

# **INFORMATION BROCHURE**

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Day care centre Wiskids  
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Website: [www.wiskidskinderopvang.nl](http://www.wiskidskinderopvang.nl)

Manager:  
Dinny Thepass

Assistant manager:  
Esther van der Stouwe

Teachers:  
Melissa van Huut  
Milou Mangert  
Annet Ripken  
Debby Scheurwater  
Mandy Wissink

## AIMS

Our day care centre works in an independent and professional manner, which is pedagogically well-considered. We stimulate the children's development by putting them together in a group. We support the educational activities of the parents and we try to broaden the children's education. We offer the parents of these children the opportunity to have a carefree, social life.

## PHILOSOPHY AND METHOD OF WORKING

Creating an atmosphere in which children feel safe and secure is the teachers' most important task. After all, the foundation for learning and being able to associate with someone is trust, or the attachment between the young child and the adult(s) in their direct environment. We consider learning to associate with each other, both child and adult, to be very important.

A child is encouraged to choose by her-/himself, as much as possible, which activities she/he wants to do, dependent on her/his needs. A great number of toys are available for the child to play with, which they can get on their own.

The teachers play a stimulating role and supervise the children, when necessary. Activities such as painting, working with clay, partying, eating and etc. are done together with the whole group and are matched to the children's age and development. However, we will never force a child to participate in activities.

Language acquisition plays an important part in the development of a young child. For example, when we forbid a child from doing because it is dangerous, we do not raise our voice but give a clear explanation. We use language to explain something to the child. Naturally, we read to and sing with the children on a daily basis.

Babies and young toddlers have their own individual feeding schedule, eating- and sleeping pattern. As the children get older, they will do more together and learn to be in a group.

For the pre-schoolers and toddlers a lunch is prepared and consumed together. After lunch, all pre-schoolers rest for an hour because we believe that there should be a moment of rest in such a busy day. The toddlers sleep according to their needs (1-2 hours). During the day, the children get snacks such as fruit, vegetables, drinks, crackers, breadsticks, rice crackers etc. If the weather allows it, the children can play outside regularly, and if the children stay inside they can do handicraft, paint, work with clay, do puzzles and play games.

Occasionally, we will take the children outside, for example walk with the bolderkar (a sort of wagon where children can sit in) through the city (looking for autumn leaves, chestnuts, go to the children's farm or just walk and watch the birds and feed the fish). Sometimes we go to the DOK (the library in Delft) for pre-school showings or to get books. Or music lessons for "kinderen op schoot" ("children on the lap") taught by Felice van der Sande or yoga lessons taught by Rian Doornbos.

However, we will strive for a certain daily rhythm in a group.

Naturally when it is somebody's birthday we celebrate it. We make a party hat and sing lots of songs and the child is allowed to hand out treats (we prefer no sweets)!

Everything mentioned above is explained in detail in our pedagogical policy plan and our plan of action. You can look into these plans on our website [www.wiskidskinderopvang.nl](http://www.wiskidskinderopvang.nl).

## OPENING HOURS

Wiskids day care centre opens in the morning at 07.30.

The parents are welcome to pick up their children between 17.00 and 18.30. The day care centre closes at 18.30.

You can choose for the opening hours:

1. 8.00-18.00 hrs
2. 7.30-18.00 hrs
3. 8.00-18.30 hrs
4. 7.30-18.30 hrs

We ask you to stick to these times as much as possible, for the serenity in the group. You need to pick up your child before 18.00, if necessary this can be done by someone from the emergency address. You are always allowed to pick up your child before 17.00, but we would like to ask you to call us beforehand, so we can make sure that your child is ready to go when you arrive.

If you pick him or her up too late (after 18.30), we are obliged to charge you for the extra time your child spends at the day care centre. For this, we charge €15.00 per 30 minutes.

Day care centre Wiskids is closed on the following days:

New Year's Day

Easter Sunday and Easter Monday

Days on which the teachers take workshops

Kings Day April 27<sup>th</sup>

May 5th, once every 5 years starting in 2010

Ascension Day

Whit Monday

The week between Christmas and New Year's Day

## REGISTRATION

You are able to register your child from the moment you know that you are pregnant. We are not able to insure that we will have a place available for your child at the day care centre on the preferred date. For example, you could make a reservation for your second child and we will check if we have a place available at the day care centre from the day you want your child to attend day care. When we do, we will place the reservation.

When you come over to register your child, we will give you a guided tour and answer your questions. At the registration you state how many days and on which days of the week you want your child to come to day care. If it is possible, you are allowed to vary from these days, but you do need to arrange this with the manager far in advance.

## PLACEMENT POSSIBILITIES

The potential waiting time for an available place depends on a number of factors:

- the transition of children who already go to Wiskids;
- the flexibility of the desired days;
- the desired number of days.

We advise you to call us, on a regular basis, to ask if there are any places available.

You will get priority for placement when you place multiple children of your family at our day care centre.

We do not maintain a minimum number of days. We do advise that your child comes over at least one day in the week. Otherwise, it will be very hard for the child to adjust.

## FEES

A day at the day care centre costs € 75.10 (10 hours) and our hourly rate is € 7.51. We charge a fixed monthly fee and we do this by direct debit on the 25<sup>th</sup> of each month. The fee is charged as follows:

(number of days per week x 52): 12 months = monthly fee

This fee includes:

- nappies (Pampers)
- porridge
- bread
- drinks (milk, lemonade, Roosvicee)
- fruit (apples, bananas, pears and seasonal fruit)
- vegetables (cucumber, paprika, tomato, carrot)
- snacks (crackers, rice crackers, ontbijtkoek (sort of gingerbread), breadsticks)
- extra indoor activities (music lessons, yoga lessons, Sinterklaas)
- extra outside activities (walking with the cart, playground, children's farm)

Parents of young babies need to bring their own formula or breast milk. As soon as the child changes her/his diet to solid food this will be provided by Wiskids.

## PAYMENT

Because of the introduction of the Childcare Act a number of things are changing for Wiskids. The monthly day care fee has to be paid in advance by direct debit on the 25<sup>th</sup> of each month. Payment in advance means that the monthly fee is paid before the first day of the month in which the term starts.

## CANCELLATION - ILLNESS - HOLIDAY

We maintain a one month' notice. You need to inform the manager in writing. Also, interim alterations of hours or days need to be applied for in writing, one month in advance. In case of illness or holiday, you still have to pay the monthly fee.

## STAFF

The teachers take care of the groups by working in pairs. The maximum number of children in one group is 12. All teachers, who work in the groups, have the appropriate working qualifications. Teachers can choose to work fulltime or part-time. All teachers work full days, as much as possible. We want to create a daily routine for the children that does not change much so that the children can learn to trust us and are able to bond with us.

The teachers are responsible for the daily routine in the group. The manager has the final responsibility.

For a certain period in the year we also train trainee teachers from the Albeda College or Mondriaan College. They are trained by Wiskids for about five months. We might also have a trainee teacher who follows the training PW by BBL, which is one of the two possible learning tracks in vocational

education. Pupils who choose BBL spend at least 60% of their time as apprentices working for an employer. Those who choose the other option (BOL) spend relatively more time in the classroom.

At Wiskids there are a number of teachers who have followed an BHV opleiding (Emergency Response Officer training). They are called in every year for a revision course. All teachers have taken a first aid course for children. Once a year, there is a day on which we are closed for workshops. All teachers have the opportunity to take courses which they find necessary to extend their expertise (this is in consultation with the management).

## ILLNESS

It is best to care for sick children at home. They need (some) extra attention and care, that the teachers are not able to give. When your child gets sick, please let the teacher of your child's group know as soon as possible. When the child does not have a contagious illness, and this has been confirmed by your general practitioner, your child is welcome to come back to day care. When the child gets sick during the day, we will call you for consultation, if the child is too sick you will have to come to pick up your child.

Of course, we do hope that no problems will occur during the child's attendance at the day care centre, but it is good to be prepared for anything. During the conversation for your child's placement we will ask you to fill in a form with questions about you and your child. The telephone numbers of your home and work are very important. Beside those, we would also like a third telephone number, for example of friends, grandparents or neighbours in case we cannot reach you.

If the given telephone numbers have changed, please let the teacher of your child's group know as soon as possible. In case a change of residence occurs, we would like to have your change of address.

We would also like to have your general practitioner's name and telephone number. If a problem occurs, we will first consider how serious it is. If it is not serious, we will first call the parents or guardians. If the situation is serious we will immediately call the general practitioner. If we cannot reach your doctor, we will call the general practitioner which is connected to our day care centre.

If the situation is very serious, we will take your child to the hospital Reinier De Graaf Gasthuis in Delft.

## HYGIENE

We would like to ask you to give us an extra pair of clothes because accidents can always happen. We would also like to ask you to bring slippers, if your child can already walk. If your child has a pacifier/comforter, it can come in handy to put it on a fastening chain. In the children's play and sleep areas, you are only allowed to walk with shoes with overshoes on. You can find these overshoes in the hallway. The teachers wear shoes or slippers which they do not wear outside. The children and parents are allowed to keep their shoes on from April up to October. This is allowed because the children play outside a lot in these months and it takes a lot of time to put on the shoes. During these months we make sure that the rooms are cleaned more often. From the period October up to March, the slippers and overshoes are compulsory again because of the bad weather.

Wiskids fulfils all the norms stated in the hygiene policy set by the GGD Nederland (Community Health Services).

The day care centre is responsible for providing good quality day care. The municipality of Delft is responsible for the supervision of this quality and it has involved GGD Nederland as supervisor. GGD

Nederland assesses the quality of the day care centre by order of the municipality. You can ask and examine the report of GGD Nederland on the site of the municipality ([www.delft.nl](http://www.delft.nl)). There is also a copy available for inspection at the webpage. Furthermore, the day care centre has made a Risk Statement concerning safety and health. If you want to have a look at the statement, you can look into it at the webpage.

## CONTACTS

To support the parents' education activities, every child has their own babies book until the child is 12 months old. Parents and teachers write in this book about what happened in the passing day. In addition to this, you will receive an oral report about the day. This way, parents and teachers are able to react alertly to the child. After 12 months you can buy your own book, in which the teachers will write once a week.

The day care centre has a large information board on which you can read all the news about all the ins and outs of Wiskids. Every three months, we publish our magazine 'de Wissewasjes' with news about the groups, calls, twaddle and announcements. Parents are also allowed to hand in their written contributions.

## DIVISION INTO GROUPS

There are two vertical groups at Wiskids. The children are aged from 0 to 4 years old and each group has a maximum of 12 children. This means that babies, toddlers and pre schoolers are put together in one group. This way, the younger ones learn from the older children and the older ones learn to show some consideration for the younger children. The vertical age structure stimulates the children in their socio-emotional development.

If there are more children from a certain age in the group than the professional-child-ratio, we will put in an extra professional to help in the group.

Another advantage is that the children stay in the same group during their whole stay at the day care centre and are taken care of by the same teachers. This way, the children will feel at ease and feel more secure.

In certain situations, we may choose to join together children in an other group than their normal group. This way, children have more choice to play with other children and we get the chance to offer specific activities.

The daily schedule is the same for each group. Therefore, the procedure in a (joined) group is recognizable for the children. This way, continuity is guaranteed.

Groups may be joined, when:

There is a structural lower number of children in the groups on a specific day of the week.

There are less children in the groups during holiday periods.

We would like to refer you the pedagogical policy plan, in which we explain more about joining the groups.

## COMPLAINTS

For many parents/guardians, it is a big step to partly hand over the upbringing and care of their child. Therefore, good communication and a relationship based on trust between the teachers and parents/guardians are important.

Not only do we try to please the children, but also the parents/guardians as much as possible. We hope that you will take the time in the morning and afternoon to talk with the teachers about your child.

Internal complaints procedure:

1. You talk about the complaint with the teacher in question. We intend to rectify the complaint within two weeks.
2. After two weeks, you can go to the assistant manager E. van der Stouwe, if the complaint has not been resolved sufficiently. She will look for a solution together with the teacher in question. We hope to resolve your complaint within three weeks.
3. If your complaint is still not properly dealt with, you can, in the first instance, make your complaint known to the manager, in writing.
4. The manager will deal with the complaint in writing as well as with a personal conversation within a period of four weeks.

External complaints procedure:

The day care centre is also associated with the Dutch Foundation for Consumer Complaints Board Child Care and Playgroups (De Stichting Geschillencommissie Kinderopvang en Peuterspeelzalen), Postbus 90600, 2509 LP Den Haag, 070-3105310. You will find all information at [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl). The decisions of the Consumer Complaints Board are considered binding advice.

They will help you out when your complaints cannot be solved with the day care centre. An independent third party will handle your complaint.

## PARENTS COMMITTEE

Since the introduction of the Childcare Act, we have set up a parents committee. The committee consists of four parents, two from each group.

The parents committee has strong advisory rights in:

- a. The execution of the quality policy by the day care centre
- b. The educational policy plan
- c. Feeding matters
- d. The Risk Statement concerning safety and health
- e. Opening hours
- f. A complaints settlement
- g. Changing the prices of the day care centre
- h. The play and development activities

## TERMS AND CONDITIONS

All our rules have been laid down in the terms and conditions and the additional terms and conditions. These two documents are a part of the agreement, in which all agreements between you and the day care centre have been laid down.

## WISKIDS USES THE REPORTING CODE FOR CHILD ABUSE AND DOMESTIC VIOLENCE

To extend the safety for children in day care centres, the Dutch government has taken a number of enactments including the Act of the mandatory reporting code and the duty to report violent and sexual crimes committed by professionals.

As of January 1th 2013, our organisation has been working with the mandatory code for reporting child abuse and domestic violence.

### The reporting code

The reporting code concerns child abuse, domestic violence, female genital mutilation and honour-based violence. It is an action plan which professionals are able to use when there are suspicions of child abuse and/or domestic violence.

You are able to read about the reporting code at the day care centre.

### Duty to report violent and sexual crimes committed by professionals

With the Child Care Amendment Act 2013 a duty to report violent and sexual crimes committed by professionals has been introduced. In education and in child welfare, there already is a legal obligation to report child abuse committed by professionals.

### THE FOUR-EYES PRINCIPLE

As of July 1th 2013, the four-eyes principle has become a law. This implies that an open culture and transparency is wanted in day care centres. For example: open communication, teachers and parents are able to talk to each other about his/her behaviour towards the child and rooms are arranged in a way where you can see and/or hear each other or that you try to accomplish this in another way, e.g. baby intercoms.

For more information about the reporting code and the four-eyes principle, we refer you to the pedagogical policy plan on our website [www.wiskidskinderopvang.nl](http://www.wiskidskinderopvang.nl).