

General Information/House Rules

Afterschool Care (BSO)

Hestia Rivierenbuurt

A warm welcome to Hestia Rivierenbuurt. 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 our own unique work method, **The Hestia Way**, which has its roots in the pedagogical philosophy of Reggio Emilia. For more information about this, please feel free to contact one of our pedagogical employees. They are happy 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 motivations: Passion, Growth, Harmony, Communication and Creativity.

This document provides general information and the house rules of Hestia Rivierenbuurt afterschool care (BSO, Dutch abbreviation used in this document).

1. OPENING HOURS/CLOSING DAYS

- a) The afterschool care is open:
 - Monday to Friday, daily from 15.00 to 18.30hr
 - Wednesday from 12.00 to 18.30hr
 - School holidays daily from 08.30 to 18.30hr
- b) We maintain the school holidays set by the government for Regio Noord as holiday dates for the Dutch schools. For the international schools, we follow the holiday schedules of the respective schools.
- c) The closing days at Hestia are communicated to you (annually) through a separate newsletter. These closing days are also known at the locations and listed on our website.

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

- a) Your child will be picked up on school days by our pedagogical employee from the classroom or at the meeting point agreed with the school. You bring your child to Hestia on holiday and school-free days.
- b) In consultation with you as parent, an independence contract BSO can be filled out and signed. This can be used to document that your child is allowed to go to Hestia independently.
- c) You must pick up your child from Hestia before 18.30hr.
- d) When dropping off and picking up your child, we ask you to always notify one of the group teachers of your child's arrival/departure.
- e) In case your child attends a school from which we pick up children with a motorised vehicle, this will always be done by a Hestia employee.
- f) With a 52-week contract, you can bring your child during the school holidays on the days as agreed in the placement contract. You can also purchase extra days, subject to group circumstances. For further information about extra days of childcare, see the conditions at *point 8*.

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- g) With a school weeks contract, no childcare is offered during the regular holiday weeks. Under certain conditions, it is possible to purchase extra days during the holidays. The number of extra days that can be taken during the school holidays in a calendar year with a school weeks contract is the number of contract days per week times 2.
For example: If you make use of BSO 3 days a week, you can take 6 extra days during school holidays. These extra days are charged at the applicable rate.
- h) During the school holidays you can bring your child between 08.30 and 09.30hr. The day programme starts at 09.30hr. During the school holidays we always offer a holiday programme for the entire BSO, which can also include excursions.
The groups are combined during holidays. If you want to bring your child later, this can be done in consultation with the teacher. We may also ask you to bring your child earlier if we are going away for the day. We will inform you about this via the parent portal. The (holiday) programme is always available on the Parent Portal for your perusal.
- i) If your child becomes ill suddenly or is unable to visit the BSO for one or more days due to certain circumstances, please report this as soon as possible. Preferably via the Parent Portal, but you can also call the childcare location or the planning department at the head office.
(If you want to use any potential credit, you must cancel 5 working days in advance via the Parent Portal. See also *point 8*).
- j) 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 good time to notify the teacher. If your child is picked up late more than twice, you will be fined €25,00. This will be charged to you afterwards.
If your child is picked up too late after this fine, a fine will follow immediately.
- k) Children may only be picked up by known persons. If a child will be 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 teacher in advance. The person who comes to pick up your child must bring his/her proof of identity. We do not hand over children to persons under the age of twelve. We will not release your child without your permission.

3. CONTACT BETWEEN PARENTS AND (PRESCHOOL) TEACHERS

- a) We think it is very important that you and the pedagogical staff take plenty of time for the handover. In order to synchronise the upbringing at home and at Hestia as closely as possible, we expect you as parents to pass on all important information about your child (slept badly, events at home, etc.) to the group teachers. This can be done verbally or through your child's Parent Portal.
- b) We also keep in touch with you by using the Parent Portal. We work with Ouderportaal (*Parent Portal*) from Konnect because it offers safe and personal communication between parents and the childcare organisation. Via Hestia you will receive a personal login, with which you can log in to the internet. Via this website you can mark your child as absent (note: this is not a cancellation), request extra care for your child, view photos of your child, read news from the childcare, read the digital journal and use many other functions.
- c) In order to inform you as parents as well as possible, we publish important information and news on the parent Portal. Please keep a close eye on both the newsletter and the Parent Portal.
- d) Text, photos or drawings are also put on the walls of the BSO each day, showing what the children did that afternoon.
- e) Evaluation interviews and parent interviews are held at the request of the parent(s) or the teacher.

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4. SAFETY

- a) When you come to bring or collect your child, we request that you keep your bag with you or put it high up, so that children are not endangered by items that they could take from your bag, such as medicines or cigarettes. Employees store their bags in the storage room.
- b) We request that you always close the gate and the door and not keep it open for others, to limit the danger of entry by unknown people.
- c) In the event that your child carries certain parts or objects on, for example, clothing, or certain pins, jewellery, etc. and these can present e.g. a choking hazard, then the teacher will discuss this with your child. It may then be possible removed or, for example, briefly switched off or taken off during an activity.
- d) We are only allowed to give prescription medicines to children if you have completed and signed a **'Medication Use'** form. 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 do this yourself, e.g. twice a day.
We do not administer paracetamol to the children either.

5. DAILY PRACTICE/ROUTINE

- a) We want to keep the areas where the children play as clean as possible, therefore the use of covers over the shoes in the hall and in the groups is mandatory, or you can of course take your shoes off. You are requested to provide slippers for your child.
- b) Smoking is not permitted within the location and in and around the garden.
- c) In connection with our pedagogical work method, it would be nice if your child wears or brings comfortable clothes and that the clothes are allowed to get dirty. Please also ensure that there is always appropriate spare clothing for your child at the BSO. You can also bring rain gear if you want. Please put everything in a bag with your child's name on it.
- d) Please label your child's clothing, stuffed animals, etc.: everything that your child takes with you to the BSO. Doing so will limit the mix-up of personal items. We also ask you to label school uniforms.
- e) Children are allowed to take (new) toys from home to Hestia to show them to the employees and other children and they can be played with together in consultation with the child. This is done 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 pedagogical staff to put the toys aside if you or your child would rather not have them played with by other children.

6. GROUP STRUCTURE

We comply with the legal requirements for the number of teachers per child. All Hestia locations use the national calculation tool daily to calculate the teacher-child ratio. More information can be found at <http://1ratio.nl/>. The group structure of BSO Hestia Rivierenbuurt is as follows:

- Orange group: maximum of 17 children
- Purple group: maximum of 20 children

7. PEDAGOGICAL PRINCIPLES

- a) At Hestia we believe in the possibilities and competences of the children, which are individually determined, and offer them the opportunity and space to develop themselves in their own way, whereby 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.

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- b) An open-door-policy is part of our pedagogical policy. Children have the choice of joining activities with another group, meeting other children, and exploring. The BSO is therefore designed in such a way that it can be an open space. We work with small groups.
- c) With parental permission, children may also play independently in the garden without direct supervision. For this, the parent must sign a BSO independence contract.
- d) Each child has a mentor. The mentor will conduct the interviews with you as a parent if you as a parent need this.
- e) We go outside with the children every day, even when it rains. This is a conscious part of our working method.
- f) The children must adhere to the rules that apply to the BSO also when dropping off and collecting them.
- g) 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 etc. to the BSO. When a child has a birthday, this is also celebrated at Hestia; the pedagogical employee 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.
- h) 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 present, we want to let you know that Hestia employees are not allowed to accept 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 inform you of this.
- i) For more information about our pedagogical policy, please ask at the location or visit our website.

8. EXTRA DAYS AT HESTIA

In principle, children come to afterschool care on permanent days. This benefits the stability of the groups, the feeling of safety experienced by the children, and thus the pedagogical quality of the childcare. It is important that children meet the same friends. However, it could happen that you need care for your child on a day other than the regular day(s). Hestia offers the possibility to purchase extra care on an incidental basis and subject to certain conditions. We try to meet your wishes as much as possible. We would like to expressly point out that an extra day of care or any credit is not a right, but an extra service that we (try to) provide.

Hestia's rules regarding extra days at Hestia are listed below.

- a) You can build up credit (under certain conditions) by marking your child as absent in the Parent Portal. This credit can then be used when applying for an extra day via the Parent Portal. If you no longer have credit or have not yet accumulated any, you can still request an extra day via the Parent Portal. Costs will then be charged for this day. After you have submitted the application, a Hestia employee will assess whether this extra day is possible. You will receive a message about this via the Parent Portal.
- b) The credit you build up is processed in points. You can then use these points again when requesting an extra day. Points are linked to each part of the childcare. The credit that can be built up has a maximum and depends on the number of days that is purchased through the contract. It also applies that:
 - a. You can mark your child as absent up to a maximum of 4 weeks in advance;
 - b. An absence must be communicated at least 5 working days in advance to build up credit;
 - c. Points that are accumulated are valid until 31 December of the calendar year in which the accumulation took place. The credit will expire on 1 January thereafter;
 - d. Credit remaining at the end of the calendar year or contract is non-refundable.

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- c) We have differing care times for BSO. The options are: short afternoons (care from 13.30hr), long afternoons (care from 11.30hr) and holidays (full day of care). The following points are linked to these three categories.
- a. Short afternoon care: 1 point
 - b. Long afternoon care: 2 points
 - c. Holiday: 3 points
- d) You can subsequently use the points that you are awarded by marking your child as absent when requesting an extra day. Points accumulated from school weeks and holiday weeks are interchangeable. Additional conditions apply to a school week contract for taking extra days during the school holidays, see *points 1.i)* and *1.j*.
- e) It is not possible to use points for extra care during the lesson-free days at school, because Hestia has to deploy the pedagogical staff extra for this.
- f) If your day of care falls on a Hestia closing day, it is not possible to exchange this day for another day.
- g) Extra days are only possible if you are not in arrears with Hestia.
- h) The accumulated credit is linked to the child and cannot be used for brothers, sisters or other customers of Hestia.
- i) Once the extra day has been confirmed by Hestia, it is final. You can then no longer cancel this day, because from that moment on we will keep the place free for your child and the occupation at the locations is geared to this. Please note that if you mark your child absent for a certain day in advance, this day can be offered to another parent as an extra day.
- j) In the event that your child is ill or cannot come on the extra day you have requested for any other reason, this day will expire, and it can no longer be taken as credit or used at a later time.
- k) The maximum credit that can be built up is linked to the type of contract and the number of contract days and is included below:
- a. Maximum number of points to be accumulated in case of a 52 weeks contract:
 - i. 1 day childcare per week 6 points
 - ii. 2 days childcare per week 9 points
 - iii. 3 days childcare per week 12 points
 - iv. 4 days childcare per week 15 points
 - b. Maximum number of points to be accumulated in case of a school weeks contract:
 - i. 1 day childcare per week 4 points
 - ii. 2 days childcare per week 6 points
 - iii. 3 days childcare per week 8 points
 - iv. 4 days childcare per week 10 points
 - v. 5 days childcare per week 12 points

We ask for your understanding that due to the maximum group size and high occupancy rates, it will not always be possible to attend extra. In addition, we must look at the ages within the base group. Of course, we understand that not being able to attend an extra day can be annoying for you as a parent. We try to honour your requests as much as possible, it is not unwillingness on our part if an extra day is not possible. We simply must comply with the legal rules, and we do this, in order to avoid a fine from the municipality or GGD and to prevent the quality of the childcare being compromised. If you still have questions, please do not hesitate to contact the location manager.

We trust to have a pleasant cooperation. In case you have questions after reading this document, please do not hesitate to ask the location manager.

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