

Kinderopvang **Heyendael**

Information Booklet
Winter 2011

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Nijmegen, winter 2011

This is an information booklet from Kinderopvang Heyendael.

As a parent, you have decided to place your young child in our care. Thank you for the confidence you have shown in us. We realise the importance of the responsibility we have assumed.

We hope that this booklet will give you a good idea of how things work at Kinderopvang Heyendael. The booklet may not cover everything you want to know. If you have any questions, please feel free to ask the pedagogical staff or the head of the facility. They will gladly answer them.

I wish you and your child a pleasant stay at Kinderopvang Heyendael!

On behalf of the entire staff,

*Ms Onnie Diederer
Director,
Kinderopvang Heyendael*



1 History

Kinderopvang Heyendaël has considerable experience with caring for babies and children up to four years old. Its history started in the late 1970s. Groups of parents who were working or studying at the university started their own day nursery. Without financial support, without suitable accommodation - but with a sizeable measure of idealism and perseverance, they mutually looked after each other's children. This resulted in several independent nursery groups. Interestingly, in those days, the fathers were obligated to help a half day per week! In 1981, three of the groups decided to join forces to form the Kinderopvang Heyendaël Society '79.

During the ten years that followed, these informal groups grew into a tightly-knit organisation. In those days, parents were very busy. They took turns caring for the children and cleaning up. They took part in the management, presided over parental meetings and organised activities.

In the late 1980s, there was a gradual shift in policy. In December 1988, the Kinderopvang Heyendaël Society '79 became the Kinderopvang Heyendaël Foundation '79. There was a dire need of day nurseries for university parents. The waiting list for a place at Heyendaël kept getting longer. Parents and the Heyendaël management decided to professionalise the nursery.

In 1990, a contract was signed with Nijmegen Catholic University. Effective 1 July 1990, childcare at Kinderopvang Heyendaël would be exclusively for university staff and students. From then on, funds began to come in that would enable gradual expansion of the groups. This would only be possible if there were more personnel, a better organisation and larger accommodation. Simultaneously, with the expansion of the number of hours of the pedagogical staff, the nursery accommodation grew from 30 to 39: one group with room for nine babies and three groups with 10 places each for older children. By then, the housing commission was busily looking for a new accommodation to replace the old barracks.

After the move in June 1991, the nursery started with four mixed-age groups, with three permanent pedagogical staff members for each group, two per day. From then on, the nursery would offer a complete range of services: food, drinks, nappies, children's beds and bedding. Childcare took place in special rooms geared towards the mixed-age groups. The children slept in separate bedrooms with their group.

There were indoor and outdoor play areas. To meet the huge demand from university staff and students, two additional mixed-age groups were added in September 1998.

In January 2001, there were financial waiting lists for placement outside of Kinderopvang Heyendaal, for day nurseries, host families and out-of-school childcare. The Executive Board decided to increase the nursery budget substantially. Kinderopvang Heyendaal mediated placement of these children outside of the nursery.

The new building opened in August 2003. Staff members of both Nijmegen Catholic University and UMC St Radboud used the nursery services. In the new building, the nursery was open from 7 am to 8 pm. Since then, there have been three separate nursery facilities: the yellow kite, the blue kite and the white kite.

In the summer of 2004, with the approval of Nijmegen Catholic University and UMC St Radboud, Kinderopvang Heyendaal decided to admit non-university children to its childcare facilities.

In early August 2009 the green kite was opened. This facility is located on Erasmuslaan 3 and provides childcare to two regular groups and two groups in which children are placed on alternating days.



2 Location and Accommodation

The main location of Kinderopvang Heyendael is found at the Toernooiveld, on the grounds of the science faculties. The complex consists of three buildings, one of which is located on the Erasmuslaan. Four facilities are found in these three buildings, of which the white kite and the blue kite are housed in the building with a first floor. The yellow kite is located in the single floor building and the green kite is found on the Erasmuslaan. Each building has group rooms with floor heating, indoor and outdoor play areas. In addition, there are shared sanitary facilities separating two groups. Each group has three bedrooms. There is also a central kitchen in each building with a refrigerator, freezer, dishwasher, microwave and oven. The other rooms are a game room, washing room, offices, toilets, and a meeting/break room. Each group has its own outdoor 'fun' area. These areas are equipped quite differently. Brakkestein Park is very close by. The pedagogical staff and children can often be found there, where they can take walks, run and have picnics, or watch the trains and the horse riding school.



3 The Nursery Organisation

Kinderopvang Heyendael is a professional, independent foundation. The parents are represented in the organisational structure, to contribute ideas and take part in decisions about their children's care.

The trustees

There are currently seven trustees responsible for monitoring the activities of the organisation. The trustees are made up of three member groups. The first group consists of parents. The second group of members is nominated by interest groups or experts, and the third group is nominated by the staff.

Director/administrator

The director/administrator has the final responsibility for Kinderopvang Heyendael, for both internal and external policy. The management team consists of the director/administrator, heads of the four facilities and the staff member for quality assurance and pedagogical policy. The director/administrator is supported by the administration. Administration staff see to the childcare planning and all financial matters.

Daily supervision

The heads of the four facilities are responsible for the daily supervision of their facilities. The director/administrator is responsible for everything that goes on at the nursery. The facility head is the contact point for parents and pedagogical staff. The director/administrator is the contact point for the trustees, remaining staff and external relations.

Pedagogical and group support staff

Each group is run by permanently employed, part-time pedagogical staff. There are generally two pedagogical staff members present in each group. For a smaller number of children it is also possible that a single staff member is present. The legal status of the employees is regulated according to the Collective Labour Agreement for Nurseries. The pedagogical staff have work-related qualifications. Also, staff members must present a Certificate of Moral Conduct before starting employment. Permanent substitute staff is used wherever possible. They stand in for classes or in case of illness and leaves of the pedagogical staff.

In order to guarantee continuity during the holiday period, we strive to stick to the following rules as much as possible:

- Only one staff member per group takes holiday at a time, the other two work.
- Per group, one substitute staff member is available to fill in during illness and holidays as much as possible.

Each facility has a group support staff member. They support the pedagogical staff by performing various household tasks, such as providing meals and drinks and doing the wash.

Student apprentices

Students and apprentices may be present in each group. Most students and apprentices come from the ROC (Regional Training Centre). A practical counsellor is assigned to work with the students and apprentices. There are three options:

- **Social Pedagogical Work:** Some apprentices follow a professional education track.
They receive an apprenticeship agreement and supplement the work of the permanent employees.
- **Household Assistants:** Apprentices that take this training receive several months of practical experience in household work in the nursery groups and kitchens.
- **Apprentices of the HAN University of Applied Sciences** are also accepted. Besides acquiring experience at our nursery they often work on a project focused on a childcare related subject.

4. Facilities and Groups

Facilities

The division of the groups across the various facilities is as follows:

- Yellow kite – 5 regular groups and one ‘special care group’ (Torteltuïn)
- Blue kite – 4 regular groups
- White kite – 5 regular groups
- Green kite – 2 regular and 2 flex groups. In addition, at each facility activities for 3 year-olds from the regular groups are offered during various half-day sessions.

Groups

Kinderopvang Heyendaël has groups for babies and children up to four years old (the age-related groups). Each place in the nursery is for a whole week (10 half-day sessions). On average, there are three children for every two places available. Besides full-time child-care, there are two half-day places available in each group per day. There is a ‘flex group’ for the children of parents with variable working hours. There are children of the same age in each group. The nursery rooms are equipped for children of different ages.

Kickersprong

For slightly older children, who are ready for additional challenges, there is the group ‘Kickersprong’. In the ‘Kickersprong’, even more than in our regular groups, we provide activities that challenge toddlers in various ways with movement, music, creativity and fantasy activities. In this group, attention focuses on developing self-reliance, such as setting a table, washing up and preparing their own sandwiches. Other examples of activities are: going to the park, investigating something, or playing in an actual Indian Teepee.

Torteltuïn

The ‘Torteltuïn’ is a group for children up to four years old who need extra care. It turns out that for parents of these young children it is often a bridge too far to bring their children to a regular nursery. THOM, Kinderopvang Heyendaël and the Driestroom have joined forces. At Kinderopvang Heyendaël we, supported by THOM and the Driestroom (Stijntje Buys), provide these young children with a modified programme of activities, which are as normal as possible. Every child receives the kind of care that is best suited to his or her specific needs. It is possible that a child develops in such a way that he/she is ready to join a regular group.

5 Internal Rules

Changes in half-day sessions or from flexible to regular childcare

Changes in half-day sessions or from flexible to regular childcare should be made in writing, using a form (see website) that can be obtained from the administration department. If a change is not possible, the request will be placed on an internal waiting list. When a place becomes available, the children already placed at the nursery have priority over children on the external waiting list. When placing brothers and sisters, every effort is made to accommodate the wishes of the parents. Unfortunately we are not able to guarantee that siblings will be placed in the same group.

Extra half-day sessions/switching half-day sessions

In exceptional cases, parents may ask the pedagogical staff for an extra half-day session, or to switch sessions. If this is possible on the day in question, the request will be granted. Switching a half-day session or sessions is possible, provided the switch is done in the same week (i.e. within 5 working days) and the groups permit it. The number of half-day sessions normally used in a week may not be exceeded. If this number is exceeded, the extra half-day session or sessions will be billed.



Ending childcare

Entitlement to childcare ends when a child reaches the age of four. It is assumed that parents of children

who reach the age of four before 1 May will place their children in primary school at the first opportunity. After 1 May, four-year-old children may remain at Kinderopvang Heyendaël, but only until the start of primary school. Parents must apply at least four months in advance. If you wish to end the childcare before your child turns 4, you must take a period of two months' notice into account.

In case of misuse and/or negligence:

- The persons responsible will be held liable for the nursery costs incurred during the period that there was no entitlement to childcare.
- The entitlement to childcare at Kinderopvang Heyendaël will end immediately.

Primary school transition form

Children who turn four must take a transition form with them to the primary school. This form lists the most important developments the child has made during his/her stay at Heyendaël.

House rules for parents

In order to ensure the safety of the children, we request that parents abide by the following "house rules" when at Heyendaël.

- Please always close fences.
- Keep bags closed so children cannot take unsafe items out.
- Make sure that children wear safe clothing, for instance no cords longer than ten centimetres on the pacifier, coat or gloves.
- Park your car in the designated spaces so the children can walk safely across the sidewalk to the nursery.

To prevent commotion we request that you take as few of your child's toys along as possible.

6 Initial Meetings

First meeting

Shortly before the start of the childcare, we invite the parents for a meeting with the head of the facility. During this meeting parents receive general information about the ins and outs of Kinderopvang Heyendael. You may possibly be given a tour of the facility.

Introductory meeting

Just before the child enters Heyendael for the first time, an introductory meeting takes place with the leaders of the group in which your child has been placed. The pedagogical staff provide specific information about the group and its practices. They will want to know as much as possible about your child, so that they can consider this from the moment he/she enters the nursery. How does your child usually sleep? Does he/she have a special cuddly toy? What kinds of toys does your child prefer? What is the best way to comfort him/her? This interview will help decide the best way for your child to get accustomed to the nursery.



Settling in at the nursery

We consider it very important for children new to Kinderopvang Heyendaal to get accustomed to the nursery. Working closely together, parents and pedagogical staff want to help the children settle in as much as possible. Going to a nursery is often the child's first independent act, being without his/her father or mother for the first time. Parents can suggest the most suitable way for their child to get used to the nursery.

This could be as follows:

On the first day, one parent stays with the child. The second time, the parent will leave for a shorter or longer period. Arrangements will be made for the child to sleep at the nursery as soon as possible. The third time, the parent will pick up the child early, so that it does not see all the parents coming to pick up their children, without having been picked up by its parents. The parents make agreements with the pedagogical staff about this settling-in period. The child might find it nicer if this acclimatising period takes place on days that he/she would not normally be at the nursery.

We will not bill you for these three half-day sessions prior to the start of childcare. During the settling-in period, we would expect you to be available to pick up your child earlier in the day if necessary. Settling in usually goes well in this way. Parents and pedagogical staff decide when the settling-in period should end. Eventually, all children experience a period where they find it difficult to be left behind at the nursery. With regard to infants, the parents often find it difficult to leave their babies behind the first time. For older children, much depends on what they are used to - e.g. whether they are used to playing with other children or that they have not yet had such interaction when they first enter the nursery.



7 The Daily Routine

Daily structure

To provide structure to children and enable them to come to grips with their surroundings, the groups follow a general daily schedule. We assume that when you bring your child to us it has already had breakfast. If for some reason there was no time for this a suitable solution will be found in consultation with the pedagogical staff. A typical day includes rest periods in the mornings and afternoons, where the children eat fruit, crackers or and/or drink yoghurt, milk, nutritious juice or water. Sandwiches are served around noon. Babies follow their own rhythms. The pedagogical staff follow the feeding and sleeping schedules agreed upon with their parents. Mothers are always welcome to breastfeed their babies. The older children can choose their own activities, such as playing with trains, doing a creative activity or engaging in a fantasy game. They could also be invited to go for a walk in the park or play with water. They also sleep at the times agreed with their parents.

Nutrition

Good nutrition has been important to us from the start. To find an answer to this question we researched media sources, consulted nutrition centres and used our own common sense. Every child is unique, also with regards to what 'good' nutrition is. We think it is very important that you indicate to the pedagogical staff if you think that your child (perhaps temporarily) needs more or less nutrition. Nutrition research has shown that a healthy and balanced diet from an early age combined with plenty of exercise greatly reduces the chance of obesity and other health problems at a later age. In short: eat a varied diet, use sugar, oil and salt in moderation, and drink enough water. The above has been incorporated into the nutrition we provide. Your child will eat a bread meal for lunch with whole-wheat bread, milk, and a variety of bread spreads, sometimes supplemented with fresh vegetables. In the morning we eat fruit with the children.



Our fruit supplier buys the fruit at an environmentally conscious producer, provided it is a quality product. In the afternoon the children eat yoghurt, a breadstick, and some crackers and may drink some nutritious juice. Throughout the day we encourage the children to drink some water.

Baby's are given formula milk (Frisolac) or baby care milk (Frisomel) or hypo-allergen (Friso preventief or intens). Babies who are ready receive a mashed up fruit snack.

Wherever possible, allowances are made for special diets and allergies, i.e. we ensure that the child eats its specialised food and you see to it that this food is present in the group. Parents with children who require different food from the Frisolac we mentioned above should provide the nursery with the necessary items. The nursery has bottles, nipples and cups with or without nozzles.

Treats

When children have their birthdays or something else to celebrate, we treat such occasions as special events. Keeping the above nutrition points in mind, we would prefer that parents do not give their children sweets to pass out in the group. There is a folder in the hall with examples of healthy treats. The pedagogical staff can show you where it is. The pedagogical staff are always willing to exchange ideas with parents. At group celebrations (Easter, Christmas, St Nicholas and the summer festival in June) the nursery provides the healthiest possible treats - although we make exceptions at times (e.g. at Easter each child gets a chocolate Easter egg)!

Clothing

At the nursery, children play indoors and outdoors. So as not to detract from their play activities, it is important that the children wear clothing in which they can get dirty. They might even get wet on occasion. For this reason, we ask parents to provide a set of reserve clothing in their personal compartments. As we take regular walks with the children, - Brakkestein Park is right next door -- a pair of boots would come in handy.

Sleeping

Each group room at the nursery has three bedrooms. Quilts, blankets and sheets are provided. For younger children (up to age 2), the nursery provides cotton summer and winter sleeping bags. If a child is used to sleeping with a cuddly toy, a music box or soother, please remember to bring them along. Parents sometimes do not want their children to take a nap longer than one hour. In such a case we discuss with the parents what the best approach is for the child. Wherever possible, the children sleep at the same times they are used to at home.

Sick children

Children who take ill or feel sick must stay at home. We assume that a sick child will not be able to get the extra attention, rest and care it needs in the group. If the pedagogical staff notice that a child feels ill, or has a high temperature of 39ffC, the child's parents will be contacted. The child cannot remain at the nursery. With the exception of open TBC and diarrhoea, according to the GGD guidelines, children with infectious diseases do not have to stay at home, provided they do not feel sick. Children with impetigo who come to the nursery must be treated with cream or antibiotics due to the high risk of contagion.

Communication

At each group there is a whiteboard with information on all the children (sleeping, eating, drinking, habits, allergies, etc.). Every day, the pedagogical staff put up a day report on this board, sometimes accompanied by photos. In this way, parents can learn what the mood in the group is, how various contacts develop and what goes on. Now and then individual information about the children is recorded.

These reports are available for reading when picking up the children. Each child has its own compartment, which also serves as a storage area for clothing, cuddly toys, trinkets and drawings. This compartment is also the place for messages from the nursery, such as the newsletter and the minutes of parent meetings. Parents should check this compartment each time they visit the nursery. They will also receive information through email and a newsletter three times a year.

Nappies

The nursery provides paper nappies.

8 Opening Hours and Telephone Contact

Opening hours

- *Regular opening hours:*

Kinderopvang Heyendaal is open weekdays from 8.00 am to 6.00 pm.

- *Extended opening hours:*

Besides the regular opening hours, parents may also bring and collect their children during extended childcare. This is subject to extra costs.

Extended childcare must be applied for in advance, and generally does not take place in the own group.

Extended bringing and picking up hours:

Bringing 07.00 - 08.00 am

Picking up 6.00 - 7.00 pm

Pick-up by someone else

If it is necessary for someone else to pick up the child from time to time, we would appreciate knowing this in advance. We then know who is supposed to pick up a particular child. We would appreciate knowing in advance from the parents when a child will be absent, will arrive late at the nursery or whether it will be picked up earlier than normal.

Telephone contact

Parents can reach the nursery by telephone weekdays from 8.00 am to 6.00 pm and the administration department between 9.00 am and 1.00 pm. Parents are requested to ring the direct dial number of their child's group, whenever possible.

Closing days

Kinderopvang Heyendaal is open 51 weeks a year. We are closed on the Friday of the Four-Day Walk in Nijmegen, on the annual team day and between Christmas and New Year. These dates are announced in January.

Some parents may wish to make use of the nursery between Christmas and New Year. We have made the following arrangement for them:

We provide care during this period if at least five children have been signed up for this period. This is done on the basis of extra half-day sessions. Parents who wish to make use of this arrangement should notify the administration department of this in writing. During this period, it may not be possible for children to be placed in their regular groups. We will send you an invoice for the days on which you made use of this holiday childcare service.

We are normally open during the summer months. In May, parents are asked whether they wish to make use of the nursery during the summer holiday period. If parents do not make use of the nursery for several days, other than during the summer holiday period, we would very much appreciate it if they informed the pedagogical staff of this. This is necessary for efficient scheduling of staff.



9 Pedagogical Vision and Parental Involvement

Pedagogical policy (see: Heyendael Pedagogiek)

The nursery is responsible for the proper care of children. Besides childcare, this also includes education. The nursery decides what it thinks is important for children and assumes certain parental tasks. It is important that the perceptual world in which a child lives at home finds a counterpart at the nursery. For that reason, close contact with parents is essential if the children are going to enjoy their stay at the nursery. The nursery makes every effort to fit in with the domestic situation by adopting several practices, such as daily routine, sleeping and eating habits. In addition, allowances also have to be made for the group rules. Children must be allowed to develop as individuals and at their own pace. In this regard, the nursery wants to present challenges and encouragement. There are ample toys and development materials present for children up to age four. Additionally, the pedagogical staff offer individual and group activities, not to mention the other children who invite their group mates to join them in play. We want to offer children a place where they can settle down. Depending on their sleeping habits, the children can take naps or rest in their bedrooms. There are also play corners where they can retreat, to play on their own. A regular daily routine, structure and rules help create a peaceful environment. Children receive individual attention from the pedagogical staff members, but they also learn to share attention. Each child has an opportunity to develop relationships with the other children and with the pedagogical staff. Besides the interests of the group, the interests of individual children are paramount. The nursery should become a trusted environment for the children, where they will feel right at home.

In short, we aim to create a nursery environment that children can enjoy and in which they can develop self-confidence, self-reliance and social skills.

Parental involvement

The nursery assumes part of the parents' upbringing and care of the children. It is therefore extremely important to build and maintain good cooperation with the parents. It is essential for the well-being of each child that both worlds are in tandem. This means that parents and nursery must mutually exchange information.

There are different ways in which such exchanges between the nursery and parents take place.

- Through this booklet, the educational policy plan, the website and the quarterly newsletter, we provide information about our approach and working method.
- Before placement, there will be a first meeting with the head of the facility and an introductory meeting with the pedagogical staff of the group where the child will be placed.
- After two months, there will be a meeting between parents and pedagogical staff to discuss how the child is settling in.
- Various parent meetings are organised at the nursery. A general parent meeting for all Heyendael parents in the autumn and a group parent meeting for each group. In addition, every group can organise a second parent meeting or excursion. During the general parent meeting important issues will be discussed, either with or without an expert on the subject. Depending on the wishes of the parents, both practical or in-depth topics may be discussed.
- The daily dropping off and picking up routine is a good opportunity for contact and the mutual exchange of information.
- Pedagogical staff record important group moments daily in a logbook. Parents can read the logs posted on the whiteboards when they collect their children.
- Annually, the pedagogical staff focus extensively on individual children.

The starting point for these observations is the child's well-being. In the first instance, this information is discussed in group consultations and then with the parents. If necessary, based on these interviews, adjustments can be made for the children in question. We appreciate it when parents spend a morning or afternoon session at the nursery, so they can get a better idea of how the nursery functions. For each new child placed, we agree on aspects of the settling in process. If they wish, parents can also arrange with the pedagogical staff for an individual meeting.

Parties

Parents are also involved in excursions and in organising and celebrating parties, such as Christmas, the summer festival and their children's birthdays. Much attention is given to parties at Heyendael.

Parent committees

The nursery offers a pleasant and safe environment for children. To ensure this it is crucial to involve the parents. One way to do this is through the parent committee. Of each group, at least one of the parents is a member of the parent committee. Every facility at KDV Heyendael has its own committee. Representatives of these committees make up the central parent committee. You can go to the parent committee members if you have questions or comments on the ins and outs of the nursery. The photos of the members of the parent committee are posted at every facility. In addition, information on

the parent committee can be found on the website. Every now and then, the parent committee uses the nursery's email database to send you information by email, focusing on topics such as pedagogical policy, rates, quality and safety, group size, healthy nutrition and group composition. Participation in the parent committee is a way of obtaining rapid and good information on Kinderopvang Heyendael.



10 Quality Assurance and Statutory Regulations

Certification

Kinderopvang Heyendael is dedicated to pursuing a quality assurance policy that complies with the requirements and guidelines of the HKZ Certification Scheme for Nurseries, partially drawn up by representatives of the MO group (employees' organisation for the nursery sector). Kinderopvang Heyendael has been officially certified since April 2003.

The local health authority (GGD) also carries out annual inspections. The GGD is charged by the municipality to test if we comply with legal criteria. The results of these tests are published on the GGD website and are publicly accessible.

The statutory regulations that nursery organisations must meet are: carrying out a health risk inventory, a safety risk inventory, an anti-discrimination code, a child-abuse protocol and a complaints procedure. The starting point for quality assurance is the 'Quality Assurance Agreement', drawn up by the employer's organisation and the national parental organisation (BOINK). The annual audit report and the reports of the GGD inspection can be found on our website.

Privacy

Kinderopvang Heyendael has converted the Personal Data Protection Act into a working instruction for staff members. It safeguards the privacy of parents and children. This work procedure employs guidelines regarding confidential use of personal data of parents and children. The placement agreement for your child expressly requests permission to place your address on a list of all parents in the group. We also ask your permission to use the name of your child in the group's logbook. Permission is also sought for internal use of photos or video recordings.

Anti-discrimination code

The nursery makes no distinction between ethnic background, gender, sexual orientation, age, disabilities and particular philosophies of life.

Health and safety

At our nurseries, the topics of health and safety receive high priority. We are constantly searching for the right balance between preventing unhealthy and unsafe situations and teaching children to deal with unsafe and unhealthy situations. Annually we take a risk inventory in both of these areas.

Objective: improve detected risk situations in such a way that children are no longer at risk. Kinderopvang Heyendael strives to provide the best safety for children. The Childcare Act, HKZ norms, fire department, municipality and GGD guidelines give a clear framework for this.

We aim to provide children with optimal development opportunities; sufficient challenges in a child's direct environment are a precondition for this.

A child's development is a result of discovering and experimenting. Offering a challenging environment on the one hand and creating a safe environment on the other may conflict. It is a constant search to find the balance between development opportunities on the one hand and safety on the other.

Without practice (which includes falling) you will never learn to ride a bike. Without a knife you will never learn how to butter your sandwich and without a pair of scissors you will never learn how to cut paper. Through our expert guidance, we ensure that these risks are limited and acceptable

Kinderopvang Heyendaël is aware that the situation in the group is not comparable to the situation at home. For that reason we have taken a number of safety measures that make the child's direct environment in our nursery as safe as possible, such as:

- Safety strips on doors
- Child-proof sockets
- Safety fences on staircases
- Fences around the outdoor areas
- Agreements on going to the park

For reasons of safety we request that parents do not enter the nursery through the gardens.

Child-Abuse protocol and sexual abuse

The nursery has protocols in case of child or sexual abuse. If necessary, staff members will act in accordance with these protocols. The protocols can be consulted at the management's office.

Complaints procedure

Mistakes happen. Kinderopvang Heyendaël considers it extremely important to learn from its mistakes. More importantly, there is always room for improvement.

External Procedures

If a parent is not satisfied with the answer given and/or the solution offered, the parent may then lodge a complaint with an external complaints committee.

Provinciale Klachtencommissie WMK,
Spectrum CMO
Attn. Mevrouw R. Westerink
Postbus 8007 6880 CA VELP

Insurance

Mistakes happen. If this causes damage to you, you may confront us. We are not, however, liable in all cases. The damage must be a result of a culpable or negligent act. A culpable act is active, for instance pulling a coat from the rack causing a tear in the collar. A negligent act is failing to act, for instance not intervening when kids throw rocks at each other. For cases such as these, Kinderopvang Heyendaal has taken out a public liability insurance with Dorwaal Assurantiegroep, registered in Arnhem. However, even when Kinderopvang Heyendaal is liable, your personal insurance takes precedence, for instance your own fire and theft insurance or full bodywork insurance for your car. The agreement is that personal insurance is claimed in such cases. The underlying reason is that liability insurance offers compensation on the basis of current market value, while specific personal insurance does so on the basis of the replacement value. We would also like to remind you that you as parent are AT ALL TIMES liable for any damage your child causes to other children. The law states that parents are strictly liable for children up to age 13. For that reason we advise that you take out a private liability insurance.

11 Finances

Childcare Act and tax authorities

- A contract between the parent(s) and Kinderopvang Heyendaal can be entered into or terminated as of the 1st or 16th of the month.
- The new Childcare Act has been in effect since January 2005. Parents enter into a contractual relationship with the nursery institution and pay the fees directly through direct debit.
- Parents must apply personally to the tax authorities to request compensation of the nursery fees. The tax authorities set the income-dependent contribution, but since January 2007 also handle the employer contribution. As of 2007, employers are obligated to contribute to the costs of childcare. The childcare supplement you receive from the tax authorities automatically includes the employer contribution, i.e., you do not have to apply for this contribution at your employer. Please keep in mind that the application process may take up to six weeks.

Payment rules

1. The nursery fees will be collected by direct debit the first week of each month. The fees are based on 51 weeks of childcare per year. On request, parents will receive a monthly invoice. Once a year, all parents receive an annual statement. Available forms should be used to record any changes or cancellations (also see the website).
2. If a direct debit is blocked, the parents shall be informed of this in writing. Payment should then be made within 14 days. If payment is not made within this term, the contract may be terminated with immediate effect. See the General Terms and Conditions for Nurseries, articles 7 and 13.
3. Payment of the nursery fees shall continue during the absence of a child due to illness, holidays or for other reasons.
4. A contract between the parent(s) and Kinderopvang Heyendaal can be entered into or terminated as of the 1st or 16th of the month. A notice period of two months is required for cancellation of the childcare. The childcare also ends on the first or 16th of the month. This term of notice also applies to structurally extended childcare.
5. A direct debit charge shall always be made for one-off requests for incidental (extended) childcare.
6. Parents who use the flexible childcare services have received the specific payment rules for flexible childcare with documents sent earlier.

Colophon

This booklet is intended for parents and guardians of children who make use of the services of Kinderopvang Heyendael.

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