

4. House rules

IJsterk day-care centers welcomes your child(eren) and you to our day-care center. In order to offer your child(eren) and you a pleasant time at our childcare, we use the following agreements;

Opening hours

The opening hours, childcare options and rates of our daycare centers are listed on the IJsterk Kinderopvang website. We reserve the right to change the opening hours in the meantime. Parents will be informed in writing about the change, one month before it comes into effect.

Closing days

The day-care centers are open 52 weeks a year and only closed on the official holidays.

Bring and pick up

The daycare centers of IJsterk open at 7.30 AM and close at 6.30 PM. At day-care center de Kleine Plantage we open at 8.00 AM. The half-day group closes from 1.30 PM and the full daycare at 6.00 PM.

Please inform the pedagogical staff in advance if your child is to be picked up by someone else. If your child is picked up by someone unknown to us, we will call you on the spot.

We do not give the children to children under the age of 12.

Please let us know if your child is not coming for one or more days.

Accessibility of the parents

Your correct address details and telephone numbers must be known at the daycare center. In addition, there are details of a contact person who can act in an emergency situation. We would like you to be available (by telephone) during your child's stay at the daycare. We would also like to receive changes about data from telephone numbers, email addresses, contact persons, but also from doctor's or your insurance.

Settling in period

Children, but also parents have to get used to the daycare. It is nice if the parents themselves are present during the adjustment process in the beginning. In the intake meeting, that usually takes place two weeks before the placement, we make agreements about the settling in period.

In consultation with the parents, the pedagogical employee will agree when the child will come too the daycare too get used too the group and the schedule will be filled in and completed. The well-being of the child is central to this. Ofcourse we take the wishes of the parents into account as much as possible. Settling in appointments can be made in the week prior to the placement date.

If the professional worker-child-ratio (bkr) is correct, the child can come without the parents being present. If the 'bkr' does not comply, the child canjksueg also come, but only with a parent. This provision is included in the placement agreement. If your child needs more time to adjust, new arrangements will be made.

Vaccinations

We ask you to inform us whether or not your child has been vaccinated.

Sick children

Sick children cannot be cared for in the daycare as they can be cared for at home. If your child gets sick during the day, the pedagogical employee will contact you to discuss. If necessary, we request that you pick up your child or keep them at home. The child's behavior such as lethargy or a general feeling of discomfort and the risk of infection is decisive in this case.

Infectious diseases and conditions

If contagious diseases are found inside the daycare, we will inform the parent of this. In connection with our legal obligation to report infectious diseases to the GGD, we also expect you to inform us if your child has an infectious disease.

IJsterk day-care centre uses the manual 'Gezondheidsrisico's in een kindercentrum of peuterspeelzaal' of the National Center for Hygiene and Safety. The manual can be viewed online:

www.rivm/gezondheidsrisico'sineenkindercentrumofpeuterspeelzaal

Administering medicines

We only give medicines to children if there is a medical necessity. It may be that a child with a long-term or chronic illness or, for example, to complete a course of treatment, needs medication during the stay. The parents then fill in the form 'Toedienen medicijnen en homeopathische middelen' (translated: Administering medicines and homeopathic remedies). The parents also fill in the form for giving homeopathic remedies.

Safe sleeping and swaddling of young children

We work with the 'veilig slapen en inbakeren van jonge kinderen' (safe sleeping and swaddling of young children) policy. In the context of safe sleeping, we do not swaddle children. We also do not lay babies on the stomach. We only lay children on their stomachs or swaddled them on the advice of a doctor. We ask you to submit a written statement from a doctor or nurse from the health clinic.

Accidents

If your child has an accident at the daycare, you will be informed about this. In case of serious accidents or sudden illness, you will be of course be called immediately and your child will be taken to hospital. Our daycare centres all have a regular doctor whom we contact in case of small accidents.

Accident insurance

IJsterk day-care centres has an collective accident insurance for the children. The cover is also valid during the trips and activities organized by the daycare.

Liability

By law you are liable for the damage caused by your child. You are obliged to take out health and liability insurance for your child.

IJsterk day-care centres are not liable for loss or theft of personal belongings left behind by children and/or parents at the daycare.

Eating preferences, diets and breastfeeding

During the intake meeting you can indicate your dietary requirements. Depending on your wishes, we look at what is possible and whether it fits into our nutritional schedule. In the day care centres we offer you the opportunity to breastfeed. In accordance with the 'hygiene code voor kleine instellingen' (hygiene code for small institutions), expressed breast milk must be transported refrigerated and provided with a label with the date and name of the child.

We appreciate a healthy treat at birthdays and parties.

Photos and filming

We ask for your written permission to take photos and make film recordings for internal use. Photos and film recordings are made for the benefit of, for example, a brochure, press releases or website, we separately request your written permission in advance.

Special activities and trips

We regularly make trips in the area! For example, we go too the park or a petting zoo. We assume that your child can go on these 'small trips'. For 'larger' outings, with the entire daycare center, we ask for your written permission in advance for the participation of your child.

Cords in clothing

Because we consider cords in clothing dangerous in connection with the risk of snagging, wearing clothing with cords, for example in jackets or hoods, is not allowed at the daycare center.

Jewelery

Also in the context of the risk of loss and danger that the small parts entail, wearing jewelery, such as earrings, rings, necklaces and bracelets, is not allowed at the daycare center.

Jewelery with small children in an group is a different situation from the home situation and can be a risk to your child and other children.

Bicycle seats and strollers

Bicycle seats and strollers can be left in de designated space, if there is room.

Bags, hot drinks, doors and gates

In the context of safety, we ask that you do not put your bag on the floor during your precence at the daycare center, do not drink tea or coffee with a child on your lap, place cups out of the reach of children and doors/gates to close properly.

Drawer, tray or compartment

Each child has its own drawer, tray or compartment to store personal items. We ask you to ensure that a set with clean underwear and outerwear is always present.

Toys

A child should not bring toys to the daycare. We cannot prevent something from breaking or being lost.

Main language

Dutch is the main language that is spoken at IJsterk day-care centers.

Co-determination of parents

We attach great importance to parental participation. Each day care center has its own parent committee. Through this committee, parents can influence the policy pursued. From a legal point of view, parents have advisory rights on various subjects such as pedagogical policy, nutritional matters and safety and health, changes to the complaints procedure, opening hours and changes to the price of childcare.

The rights and obligations of the parent committee are described in the participation regulations.

In addition to formal control, the parent committee plays an indispensable role in organizing activities, outings and parties.

Dissatisfaction and complaints

If you are dissatisfied or has complaints, we would appreciate it if you contacted the relevant employee or the manager in first instance. If the complaint is not handled or resolved satisfactorily, you can submit a written complaint that will be handled according to our complaints procedure (see www.ijsterk.nl).

Complaint forms are available at the daycare center.

Application of house rules

These house rules are supplementary to the general conditions for childcare and, together with the general conditions, form an integral part of the placement agreement.

IJsterk day-care centers reserves the right to change these house rules in the meantime. You will be informed in writing two months before the changes come into effect.

Deviations

If situations arise for which the general terms and conditions or house rules do not provide, the management of IJsterk day-care centers will make a decision.