



Kindercentra Midden Nederland

Kind & Co

Welcome to Kind & Co



■ Daycare

■ Preschool

■ After-school care

The future is on our minds

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Welcome

Welcome to Kind & Co. Perhaps you have already visited one of our locations, or looked up information on our website www.kmnkindenco.nl - if so, you will have gathered an overall impression of our organization. But before you entrust your child to our care, you might like to know Kind & Co's norms and values and what you can expect from us. This booklet will provide you with that information. Not only does it inform you about our child care and locations, it also gives practical information pertaining to your contract, hours of operation, and much more. This booklet is part of the contract.

This booklet contains the rules and agreements for all types of care Kind & Co provides (with the exception of in-home daycare, there is a separate booklet that covers this). The relevance of the information is indicated by a colored square in front of the text. **Yellow** concerns daycare, **green** is for preschool and **blue** is for after-school care.

Each location has a page on our website where you can find information specific to the location your child will attend, such as the opening hours and their pedagogical plan.

Questions? We are more than happy to help. Please email us at info@kmnkindenco.nl or call +31 (0) 30 695 84 69.



Introduction to Kind & Co

1. Kind & Co: the organization

Kindercentra Midden Nederland Kind & Co is a non-profit organization that provides an array of care for children from 0 to 13 years in the central region of The Netherlands. Our childcare covers preschool and daycare, as well as care before school, during the lunch break, and after school. The in-home daycare department organizes care either in the home of the provider or in the home of the parent.

Kind & Co has divided the scope of our work into different regions, headed by a regional manager. Their collaboration with the managing director and the bureau manager form the management team.

The regions are further divided into clusters that consist of a number of locations (daycare, preschool and/or after-school care locations). Each cluster has their own manager who is supported by a senior member of the pedagogical staff. Together they manage the staff at their locations.

The Kind & Co head office, where the management team and supporting departments are based, is located in Houten.

2. KMN Kind & Co: your pedagogical partner

Kind & Co considers itself a pedagogical partner. Together with parents, schools, and other parties involved, we build a safe environment in which children can grow. Through creativity, attention and innovative thinking we provide opportunities for talent development. We are not only concerned with your child's contemporary well-being, but with his or her future as well.

It is important to us that children can grow into who they are in a welcoming, safe, and stimulating environment. We focus on children's potential. This means that we work with children in a positive and inviting way.

Our General Educational Policy (which you can find on our website) further explains our pedagogical vision by means of the four core values from our Mission Statement (see appendix A).

Additionally, each location has their own pedagogical plan in which the four key objectives from the Childcare & Preschool Quality Requirements Law are further elaborated on. The four key objectives are:

- A socially and emotionally safe environment
- Opportunity to develop personal skills
- Opportunity to develop social skills
- Transfer of norms and values

A digital version of the pedagogical plan can be found on the location's page on our website; you can also view a paper version at the location.

We monitor the quality of our childcare by working with fixed procedures and guidelines. We look critically at ourselves and confront one another regarding conduct when necessary. We grow in our expertise by following continuing education and engaging in team discussions. We are open to comments from parents. If we are worried about a child, we let the parents know as soon as possible and discuss which steps to take. If the worry continues, we discuss with parents which continuing steps need to be taken. If necessary, we consult outside help, such as partners in healthcare and education, preferably together with the parents. If we are seriously worried about a child, and the parents do not share this worry, we may continue our search for help, which we share with the parents. We might register these concerns in the Landelijke Verwijsindex (the National Referral Index). If child abuse or inappropriate behavior is suspected, Kind & Co will make use of the national protocol on child abuse and inappropriate behavior. This protocol is a step-by-step plan that describes how professionals need to deal with identifying child abuse and inappropriate behavior.



3. Kind & Co: quality, safety and hygiene

At Kind & Co, quality is a natural element of our daily practice. We regard quality as a continuous process and we are always open to possible improvements. The well-being, development and safety of the children are the most important cornerstones for the quality of our childcare. On top of this we listen to the signals we receive from our clients (and their representatives), such as the result from the client satisfaction survey, the complaint registration and the outcome of our exit interviews. Following up on these signals and the processes for improvement is guaranteed by our quality management system. This includes our working methods and agreements, so that our employees know what is expected of them.

Kind & Co is committed to maintaining safe and healthy spaces for children so that they can play and grow worry-free. Our Safety & Health Policy provides the framework for this and is based on (amongst others) guidelines from the Municipal Health Services, a hygiene code for food safety and regulations from the fire department and municipality. In order to prevent serious accidents as much as possible, we describe the most common risks (such as choking, burn wounds, jammed fingers, etc.) and which measures to take to minimize these risks. Methods and measures followed are discussed and evaluated so that our attention to safety is ongoing. The Municipal Health Services and fire department also focus on safety and health during their annual location visit. You can find the Municipal Health Services' inspection report for your location on the location's website.

Safety also means that there is always an employee at the location who is certified in Pediatric First Aid. Several staff members are also trained as Emergency Response Officer (ERO), and at least one of them is present each day. By offering refresher courses we ensure their knowledge stays up to date. Each location has an evacuation plan. Our pedagogical staff practice evacuating the location together with the children at least once a year. We will inform you about this in advance.

Our locations comply with the quality standards required by law and are integrated in the National Childcare Register¹ (www.landelijkregisterkinderopvang.nl).



Introduction to the location

- ■ At the Kind & Co daycare locations our pedagogical staff care for children between the ages of 6 weeks and 4 years in a pleasant and calm environment. At the after-school care locations we welcome children aged 4 to 13 after school hours, in school vacations, and (if there is enough interest) on days when school is closed for teacher training (studiedagen). Children between the ages of roughly 2½ to 4 years can join our preschool. The funding (via government-issued subsidies) may differ between municipalities and locations. If there are any subsidized spots, the terms and conditions for these may differ between municipalities. For up-to-date information, please visit the Kind & Co website.

1. Hours of operation

- ■ Your child can visit the daycare and after-school care throughout the whole year. These locations are opened all 52 weeks, from Monday to Friday. They are closed on generally recognized holidays: New Year's Day, Easter Monday, King's Day (April 27), Ascension Day, Whit Monday, and Christmas (December 25 and 26). The locations are closed once every five years on Liberation Day (May 5) in accordance with the collective agreement. Our locations have regular opening hours on Good Friday. If Christmas Eve (December 24) or New Year's Eve (December 31) are on week days, our locations will close earlier.
- Certain after school care locations are not always open during school vacations; we merge groups together at a different location. You will be informed about this ahead of time by your location and the admissions department. We group children by age as much as possible. We strive to always have a familiar staff member present, and often children from your child's usual group are there too.
- The preschool groups are open 40 weeks a year on work days. The groups are generally closed on dates advised by the Ministry of Education, Culture and Science. These dates might be different if a preschool group takes the same vacations as the school that they are associated with. Your location will inform you.
- ■ For the exact opening hours of your location, please check our website.
-

2. Group structure

- ■ At our daycares and preschools we work with core groups: stable groups of children with permanent pedagogical staff in an appropriately designed, permanent group area. This means that your child is surrounded by familiar faces and plays, eats, and sleeps in the same space every day (napping only at daycare locations). There are two types of core groups: horizontal and vertical groups. The first group consists of children roughly the same age; the latter includes children between the ages of 0 and 4 years old. The size of the group depends on the staff-child ratio. The maximum amount of children that may be in the care of a single staff member is determined by law. If a preschool class / daycare group consists of children of different ages, then the average age determines the amount of children per pedagogical staff member.

- ■ For 0 to 4 year-olds the “four-eyes principle” applies. We adhere to this through an open and professional working environment, combining core groups at the beginning and the end of the day, and transparent spaces. Location-specific agreements are made together with the parents’ committees.

- At the after-school care locations the children have a base group: a regular group of children with stable staff members. If the children are between 4 and 7 years old, the maximum size of the base group is 20, with two adults. If the children are 7 to 13 years old, the base group may consist of maximum 30 children. If the staff/child ratio is adhered, a staff member may work in the group alone. In this situation there is always a back-up staff member on call who can be at the location within 15 minutes if need be.

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 - During the introductory meeting at the location you will receive more information about the core and base groups, as well as the group size at the location.

- A preschool class consists of a maximum of 16 children and is led by two staff members.

3. Open doors

- ■ The children spend most of the time in their own group, but we also have an 'open door policy'. This means that children can move freely into different rooms at the beginning and end of the day, as well as for specific activities. This way they can meet other children of the same age as well as other staff members, and they can explore different spaces. The open doors policy also offers children the opportunity to join activities that are developed specifically for their level of development or that meet some of their needs. When working with the open doors policy, we remain vigilant of oversight and safety.

You will receive more information about how your location implements this policy during the introductory meeting. You can also read about it in the location-specific pedagogical plan.

4. Pre-School Education Program (VE)

- In certain municipalities we work with a so-called VE-program (a Pre-School Education Program) at our preschool locations. We comply with the additional quality requirements determined by the Ministry of Education, Culture and Science that allow us to run this program. At most locations we use VE-method Puk & Co which focuses on language, early math, motor skills and the social-emotional development of the children. Other locations work with the methods Piramide, Peuterplein, and/or Startblokken.

Children with a language delay, if indicated by the pediatric health clinic (consultatiebureau), may use this educational service for at least 16 hours a week. The terms and conditions can differ per municipality.

5. Our staff

- ■ Your child is looked after by fully qualified pedagogical staff. They are responsible for the daily care and development of a group of children. They are led by a cluster manager, assisted by a senior member of pedagogical staff. If a regular staff member is sick or on vacation, there will be a substitute. Every (substitute) member of Kind & Co staff is amply qualified by means of education and/or experience, as determined by the Collective Agreement. All are bound by a Code of Ethics for Childcare.

In addition to qualified staff members you may also meet pedagogical staff members who are currently gaining their qualifications. They are in school for either a “BBL²” or “BOL³” diploma. BBL students work while studying, and are allowed to work more the closer they get to graduating. BOL students (interns) do internships while studying and act as an extra pair of hands at the location.

Our trainers at the location offer guidance to these BBL and BOL students and the locations where they work and/or intern are recognized as learning institutions.

A domestic helper, teacher’s aide or volunteer might also be present to help prepare lunch or do dishes. Volunteers follow our volunteer policy which clarify their tasks and responsibilities. All staff members, volunteers and interns are listed on the Childcare Workers Register and are linked to our organization. This means that they have a certificate of conduct and are continually screened.

6. Our locations

All our locations are daylight, safe and ergonomically designed using as many natural and durable materials with bright colors as possible. Our locations adhere to the standards and guidelines of the Childcare Law, the Building Act and the environmental license for fire safety.

Everything is aimed at encouraging children to play as much as they like (alone or together) or to relax. We take the children outside as much as possible. The outdoor play areas are orderly designed and can be divided into areas for different age groups. Our outside toys are in line with the interests and development levels of the children.



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- 2 BBL means Beroeps Begeleidende Leerweg
(a vocational guidance course)
- 3 BOL means Beroeps Opleidende Leerweg
(a vocational training course)

Starting daycare

1. Introduction to the location

- The (senior) pedagogical staff member will invite you and your child for an introduction⁴ approximately two weeks before your child starts at the daycare or after-school care location.

- The introduction to the preschool class will be held on the first day that your child joins the group.

- We discuss not only practical manners, but also parenting topics. In order to properly align our care to the needs of your child, we would like to receive as much information as possible from you. You will be introduced to the members of staff who will look after your child. In the parents' portal you will find the child detail form and permission form, which you can fill in before the introduction.

2. Adjustment period

- It is important to us that both the parents and the children have the opportunity to get accustomed to the location. During the introduction at the daycare and after-school care we plan an adjustment period. These arrangements may differ per child and can start the day the contract begins.

- After the introductory meeting at preschool, your child is welcome to stay a couple of hours without you. If a longer adjustment period is necessary, this can be arranged.

- If your child transfers to another group at the daycare or after-school care location, we will make arrangements with the parents to make sure the child is accustomed to the new group two or three weeks before he or she transfers to this group. The same applies when your child moves from the daycare to a preschool class (or vice versa), or an after-school care location.

⁴ The appointment for the introduction will be made after the placement agreement signed by the parent(s) has been received by our planning department

3. Drop-off and pick-up

By you

Upon arrival there is a short moment to discuss any particulars that we should be aware of. When bringing your child, our staff member will say goodbye to you together with your child. Please let our staff know in advance if someone else will be picking up your child.

For the exact times to bring and pick up your child, please refer to the location's pedagogical plan.

Pick-up

If your child's school is walking or biking distance from our location, or is in the school, our staff members will pick your child up and bring them to the location by walking, biking, or driving one of our vans. If your child's school is too far away to walk or bike, we might make use of a taxi or transportation business. Kind & Co owns a limited number of vans. If we make use of these, we will inform you of this during our introductory meeting at your location.

Transportation

If a child needs regular transportation from school to our location, and Kind & Co is able to provide this, parents do not pay transportation costs. There is no transportation available during school vacations, you need to bring your child yourself. Drivers follow our rules (such as no smoking, picking children up and guiding them as needed, parking as close as possible to the pick-up location) and always have an up-to-date certificate of conduct. A new child is accompanied by a staff member on the first two taxi rides to make sure the child gets into the correct taxi.

We assume that children 9 and older are independent enough to get themselves to after school care, home, or to a team sports location. You and your child make agreements with your staff member and sign a permission form together.

4. When your child is sick

Sickness

We adhere to the guidelines of the municipal health service (GGD) with regards to sickness. Our employees are tasked with the responsibility of your child, as well as the health and wellbeing of the other children in the group. It is therefore possible that we may ask you to keep your child at home if they are sick, for example if the child suffers from diarrhea, to prevent potential spreading of the illness at the location.

When a childhood illness is circulating the location, we will inform you as

soon as possible. We would therefore like to be informed if you or one of your family members has a contagious disease.

If your child gets sick while at the location, we will contact you to discuss how to continue the day. For this reason it is important that you are easily available, and preferably list a second contact whom our staff member can discuss this with. If your child has a fever (above 38 degrees Celsius), we may ask you to pick your child up.

Medicine and administration of

Kind & Co follows a careful policy regarding the administering of medicines (including homeopathic remedies and paracetamol). In principle, children are not given fever suppressants. If a medicine needs to be given during care hours, the parents fill in a permission form with information about administering the medicine. We adhere to the guidelines provided by the law BIG (a Dutch law concerning individual health care professions). This law states who is allowed to perform medical treatments. In principle only doctors and nurses are allowed to do so. During the care hours, a parent or district nurse may also perform these treatments. A staff member is allowed to use, for example, an EpiPen or insulin pump if the parent provides specific permission and the staff member regards him- or herself capable. Agreements regarding this will be recorded in an addendum to the placement agreement.

Our staff members who have completed a (pediatric) first aid course and/ or are medical first responders, practice using an EpiPen during their yearly refresher course.

For more information regarding sickness and medicine, please visit our website.

5. Absence

If your child is sick or cannot be present, please let us know:

- For our childcare and preschool locations: before 8:00 a.m. by letting your child's teacher know or via the parents' portal.
- For after school care: via the parents' portal.
- For before school childcare: as soon as possible.

Absence due to vacation can be noted in the parents' portal.

Daily routine at the location

You can find all information about our daily routine in your location's educational work plan. All locations work with a structured daily schedule for eating, playing, and (for daycare) sleeping. We follow a nutrition policy (which you can find on the parents' portal), based on advice from the Netherlands Nutrition Centre.

1. At daycare

- The staff member will take the time to give your baby a bottle at the desired time. As soon as the children can eat bread, we eat together at the table.
Very young babies sleep on their own schedule; older children often sleep two times a day and the oldest children once a day (if they still need to).

To ensure that babies and young children sleep as safely and healthily as possible, we follow preventive measures and steps. One example is that we always put very young babies to sleep on their backs.

Playing is essential for the development of children; it is a way for them to release their energy and creativity, and to discover who they are. In addition to looking after the children, playing is an important part of our care. Deliberately offering opportunities to play and providing pedagogically sound material attribute to your child's development. Aside from free play time, the staff members offer communal activities such as playing with clay, painting, crafting and making music. The children also play outside often, to ensure enough daily physical movement.

2. At preschool

- Structure, regularity and familiarity are important to preschoolers. This is the reason we follow a fixed routine. At most locations, we work with the method Puk & Co, which ensures that each area of development is given structured attention. There is always time for free play, cleaning up together, eating and drinking, story-time in a big or small circle, singing songs and playing movement games. Everything is dedicated to playing and learning together.

3. At the after-school care location

A contract at after school care provides your child with a spot on the week days you've signed up for that year, starting as soon as school gets out until our location closes. If you have a vacation childcare package, this is combined with school vacations. You can choose from the following packages: 40 school weeks including 6 vacation weeks, 40 school weeks including 9 vacation weeks, or 40 school weeks including 12 vacation weeks. We don't offer school weeks only packages.

Before school

If you sign up for before-school care, our staff members will take care of your child before their school day starts. It is possible for the children to eat a bring-your-own breakfast during this time. Your child is free to choose what he or she would like to do, such as reading, free play, or a board game. Our staff will ensure that your child arrives at school on time.

After school

After-school care is leisure time. When the children arrive, we offer them something to eat and drink. After this they can choose what they would like to do: free play or join one of the activities organized by the staff. We work with themed activities that cover movement, creativity, cooking, nature, art, and culture. During the vacations we offer a special program.

Vacation childcare

If you make use of the 6 or 9 weeks package, you are guaranteed a spot on your regular day(s) IF you put in your request via the parents' portal at least 4 weeks in advance. If you wish to make use of days that are not in your contract, or you are late signing up for your regular days, spots are granted based on availability.



Teacher training days and days off

If school is closed for a teacher training day (studiedag), you can make use of childcare if we have at least 3 children registered. Your school should inform you of when these days are.

If you make use of a 52 week after school care package, you are guaranteed a spot on a teacher training day if it is one of your normal contract days. You will not be charged extra, and you can request a spot via the parents' portal. If you do not make use of a 52 week after school care package, or the teacher training day is not on one of your regular contract days, you can request childcare depending on availability up to two weeks in advance via the parents' portal.

The after-school care locations in De Bilt offer a different range of services. The 52 weeks package here does not include study days. If the BSO is open during a study day, you can request extra childcare for this via the parent portal. Childcare is based on availability.

Before school childcare

A contract at before school care provides your child with before school care during 40 school weeks on the week days you've signed up for that year starting at 7:30 a.m. until the moment school starts. The cost for before school care is calculated over 40 school weeks per year and is billed monthly.

4. After-school care Nova

■ At certain locations, if your child needs a bit extra help or attention, they can join the Nova group. The Nova group has a maximum of 6 children aged 4 to 13. The group space is adapted to the needs of the children: there are less stimuli, the outside space is close by and there are plenty of spaces and corners where the children can retreat and relax. To find a location near your or to find out more information: www.kmnkindenco.nl/BSONova

Communication

1. Contact with you



Mentoring

All children at Kind & Co have their own mentor. The mentor is a member of staff who ensures that your child receives the attention and support he or she needs. The mentor also keeps an eye on your child's development, which allows us to respond better to their needs. Each year, the mentor will invite you to a parent-teacher conference to discuss your child's development and wellbeing. If your child changes group or location, or moves from the preschool/daycare to an after-school care location, your child will get a new mentor and a handover will take place. This handover will also take place (with your permission) when your child starts school.

In addition to the personal contact with the staff members at the location, we stay in touch with you in a number of different ways. For example, we send out location newsletters, host parent evenings, meetings between parents and staff, as well as the parents' committee meetings. In principle, each location has a parents' committee that represents the interests of the parents and children. Additionally there is a central parents' committee, which consists of a delegation of the local parents' committees from each type of childcare location (daycare, after-school care, preschool, and in-home daycare). On our website you can find the regulations and more information regarding the parents' committees.

Kind & Co parents' portal

Six weeks before the start, you will receive your username and password for Kind & Co parents' portal. This allows you to digitally access photographs and reports uploaded to the timeline of your child(ren) by the location they attend. This way you can follow them daily at the location. You can also find your personal details, invoices, annual statements, contracts and news items on the online portal.

2. Not fully satisfied?

Despite the hard work and enthusiasm of our staff members, it may be that you are not fully satisfied with our services. Childcare is work by and for people, and sometimes situations pan out differently than planned. It makes sense to us that you first voice your concerns to the staff at the location. If you prefer, you can also make an appointment with the cluster manager for this. Should the conversation not satisfy you, then you can file a written complaint with the complaints department (klacht@kmmkindenco.nl). You may also choose to address the complaints department directly. If you and the organization do not reach a sufficient solution to your complaint, you can send your complaint to the Childcare Disputes Committee. More information regarding the complaints procedure can be found in Appendix B and on our website.

3. Privacy

Parents have a right to privacy protection and careful management of their confidential data. Within Kind & Co the agreement is that the staff members do not share confidential information about the child and parents to other parents and/or children, and that this information is stored safely and securely. Parents are notified in advance if Kind & Co talks to a third party about the child.

If your child makes the transition from preschool/daycare to after-school care and/or school, a handover will take place. A standard form is used in this situation. You can find our [privacy rules](#) on our website.

If your child joins a different group within the daycare (for example from a baby-group to a toddler-group) or if your child changes either the location or the type of childcare (for example from daycare to after-school care), we will ensure that relevant information is provided to the new location/group while respecting the privacy of the parent(s) and child.

Good to know

1. Admissions

The '[General terms and conditions for Childcare, Daycare and After school care 2017](#)', KMN Kind & Co's Additional terms and conditions, and the agreements and guidelines in this booklet apply to your contract.

Cancellation policy

Contracts can start and end any day of the month. There is a one month notice for changes in or cancelling your contract.

Communicating and discussing changes

Communicating a (partial) cancellation or requesting a change in your contract must be in writing via email or the parents' portal. Changes or cancellations made by phone are not accepted. Once the (partial) cancellation or change has been processed, you will receive a written confirmation.

KMN Kind & Co is not mandated to accept the requested changes such as switching days or increasing a childcare package. Permission is granted when possible. If KMN Kind & Co agrees to the changes, you will receive an updated contract to sign.

Childcare allowance

You are responsible for applying for the childcare allowance at the tax authorities (www.toeslagen.nl). The tax authorities pay parents the allowance before each month of childcare (for example, around March 20 for the month of April). If you need help applying, please get in touch with our admissions department and client contact.

Subsidy

Parents of children in preschool groups who can't make use of the childcare allowance may qualify to receive an income-(in)dependent subsidy from the municipality. Depending on how the subsidy is organized in the municipality where you live, there may be an income-dependent parents' fee. If this is the case, Kind & Co will ask for proof of your income and you are obliged to communicate with us any relevant changes in income.

Lunch break childcare

At a number of schools, you can make use of lunch break childcare. You can read more about this on our website. Lunch break childcare does not fall under the Childcare Law, so you cannot request the childcare allowance for these hours.

■ *Admission linked to school*

Getting a spot at an after school care location is linked to the school your child attends. If a child switches school during the school year, and the parents want their child to stay at the familiar after school location, we will do our best to find a solution. The parents may have to arrange transportation themselves, or pay a transportation fee. If your child is going to change schools, please let our admissions department know as soon as possible.

■ *Late pick up*

■ Kind & Co assumes that you will pick your child up on time. If you are late, we will discuss this with you. If this happens a second time, the cluster manager will contact you. With a third and following occurrence, you will be fined €25 each time. If this continues and we see no improvement after discussing this with you, Kind & Co reserves the right to discontinue your contract.

2. Incidental childcare

■ Children attend daycare and after school care on regular days. This helps form stability and security in the groups, and helps maintain the quality of our childcare. It is of course possible that your child has to skip a day, or that you need incidental childcare on a different day than normal. In that case, please put in your request via the parents' portal. We will do our best to grant your request, but we cannot guarantee a spot. If your request is granted, you will be charged.

You can read more about requesting incidental childcare in our policy on incidental childcare in the parents' portal.

Further information

- Included in the price*
 - Food is included in the cost of daycare, preschool and after-school care locations. Diapers are also included in the cost for daycare. Exceptions are made for our preschool groups in Utrecht, where only diapers are included in the price.

- Vaccinations
 - In our introductory meeting we ask if your child has been (or will be) vaccinated. Participating in the National Vaccination Program is not legally mandatory. Some parents decide to not have their children vaccinated, or only partially. Medically seen, it is not necessary to refuse vaccinations.

- Liability insurance*
 - Kind & Co has liability insurance for companies and accidents. The company liability insurance covers the liability of the organization, the staff, the directors and volunteers with respect to third parties. Kind & Co is not responsible for any lost or damaged property of parents or children on our locations.

- Gifts*
 - In accordance with the Collective Agreement, our staff members are not allowed to accept gifts from people with whom they have direct or indirect contact in their function.



A. Mission Statement KMN Kind & Co



MISSION STATEMENT KIND & CO

Kind & Co is a non-profit organization in the central part of the Netherlands. We offer a range of childcare and see ourselves as a pedagogical partner. Together with parents, schools and other community parties involved, we build a safe environment in which children can grow. Through creativity, attention and innovative thinking we offer the opportunity to discover and develop talents. We are not only concerned with your child's contemporary well-being, but with his or her future as well.

And thus our motto is: *"The future is on our minds"*

Our future-focussed mission is translated to our 4 focal pillars:



FOCUS ON THE CHILD AND THE PARENT

"We aim to provide service to the child, the parent, and each other. We enjoy finding a creative solution to unusual problems or questions. It is important to us that everyone visits our location(s) with a smile."



FOCUS ON DEVELOPMENT

"We work professionally. This means we honor our commitments and aim for daily improvement. We enjoy the daily challenge of working on new concepts and stimulating children's growth."



ENGAGEMENT

"We feel connected with the child, our organisation and the partners with whom we work together. We believe in working together and want to connect. This gives us energy."



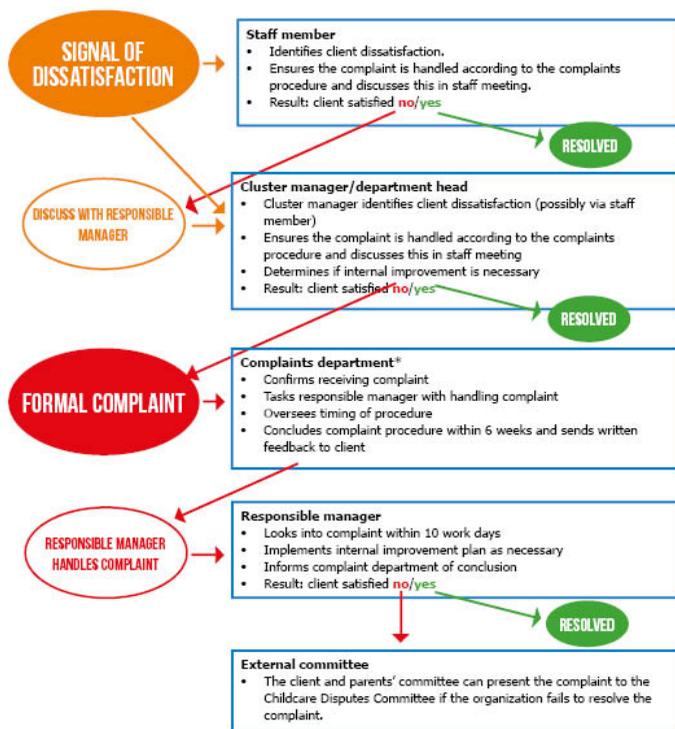
WORKING TOGETHER

"We consider education and development a matter of collaboration based on equality, with respect for difference."

B. Complaints procedure Kind & Co



COMPLAINTS PROCEDURE



* Check the back end for contact details

Kind & Co
 Postbus 250
 3430 AG Nieuwegein
 Phone number: 030 - 695 84 69
 Email: klacht@kmmkindenco.nl

Disputes Committee Child Care
 Postbus 9680
 2509 JE Den Haag
 Phone number: 0900 - 1877
www.klachtenloket-kinderopvang.nl/ouders

Kind & Co

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