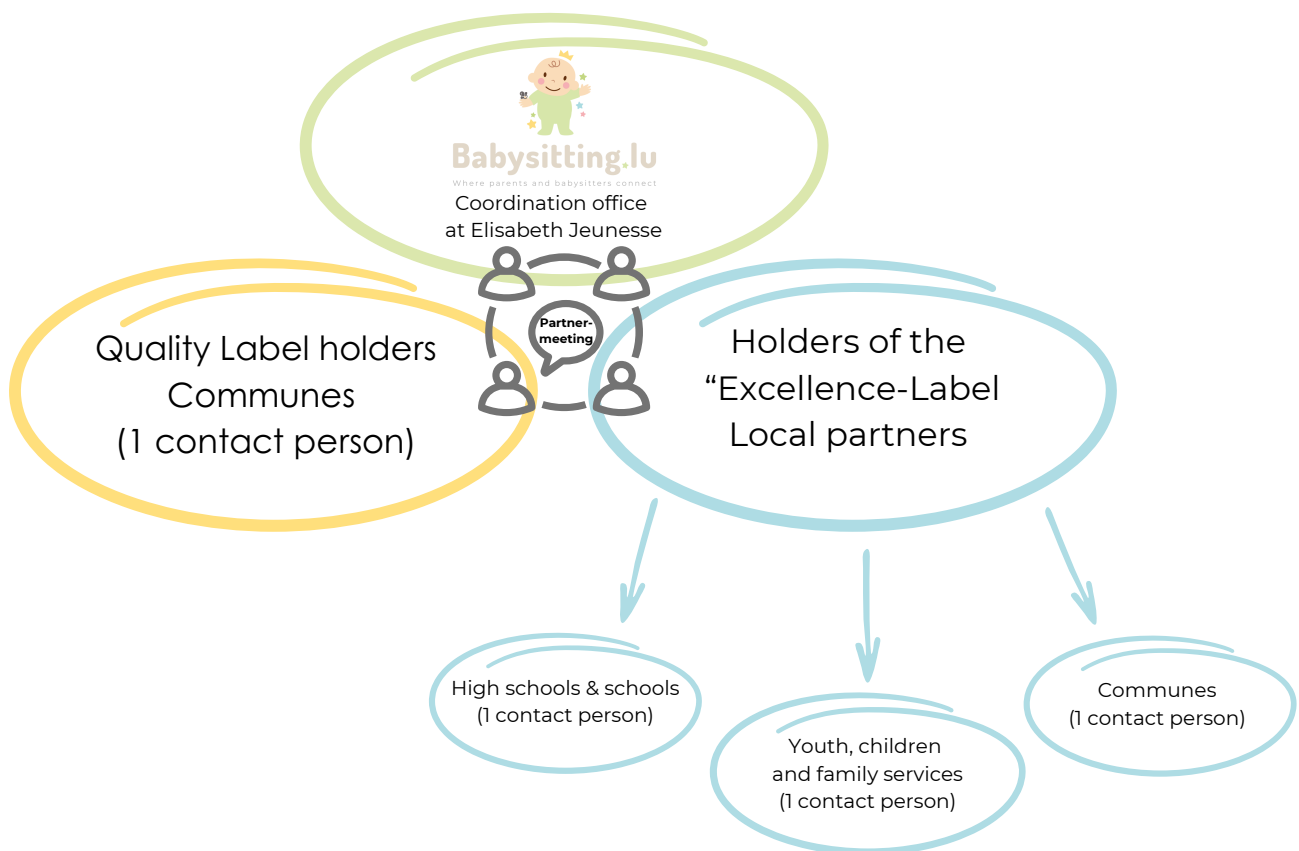
4.5. PARTNER'S BENEFITS

- Digital contact platform: the platform promotes local integration between young people, families and various partners, as it enables families and babysitters to meet. Traditional babysitter lists can be replaced by a modern, digital solution, facilitating communication.
- Family support :
 1. Working life: Facilitate work demands (e.g. attending meetings, working from home, keeping to work schedules, etc.).
 2. Leisure: maintain interests, take part in sports, social activities, relaxation programs, etc. to promote well-being and reduce stress.
 3. Quality of relationship: joint activities as a couple.
 4. Homework support: help with homework.
 5. Day-to-day help: in everyday situations where schedules are tight.
- Quality assurance: support in the implementation of standardized processes valid for all partners. Ensuring a constructive exchange (of experience) at partner meetings, standardizing documents and constantly optimizing a modern Internet platform and social media channels are all part of joint quality assurance.
- Positive public relations: the Quality-label enables local authorities to support local residents and appeal to different target groups.
- Promotion of youth work: young people benefit from national and local offers in the field of non-formal education, and have the opportunity to gain valuable life experience. Thanks to Babysitting.lu, young people have guaranteed access to a small job and information on current training opportunities.
- Promotion of local activities (support for babysitting training courses): The Babysitting.lu service supports local partners in organizing babysitting training courses for young people. It is possible to call on an Elisabeth Jeunesse trainer to offer local training for young people.
- Networking and synergy effects: partner communities can collaborate on the development of new documents, teaching materials and information campaigns, and thus actively participate in the innovation of the Babysitting.lu service. Resources can be pooled to reach a wider target group.



4.6 PARTNER'S MISSIONS

- Contact: for interested parents/guardians and local young people, as well as in the event of a complaint or report from either party.
- Babysitter profile management: Verification, validation and activation of local young people registered on www.babysitting.lu.
- Parent/guardian profile management: Verification, validation and activation of community parents/guardians registered on www.babysitting.lu.
- Continuing education: organization/offering of continuing education courses within the municipality.





THE COORDINATION OFFICE



5.1. THE COORDINATION OFFICE

The responsibility for the Babysitting.lu service, in terms of both coordination and technical management of the Babysitting.lu Internet platform, lies with the organization Elisabeth Jeunesse. The Babysitting.lu service creates a valuable interface for various target groups in the field of non-formal education, and assumes the following areas of responsibility:

- Partner management: establish, develop and maintain cooperations with partners and stakeholders.
- Create and develop cooperations with current and potential partners.
- Organize meetings for partners.
- Quality management: monitoring and developing quality standards.
- Development and implementation of new offerings to meet changing user needs.
- Public relations: maintaining a presence at national trade shows, in the press and other media.
- Social media management: active management of social media channels.
- Creation and provision of communication forms, educational documentation and training materials.
- Organization and management of animation and promotional material for information stands.
- Ongoing training: organization and implementation of training courses for baby-sitters:in and trainers.
- Staff training: regular offers of further training for interested members/staff.
- User support: telephone hotline for young people, parents/guardians and partners.
- Complaints management (emergency “panic button” system).
- Evaluation analysis: analysis of comments and evaluations to adapt offers.
- Statistical overview: collection, evaluation and archiving of statistical data.
- Platform management: monitoring and development of the Internet platform.
- Database management: keep databases up to date.
- Grant research: identify and apply for grants to support the service.
- Financial management: prepare and settle annual financial statements.
- Reliable contact for partners, stakeholders and the Ministry
- Integration meetings with new partners

5.2. FAQ - FREQUENTLY ASKED QUESTIONS

Babysitting.lu has an FAQ section that provides direct answers to the most frequently asked questions. If users have other questions not covered by the FAQ section, they can contact the Babysitting.lu team by e-mail. The FAQ section is regularly updated with the most frequently asked questions. The aim is to provide a clear and informative resource to help all users make effective use of the Internet platform.

The most frequently asked questions can be found on Babysitting.lu under FAQ.

5.3. CONTACT



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☎️ 45 07 74 – 6041

🌐 www.elisabethjeunesse.lu | www.babysitting.lu







ANNEXES & FORMS

All the forms found here serve as models and can be adapted and modified to suit your needs and wishes.

Use of the forms is not mandatory for babysitters and/or parents/guardians.



HOW DO I BECOME A BABY-SITTER?

- Babysitting training with a Babysitting.lu partner
 - Create a profile on Babysitting.lu
 - Provide accurate personal information
 - Optional: upload a profile photo
 - Upload babysitter training certificate
 - User profile is checked and activated by local partner
 - Parents/guardians can view my profile and contact me via the chat function
- or
- I can register with parents/guardians for a babysitting session they have published

WHAT INFORMATION DO I FIND ON MY CERTIFICATE?

- My full name and date of birth
- Date of babysitting course
- Babysitting course organizer
- Babysitting training course director (trainer)
- Number of hours of babysitting training (min. 7.5 hours)
- Content of babysitting training
- Date certificate issued
- Date and signature of babysitting training organizer

FORM FOR BABYSITTERS

First name of child:

Name of child:

Child's date of birth: ___ / ___ / 20___

Address:

1 Parent/Guardian:

Phone number:

2 Parent/Guardian:

Phone number:

3 Contact person in case of emergency:

Phone number:



Police: 113

|

Firefighters: 112

|

Ambulance: 112



 Diseases:


Medicines /
Information:

 Allergies/Intolerances:

Medicines /
Information:

 Favourite activities:


 Bedtime & rituals:

 Mealtimes & eating habits:

 Hourly fee:


___ € / Hour and/or

Package rate: ___ € / Evening

 Method of payment:

Cash

Payconiq

 Babysitter's transportation:

Organizes its transport /
Public transport

Responsibility of
parents/guardians



FORM FOR PARENTS/GUARDIANS

First name
of babysitter:

Name
of babysitter:

Date of birth
of the babysitter: ___ / ___ / ____

Adress
of the babysitter:



Babysitter's
phone number

Emergency contact person
of the babysitter:

Phone number:

Contact person
of the babysitter:

Phone number:

Diseases
of the babysitter:

Medicines /
Information:

Allergies/Intolerances
of the babysitter:

Medicines /
Information:

Hobbies
of the babysitter:

Favourite activities
of the babysitter:

Other information:

Other information:



Hourly fee: ___ € / Hour and/or Package rate: ___ € / Evening



Method of payment:

Cash

Payconiq



Babysitter's transportation:

Organizes its transport /
Public transport

Responsibility of
parents/guardians



BABYSITTING AGREEMENT

Name & surname of babysitter:

Surname & first name of parents/guardians:



Date of babysitting:

Mo / Tu / We / Th / Fr / Sa / Su, the ___ / ___ / 20___



Babysitting hours:

Start ___ : ___ am / pm

End ___ : ___ am / pm



Hourly fee:

___ € / Hour and/or

Package rate: ___ € / Evening



Method of payment:

Cash

Payconiq

Rate calculation:

15-minute intervals

30-minute intervals



Overnight stay for babysitter:

Yes

No



Babysitter's transportation:

Organizes its transport /
Public transport

Responsibility of
parents/guardians

Other information:

Other information:

Other information:

Other information:

Other information:

Other information:

Signature of babysitter:

Signature of parents/guardians:





Babysitting.lu

Where parents and babysitters connect

