Comune di Recanati | recanati città dell'infinito

CITTÀ DI RECANATI

MUNICIPALITY OF RECANATI

Province of Macerata

SERVICE CHARTER

Municipal Early Years Centre

"NIDOTONDO"

Montessori Early Years Centre

1. SERVICE OVERVIEW

Service Name	Municipal Early Years Centre "Nidotondo"
Municipality	Recanati (MC)
Educational Approach	Montessori Pedagogy (O.N.M.)
Age Range	Children from 3 months to 3 years
Menagement	Municipality of Recanati – Social Services

The **"Nidotondo" Municipal Early Years Centre** is a publicly funded early childhood education and care service welcoming children from three months to three years of age. Through its Montessori Educational Programme, the Centre promotes children's wellbeing and supports their physical, emotional, and cognitive development. Each child is recognised as a unique individual, capable, competent, and an active participant in their own learning journey. The Centre also supports parents and carers by fostering an open, ongoing, and collaborative partnership with families.

2. PRINCIPLES OF THE SERVICE

Equality	No discrimination is made in admission or attendance on the grounds of sex, race, language, religion or personal circumstances.
Impartiality	Services are delivered fairly, objectively, and equitably to all children and families.
Continuity	The service operates regularly throughout the scheduled opening periods. Any exceptional closures are communicated with adequate notice.
Participation	Families are actively involved in the educational programme and have the right to information, participation, and shared educational responsibility..
Montessori Method	The Montessori principle of *"Help me to do it myself*" underpins every educational practice. The environment is carefully prepared, materials are proportioned to the child's needs, and adults observe and guide without replacing the child's own initiative.

3. SERVICE ORGANISATION

Annual Opening	**September – July (closed during August, Christmas, and Easter holidays)**
Opening Days	Monday – Friday
Arrival Time	7:30 a.m. – 9:30 a.m.
Part-Time Attendance	7:30 a.m. – 2:00 p.m. (including lunch)
Extended Day	7:30 a.m. – 4:00 p.m. (including lunch and afternoon snack)
Full Day	7:30 a.m. – 5:30 p.m. (including lunch and afternoon snack)

3a. SERVICE ORGANISATION

The **"Nidotondo" Municipal Early Years Centre organises** its provision in accordance with the principles of educational quality, continuity of relationships, and children's wellbeing, while fully complying with current legislation and the principles of Montessori pedagogy.

The organisation of the service is based on the following key elements:

1. **the provision of structured, safe, and age-appropriate learning enviroments;**
2. **the organisation of the daily programme through consistent and predictable routines;**
3. **the presence of qualified educators holding the Opera Nazionale Montessori (O.N.M.) Montessori Specialisation Diploma;**
4. **collaborative teamwork among the educational staff and ongoing coordination with the Pedagogical Coordinator;**
5. **individually tailored settling-in arrangements and transition plans;**
6. **continuous partnership with families, founded on the principle of shared educational responsibility;**
7. **educational planning that promotes independence, free exploration, and the child's balanced and holistic development;**
8. **ongoing professional development and continuous training for all staff;**

9. effective collaboration with the relevant municipal , health, and local community services.;

The organisation of the Centre is designed to provide an educational environment that is welcoming, inclusive, and responsive to the developmental needs of every child.

4. SETTLING-IN PROCESS

The settling-in period is a particularly important stage within the Montessori educational approach. It represents the child's first separation from their family and their introduction to a new environment.

The process is always gradual, with timescales and arrangements tailored to the individual needs of each child and their family.

Key Educator	Each child is initially welcomed by a dedicated educator who becomes the child's and family's primary point of emotional and practical reference, establishing the trusting relationship that forms the foundation of the educational journey.
Initial Meeting	Before attendance begins, the educator meets with the family to gather information about the child's routines, needs, and individual characteristics; furthermore, the educator explains the Centre's organisation, rules, and daily routines.
Gradual Transition	The settling-in process progresses through carefully planned stages, adapting to each child's responses until they feel secure within the environment and are comfortable with daily separation from their family.

5. DAILY ROUTINES

Life at the Early Years Centre is structured around recurring daily routines which, through their consistency and emotional significance, provide children with reassurance, stability, and continuity.

Each routine has a fundamental educational value.

Arrival	A sensitive moment marking the child's daily separation from their family. It requires an unhurried approach and arrangements tailored to each individual child.
Mealtimes	An opportunity to encourage independence and social interaction. Children eat in small groups, use ceramic, and glass tableware, and participate in setting the table.
Personal Care	A privileged one-to-one moment between educator and child, characterised by attentive and respectful care that strengthens the relationship and promotes wellbeing.
Rest Time	Managed gradually and with careful attention to each child's individual needs and personal sleep routines.
Home time	The reunion with the family is recognised as an important daily transition, managed with care and sensitivity to conclude the day positively and reconnect the child with their closest relationships.

6. LEARNING ENVIRONMENTS

Play Areas	Soft play corners, sensory materials, spaces for unrestricted floor movement. and treasure baskets.
	Dedicated areas are provided for heuristic play, practical life activities, manipulative, and symbolic play.
	Montessori developmental materials are displayed on open shelving alongside a reading corner, a practical life area, and a music corner.
Dining Area	Child-sized tables and chairs, ceramic and glass tableware, and a carefully prepared environment designed to encourage independence and positive social interaction during meals.
Rest Area	Quiet rooms equipped with individual beds, respecting each child's personal sleep routines.
Outdoor Area	A spacious, safe and fully accessible garden designed as a natural extension of the indoor learning environment. It offers opportunities for movement, balance, coordination, and direct contact with nature, supporting exploration and sensory discovery.

7. ADMISSION AND ENROLMENT

Residence	Priority is given to children resident in the Municipality of Recanati. Applications from non-resident families are also accepted and placed after resident applicants on the waiting list.
Vaccination Requirement	Mandatory vaccinations are required in accordance with **Italian Law No. 119/2017**, unless a certified exemption has been issued by the **Territorial Health Authority (AST)**.
Application	Applications must be submitted by a parent or a person with parental responsibility using the official municipal application form within the deadlines established by the annual public notice.
Waiting List	Applicants are ranked according to a points-based system, taking into account employment status, working hours, ISEE (Equivalent Economic Situation Indicator) and household composition. The ranking list is published on the Municipality's Official Notice Board.
Priority Admissions	Absolute priority is granted to children with disabilities (Law 104/1992), children in foster care, children who have lost both parents, and children from families supported by Municipal Social Services.
Admission	Places are allocated according to the published ranking list. Families must confirm acceptance in writing within the deadline specified in the admission letter.

8. ATTENDANCE FEES

Fee Structure	Attendance fees are determined annually by the Municipal Executive Board.
Payment	Fees are payable regardless of attendance and must be settled within **20 days** from the invoice date through the **PagoPA** payment system. Meal charges are invoiced separately.
Reduction for Illness	A **50% reduction** applies where a child is absent for more than four consecutive weeks, supported by a medical certificate. A **20% reduction** applies where the certified absence exceeds two consecutive weeks.
Fee Waiver	The Municipal Executive Board may authorise exemption from payment in cases of serious social or family hardship.

9. STAFF

Coordinator	Ensures pedagogical consistency, supervises the educational team, and maintains effective links with families and local services.
Educators	Act as the primary point of reference for children and their families. They observe, guide and support children's development while preparing and maintaining the Montessori learning environment.
Support Staff	Maintain the Centre's facilities and educational materials, contribute to the educational programme, and assist in meeting children's daily care needs.
Kitchen Staff	Prepare meals in accordance with approved nutritional guidelines and current HACCP food safety regulations.

Staff Qualifications	All educational staff hold the **Opera Nazionale Montessori (O.N.M.) Montessori Specialisation Diploma**, and participate in ongoing professional development and continuous training.

10. DIGHTS AND RESPONSIBILITIES OF FAMILIES

RIGHTS	RESPONSIBILITIES
• Receive comprehensive information about the Centre and its educational programme. • Participate in the Centre's consultative bodies. • Submit comments or complaints and receive a response within **30 days**. • Receive advance notice of organisational changes or exceptional closures.	• Respect arrival and collection times, and notify the Centre of any absences. • Inform staff of any relevant health or family circumstances affecting the child. • Pay attendance fees within the established deadlines. • Do not bring personal food items or potentially hazardous objects into the Centre. • Work collaboratively with staff in accordance with the educational programme and the principle of shared educational responsibility.

11. SEALTH, NUTRITION, AND SAFEGUARDING

Health Supervision	Health oversight is provided by the **Territorial Health Authority (AST).**
Temporary Exclusion	Children may be temporarily excluded from attendance in cases of fever above 37.5°C, diarrhoea, vomiting, severe respiratory illnesses, head lice or infectious skin rashes.
Readmission	A medical certificate confirming the child's recovery may be required before readmission to the Centre.
Nutrition	Meals are prepared on-site in accordance with dietary guidelines approved by the AST. The daily menu is displayed at the entrance of the Centre.
Special Diets	Special dietary arrangements are available for children with allergies or food intolerances (supported by a paediatrician's certificate), or to accommodate religious dietary requirements (upon written declaration by the family).

12. FAMILY PARTICIPATION

Educational Partnership Agreement	Signed by every family upon admission, formally establishing the principle of shared educational responsibility between the family and the Centre.
Parents' Assembly	Open to all parents, with a consultative and advisory role regarding the organisation and operation of the Centre.
Parents' Representative Body	A consultative body that contributes to evaluating the educational programme and supporting the continuous improvement of the service
Individual Meetings	Regular meetings between educators and parents to review and discuss each child's educational development and progress.

13. CONTATTI, ORARI

Early Years Centre Telephone	+39 347 0826746
Municipal Social Services Office	Piazza Giacomo Leopardi, 26 – 62019 Recanati (MC), Italy
Social Services Telephone	+39 0717587293
Municipal Certified Email (PEC)	comune.recanati@emarche.it
Website	www.comune.recanati.mc.it

14. COMPLAINTS AND USER PROTECTION

Families may submit comments, observations or complaints:
verbally to the Centre Coordinator;
in writing to the Municipal Social Services Office;
or via the Municipality's Certified Email (PEC).
The Municipality undertakes to provide a written response to every formal complaint within **30 days** from receipt.

15. SERVICE QUALITY ASSESSMENT

The **"Nidotondo" Early Years Centre** recognises the quality of its educational provision as a fundamental element of both its administrative responsibilities and its educational mission, pursuing the continuous improvement of the services offered to children and their families.

Service quality is monitored through evaluation methods that promote family participation, listen to users' needs, and assess satisfaction with both the organisation and the operation of the Centre.

To this end, the Centre periodically collects information and feedback through **customer satisfaction** tools, including the annual administration of satisfaction questionnaires to families using the service.

The information gathered provides an important basis for:

- evaluating the perceived quality of the service;
- identifying any organisational issues;
- planning appropriate improvement actions.

Service quality is also supported through:

1. systematic observation of children's wellbeing, growth and development;
2. regular meetings of the educational team and the Pedagogical Coordinator to encourage professional reflection and organisational planning;
3. ongoing professional development and continuous training for educational and support staff;
4. continuous dialogue with families through indivudual meetings, opportunities for participation, and the collection of comments, observation and suggestion.

The outcomes of these monitoring and evaluation activities are analysed within the Municipality's internal service evaluation processes and contribute to its planning, monitoring and reporting procedures, including the preparation of performance management documentation and the **Annual Performance Report** approved by the Municipal Executive Board.

Through these processes, the Centre seeks to maintain high standards of educational quality and organisational effectiveness, by promoting service delivery founded on effectiveness, transparency, and continuous improvement for the benefit of the local community.