



Internal regulations Day Care Centre Suusje Day Care Year 2020

1. Day Care Hours;

Day Care Centre Suusje is open 5 days of the week, Monday to Friday from 7.30am – 6.30pm, 52 weeks per year.

2. Closing days;

Day Care Centre Suusje is closed on set days according to the Childcare collective labour agreement.

These holidays do not count as credit and cannot be used in any other way. There is also no refund of hours/costs from the day care on holidays.

Below we have mentioned on which days we are closed.

The current dates on which Day Care Centre Suusje is closed can also be found in the parent portal.

- New Year's day
- Easter Monday
- King's day
- Liberation day (once every 5 years)
- Ascension day and the day after ascension day (This day does not count as credit)
- Whit Monday
- Christmas day & Boxing day

3. The pickup and bringing hours;

- Mornings between 7.30am – 9.00am bringing
- Afternoons between 12.30pm – 1pm Pickup
- Afternoons between 1pm – 1.30pm bringing
- Evenings between 5pm – 6.30pm pickup

Of course you can always come to pick up your child earlier, we appreciate it when you let us know beforehand so that we can bring this into account.

Bringing your child earlier than our day care hours, which are mentioned in the placement agreement, is not allowed.

We must abide by the rules of the childcare law IKK, which means that when you bring your child earlier than the set childcare hours, which are mentioned in the placement agreement, we are in violation with the requirements from the law IKK with respect to the BKR. (teacher – child ratio) Our pedagogical staff members usually work 9-hour days. We are dealing with the childcare collective labour agreement and the working hours law.

The Day Care Centre opens at 7.30am, from that moment on we welcome you.

The Day Care Centre closes at sharply 6.30pm.

We ask you kindly, but urgently, to collect your child before 6.30pm.

Are you late, then we are forced to give you a fine.



4. Day care packages;

At Day Care Centre Suusje you can choose from the following day care possibilities;

For actual prices we refer you to our website www.kdvsuusje.nl

- **Standard day care;**

Based on 52 weeks of day care per year.

Based on 11 hours of day care per day.

- **Pre-schooler day care;**

Based on 40 weeks of day care per year (school holidays not included)

Based on 5 hours of day care per week

Pre-schooler day care is based on 2,50 hours of day care at a time.

On the following times we offer Pre-schooler day care;

9.00am – 11.30am or 2.30pm – 5pm

- **Flexible day care**

Based on 48 weeks of day care per year

A minimum of 11 hours of day care per week

You are using flexible day care days and times

Conditions of flexible day care;

- On a yearly basis you will use a minimum of 528 hours of day care
- The flexible day care runs per calendar year January to December
- Based on a full Calendar year you will use a minimum 528 hours of day care
- The flexible day care hours can be freely used over a calendar year
- If the day care starts in April, the minimum number of day care hours is proportionate
- You must request the desired day care hours and days yourself through the parent portal
- Two weeks before the start of the desired childcare days and times, you must request flexible childcare through the parent portal
- Are you requesting flexible day care in the same week that you will require it, then there will be a chance that we will have to deny the flexible day care
- For the flexible day care we also use the legal requirement and the BKR
- If you are able to pass on day care hours for a longer period of time, this will give you more certainty of day care.
- We only have a certain amount of flexible day care places available.
- Your child will, if possible, only use one (and the same) living room, however because you are using a flexible day care it is always possible that your child will use another (similar) living room of the Day Care Centre, because the BKR doesn't allow your child to be taken care of in the same living room. If this is the case, we will notify you through the parent portal and verbally.
- Within all our living rooms we work with fixed and trusted pedagogical staff members. The work on fixed days and in fixed living rooms, this results in that even the children with flexible hours will see the same fixed and trusted pedagogical staff members
- With the flexible childcare you will receive an invoice in advance for the reserved days and times that you have provided to us through the parent portal
- The day care costs will be corrected in the upcoming month, this on the basis of the actually used child care hours.



- You won't buy hours for the flexible day care, which means that for the whole week we will reserve a place for your child, if requested in advance you will be able to use the flexible day care.
- With the flexible childcare you can determine the childcare times yourself, there is no time block within which you must receive childcare at the flexible day care, except that the childcare must take place within our opening hours.
- With all day care packages that we offer, including the flexible day care, we use a cancellation period of two months. The day care agreement can be cancelled every day of the month, as long as the cancellation agreement is considered.
- With flexible childcare there is no possibility of exchanging days. If you are not using childcare that you have reserved, the childcare with the associated costs will be cancelled. However, within a calendar year, you must provide at least 528 hours of care.
- If you have reserved flexible day care, you must cancel 48 hours in advance. Otherwise you will still owe the costs, even when you are not using the requested flexible day care hours.

5. Ruilen van Dagdelen;

At Day Care Centre Suusje we offer the possibility to exchange days.

However, exchanging days is an extra service and is only possible when the legal BKR allows this.

For exchanging days, the following conditions apply;

- An exchange request you will have to request yourself.
- Unfortunately, we cannot process exchange requests that we receive via email.
- Have you requested the wrong exchange day? Send an email to info@kdvsuusje.nl or melanie@kdvsuusje.nl We can then delete your wrong exchange request. You must then submit the right exchange request yourself, via the parent portal.
- The exchange request that you request through the parent portal is either approved or rejected. You will automatically receive a notification of this via e-mail.
- You cannot use contractual day care days, that fall on a fixed day off, as an exchange day. You will also not receive a refund for this.
- Exchange requests will be dealt with when the current schedule is ready.
- Exchange is possible within the contracted package weeks.
- We use the national BKR, the occupation may not be exceeded even on an exchange day. (ratio pedagogical staff member- child must comply)
- With an exchange day also, your child will be placed in their usual day care group.
- Only with your permission will your child be placed in another group for an exchange day.
- If we assess, from a pedagogical point of view, that it is not in the best interest of your child to place your child in a group other than his own for exchange, we will reject the exchange request.
- With frequent exchanges of the same day, we will discuss with you the options for structurally changing the day care.
- When an exchange request comes at the expense of continuity within a tribe group, the exchange request will be rejected



- If you want to use a vacation day from the future as an exchange day (for example, from 20 December exchange to 10 October), this must correspond to the number of closed childcare hours within the concluded placement agreement. If, for example, you change the placement agreement on December 1 to two half-days per week instead of four half-days per week, you will be charged extra care costs for your used exchange day, which will then be charged to you afterwards.
- Vacation days that are used within the placement agreement can be used as exchange days, however here too, it is an extra service and not a right.
- Is your vacation cancelled and have you made use of your exchange days? Then the costs of the used exchanged day/days will be charged.
- There is no refund of the unused childcare days for the vacation days that you do not use.
- Changing the placement agreement interim, because of vacation is not allowed.
- The exchange day will be confirmed to parents via an email from the parent portal.

The exchange of days is an extra service that we, as a day care Centre, would like to offer you, but it is not an obligation from the day care Centre to meet the exchange requests. Exchange requests should never influence the occupation of the groups (BKR)

6. Incidental care;

- If you wish to make use of incidental care, you can request this yourself via the parent portal.
- Your child will also be placed in their own living room for incidental care, only with your permission will a child be admitted to another group for incidental care.
- The maximum group size may not be exceeded for incidental care (the BKR also applies here)
- The incidental care is the same hourly rate as the day care package that you are using.
- The incidental care will be invoiced to you monthly in arrears, unless known in advance, then the incidental care will be invoiced to you in advance.
- Incidental care that is already invoiced to you cannot be undone.
- Unused child care cannot be used as an exchange day.
- If parents make structural use of incidental day care, we will discuss the possibilities with you to structurally expand your day care.
- The incidental care will be approved or denied via the parent portal.

7. Picking up your child;

Is someone else picking up your child?

Could you communicate this in advance by telephone or verbally to the regular pedagogical staff member of your child?

Only with your permission is your child allowed to be picked up by someone other than yourself. We will not let anyone take your child as long as we are not informed by you.



8. Divorce;

In situations of divorce/custody matters, agreements will have to be made as to who is authorized to pick up your child.

We will need a written confirmation of this.

9. Picking up your child too late;

Children must be picked up at the agreed times. If your child is not picked up on time, a verbal warning will follow. For a second time a written warning and for a third time a cancellation of the agreement without the notice period being observed. (general placement conditions for day care Centre Suusje point 6.2.)

- When your child gets picked up too late (between 1pm and 1.30pm) This will be charged per time. For this, per time, the half hour rate applies
- If this happens frequently in the afternoon, you are obliged to pay an extra half-hour rate per part of the day.
- If your child gets picked up too late after 1.30pm we charge a normal daypart.

10. Day care costs;

The day care costs are indexed in September yearly, and are announced on the 1st of October at the latest.

Before implementing a price increase, the parent committee is informed and, if necessary, the parent committee can issue written advice about the increase.

If there are interim increases (e.g. wage increases from the Childcare collective labour agreement. Childcare and / or legislative changes), this must also be announced to the parent committee in advance.

11. Billing;

Day Care Centre Suusje invoices the day care costs each month in advance. When registering your child, you can indicate whether you want to use direct debit. If you opt for automatic collection, the care costs will be automatically debited from your account each month on / or around the 15th of the day care month.

The payment agreements are included in the general placement agreement, which you can find on our website and in the parent portal. The placement agreements are part of the internal regulations.

You can find the monthly invoices of the day care in the parent portal. As well as the annual statement. You can find these in the parent portal under the heading; financial.



12. Parent Portal:

Within Day Care Centre Suusje we use the parent portal called “Childplanner” (“Kindplanner” in dutch).

Parents will receive access to this setting after registration.

In the parent portal you will find everything regarding the day care. To know;

- Personal information of you and your child
- Invoices from the day care
- Annual statement
- Placement agreement
- The planning of your child
- The permanent mentor of your child
- The living room in which your child will be placed
- Internal regulations
- General placement conditions
- Privacy statement
- Introduction information for new parents
- Rules regarding sickness
- What you can bring to a day care
- Breastfeeding and bottle feeding information
- Closing dates
- Messages from the pedagogical staff members of your child
- Pictures of your child during the child care
- Exchange requests
- Incidental day care request
- Ending day care
- Registering your second or next child
- Changing your day care

Our pedagogical staff members post messages and pictures of your child in the parent portal. Easy, clear and directly everything at hand.

The posting of pictures in the parent portal is an extra service that we like to offer as a Day Care Centre.

However it is not a commitment from Day Care Centre Suusje to post pictures in the parent portal daily.

Our priority is the personal attention for the children and for you during the pick-up and bringing moments.

12. AVG (General Data Protection Regulation);

Sharing of personal data;

Day Care Centre Suusje does not sell your information to third parties and will only provide it if this is necessary, for the implementation of our agreement with you or to comply with a legal obligation. We conclude a processing agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. Day Care Centre Suusje remains responsible for these processes.



13. Day care groups; The living rooms;

Day Care Centre Suusje offers day care to children at the age of six weeks to four years. We work with four horizontal groups (age groups) that are called 'living rooms'.

- Baby - Toddler group a.k.a. living room Suusje; a maximum of ten children per daypart at the age of six – two years
- Baby – Toddler group a.k.a. living room Toosje; a maximum of ten children per daypart at the age of six – two years
- Pre-schooler group a.k.a. living room Keesje; a maximum of sixteen children per daypart at the age of two – four years.
- Pre-schooler group a.k.a. living room Baasje; a maximum of sixteen children per daypart at the age of two – four years.

14. Use of pedagogical staff members;

At Day Care Centre Suusje we work with the national pre written pedagogical staff member – child ratio (BKR).

The number of pedagogical staff members that are used in a group is determined on the basis of the number of present children and the age of the present children in the group. (1ratio.nl)

Which means that the number of present children is always determinative for the use of the number of pedagogical staff members. It may happen that with 8 present children up to the age of 2 years old, there are 3 pedagogical staff members needed according to the BKR. It can also happen that for eight children present up to two years old, two pedagogical staff members have to be deployed according to the BKR.

15. Interns;

At Day Care Centre Suusje interns can be deployed within the living rooms.

Interns are present under supervision of a qualified pedagogical staff member.

Depending on the year of education, level and type of education, interns can be employed as fully-fledged qualified pedagogical staff members.

You can request the internship policy from Melanie via melanie@kdvsuusje.nl

16. Pedagogical policy plan;

At Day Care Centre Suusje we work with a pedagogical policy plan. We place great value on quality childcare for every child. We also attach great value on the satisfaction of parents. You can find the pedagogical policy plan on our website or request it from Susanne

[\(info@kdvsuusje.nl\)](mailto:info@kdvsuusje.nl)

The internal regulations are part of the pedagogical policy plan.

17. Four eyes principle;

At Day Care Centre Suusje we work according to the four eyes principle.

You can find this policy on our website and is a part of our pedagogical policy plan.

The four eyes principle ensures that a pedagogical staff member can never perform her duties without being seen or heard by a second adult. In addition, there is a back-up arrangement that can be present at any time within 15 minutes in the event of an emergency. The location of Day Care Centre Suusje has windows in all groups so that there is an open atmosphere and appearance that gives everyone a view of each other.



18. Tribe group;

Your child uses day care in its own permanent tribe group, which we call living rooms.

19. Merge living rooms (groups)

If there is a lower day occupation of the tribal groups within Day Care Centre Suusje, it may occur that tribal groups have to be merged. Our aim is to have one baby toddler group open daily and one pre-schooler group. So that our vision of the horizontal groups does not go under. Parents are informed in advance where possible when this applies. During vacation periods or when there is a structurally low occupation of day parts within the groups, it is possible to opt for structurally merging groups.

20. GGD Inspection report;

The yearly inspection report of the GGD can be found on the website of Day Care Centre Suusje www.kdvsuusje.nl

You can also find the inspection report in the national childcare register (www.landelijkregisterkinderopvang.nl).

The inspection report is also handed over to the parent committee and discussed with them.

21. Risk inventory Safety and health;

Safety and health are very important to us at Day Care Centre Suusje. That is why we are working with a current safety and health policy.

22. Hygiene;

We attach great importance to a clean, hygienic play environment for the children.

The children must therefore be clean when they are being brought to the day care . Did your child poop on the way to the day care centre? Very annoying, but we do expect you to change your child with us.

We ensure hygienically responsible care and the environment of and for your child during the day of care.

Parents wear shoe covers when they pick up and bring their children so that street dirt stays outside the day care centre.

Children wear shoes / slippers and our pedagogical staff members wear work shoes.

And in the evening you will receive your child back home clean.



23. Being ill:

In the event of illness or if your child is not coming - or will be coming later - we would appreciate it if you let us know by telephone before 9 a.m. in the morning.

If your child is ill for a long period of time (2 months), we will propose to reach an agreement with the management about the costs that should normally be paid.

If your child falls ill at the day care centre, we will call you.

Depending on what your child has and how he feels, it may or may not be decided by Day Care Centre Suusje that you should pick up your child (see "reporting rules for being sick")

At Day Care Centre Suusje pedagogical staff members are present on a daily basis with a Child-First aid and Company medic diploma.

24. Medicine:

If your child needs medication during his stay at the day care centre, a medication form will be filled in and signed with you at the Day Care Centre. Will you keep in mind that this can take more time to deliver your child?

25. Sleeping quarters:

Parents may only access the sleeping quarters accompanied by a pedagogical staff member.

26. Liability:

Day Care Centre Suusje is not liable for the loss and/or breaking of clothing, toys or other personal belongings. Could you not let your child bring personal belongings/toys from home with them to the day care centre?

27. Entry gate:

Day care centre Suusje is accessible through a small gate. The small gate is open during opening times. Do you want to make sure that you close the small gate when you have used it?

28. Front door:

When you come to bring and pick up your child, you can ring the bell at the front door of the living room where your child is placed.

The pedagogical staff members of the living rooms will open the door for you.

During the pick-up and drop-off times from 7.30 am to 8am and from 6pm to 6.30pm two living rooms are open, namely Suuse & Toosje

You can therefore ring the bell at these two living rooms for collection and delivery at these times.



29. Use of the hall;

- For all living rooms there are coat hangers in the hall
- You may leave the coats/shoes and bags of the children in the designated places.
- Will you please make sure that your child's name is in their shoes and coats?
- All pre-schoolers and toddlers will put their inside shoes or slippers on when entering the living rooms.
- For parents and/or older siblings there are shoe covers to use when entering the living rooms.
- You can leave your maxi cosi's in the hall.
- You can leave the stroller of your child in the hall.
- You are not allowed to place your bags and maxi cosi's on the tables in connection with the hygiene
- Parents' bags cannot be left unattended in the hall or placed on the floor unattended in the living rooms. Please make sure you keep your bag with you

We ask you to help ensure that the hall continues to have a free run.

30. Parking;

There are parking spaces located on the Dorpstraat.

You can also park in the parking lot next to the day care centre.

31. Bicycles and bicycle trailers;

When you bring your child per bike, you can cycle through the gate. You can leave the possible bicycle trailer outside at the day care centre. Would you please move them to the side so all parents and children can walk freely?

32. Parent committee;

At Day Care Centre Suusje we work with a parent committee that consists of parents from the day care centre.

The parent committee meets six times a year and actively thinks along with the policy and its implementation. How do they experience daily practice as parents? For us they are an important link between us and the parents. We would therefore like to hear how the parent committee experiences our day care and where there are areas for improvement or successes.

If desired, the parent committee can invite the pedagogical staff member and / or the supervisor and / or the management to a meeting.

The parent committee meetings are publicly accessible to other parents.

You will receive relevant information from the parent committee via e-mail and / or the parent portal.

You can contact the parent committee directly during the pick up / delivery of your child. The photos of the parents who are members of our parent committee are on all the doors of the living rooms. The parent committee can also be reached via a personal e-mail address; parentcommittee@kdvsuusje.nl



33. Complaints procedure:

We understand that complaints may occur. Of course we will try our best to make you feel satisfied. But even then it is possible that complaints will arise. We would like to hear complaints directly from parents. So that we can find out what the experience of parents is, what they encounter. We prefer to hear this verbally so that we can talk to each other. So that we can hear what parents need, but also so that we can possibly explain or discover what we can do differently. We see complaints as chances and opportunities for improvement.

Parents can report complaints / points for attention to the group's pedagogical staff member, the supervisor, the management or the parent committee.

At all times, parents can also directly submit a complaint to the independent childcare complaints committee, to which Day Care Centre Suusje is affiliated (childcare disputes committee)

Klachtenloket kinderopvang

Postbus 96802

2509 JE Den Haag

www.klachtenloket-kinderopvang.nl

If you have any questions about the daily course of affairs, please contact Melanie for this, you can reach her by mail; Melanie@kdvsuusje.nl

If you have any questions that relate to the points below, please contact Susanne, who can be contacted by mail at info@kdvsuusje.nl

- Placement agreement
- Placement conditions
- Questions about exchange request
- Billing
- Long term planning
- Educational policy
- Educational quality of the day care
- Parenting support

These house rules apply as a supplement to the General Placement Conditions of Day Care Centre Suusje.

The internal regulations are discussed annually by the management and the parent committee.