



Unikids<sup>2.0</sup>

## REGULATIONS

Unikids 2.0 Daycare

*Definitive v2.0*



## VERSION MANAGEMENT

Version	Date	Changes
1.0	31/08/13	Status definitive
1.1	20/10/13	Layout changed to Unikids 2.0 style. Email adress Parents' association ad to paragraph "Parents' association (PA)"
1.2	29/04/15	Text modifications for Foreword
1.3	21/12/15	Text modifications for readability Minimum attendance policy: from 3 to 2 months Opening times: adapted to open at 7:00 am Food / diapers: added options for breakfast Security: Camera lock and camera control added
1.4	18/04/17	Textual addition section complaints procedure
2.0	01/08/18	Address changed to Abdij van Bernestraat 199, 5037CG Tilburg



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## FOREWORD

Dear parents/guardians,

We would like to welcome you to Unikids daycare 2.0. We appreciate you have entrusted us with caring for your child and will do our very best to meet your expectations.

These regulations are provided to serve as a practical guide during the time your child is with us. They also relate to how we provide care in our daycare centre. At our nursery we are flexible and there are many possibilities, we are happy to explain how it works and together we see what the possibilities are in our daycare.

Current information about Unikids daycare 2.0 is available on our website [www.unikids.nl](http://www.unikids.nl). You can also find policy documents, prices, addresses, opening hours, closing dates and news about developments within our daycare on our site. You can always find a printed version of our regulations in the daycare centre or you can request a hard copy from one of our staff.

We hope that you and your child will enjoy your time with us.

Kind regards,

The staff at Unikids daycare 2.0



## GENERAL INFORMATION

These regulations are legally valid and form a whole entity together with the agreement and the terms and conditions applicable to childcare. They will be revised annually to reflect developments and changes in policy. We will discuss this in advance and make it known to the parents' association and then inform you about them. We refer to policy documents, procedures and/or forms in our regulations.

- In these regulations "(pedagogical) staff" can refer to both female and male employees.
- "He/his" also means her/hers.
- "Parents" means parent(s) and/or guardian(s).
- "Child" can refer to children, depending on your situation.

### Quality

Unikids daycare 2.0 is dedicated to providing childcare in accordance with the general conditions of the GGD (Community Health Service), Tilburg City Council, the Childcare Act and the Consumer Council. We strive for a high level of quality, which is reflected in our pedagogical policy. We work exclusively with professionals. Unikids daycare 2.0 applies CAO (Collective Employment Agreement) childcare for its staff. A health and safety risk assessment (RI&E) is carried out annually. We are tested annually by the Public Health Service according to the principles of the Childcare Act, Tilburg City Council takes care of the testing for safety and environment.

### Trial period

Unikids daycare 2.0 provides care for children from the ages of 6 weeks to 4 years, until the child goes to primary school. We are not equipped to deal with providing care for children with a physical or mental disability. If there is any doubt about whether our daycare is suitable for your child, you can arrange a trial period of 2 months with the daycare manager. This will be outlined in the agreement.

During this time the pedagogical staff and the daycare manager will assess if we can offer the necessary care your child needs for its personal development. After these two months we will discuss our findings with you.

### Pedagogical policy

Our vision of childcare is described in the pedagogical policy. This vision forms the basis from which the pedagogical staff in the daycare centre work. The pedagogical policy is available on the website [www.unikids.nl](http://www.unikids.nl) and can also be requested from a member of staff.

### Contact with parents

It is possible to discuss any matters concerning your child during drop off and pick up. You are responsible for your child during these times. We use a notebook for children who are younger than 1 year old to communicate with parents. You, and staff, must use the notebook to communicate with each other about your child's sleeping, eating, habits, routines, experiences and any other relevant information.

We communicate with parents in Dutch and English. If you require a personal meeting to discuss your child, please contact a member of staff or the daycare manager. There is also the possibility that staff need to arrange a personal meeting with you in order to discuss your child's development.

We will also invite you at least once a year for a meeting, based on our observations, to talk about your child. This will take place around the birthday of your child. Your child will be observed the whole year at daycare, once a year this will be documented.

### Disclosure of information

You will receive information about Unikids daycare 2.0 related activities during the intake meeting, before the beginning of a childcare placement. All information can be found on our website: [www.unikids.nl](http://www.unikids.nl). All information is also available at the daycare centre or you can request a hard copy. If there is any important news, we will inform you in writing or electronically.

### Parents' association (PA)

The manager is responsible for the day-to-day running of the daycare centre. The daycare centre has a PA with a group of parents (a minimum of 3 and maximum of 6) who represent the common interests of the children and parents and advises the manager on topics related to the care of the children. They have a number of legal advisory powers, including giving advice on fees, opening-/collection times, delivered quality, educational policy and policy concerning nutrition, safety, health and education. Would you like to know more about the PA, please contact [oc@unikids.nl](mailto:oc@unikids.nl).

### Complaints procedure

At Unikids daycare 2.0 we aim to provide the highest quality care. We'll always do our very best to meet your expectations. Should you feel that you have reason to complain about any aspect of your child's welfare, please ask to speak to the daycare manager so that the matter can be resolved effectively and as soon as possible. We have a complaints' procedure outlining all the necessary steps you can take if you wish to make a complaint.

Unikids 2.0 Daycare likes to talk with the parents when there are complaints. Our aim is to come to a suitable solution. However, the parent is free to contact directly with the complain committee where Unikids 2.0 Daycare is affiliated



### Privacy

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### Insurance

Unikids daycare 2.0 has a legal liability insurance for all its employees. This means that should an employee cause any damage, it is covered through our insurance. In the event that your insurance does not cover damage, Unikids daycare 2.0 has liability insurance for the children in place. The insurance has limited coverage, meaning that pedagogical staff and children are insured only during the opening hours of the daycare centre.

You are responsible for your child when you are in the daycare centre or during drop off and pick up times. We consider it necessary that your child is insured for liability (AVP: Liability Insurance for Individuals) when he is at the daycare centre. Unikids daycare 2.0 takes no responsibility for damage caused to the child due to the concealment of information about any physical or mental defects your child may have.

### Payments policy (addendum to article 13 of General Terms and Conditions)

Payment should be received within 14 days after the invoice date. An Invoice will be sent at the start of each month.

In line with the placement agreement, parents will be charged for the full agreed contribution amount during vacations, the period of a child's illness and when daycare is closed due to recognised Dutch national holidays.

Unikids daycare 2.0 will issue a written warning if the invoice has not been paid within 14 days. The parent/customer is offered the opportunity to pay the outstanding fee within 5 days.

If a 2nd reminder is necessary, then a €15 fee will be charged. The parent is again given the opportunity to pay directly and will be warned that continuous failure to pay may lead to termination of the placement agreement. This means that the parent will be denied access to Unikids daycare 2.0.

If payment is again not made the parent is informed in writing about the consequences and collection of payment will be outsourced to a debt collection agency. When the collection procedure is started, the parent must pay the debt collection costs and any court costs. Reimbursement is not possible as this concerns actual costs incurred.

### Cancellation agreement before effective date

If you cancel your agreement before the first day of daycare, we will charge a cancellation fee per child.

Subject to:

- More than one month before the effective date of the first day of daycare, is € 150,-cancellation fee will be charged;
- Less than or equal to one month before the effective date of the first day of daycare, two contract months as cancellation fee will be charged;

### Change of personal details or circumstances

Parents are requested to inform the daycare manager or a member of staff of any changes to personal details or circumstances which may have an effect upon a child e.g. divorce or death.

In case of separation of the parents or end of a sustainable society, require both parents to be jointly and severally liable for the cost of child care.

### Minimum attendance policy

The agreement states that a daycare placement must last for a minimum period of 2 consecutive months. The minimum amount of daycare offered per week is 1 day (possibly 2 half days).

### Changes to attendance

Any requests for changes to your child's attendance pattern (increasing, decreasing or changing daycare days/times) at Unikids daycare 2.0 can be submitted electronically to the Unikids daycare 2.0 manager.

Writing: Kinderopvang Unikids 2.0, [Abdij van Bernestraat 199 5037CG Tilburg](#).

Electronically: [info@unikids.nl](mailto:info@unikids.nl)

For the change of care days/hours care is subject to the following terms:

- Increasing the number of daycare days, must be submitted, either in writing or electronically, to the Unikids daycare 2.0 manager at least one month in advance.
- A request for any attendance changes (e.g. childcare on Thursday instead of Monday for the same amount of sessions) of daycare days, must be submitted, either in writing or electronically, to the Unikids daycare 2.0 manager at least one month in advance.
- A request to reduce the number of care days/hours care is seen as a part cancellation of the agreement, must be submitted, either in writing or electronically, to the Unikids daycare 2.0 manager at least two month in advance.

Your request will be dealt with as soon as possible. As soon as we can accommodate your request, you will receive either a written or electronic reply from the daycare manager. Any request to increase daycare days/hours will not be dealt with if you are behind on payments.



### **Cancellation of the agreement**

An agreement can be ended by written or electronic notice to the Unikids 2.0 daycare manager. If you wish to withdraw your child from Unikids daycare 2.0, we require two months' notice, otherwise the remaining month's fee will be payable.

This rule also applies if your child is 4 years old. You must give notice two months before your child goes to primary school.

### **Notice of absence**

You are requested to notify us at least 24 hours in advance if your child can not attend. If your child is going to be late, please inform a member of staff as soon as possible (at least before 9.30). This is to ensure the smooth running of our day programme. If you know in advance that your child will be absent, we ask you to inform us as soon as possible so we can manage the necessary available staff and open exchange requests.

### **Exchange day for care day**

When you have informed us of your child's absence in time (at least 24 hours in advance), you may request to exchange a day. When you do not cancel in advance then you cannot claim an exchange day.

### **Dutch national holidays for compensation day**

When your care day (part) coincides with a generally recognised Dutch national holiday, you are entitled to a compensation day.

### **Exchange of daycare days and compensation days**

The option to exchange the days your child is in daycare and compensation days further appointed as Exchange days (parts), is a service we offer if we have sufficient staff members available. Exchange a day (part) is only possible if the planning and child-teacher ratio allows.

Exchange days (parts) is counted quarterly (1 Jan.-31 March, 1 Apr -30 June, 1 July-30 Sept., 1 Oct.-31 Dec.), you can make a request for a exchange day (part) before or after the exchange day has been counted. Daycare time that has not been used will expire at the end of the quarter they were invoiced. Daycare time used, exceeding the agreement, will be invoiced at the end of quarter.

You can request an exchange day (part) electronically ([info@unikids.nl](mailto:info@unikids.nl)) a maximum of one month in advance. (E.g. The request of an exchange day for 20 Nov. cannot be requested before 20 Oct.) Requests received earlier than a month in advance will not be accepted. You can of course wait to send in your exchange request, exchange requests are dealt with on the basis of first-come, first-served. You will be notified at least 2 weeks in advance if your request can be accommodated.

Exchange days (parts) are child-related and will expire when the child's daycare placement ends. Agreed upon exchange days (parts) of care will always be counted, even if the child does not come.

### **Additional sessions**

If you ever require an additional day/session for your child, then you can apply for an additional session electronically ([info@unikids.nl](mailto:info@unikids.nl)). If the planning and child-teacher ratio allows, we will accommodate your request.

The costs for this service will be charged separately. Agreed upon additional days/hours of care will always be invoiced, even if the child does not come.

### **Exceptional circumstances**

The staff at Unikids daycare 2.0 treat you and your child with respect. Unikids daycare 2.0 reserves the right to terminate your agreement if you and/or your child exhibits disrespectful behaviour towards our employees and/or other children.

### **Force majeure**

Unikids daycare 2.0 accepts no liability if, due to force majeure (including, though not exclusively: war, mobilisation, riots, floods, decrease in or reduction or discontinuation of supply of utilities, fire, strikes, lockouts, actions by trade unions which disrupt, delay or make the normal child daycare reasonably impossible) is unable to meet its obligations. In case of force majeure, Unikids daycare 2.0 is not required to offer childcare, neither is it bound to refund you (parents) for costs, damages or interests.



## DAYCARE AIMS

Our aim is to have an organised form of childcare for children from 6 weeks to 4 years, until they go to school. We use the four principles of basic pedagogical goals, as specified by Professor Riksen-Walraven in the Childcare Act. We offer children:

- a sense of emotional security;
- the opportunity to develop a sense of personal competence;
- the opportunity to develop social skills;
- the chance to learn social etiquette; the “culture” of a society.

This primarily means that we seek a balance between safety and challenge for every child. We teach them how to behave according to the rules.

### Opening times

The daycare centre is open all year round, except on recognised national Dutch holidays.

Opening times are Monday to Friday from 7:30-18.30.

- Full-day (2 day sessions): 7.30-18.30
- Half-day (1 day session): 7.30-13.00 and 13.00-18.30

Drop off and collection times are between 7.30-9.30 and 16.00-18.30.

If your child(ren) comes for a half day, then please collect them between 12:30 and 13:00 or bring them between 13:00 and 13.30.

At noon, it is possible to receive half an hour or one hour of extended care (provided that there is adequate staff). This can be up to 1 hour after a morning session or 1 hour before a afternoon session. In addition, the possibility exists to take half an hour extra childcare before the morning half-day session begins, the nursery will then open from 7.00 in the morning. This is available on request and you must indicate 10 working days in advance.

Outside of drop off and pick-up times, the door of the daycare is closed for safety, if you like to collect or bring your child outside the drop off and collection times, please make notice in advance to the staff.

### Group size

In the daycare centre we work with mixed-age groups. In these groups children are aged from 0 to 4 years, when the child goes to primary school. Depending on classroom sizes, groups contain a maximum of 16 children.

### Schedule

The babies’ schedule is largely determined by the clock. Sleeping, eating, playing times and personal attention are adapted to the age of the child and to routines at home.

For other children, the daily schedule is more structured. There are fixed times for food and drinks and possibly an afternoon nap. Craft activities and working according to a theme is a regular part of the daily program. There is also time for free play, both inside and in the playground, creative activities, games and joint activities (such as themed parties).

The daycare’s entrance/play hall is used for joint activities such as circle games, playing on a ride-on car, ball games and activities for children of the same age.

### Staff

There is always at least one pedagogical staff member present per group during opening hours. The number of pedagogical staff depends on the number of children present. From time to time, we may have trainees working with us. Trainees are supervised by pedagogical staff. In the case of our small location with small occupation and in special situations are agreed on a rear guard control. (opening and closing)

At the end of the day, the pedagogical staff are available until 18:15 to speak to you about how your child’s day at the centre went. The pedagogical staff would like to close the doors at 18.30. Therefore, we ask you to pick up your child on time. If you are repeatedly late, the pedagogical staff will approach you about this matter (you will be issued a warning). If this does not lead to any improvement, there will be a conversation about this with the location manager. If this does not help, we will be forced to charge you for an extra session. If this still does not result in your child getting picked up on time, we will terminate the agreement.

### Settling in

Before your child has been offered a place, we will invite him to the daycare for a few hours to introduce them to the daycare routine. A member of staff will speak to you about the necessary agreements that are required to enable daycare for a large group of children. Your child will be introduced to the other children in the group.

### Drop off and pick up

Please inform us in advance if you won’t be dropping of or collecting your child from daycare. We cannot release children to any person other than the parents unless we have been notified.

### Sleep

The daycare staff will inform you about our sleeping routines. Our employees are not able to swaddle children. We also do not use sleep sacks. Swaddling carries potential risks and requires specific expertise and skills.





### Food / diapers

We provide food and diapers. You are expected to feed and change your child before bringing them to the daycare centre. The first bottle of milk is given from 9:00. There is normally no more food or drink given to children after 17:00.

For the children who use the shelter at 7:00 am, it is possible that you take a breakfast (sandwich) with you. Breakfast will be served between 7.00uur and 7.30uur to your child at the daycare.

We give children up to one year of age formula milk (Nutriolon Standaard 1 and 2 or Frisolac Standaard 1 and 2) and a vegetable snack pot from Olvarit. For parents who may prefer their own particular types or brand of food e.g. organic produce, you will have to provide them yourself. Children also get a fruit snack and, from about 6 months of age, will get a sandwich which is provided with different kinds of fillings.

You can inform us about your child's eating habits during the intake meeting or parent meeting so that we can try to accommodate their lunch preferences.

### Bullying

Unikids daycare 2.0 wants to offer a safe educational environment. We treat each other with respect and also expect the children to be respectful to each other. Bullying is therefore not tolerated at our daycare.

### Birthdays

Your child can bring in a treat for the group on their birthday - we prefer children to bring a healthy treat. We kindly ask that should you wish to attend your child's birthday celebration, you arrange it with a member of staff in advance.

### Clothing

Your child can have a toilet training 'accident' or get their clothes dirty while playing outside. Therefore, we ask parents to provide a change of clothing and we may occasionally request that you send suitable attire for outdoor play. Every child has their own storage container for clothes and belongings.

### Toys

We have a wide range of toys, which are aimed at stimulating your child's development, available. Your child may bring a favourite toy or teddy bear to the daycare centre. Parents should be aware that they bring toys at their own risk. Unikids daycare 2.0 accepts no responsibility for any loss or damage.

### Sickness

We cannot accept a child who is sick.

A child is sick if:

- they are too ill to take part in the daily programme;
- they have a temperature higher than 38.5°C;
- a severe case of vomiting or diarrhoea.

Excluding the child is usually not necessary or particularly useful. We consider each individual situation and use the guidelines of the RIVM (Government Institute for Health and Environment) and the GGD (Area Health Authority).

Please inform us if your child is sick and not coming to the daycare centre. We will ask you what is wrong with your child in order to assess the risk of infection to others (e.g. rubella, chickenpox and impetigo). We request you to cover any visible sores or rashes with band-aids if your child comes to the daycare centre.

If there is an outbreak of an infectious disease in the daycare, parents will be informed through a notice put up by the daycare staff. The pedagogical staff are extra alert in regards to hygiene measures in these situations.

If a child in the daycare centre is ill, we will contact (one of) the parents and arrange for them to pick up their child, if possible. No paracetamol or other antipyretics will be administered unless medication has been prescribed by a doctor/specialist. In an emergency, the pedagogical staff will take the child to a doctor or hospital or arrange for an ambulance. The parents/guardians will be informed as soon as possible.

### Administering medication

Pedagogical staff at Unikids daycare 2.0 can only administer medication which has been prescribed by a doctor. A label from the doctor/pharmacy must therefore be attached to the medication's original packaging.

Parents must sign a medication authorisation form. Parents will give a member of staff the medicine in its original packaging and also provide instructions about how the medication must be administered and stored. Pedagogical staff are only allowed to administer antibiotics, medicine in pill or liquid form, creams and sprays.

Please do not leave any medicine in your child's bag in the hall. Correct administration of medication is ultimately the parents' responsibility. Parents are also responsible for ensuring staff are given the correct medication usage and dosage instructions.



### **Head lice**

Head lice are a common occurrence among young children. We hope that you will inform us if your child contracts head lice so that we can advise other parents to be vigilant for checking for signs of them. We expect that you will treat the head lice; there is information in the daycare centre about how to treat and prevent them. We follow the national guidelines from the RIVM (Government Institute for Health and Environment).

### **Transportation**

We will ask you to sign a transport agreement form during the intake meeting so that we have permission to bring your child with us on excursions and/or to a doctor in case of emergency.

### **Smoking**

Under no circumstances do we allow smoking on the premises. There is a smoking ban in place when staff are outside with children. Any member of staff wishing to smoke must ensure that cigarettes are properly extinguished (with sand or water) and disposed of.

### **Security**

We take security seriously and, to prevent unwanted visitors, there is a camera lock at the front door. Visit should always be notified in advance to the KDV. In addition, the nursery is equipped with camera surveillance and the doors are closed.

### **Outside agencies**

There are a number of outside agencies you can contact for more information about childcare. You can find it at our website [www.unikids.nl](http://www.unikids.nl).

If you have any further questions in regards to our regulations, you can always contact us at [info@unikids.nl](mailto:info@unikids.nl).