

General information/house rules

after school care

Hestia Amstelveen

Welcome at Hestia Childcare. We trust that you and your child will have a good time with us. Our purpose is to offer your child(ren) a nice and warm place. We work from the pedagogical concept of Reggio Emilia. For more information about this pedagogical concept please feel free to contact one of our pedagogical employees. They love to tell you about our unique approach. You can also find more information on our website www.hestiakinderopvang.nl. The five colours in our logo represent our incentives Passion, Growth, Harmony, Communication and Creativity.

This document provides general information and the house rules of Hestia Amstelveen after school care.

1) OPENING HOURS/CLOSING HOURS

- a) Monday to Friday, daily from 11.45-18.30 (extended after school care 18.30-19.00).
- b) School holidays, daily from 08.30 – 18.30.
- c) We consider the established school holidays set by the Dutch Government as the school holidays, and the school holidays set by the international schools.
- d) The closing days of Hestia will be announced (yearly) in a separate newsletter. These closing days are also announced at the location and on our website.

2) DROPPING OFF AND PICKING UP YOUR CHILD

- a) In consultation with you as the parent, an independence declaration form can be filled out for after school care. You can use this to determine that your child can go to Hestia independently, after school is finished.
- b) Our pedagogical employee will pick up your child at the classroom or at another determined pick up place at the school.
- c) You must pick your child up at the latest before 18:30.
- d) When dropping off and picking up your child, you are responsible to sign your child in/out with the pedagogical employees.
- e) Children can play at the big school square outside without any supervision, but only with the permission of you as a parent. You will have to sign an independence declaration form after school care for permission.
- f) If your child is picked up by the Hestia company car or by stint (electric bike), the pick up will always be done by a Hestia employee. If your child is picked up by taxi, the pick up will be done by the familiar taxi driver of the taxi company.
- g) If your child is ill or due to other circumstances, can not visit the after school care for one or more days, please notify both the pedagogical employees and the head office. Preferably we receive your notification the day before or otherwise on the same day. You can inform the location by phone before 14.30 and send an email to the head office using planning.plaatsing@hestiakinderopvang.nl. (Please note: in case you would like to use the exchange service it is necessary that you notify the head office by email at least 1 working day

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before the absent day. Further information about our exchange policy can be found under point 8.)

- h) During school holiday weeks, you can bring your child on the fixed days confirmed in your contract. It is also possible to request for extra days of care, if there is a place available on the group. Further information about extra day requests can be found under point 8.
- i) During school holidays you can bring your child between 08:30 – 09:30. At 09:30 we start our daily program. During school holidays, we always offer a holiday program for the entire after school care. The program can also include outings. The groups will be merged during holidays. If you want to bring your child later in the morning, this is possible in consultation with the pedagogical employees. We might ask you to bring your child a little earlier, in case we decide to spend a day away with the children. The holiday program will be placed for you to read on the information board and Ouderportaal.
- j) If you wish to not make use of after school care during the school holidays, we ask you to inform the pedagogical employees well in advance. In case you would like to use the exchange service it is necessary that you notify the head office by email at least two weeks before the absent day. Further information about our exchange policy can be found under point 8.
- k) It can happen to anyone: because of an unexpected situation you are not able to pick up your child on time. In this case, we ask you to contact the location immediately. The regular closing time is 18:30. At location Amstelveen we offer extended opening hours from 18:30 – 19:00. When children are picked up late the following rules apply:
 - At location Amstelveen we will immediately charge extended hours when children are picked up after 18:30. When children are picked up after 19:00 the following rules apply added to the extended hour fee;
 - When children are picked up late the 3rd time, parents will be fined €25. If children are picked up late within 12 months after receiving a fine, parents will be fined directly.
 - If the reason for being late is beyond the control of the parents (extreme weather, traffic jams) the finance manager or managing director will decide weather the day will count towards the penalty rule for picking up late.
- l) Children can only be picked up by familiar people. When your child is picked up by someone other than indicated on the intake form, we would like to have the details of the person beforehand. The person who will pick up your child has to be able to show their identification. We do not hand over children to anyone younger than 12 years old. In case you have not informed us that someone else will pick up your child, we will call you. Without your permission, we will not hand over your child to someone else.

3) CONTACT BETWEEN PARENTS AND PEDAGOGICAL EMPLOYEES

- a) We find it very important that parents and pedagogical employees take plenty of time for the transferral. You can entrust every pedagogical employee of the location with the transferral information. To ensure that the upbringing at home and at Hestia closely fit each other, we expect from you as parents to pass on all the important information (slept badly, a certain happening at home etc.) about your child to the pedagogical employees. This can be done verbally or by writing this in the Ouderportaal (parent portal) of your child.
- b) We also keep in touch with you, by using Ouderportaal. We work together with Konnect Ouderportaal because it provides a secure and personal communication solution between parents and child care organization. You will receive a personal login code from Hestia. This login gives you access to the website. Through this website, you can view pictures of your child, read news of the location, look into your child's digital notebook and make use of many other features. We also send newsletters frequently.
- c) To keep you informed about any activities or important announcements we keep an information

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board at the location. Kindly we request you to check the information board, the newsletter and Ouderportaal.

- d) Each day writings, pictures or drawings that the children made, will be displayed in the after school care group.
- e) Evaluation moments and parent meetings can be planned on your request, or on request of the pedagogical employee.

4) SAFETY

- a) We ask you to keep your bag with you or put this up high, so that children are not endangered by items they could easily get, for example medicine or cigarettes. Employees store their bags in the storage room.
- b) We request you to always close the gate and front door, and not to keep it open for other people. This with regard to unknown people entering the location and possible danger.
- c) In case of certain parts or objects on for example clothing of your child (like long laces), or for hair pins or bead chains, that can cause suffocation or choking, the pedagogical employee can discuss this matter with your child. Maybe something can be removed or taken off during an activity.
- d) We can only provide prescription drugs to the children, if you filled in the form "medication use" and sign for it. The doctors prescription must be complete and include the necessary information. Also you could ask the doctor if it is possible to provide the medication on certain times of the day, so that you have the opportunity to provide it yourself, for example two times a day.

We also do not administer paracetamol to children.

5) DAILY INFORMATION

- a) We want to keep areas where children play as clean as possible, therefore using covers over your shoes is required in the hall and in the groups. Naturally you can also take off your shoes. We ask you to bring some slippers for your child.
- b) Within the Hestia location, in the outdoor areas in front of the entrance and around the playground, smoking is not allowed.
- c) In line with our pedagogical approach, we appreciate it when your child wears comfortable clothing, and clothing that can get dirty. Could you also bring adequate spare clothing for your child to the after school care in a bag marked with his/her name?
- d) Please make sure all clothing (*school uniforms* included), toys and all other belongings of your child, are marked with his/her name. This way personal items can not be switched with others.
- e) Children can bring (new) toys from home to Hestia to show the pedagogical employees and other children. Playing with the toys is allowed when everyone agrees to this, however this is at your own risk. Hestia can not be held responsible for possible damage or loss of the toys. Naturally you or your child can also choose to have the pedagogical employees put the toys aside after showing, when your child prefers other children not to play with the toys.

6) GROUP CLASSIFICATION

We comply with the legal requirements of the number of pedagogical employees per child. For after school care this is one pedagogical employee with 10 children.

All locations of Hestia use the national calculation tool on a daily basis to calculate the pedagogical employees-child ratio. More information can be found at <http://1ratio.nl/>.

The grouping of the after school care at Amstelveen location is as follows:

Group Terra 1: 18 children 4-13 years,

Group Terra 2: 12 children 4-13 years.

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7) PEDAGOGICAL PRINCIPLES

- a) At Hestia, we believe that each child is full of potential and competent within him/herself. At Hestia, the children are able to develop themselves, in their own way. The environment, the child and the adult are the educators. The pedagogical employees use a positive and constructive approach towards the children. We have an extensive range of activities in a safe, attractive and challenging environment.
- b) An open-door policy is part of our pedagogical approach. Children are free to choose to participate in an activity at another group. They have the opportunity to meet other children and discover new things. The set up of the after school care is done in a way that it can be one open space.
- c) We work in small groups of children.
- d) Every child has a mentor. The mentor conducts meetings with you, in case you feel the need for a meeting.
- e) We play outside with the children each day, even when it rains. This is a conscious part of our approach.
- f) Even when dropping off and picking up your child, we ask the children to follow the rules that apply within the facility and after school care.
- g) At Hestia, we find it important that the children do not get food with added sugar. Therefore, they can't take candy etc. to the after school care. A child's birthday is also celebrated at Hestia. The pedagogical employee who is the mentor of your child will contact you two weeks before your child's birthday to discuss with you if and how the birthday will be celebrated.
- h) Are you considering to give a small gift for a special occasion? In that case, we appreciate it when this is something usable for the group. Please be advised that when you consider to give a gift to a specific (pedagogical) employee, that they are not allowed to accept a gift from our customers with a value of more than € 10,00, nor may this be a gift in the form of a gift coupon. The (pedagogical) employee also needs to inform you about this rule.
- i) For more information about our pedagogical methods, please contact the pedagogical employees at our location or take a look at our website.

8) EXCHANGE DAYS AT HESTIA IN 2018

Hestia offers you the possibility to occasionally exchange days (day parts). Exchange days are possible for all children, regardless of the contract form. We will do our best to meet your request. However, we would like to emphasize that exchange days are not a right but an extra service that we (try our best to) provide.

In general, children attend the day care/ after school care on fixed (contractual) days. This improves the stability of the groups; the children feel safe and it benefits the educational quality of the day care. It is important that the children meet the same friends in general. It can occur that you need another than the fixed day for your child. In this case, you can send us a written request to exchange the fixed day to another day. In 2018, the amount of fixed days per week confirmed in your contract plus one day(part) will determine the amount of days you are allowed to exchange.

Some examples:

- *If you have a contract for 3 days after school care per week, you are allowed to exchange 4 after school care days in the same calendar year.*
- *If you have a contract for 1 day after school care per week, you are allowed to exchange 2 after school care days in the same calendar year.*

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Due to the maximum size of the groups and high occupancies, exchanging days will sometimes not be possible. For this we ask your understanding. In your request for an exchange day, you can fill in any alternative days as an option and we will also try to offer you alternative days. We do understand your disappointment if an exchange is not possible. But we will do our best to meet your request and grant you an exchange day.

We have to satisfy requirements of the Dutch law, this to prevent us from getting fined by the township or GGD and to maintain the quality of our after school care. If you have other questions, please contact the team leader of the location.

Exchange policy 2018

The following conditions apply for exchange requests:

8.1 **Number of exchange days**

- a) The number of exchange days per year is determined by the number of fixed days confirmed in your contract at Hestia plus one day(part).
For example: you have a contract for 2 days after school care per week, you are allowed to exchange 3 days after school care for 2018 (see more examples explained above).
- b) The number of exchange days are valid per calendar year. Any unused days, will not be refunded.
- c) In case you change your contract days along the calendar year, the number of exchange days will be based on the average of these days.

8.2 **How to request for an exchange day, which conditions apply?**

(Exchange days will not be granted to you automatically.)

- a) Exchange requests have to be done in writing via our online form at www.hestiakinderopvang.nl.
- b) If you wish to exchange a day during regular school weeks, you will need to announce the unused day at least 1 full work day in advance in order to be able to use of the exchange service for this absent day. **When informing us about the absent day(s), you need to let us know at that moment that you would like to use our exchange service for this absent day now or on a later moment in the calendar year.** If you do not inform us about this at that point, it is not possible to exchange absent days from the past. Also, requests on the same day can not be considered as an exchange day.
- c) If your child goes to the afterschool care of Hestia (52 weeks contract), you are also able to exchange school holidays within the established school holidays set by the Dutch Government or international schools. You need to inform us about the absent day(s) during these holidays at least 2 weeks in advance, to be able to use this as an exchange day. If you do not inform us about this at that point, it is not possible to exchange absent days from the past.
- d) It is not possible to exchange days to days in school holidays when you have a 40 weeks' contract.
- e) The exchange day can only be requested up to 4 weeks in advance.
For example: you would like to know if there is availability on March 3 for using an exchange day. You can make your request as of February 4.
- f) If you would like to be able to exchange a day of after school care, it is necessary to inform us about the absence according to this policy and inform the head office.
- g) In case your child is ill on an arranged exchange day, this exchange day expires. It is not possible to shift this exchange day to a later moment.

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- h) You can exchange a day in the fall break with another day in the Christmas break. The other way around is also possible.
You can exchange a day in the spring break with another day in the May break. Or the other way around.
You can exchange a day during summer break with another day during the 6 weeks of that summer break.

8.3 Process of requesting exchange days

- a) After your request, we will take this into consideration as soon as possible. The planning department will determine whether your request can be granted or not. The maximum number of children that are allowed in the group according to Dutch Law and the number of pedagogical employees present, will determine the possibilities. You will receive a confirmation via email whether this is possible or not.
- b) After your request for an exchange day is confirmed by the planning department, this day is final. You can not cancel or change this day, because we will reserve the place from that time on for your child and the group's circumstances will be adjusted for this day, if necessary. Please note that when you confirm the unused (absent) day for your child, this day can be offered to another parent.

8.4 Remaining conditions exchange days

- a) If your contract day falls on a National Holiday or on a Hestia study day, it is not possible to exchange for another day.
- b) A short day can not be exchanged free of charge for a long day. If you use more hours than your contract hours, the extra hours will be charged.
- c) Exchange days are only possible, if you have no arrears at Hestia.
- d) If your child switches to another Hestia location during the calendar year, the remaining exchange days will still be included at the new location. This does not apply when you change the type of daycare such as the transfer from day care to afterschool care.
- e) Exchanging days is only possible if the group conditions and occupancy permit. We can not employ extra pedagogical employees. Your child will only be allowed to exchange days within their own group. If the only available place is in another group, this possibility will be proposed to you and in case you agree on that, we need to receive your written approval to arrange the exchange to another group.
- f) Exchange days are bound to the child and can not be used for brothers, sisters or other Hestia customers.

9) EXTRA DAY REQUESTS AT HESTIA IN 2018

The following conditions apply for extra day requests in 2018:

- a) Extra days have to be requested in writing via the online form on our website www.hestiakinderopvang.nl. After receiving this email, your request will be taken into consideration as soon as possible.
- b) When you have a school weeks' contract, it is only possible to have after school care during the regular school weeks, therefor it is not possible to request for extra days in school holidays.
- c) The planning department will decide whether your request will be approved or not. The maximum number of children that are allowed in the group according to Dutch Law and the number of pedagogical employees present, will determine the possibility. We can not employ extra pedagogical employees. Your child will only be allowed to exchange days within their own group. If the only available place is in another group, this possibility will be

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proposed to you and in case you agree on that, we need to receive your written approval to arrange the exchange to another group.

- d) You will receive a confirmation via email whether this is possible or not.
- e) After your request for an extra day is confirmed by the planning department, this day is final. You can not cancel or change this day, because we will reserve the place from that time on for your child and the group's circumstances will be adjusted for this day.
- f) Extra days are only possible, if you have no arrears at Hestia.
- g) Extra days will be invoiced afterwards.
- h) If you terminate your contract beforehand, the confirmed extra days will still be charged. For rates, you can contact the head office at 020-6618710 or send an email to info@hestiakinderopvang.nl.

We look forward to a good cooperation. If you have any questions regarding this document, please feel free to contact the team leader of the location.

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