

Advice for families using DaisyFamily updated on January /2022

1. If your child's kindergarten is Kilikello, Nuppula, Ristiina, Naisvuori or Vilttihattu you have to make bookings *for the oneweek time*. Daycare dates and times are to be booked no later than 9 a.m. of the Monday of the previous week. Daisy will then be locked up.

2. If your child's kindergarten is other than those above, you must make bookings for *three weeks period (even longer time, if you can)*. Those three weeks periods will be locked up every third wednesday no later than 23 p.m. You can see the locking up days on daycare`s Daisy noticee board.

3. Daycare dates and times are booked through Daisy; address <https://mikkeli.daisyfamily.fi> . If you have a problem with the programme/internet connection, please inform the daycare centre of it in *writing, by SMS or email*. Daisy works best on the Chrome, Mozilla and Safari browsers, NOT on the Internet Explorer. After the locking up all necessary changes due to work shifts or other well-motivated reasons will be made by the daycare group's kindergarten teacher or the director of the daycare centre in accordance to the practice of that particular daycare centre.

Daisy will remind the user of missing bookings (blank spaces on the booking list) on before the programme is locked up.

A day off is to be always designated by the parents with the word ABSENT (POISSA). When a child is absent/ill for the duration of a whole month every working day is to be marked with ABSENT for the bill to be halved. The guardian is responsible for marking the days the child is ill (SAIRAS) or ABSENT (POISSA). Please note that it cannot be done later than during the day in question.

4. The child is signed in with a personal identification code on arrival to daycare and when leaving daycare either on the appliance in the entrance hall or on a mobile phone together with a personnel member. The identification codes can be handed out to the child's guardians (2 codes/family) or kept at the daycare centre in a place easily accessible to the guardian. The personnel will initially help with the signing in procedure. The guardians are responsible for monitoring their own entries on Daisyfamily and they are expected to contact the daycare centre's director/a personnel member in cases of incorrect entries. Incorrect entry and exit data as well as incorrect bookings will then be rectified at the daycare centre. Bookings can only be rectified in advance, not on the actual day or afterwards.

5. Daycare hours booked are subtracted from the total number of hours in the percentage category chosen. Unused hours cannot be transferred to be used later. If the number of hours booked for the daycare day is exceeded, the actual number of hours used will be subtracted from the total number of hours in the percentage category. The programme makes a daily comparison of the actual number of hours used with the hours booked and a higher number of hours, either booked or actually used, will be considered in the billing.

You can follow your hours in *Daisyfamily* clicking Care times and then euro-symbol, on **Invoice data**, you will see the actual hours.

6. If the total number of hours in the percentage category chosen is exceeded the extra hours will be billed according to the customer fee percentage where the extra hours fall. The programme allows for 59 extra minutes before the fee is transferred into the next category! In the following month the fee category applied will be the one originally chosen unless it is exceeded again.

7. The daycare centre will inform its clients on common matters on the Daisy notice board/through messages. Please tick the box ALLOW REMINDERS BY E-MAIL (SALLI SÄHKÖPOSTIMUISTUTUKSET) on your child's basic information form. You will then receive notifications on your email account whenever Daisy sends you a message or posts a notification on the Daisy notice board.

8. The address for an on-line contact with Mikkeli's early childhood education authority is <https://mikkeli.daisynet.fi/eDaisy> . Always sign in through the Suomi.fi server with a strong authentication, i.e. either with your personal online banking code or mobile certificate. There the guardians can take care of applications and notifications in matters concerning early childhood education. There guardians will also find the decisions on the placements and customer fees concerning their children.

Mikkeli city's website contains additional detailed information:

<https://www.oppiminen.mikkeli.fi/varhaiskasvatus-ja-esiopetus/varhaiskasvatuksen-asiointipalvelu-daisy/>

9. The daycare centre directors will advice you on eventual problems with Daisy. If they cannot help, please contact Ms Päivi Kuva tel. 040 755 4710, [paivi.kuva\(at\)sivistys.mikkeli.fi](mailto:paivi.kuva@sivistys.mikkeli.fi), or Daisy –help: [daisy\(at\)sivistys.mikkeli.fi](mailto:daisy(at)sivistys.mikkeli.fi)

10. If you need help with the customer fees call Sirpa Laaksonen, Susanna Koistinen, Arja Liikanen or Paula Liimatainen.

Email: [vakanlaskutus\(at\)mikkeli.fi](mailto:vakanlaskutus@mikkeli.fi)