

General information/house rules

HESTIA Rivierenbuurt

day care

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 Rivierenbuurt day care.

1) OPENING HOURS/CLOSING HOURS

- a) Monday to Friday, daily from 07:30 – 18:30.
- b) 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) The daily program starts at 09:30, so we kindly ask you to drop off your child before this time.
- b) You can drop off your child between 07:30 and 09:30 and pick him/her up after 15:30. Dropping off your child later than 09:30 or picking up before 15:30 is possible after the approval of the pedagogical employee of the group.
- c) You must pick your child up at the latest before 18:30.
- d) 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. If your child is picked up too late more than twice, you will receive a fine of €25,00. This amount will be invoiced afterwards.
- e) To maintain the peace within the group, we ask you to not pick up your child with too many people.
- f) If your child, due to circumstances, can not visit the day 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 09:30 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 two working days before the absent day. Further information about our exchange policy can be found under point 8.)
- g) Please notify us about absence of your child due to holidays. You can do this by sending an email to planning.plaatsing@hestiakinderopvang.nl.
- h) In case your child has a dirty diaper when he/she is dropped off at the day care, we will ask you as a parent to change his/her diaper, so we are able to welcome the other parents and their children.

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- i) Children may only be picked up by familiar people. When your child is picked up by someone other than indicated on the intake form, the pedagogical employees 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.
- j) When dropping off and picking up your child, you are responsible to sign your child in/out with one of the pedagogical employees of the group.

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 (not eaten, slept badly, 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 board at the location. Kindly we request you to check the information board, the newsletter and Ouderportaal.
- d) After three months, you will have an evaluation of your child with the pedagogical employee who is the mentor. If pedagogical employees forget to make an appointment, please feel free to ask them. There is also an annual parent meeting. This conversation takes place in the afternoon and lasts about 45 minutes. This annual meeting will be around your child's birthday.

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) While children are exploring the world, they sometimes stick little parts or objects in their ears, nose, mouth etc.. Parts or objects that can cause suffocation or choking may be removed by the pedagogical employees (for example hair pins, bead chains or long laces).
- 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, and with regards to safety ask you to notify the teachers when you have given your child paracetamol in the morning.

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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) We have limited space available for storing strollers for children up to 1,5 years old. Car and bike seats have to be taken back with you when you leave the location.
- d) Balance bikes need to be placed outside at the public bicycle storage.
- e) We serve a warm and healthy meal every day.
- f) The children eat on their own in a group. During lunch the children can also choose to eat with children from another group at another table.
- g) In line with our pedagogical approach, we ask you to bring rain boots, and (rain resistant) clothes for your child that can get dirty. Could you also bring adequate spare clothing for your child to the location?
- h) For all children there is a siesta between 13:00 and 15:00. During this resting period, children can recharge for the rest of the day.
- i) Please make sure all clothing, toys, pacifiers, bothels and all other belongings of your child, are marked with his/her name. This way personal items can not be switched with others.
- j) 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 can also choose to have the pedagogical employees put the toys in your child's basket, after showing.
- k) Children can keep their cuddly toy with them during the adjustment time, when they are going to sleep, or when they are extremely sad. At all other moments the cuddly toy will be placed in the child's basket. You can leave the items in the basket when bringing your child in the morning.

6) GROUP CLASSIFICATION

We comply with the legal requirements of the number of pedagogical employees per child. These are:

One pedagogical employee with four babies up to 1 year.

One pedagogical employee with five toddlers from 1 to 2 years.

One pedagogical employee with eight toddlers aged 2 to 4 years.

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/>.

At the start and end of the day there are less children present at the location. During the lunch break for staff many children are sleeping. It is allowed to deviate from the pedagogical employee-child ratio during these moments of the day because there are less children that need pedagogical attention. In regards to deviation we comply with the '3 hours regulation' which is stated in the agreement for quality in childcare and playgroups. More information on this subject can be found online in the 'Convenant Kwaliteit Kinderopvang en Peuterspeelzalen'.

The grouping of the day care at Rivierenbuurt is as follows:

Yellow: from 0 to 2 years – a maximum of 12 children.

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Green: from 0 to 4 years – a maximum of 16 children.

Blue: from 1,5 to 4 years – a maximum of 16 children.

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 their selves, 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) At the opening at 07:30 we start in the Piazza with all the children. As soon as there are three pedagogical employees present, they will split up in smaller groups to keep calmness in the group and to be able to give the children individual attention. During this period there will be no free play.
- c) A part of our pedagogical approach is working with open doors. 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.
- d) Each pedagogical employee is responsible for a small group of children every day. With this group the pedagogical employee will do several activities.
- e) When shifts of the pedagogical employees are ending, from 16.30 all children will be together. At the end of the day a quiet activity will be done with the children, to keep the calmness.
- f) We play outside with the children each day, even when it rains. This is a conscious part of our approach. Weather permitting, we may also start off the day outside. You can then drink some coffee or tea outside with us.
- g) Even when dropping off and picking up your child, we ask the children to follow the rules that apply within the facility.
- h) 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 day 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.
- i) Toddlers in the toddler group will not get a pacifier in the group. Using a pacifier can hold back the development of speech or for example result in teeth growing crooked or getting a cold more often. During the adjustment period and in case of extreme sadness we do allow it, and in consultation with you as parent the use will be reduced. If necessary, the toddler can use a pacifier during the sleeping period, this use will also be reduced in consultation with you.
- j) 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.
- k) For more information about our pedagogical methods, please contact the pedagogical employees at our location or take a look at our website.

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8) EXCHANGE DAYS AT HESTIA

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 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. The number of days in your contract will determine the amount of days you are allowed to exchange. The number is: fixed days per week in your contract plus one day(part).

Some examples:

- *If you have a contract for 3 days per week, you are allowed to exchange 4 days in the same calendar year.*
- *If you have a contract for 1 day per week, you are allowed to exchange 2 days in the same calendar year.*
- *If you have a contract for 4 half days, you are allowed to exchange 5 half days in the same calendar year.*

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 day care. If you have other questions, please contact the team leader of the location.

Exchange policy

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 per week, you are allowed to exchange 3 days per calendar year (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.

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**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, you will need to announce the unused day at least 2 full work days 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) 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.
- d) 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.

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.

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9) EXTRA DAY REQUESTS AT HESTIA

The following conditions apply for extra day requests:

- 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) 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 proposed to you and in case you agree on that, we need to receive your written approval to arrange the exchange to another group.
- c) You will receive a confirmation via email whether this is possible or not.
- d) 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.
- e) Extra days are only possible, if you have no arrears at Hestia.
- f) Extra days will be invoiced afterwards.
- g) 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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