

General information/house rules

Afterschool Care (BSO)

Hestia School of Understanding

Welcome to Hestia Kinderopvang. We trust that you and your child(ren) will have a good time with us. Our goal is to offer your child(ren) a pleasant and warm space. We work according to the educational philosophy of Reggio Emilia. For more information about this, please contact one of our pedagogical staff. They are happy to tell you about our unique working method. You can also find more information on our website www.hestiakinderopvang.nl. The 5 colours in our logo indicate our key drivers: Passion, Development, Harmony, Communication and Creativity.

In this document you will find the general information and house rules of afterschool care (BSO, Dutch abbreviation of *Buitenschoolse Opvang*) Hestia School of Understanding, hereinafter: "Hestia School of Understanding" or "Hestia".

1) OPENING HOURS/CLOSING HOURS

- a) The afterschool care is open:
 - School weeks: Monday to Friday 14:30hr - 18:00hr;
 - School holidays: Monday to Friday 08:00hr - 18:00hr.
- b) The 14 established school weeks of School of Understanding are demarcated as holiday dates.
- c) The closing days of Hestia are announced to you (annually) by means of a separate newsletter. These closing days are also known at the locations and are listed on our website.

2) DROP-OFF AND PICK-UP OF YOUR CHILD

2.1 In case of a 52 week contract (contracts including 14 weeks holiday care)

- a) In consultation with you as a parent, a BSO independence contract can be completed and signed. This allows you to record that your child can go from school to Hestia independently.
- b) Your child will be picked up by our teacher from the classroom or at the meeting place agreed with the school.
- c) You must pick up your child at Hestia before 18:00hr.
- d) When bringing and collecting your child, we request that you always notify one of the group's pedagogical staff members of the presence/departure of your child.
- e) With their parent's consent, children are allowed to play independently on the playground without direct supervision. For this, the parent must sign an afterschool care independency contract.
- f) Should your child attend a school from which we pick up the children with a motorised vehicle, this will always be done by a Hestia employee.
- g) In case your child falls ill unexpectedly or is unable to visit the afterschool care for one or more days due to circumstances, please report this as soon as possible. This can be done by e-mail or by calling the care centre or the planning department at the head office. (If you wish to make use of any exchange credit, written cancellation 5 working days in advance at the planning department is required. For our exchange policy, see for more information point 8).

Titel document:	Datum laatste versie:
Algemene informatie/huisregels BSO Hestia SoU	14-05-2021

- h) During the school holidays you can bring your child on the days as agreed in the placement agreement. You can also purchase extra days if the group conditions allow this. For further information about extra days of childcare, see the conditions at point 9.
- i) During the school holidays you can bring your child between 08:30hr and 09:30hr. The day program starts at 09:30hr. During the school holidays we always offer a holiday program for the entire afterschool care, which can also include excursions.
The base groups are combined during holidays. If you want to bring your child at a later time, this can be done in consultation with the teacher. We may also ask you to bring your child earlier if we are going out for the day. The holiday program is sent in advance via the parent portal.
- j) If you do not wish to make use of the childcare during the school holidays, we ask you to inform the planning department well in advance (as soon as possible). (If you wish to make use of any exchange credit, written cancellation is required 2 weeks prior to the relevant holiday at the planning and placement department. For our exchange policy, see for more information point 8).
- k) It can happen to anyone; due to an unexpected situation you cannot make it to pick up your child on time. In such a case, we request that you contact the location in time to notify the staff. If your child is picked up late more than twice, you will be fined €25,00. This will be charged to your account afterwards.
- l) Children may only be picked up by familiar persons. When a child is picked up by someone other than indicated on the intake form, we would like the details of this person to be passed on to the pedagogical staff in advance. The person who will pick up your child must bring his/her ID. We do not hand over children to persons under the age of twelve. We will not hand over your child without your permission.

2.2 In case of 38 week contracts (contracts excluding holiday care vakantieopvang)

- a) In consultation with you as a parent, a BSO independence contract can be completed and signed. This allows you to record that your child can go from school to Hestia independently.
- b) Your child will be picked up by our teacher from the classroom or at the meeting place agreed with the school.
- c) You must pick up your child at Hestia before 18:00hr.
- d) When bringing and collecting your child, we request that you always notify one of the group's pedagogical staff members of the presence/departure of your child.
- e) With their parent's consent, children are allowed to play independently on the playground without direct supervision. For this, the parent must sign an afterschool care independency contract.
- f) Should your child attend a school from which we pick up the children with a motorised vehicle, this will always be done by a Hestia employee.
- g) In case your child falls ill unexpectedly or is unable to visit the afterschool care for one or more days due to circumstances, please report this as soon as possible. This can be done by e-mail or by calling the care centre or the planning department at the head office.
(If you wish to make use of any exchange credit, written cancellation 5 working days in advance at the planning department is required. For our exchange policy, see for more information point 8).

<i>Titel document:</i>	<i>Datum laatste versie:</i>
Algemene informatie/huisregels BSO Hestia SoU	14-05-2021

- h) With a 38-week contract, childcare can be made use of during the regular school weeks. Under certain conditions it is possible to purchase extra days during the holidays. The number of extra days that can be purchased in a calendar year during the school holidays with a 38-week contract is the number of contract days per week times 2. For example: If you purchase 3 days afterschool care per week, you may purchase 6 extra days during the school holidays. These extra days will be charged at the prevailing rate.
- i) It can happen to anyone; due to an unexpected situation you cannot make it to pick up your child on time. In such a case, we request that you contact the location in time to notify the staff. If your child is picked up late more than twice, you will be fined €25,00. This will be charged to your account afterwards.
- j) Children may only be picked up by familiar persons. When a child is picked up by someone other than indicated on the intake form, we would like the details of this person to be passed on to the pedagogical staff in advance. The person who will pick up your child must bring his/her ID. We do not hand over children to persons under the age of twelve. We will not hand over your child without your permission.

3) CONTACT BETWEEN PARENS AND PEDAGOGICAL STAFF

- a) We believe it is very important that you and the teacher take ample time for the handover. It does not matter to which pedagogical employee you hand over to; it can be done with any teacher at the location. To align the upbringing at home and at Hestia as much as possible, we ask you as parents to pass on all important information about your child (poor sleep, event at home, etc.) to the teachers. This can be done verbally or by means of your child's Parent Portal.
- b) We also keep in touch with you by using the Parent Portal (*Ouderportaal*). We work together with Konnect from Ouderportaal because they offer a safe and personal communication solution between parents and the childcare. Via Hestia you will receive a personal login, with which you can log on to the portal. Via the website you can view photos of your child, read news items from the childcare, read the digital notebook, and use many other functions. We also regularly send a newsletter. We kindly ask you to keep a close eye on the Parent Portal.
- c) Text or drawings resulting from what the children did that afternoon are also posted in the afterschool care centre every day.
- d) Evaluation interviews and parent interviews are held at the request of the parent(s) or the teacher.

4) SAFETY

- a) If you come to bring or collect your child, we request that you keep your bag with you or put it away high up, so that children are not endangered by things that they could take out of your bag, such as medicines or cigarettes. Employees store their bags in the storage room.
- b) We request that you always close the door and not keep it open for someone else, due to the danger of entry by unknown people.
- c) If your child has certain parts or objects attached to e.g. his/her clothing, or certain pins, jewellery, etc., and these can pose a risk of e.g. choking or choking, the teacher will discuss this with your child. Items could e.g. be removed or taken off during an activity.
- d) We are only allowed to give children medication on a prescription if you have completed and signed a 'medication use' form for this purpose. The doctor's prescription must be correct and complete. You could also ask the doctor whether it is possible to give the medicine only at times when you can give it yourself, e.g. twice a day.
We also do not administer paracetamol to the children.

Titel document:	Datum laatste versie:
Algemene informatie/huisregels BSO Hestia SoU	14-05-2021

5) DAILY AFFAIRS

- a) We want to keep the areas where the children play as clean as possible. You are asked to provide slippers for your child.
- b) Smoking is not permitted within the reception centre and on the schoolyard.
- c) In line with our pedagogical working method, it would be nice if your child wears clothes that are comfortable to wear and that are allowed to get dirty. Please also ensure that there is always suitable spare clothing for your child at the afterschool care centre. You can also provide rain gear. Please put everything in a bag with the name of your child.
- d) Please put nametags in/on clothing, stuffed animals, etc., in short everything that your child takes to the afterschool care centre. That way, personal items will not be mixed up.
- e) Children are allowed to bring (new) toys from home to Hestia to show the employees and other children, and in consultation with the child they can be played with together. This is at your own risk; Hestia cannot be held responsible for any damage or loss of the toy. Of course, you or your child can also choose to ask the teacher(s) to put the toys aside if you or your child would rather not have them played with by other children.

6) GROUP STRUCTURE

We meet the legal requirements for the number of teachers per child. All locations of Hestia Kinderopvang use the national calculation tool for calculating the teacher-child ratio on a daily basis. More information can be found at <http://1ratio.nl/>.

The group structure of BSO Hestia School of Understanding is as follows:

Herfst dorpsplein:	max. 20 children
Lente dorpsplein:	max. 22 children
Zomer dorpsplein:	max. 22 children

7) PEDAGOGICAL PRINCIPLES

- a) At Hestia we assume the capabilities and competences of the children are individually determined and we offer them the opportunity and space to develop themselves in their own way, in an environment where there are three pedagogues: the child, the adult and the environment. The pedagogical staff approach the children in a positive and constructive way. To this end, we offer a wide range of activities in a safe, pleasant, and challenging environment.
- b) Part of our pedagogical policy is working with open doors. Children have the choice to participate in activities with a different base group and/or in a different room and to meet other children and to go out exploring. We work in small groups.
- c) Each child has a mentor. The mentor will conduct the interviews with you as a parent when you as a parent believe this is necessary.
- d) We go outside with the children every day, even when it rains. This is a conscious part of our working method.
- e) The children must also adhere to the rules that apply to the afterschool care when being dropped off and collected.
- f) At Hestia we think it is important that the children do not receive food products with added sugar. That is why they are not allowed to bring sweets and the like to the afterschool care. When a child has a birthday, it is also celebrated at Hestia; the teacher who is your child's mentor will contact you two weeks before your child's birthday to discuss whether and how the birthday will be celebrated.

<i>Titel document:</i>	<i>Datum laatste versie:</i>
<i>Algemene informatie/huisregels BSO Hestia SoU</i>	<i>14-05-2021</i>

- g) If you are considering giving a gift, it would be nice if it is suitable for the group. If you want to give a specific employee a gift, it is good to know that the employees of Hestia are not allowed to accept any gifts with a value of more than €10,00 from you as a customer. A small gift is allowed, but not in the form of a voucher. The employees must also notify you of this.
- h) For more information about our pedagogical policy, please visit our location and our website.

8) EXCHANGING DAYS AT HESTIA

Hestia offers the possibility to exchange childcare days occasionally and under certain conditions. Exchange days are intended for all children, regardless of the contract form. We try to meet your wishes as much as possible. We would like to expressly point out that exchange days are not a right, but an extra service that we (try to) provide.

In principle, children come to afterschool care on fixed days. This benefits the stability of the groups, the children's feeling of safety, and thus the pedagogical quality of the care. It is important that children interact with the same friends regularly. However, it may happen that you need care for your child on a different day than the fixed day(s) and would like to exchange a day. Hestia School of Understanding's rules on exchanging are listed below.

8.1 Number of exchange days

- a) The number of exchange days that you can use in the year is determined by the number of days per week for which you have signed a placement agreement with us, plus one day.
Example: if you make use of afterschool care two days per week in accordance with the placement agreement, you can use three exchange days for afterschool care.
- b) The number of exchange days applies per calendar year. No refunds will be given for days that you have not used. You are not entitled to these days.
- c) If your placement agreement changes during the calendar year regarding the number of care days, the exchange credit will be determined based on the average thereof.

8.2 Conditions for an exchange day and which terms apply?

- a) Exchange days are not automatically allocated and must be requested in writing via the online form on our website www.hestiakinderopvang.nl.
- b) For childcare days during regular school weeks, you must have deregistered your child at least 5 full working days in advance to be able to make use of an exchange for this day of absence. **You must notify us at this time of deregistration that you want to use this day as an exchange credit now or later in the calendar year.** It is not possible to exchange any past non-used days if not indicated you want to do so when deregistering.
- c) For childcare days during holidays, you must deregister your child at least 2 weeks before the start of the holiday concerned to be able to make use of an exchange of this absent day. **You must notify us at this time of deregistration that you want to use this day now or later in the calendar year as an exchange credit.** It is not possible to exchange any past non-used days if not indicated you want to do so when deregistering.
- d) Childcare days during school weeks can only be exchanged for childcare days during school weeks. In case a short childcare day is exchanged for a long childcare day (for example in the case of a lesson-free day), you will be charged for the extra hours.
- e) Childcare days during school holidays can only be exchanged for childcare days during school holidays.
- f) If your day of care coincides with a national holiday or a Hestia study day, it is not possible to exchange this day for another day.

Titel document:	Datum laatste versie:
Algemene informatie/huisregels BSO Hestia SoU	14-05-2021

- g) In the event that your child is ill on an exchange day you have requested or is unable to attend the exchange day you requested for some other reason, this exchange day will expire. It can no longer be used at a later time.
- h) We do not process exchange days longer than 4 weeks in advance.
Example: if you want to know whether there is availability to use an exchange credit on 3 March, you can apply for this day from 4 February.
- i) Exchange days are only possible if you are not in arrears with Hestia.
- j) The exchange days are bound to the child and cannot be used for brothers, sisters or other customers from Hestia.

8.3 Processing of your exchange request

- a) Upon receipt, your application will be processed as soon as possible. The planning department determines whether an exchange is possible. You will then receive a message from us whether it is possible or not. Exchange is only possible if the planned occupation of the base group allows it; we cannot deploy additional pedagogical staff. On other days, your child can initially only come to their own base group. In case the exchange is only possible when making use of another base group, this will be discussed with you, and you must give your written consent for this.
- b) After your application has been confirmed by the planning and placement department, it is final. You can no longer cancel this day, because from that moment we keep the spot free for your child and the deployment at the locations is adapted to this. Please note that if you deregister your child in advance for a specific day, this day can be offered as an exchange day to another parent.

We ask for your understanding that due to the maximum group size and high occupancy rates it will not always be possible to make use of extra days. In addition, we must take into account the ages within the base group. When submitting your request, you can indicate alternatives for an exchange day and in that case, we will offer you any potential alternative options. Of course, we understand that not being able to take place of an exchange day can be annoying for you as a parent. We try to honour your requests as often as possible; it is not due to unwillingness on our part should an exchange not be able to take place. After all, we must adhere to the legal rules, and we do this to avoid a fine by the municipality or GGD and to prevent the quality of the reception being compromised. If you still have questions, please feel free to contact the team leader of the location.

9) REQUEST EXTRA DAYS AT HESTIA

Rules with regards to requesting extra care days;

- a) Extra days can be purchased at the applicable rate.
- b) Additional days must be requested in writing using the online form on our website www.hestiakinderopvang.nl. Upon receipt, the application will be processed as soon as possible.
- c) With a 38-week contract, extra childcare can be purchased during the regular school weeks, and during the school holidays as well, although in a limited manner (see 2.2 h).
- d) The planning department determines whether an extra day is possible. This depends on the maximum number of children that may legally be cared for in a base group and on the number of teachers present. On other days, your child can initially only come to their own base group. In case it is only possible to care for your child in another base group, this will be discussed with you, and you must give your written consent for this.
- e) You will subsequently receive a message from us whether the extra childcare is possible or not.

Titel document:	Datum laatste versie:
Algemene informatie/huisregels BSO Hestia SoU	14-05-2021

- f) After your request for an additional day is confirmed by the planning department, it is final. You can no longer cancel this day, because from that moment we keep the place free for your child and the occupancy at the locations is adapted to this.
- g) In the event that your child is ill on an extra day you have requested or is unable to attend the extra day you have requested for some other reason, no refund will be given for this extra day.
- h) Extra days are only possible if you are not in arrears with Hestia.
- i) Additional days will be charged to you separately.
- j) If you cancel prematurely, the confirmed extra days will still be charged.
For rates you can contact the head office on tel. 020-6618710 or by email to info@hestiakinderopvang.nl.

We trust we will have a mutually pleasant cooperation. If you have any questions regarding this document, feel free to ask the team leader of the location.

<i>Titel document:</i>	<i>Datum laatste versie:</i>
<i>Algemene informatie/huisregels BSO Hestia SoU</i>	<i>14-05-2021</i>