

## General Information/House Rules Children's Day Care (KDV) 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](http://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 day care (KDV, Dutch abbreviation used in this document).

### 1. OPENING HOURS/CLOSING DAYS

- a) Monday to Friday, daily from 07.30 to 18.30hr.
- b) 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) The daily programme starts at 9.30hr, so we ask that you bring your child before this time.
- b) You can drop off your child between 07.30 and 09.30hr and pick him/her up from 15.30hr onwards. Dropping off your child later than 09.30 and picking him/her up earlier than 15.30 is possible after consultation with the preschool teacher.
- c) You must pick up your child from Hestia before 18.30hr.
- d) If your child has a dirty diaper when he/she is dropped off, we will ask you as parents to change your child's diaper yourself so that we can take care of the other parents and children.
- e) In order to maintain quiet within the group, we ask that you do not pick up your child with too many people.
- f) 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. In case you have not informed us of someone else picking up your child, we will call you. We will not release your child without your permission.
- g) When dropping off and picking up your child, we ask you to always notify one of the group preschool teachers of your child's arrival/departure.
- h) 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*).

Titel document:	Datum laatste versie:
Algemene informatie / huisregels KDV Hestia Rivierenbuurt	28-12-2021

- 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 good time to notify the preschool 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.

### 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) After three months, you will have an evaluation interview with your child's mentor. If the preschool teacher forgets to make an appointment, please do not hesitate to ask. There is also an annual parent meeting. This meeting takes place in the afternoon and lasts approximately 45 minutes. This annual conversation will be held around your child's birthday.

### 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. With regards to safety, we ask you to notify us if your child has been administered paracetamol in the morning.

### 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) Unfortunately, due to safety reasons, we have no space available for the storage of buggies, maxicosis and bicycle seats that you used for dropping of your child(ren). You must therefore take these home with you.

Titel document:	Datum laatste versie:
Algemene informatie / huisregels KDV Hestia Rivierenbuurt	28-12-2021

- d) Balance bikes must be parked outside in the communal bicycle shed.
- e) We prepare a hot, healthy meal for your child every day.
- f) The children eat independently in a group. During the meal they can also choose to sit at the table with someone from another core group.
- g) In line with our pedagogical method, we ask you to bring rain boots, rain gear and clothes for your child that are allowed to get dirty. Please also ensure that suitable spare clothing for your child is always available at the location.
- h) There is a siesta for all children between 13.00 and 15.00hr. During this rest period, the children can recharge for the rest of the day.
- i) 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.
- j) 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.
- k) The children can keep their stuffed animals with them while they are being introduced at Hestia, sleeping or when they are very sad. At other times, the stuffed animals are kept in the baskets, so you can also store them there when you bring them.

## 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/>.

There are fewer children at the location at the beginning and end of the day. Many children sleep during the lunch break of pedagogical staff, so that fewer children require active pedagogical attention. During these moments we can deviate from the teacher-child ratio. In doing so, we observe the conditions of the three-hour arrangement as described in the Covenant on Quality Childcare and Playgroups (*Convenant Kwaliteit Kinderopvang en Peuterspeelzalen*). More information about the three-hour arrangement can be found online in the Covenant.

The group structure at the Rivierenbuurt location KDV is as follows:

- Yellow: children aged 0 to 2 years, maximum of 12 children
- Green: children aged 0 tot 4 years, maximum of 16 children
- Blue: children aged 1,5 to 4 years, maximum of 16 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.
- b) At the opening at 07.30hr we will start with all the children in the Piazza. As soon as three preschool teachers are present, the children are divided into small groups to keep the peace and to give the children individual attention. There is no free play during this time.
- c) 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.

Titel document:	Datum laatste versie:
Algemene informatie / huisregels KDV Hestia Rivierenbuurt	28-12-2021

- d) Each pedagogical employee is responsible for a small group of children per day. This group does various activities together.
- e) From 16.30 onwards, the small groups of children will be combined again due to the ending of the shifts of the pedagogical staff. At the end of the day, an activity is done with the children to maintain a quiet atmosphere.
- f) We go outside with the children every day, even when it rains. This is a conscious part of our working method. When the weather permits, it could also be that we start the day outside. You can then drink coffee or tea with us outside.
- g) The children must adhere to the rules that apply to the KDV also when dropping off and collecting them.
- h) 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.
- i) Toddlers in the toddler group are not given a pacifier in the group. Pacifier use can hinder speech development and, among other things, result in crooked teeth or lead to more frequent colds. During the introduction period and in the event of great sadness, the toddler may use the pacifier for a while, but in consultation with you as a parent, this pacifier use will be reduced and if a toddler needs the pacifier while sleeping, this will be reduced in consultation with you.
- j) 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.
- k) 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 day 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.

Titel document:	Datum laatste versie:
Algemene informatie / huisregels KDV Hestia Rivierenbuurt	28-12-2021

- 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.
- c) A cancellation for a full day of care will result in 2 credit points (provided the conditions are met).
- d) You can subsequently use the points that you are awarded by marking your child as absent when requesting an extra day.
- e) If your day of care falls on a Hestia closing day, it is not possible to exchange this day for another day.
- f) Extra days are only possible if you are not in arrears with Hestia.
- g) The accumulated credit is linked to the child and cannot be used for brothers, sisters or other customers of Hestia.
- h) The credit accumulated at the day care cannot be used at the afterschool care.
- 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:
 

1 day of care per week	4 points
2 days of care per week	6 points
3 days of care per week	8 points
4 days of care per week	10 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 core 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.**

<i>Titel document:</i>	<i>Datum laatste versie:</i>
<i>Algemene informatie / huisregels KDV Hestia Rivierenbuurt</i>	28-12-2021