



Kindercentra Midden Nederland
Kind & Co

Welcome to **Kind & Co**



■ Day nurseries ■ Playgroups ■ Out-of-school care

We think in tomorrow

Where do you find...

Welcome	3
Further introduction to Kind & Co	4
1. <i>Kind & Co: the organisation</i>	4
2. <i>Kind & Co: your pedagogical partner</i>	4
3. <i>Kind & Co: quality, safety, and hygiene</i>	6
Introduction to the location	7
1. <i>When opened?</i>	7
2. <i>Group structure</i>	8
3. <i>Open doors</i>	9
4. <i>Pre-School Education Program (VE)</i>	9
5. <i>Our staff</i>	9
6. <i>Our locations</i>	10
Joining daycare	11
1. <i>Introduction</i>	11
2. <i>Getting accustomed</i>	11
3. <i>Bringing and collecting</i>	12
4. <i>Illness and sickness</i>	12
5. <i>Absence</i>	13
Daily routine at the location	14
1. <i>At the day nurseries</i>	14
2. <i>At the playgroups</i>	14
3. <i>At the out-of-school care location</i>	15
4. <i>Out-of-School care Nova</i>	15
Communication	16
1. <i>Contact with you</i>	16
2. <i>Not fully satisfied?</i>	17
3. <i>Privacy</i>	17
Terms & Conditions	18
1. <i>Placement</i>	18
2. <i>Payment</i>	22
Further information	24
Appendixes	
A. <i>Mission Statement</i>	25
B. <i>Complaints procedure KMN Kind & Co</i>	26

Welcome

A very warm 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 organisation. Yet before you trust your child to our care, you would like to know Kind & Co's norms and values and what you can expect from us. This booklet will provide you with that information. It does not only contain information about our locations and the care of your child, but also practical information about the placement agreement, the times to bring and collect your child, etcetera.

This booklet contains the rules and agreements for all types of care Kind & Co provides (with the exception of childminding, there is a separate booklet that covers this). Some information is relevant for day nurseries, other information for out-of-school care locations. This is indicated by a colour code: a coloured square in front of the text. **Yellow** concerns day nurseries, **green** is for playgroups and **blue** the out-of-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.

Do you have any questions? We would more than happy to help; please email your question or query to info@kmnkindenco.nl or call +31 (0) 30 695 84 69.



Further introduction to Kind & Co

1. Kind & Co: the organisation

Foundation Kindercentra Midden Nederland Kind & Co is a non-profit organisation that provides every type of childcare for children aged 0 to 13 years in the middle of The Netherlands. Our care covers playgroups and day nurseries, as well as care before school, in the lunch break, and out-of-school care. The child minding department organises care either in the home of the childminder or in the home of the parent.

Kind & Co has divided the work area into different regions, headed by a regional manager. These regional managers, together with the managing director and the bureau manager, form the management team.

The regions are further divided into clusters that consist of a few locations (day nurseries, playgroups and/or out-of-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 others concerned we build a safe environment in which children can grow. Through creativity, attention and innovative thinking we provide the opportunities for talent development. We are not only concerned with today, but also with the future of your child.

It is important to us that children can develop themselves in a welcoming, safe and stimulating environment. We particularly focus on the opportunities for the child. This means that we work with the children in a positive and inviting manner.

Our General Pedagogical 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 Law child care & preschool quality requirements are further elaborated on. The four key objectives are:

- Provision of (emotional) safety
- 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 copy at the location.

The quality of our pedagogical handling is guarded by working with established procedures and guidelines. We observe ourselves critically and approach each other regarding the way we act. Our expertise is extended by retraining and by peer consultation during our team meetings. We are open to comments and suggestions from parents.

If we are worried about a child, we will discuss this as soon as possible with the parents and deliberate how to address this together. If the worry continues, we consider which further steps can be taken together with the parents. Should it be necessary, we can count on external help (for example from (care) partners). This too is preferably done in collaboration with the parents. In case of serious worry for a child that cannot be shared with the parents, further steps will be taken of which the parents are then informed. Such instances may also be reported in the National Referral Index (see **flyer referral index**).

In cases where domestic violence or child abuse is suspected, Kind & Co will use the National Reporting Code for Domestic Violence and Child Abuse. This is a step-by-step plan that explains how a professional should deal with signalling and reporting domestic violence and child abuse.



3. Kind & Co: quality, safety and hygiene

At Kind & Co, quality is an obvious element of our daily practice. We regard quality as a continuous process and we are always vigilant for possible improvements. The wellbeing, development and safety of the children are the most important cornerstones for the quality of the daycare. Besides this we pay attention to the signals we receive from our clients (and their representatives), such as the result from the client satisfaction research, 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, meaning that our employees know what is expected of them.

Kind & Co pays a lot of care and attention to the safety and hygiene at the locations. We follow the guidelines of the GGD (municipal health service), a hygiene code for food safety, as well as the regulations of the Fire Department and local council. Our Safety & Health policy ensures we can offer children a safe and healthy environment in which they can play carefree and develop optimally. Yearly we also undertake a risk assessment relating specifically to health and safety, and we use this to implement measures to improve ourselves. On our website you can find the GGD inspection report relevant to each location.

Safety also means that there is always an employee at the location who possesses a Paediatric First Aid certificate. 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 in advance about this.

Our locations comply with the quality standards required by law and are integrated in the National Register of Day Care¹ (www.landelijkregisterkinderopvang.nl).



1 You will only be eligible for child allowance if you use registered childcare.

Introduction to the location

- ■ At the Kind & Co day nurseries our pedagogical staff take care of children between the ages of 6 weeks to 4 years old in an pleasant and calm environment. At the out-of-school care locations we welcome children aged 4 to 13 after school hours, in school holidays, and (if there is enough interest) on study days. Children between the ages of roughly 2½ to 4 years old can join our playgroups. The funding (via childcare benefits or subsidies) may differ between municipalities and locations. If there are any subsidised places, the terms and conditions for subsidised for these may differ between municipalities. For up-to-date information, please visit the Kind & Co website.

1. When opened?

- ■ Your child can visit the day nursery and out-of-school care throughout the whole year. These locations are opened for 52 weeks, Monday to Friday. They are closed during the weekend and the following Bank Holidays: New Year's Day, Easter Monday, King's Day (27th April), Ascension Day, Whit Monday, and Christmas (25th and 26th December). The locations are closed once every five years on Liberation Day (5th May) conform the collective agreement. Our locations have regular opening hours on Good Friday. Should the 24th December (Christmas Eve) and/or the 31st December (New Year's Eve) coincide with a working day, then the locations will close earlier than normal.
- During the school holidays it is possible that not all out-of-school care some locations remain open, but that groups are merged at either one of two location(s) depending on the amount of children attending our holiday care. The groups will be divided by age as much as possible, and in general there will be at least one staff member the children know, as well as children from the regular group.
- The playgroups are open 40 weeks per year from Monday to Friday. These locations are closed during school holidays as determined by the local council and the Bank Holidays mentioned above.
- ■ For the exact opening hours of your location, please check our website.
-

2. Group Structure

- At the day nurseries and playgroups we work with core groups: fixed groups of children with fixed pedagogical staff in an appropriately designed, permanent group area. This means that your child is surrounded by familiar faces and will play, eat, and sleep in the same room every day (they only sleep at the day nurseries). There are two types of core groups: horizontal and vertical groups. The first group consists of children of roughly the same age group; 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 playgroup / day nursery 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 parent committees.
- At the out-of-school care locations the children have a base group: a regular group of children with fixed pedagogical staff members. If the children are between 4 and 8 years old, the maximum size of the base group is 20, with two pedagogical members of staff. If the children are aged 8 to 13 years old, the base group may consist of 30 children maximum. If the staff/child ratio is adhered, a pedagogical staff member may work on the group alone. In this situation there is always a so-called ‘rear guard’ on call. They can be at the location within 15 minutes if needed.
- ■ 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 playgroup consists of 16 toddlers maximum. The playgroup is led by two pedagogical staff members.

3. Open doors

- ■ The children will 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 pedagogical staff members, and they play in different spaces. The open door 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. The safety and survey-ability of children is a main point of our attention when working with this policy.
- You will receive more information about how your location implements the 'open door policy' during the introductory meeting. You can also read about it in the location-specific pedagogical plan.

4. Pre-School Education Program (VE)

- In multiple municipalities we have introduced a so-called VE-program (a Pre-School Education Program) at our playgroup locations. We comply with the additional quality requirements postulated by the Ministry of Education, Culture and Science that allow us to run this program. At most locations we use VE-method Puk & Co to pay extra attention to language, numbers, motor skills and the social/emotional development of the toddlers. Other locations work with Piramide, Peuterplein, and/or Startblokken. Children with a language deficiency, if indicated by the health clinic, may use this educational offer for at least 10 hours per week. The terms and conditions may 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 member of staff is sick or on holiday, there will be a substitute staff member. Every (substitute) member of Kind & Co staff are 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 follow either a “BBL²” or “BOL³” education. BBL students are allowed to work on a location increasingly during the course of their education. BOL students (interns) will undertake an internship during their degree 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 recognised as learning institutions.

The location can also have a housekeeping employee, group assistant or volunteer who will help preparing lunch, work in the kitchen and/or do the laundry. The tasks for volunteers are determined in our Volunteer Policy. Kind & Co holds a Certificate of Conduct for every staff member, BBL student, BOL student, and/or volunteer.

6. Our locations

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

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



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

Joining 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 joins the day nursery or out-of-school care location.

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

- ■ We do not just discuss 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 pedagogical members of staff who will look after your child. In Mijn KMN Kind & Co you will find the child detail form and permission form, which you can fill in before the introduction.

2. Getting accustomed

- ■ It is important for us that both the parents and the children have the opportunity to get accustomed to the location. During the introduction at the day nursery and out-of-school care we will therefore agree arrangements for getting your child accustomed at the location. These arrangements may differ per child and can start from the start date determined in the placement agreement.

- At the playgroup your child can stay to play after the introduction, and you can pick them up again later. We can make further arrangements for accustoming your child, however we often find the introduction is sufficient.

- ■ If your child transfers to another group at the day nursery or out-of-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 your child transfers to this group. The same applies when your child moves from the day nursery to a playgroup (or vice versa) or an out-of-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. Bringing and collecting

By you

Upon arrival there is a short moment to talk through any particularities that we should be aware of. When bringing you 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 collect your child, please refer to the pedagogical plan of the location.

By us

If an out-of-school care location is within walking or cycling distance from a school where we offer care (or if the location is within the school), then our pedagogical staff members will pick up your child and walk or cycle to the location together. If your child attends a school which is not within walking or cycling distance of the location, it is possible to arrange transportation via a taxi/bus company. Kind & Co also has their own transportation on a limited number of routes. Drivers agree to our behavioural rules (such as no smoking, collecting and accompanying the children, parking the van as closely to the pick-up point as possible) and have obtained a certificate of conduct. A Kind & Co staff member from Kind & Co will either join your child on their first two taxi rides, or will be there to ensure that they get into the correct taxi.

We expect that children aged 9 or older are independent enough to make their own way to the location, home, and/or the sports park. You and your child can make agreements regarding this together with a pedagogical staff member and together you sign a permission form.

4. Illness and sickness

Illness

We adhere to the guidelines of the municipal health service (GGD) with regards to illnesses. 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 ill, for example if the child suffers from diarrhoea, to prevent potential spreading of the disease at the location.

When a children's disease is circulating the location, we will inform you as

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

If your child becomes ill 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 contactable, 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 collect your child.

Medicines and medical treatments

 Kind & Co operates with a careful policy regarding the provision of medicines (including homeopathic remedies and paracetamol). In principle, children are not given fever suppressants. If a medicine requires to be administered during care hours, the parents fill in a permission form with information about the administration of the medicine. We adhere to the guidelines provided by the law BIG (a Dutch law concerning professions in the individual health care). 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 pedagogical staff member is allowed to use, for example, an EpiPen or insulin pump if the parent provides specific permission and the pedagogical 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 (paediatric) first aid course and/or are first responders, practice administering an EpiPen during their yearly refresher course.

For more information regarding illness and medicines, please visit to our website.

5. Absence

  In case of illness or unexpected absence we kindly ask you to inform us.

-  • Please contact the pedagogical staff at the day nursery and playgroup before 9am
- Please leave a voicemail for the out-of-school care before 10.30am (please mention whether your child makes use of a taxi service or not). During the holidays, please call before 9am.

In case of a planned absence we request you inform a pedagogical member of staff from your location as soon as possible.

Daily routine at the location

In the pedagogical plan of the location you will find all the information you need regarding the daily routine. Each location has a fixed schedule with pre-determined times for eating, playing and (in case of day nurseries), sleeping. With regards to food, we have a nutrition policy (you can find it in Mijn KMN Kind & Co), based on the advice provided by the Netherlands Nutrition Centre.

1. At the day nursery

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

To ensure the babies and young children sleep in a safe and healthy way, we have determined preventive measures and steps. An example of this 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 playing materials attribute to the development of your child. Next to free playing time, the pedagogical staff members offer communal activities such as playing with clay, painting, craftwork and making music. The children also play a lot outside, to make sure they move enough during the day.

2. At the playgroup

- Structure, regularity and familiarity are important to toddlers. This is the reason we have a fixed routine in the morning and in the afternoon. At most locations, we work with the method Puk & Co, which ensures that every area of development is given structured attention. There is always time for free playing, tidying up together, eating and drinking, reading out loud in a big or small circle, singing songs and playing movement games.

Everything is dedicated to playing and learning together.

3. At the out-of-school care location

Before school

If you sign up for care before school, our pedagogical 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, playing freely, or playing a board game. Our staff will ensure your child arrives at school in time for class.

After school

Out-of-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: play freely or join one of the activities organised by the pedagogical staff. We work with themed activities that cover moving, creativity, cooking, nature, art, and culture. During the holidays we offer a special holiday program.

4. Out-of-School Care Nova

At certain locations, if your child needs something a little extra, 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 you or to find out more information: www.kmnkindenco.nl/BSNOva



Communication

1. Contact with you



Mentoring

All children at Kind & Co have their own mentor. The mentor is a pedagogical member of staff who ensures that your child receives the attention and support he or she requires at the location. The mentor also keeps an eye on the development of your child, which allows us to respond better to their needs. Yearly you will be invited to a so-called '10 minute conversation', during which you discuss the development and wellbeing of your child with the mentor. If your child changes group or location, or moves from the playgroup/day nursery to an out-of-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 primary school.

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

My Kind & Co

When we have received your signed placement agreement, you will receive your username and password for Mijn Kind & Co. 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, placement agreements and news items in the online portal. Furthermore you can easily change your personal details, request structural additional care and/or give (part) notice.



2. Not fully satisfied?

Notwithstanding the input and enthusiasm of our staff members, it may be that you are not fully satisfied with our services. Child care 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 handler (klacht@kmmkindenco.nl). You may also choose to address the complaints handler directly. If you and the organisation do not reach a sufficient solution to your complaint, you can send your complaint to the Disputes Committee Child Care. 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 (pedagogical) staff members do not supply confidential information about the child and parent 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 playgroup/day nursery to out-of-school care and/or primary school, a handover will take place. A standard form is used in this situation.

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

Terms & Conditions

1. Placement

Placement occurs by matching the profile of the child with the available place(s). This implies that a child with a later registration date may be placed sooner, should the profile of this child match with the place that has become available.

The following children will receive priority placement at the day nursery and out-of-school care:

1. Children with a social and/or medical indication, if:
 - a. A written application is made by a doctor / social worker / specialist, which Kind & Co considers to be sufficiently substantiated
 - b. Kind & Co assesses the home situation of the child to be unstable to an extent that development of the child may be affected and/or the child is at risk of physical or mental damage
 - c. There are, according to Kind & Co, no alternative care solutions
 - d. There are specific agreements with the municipality
2. Second and subsequent children, if the first child is already placed with Kind & Co, or the first child has left the care in the last 3 months. Priority will only be received when the second and/or subsequent child has already been registered for either 6 months (day nursery) or for one year (out-of-school care) with KMN Kind & Co. The measuring moment for this is the date a place is offered to a second or subsequent child.
3. Children from Kind & Co employees and/or co-operating partners.
4. Children for whom a request for change has been filed. This includes a request to move the child from the day nursery to an out-of-school care location.
5. Children who require full-day care are given priority over children who require half-days of care.

- At playgroups, priority placement is given to children with a social and/or medical indication and children who have moved, but were already registered for a different Kind & Co location

Children with a Pre-School Education Program indication (the VE-indication) from a health clinic are given priority for placement in a playgroup.

Trial placement

Our staff members are trained in the care and nursing of children who develop normally. Kind & Co reserves the right to a trial placement and drafting an addendum to the placement agreement, should it become clear that the child requires additional nursing and/or attention due to particularities of a medical nature or particularities in the development of the child.

Start and end date

Placement can start and end any day of the month. The notice period for (part) cancellation is one month.

Placement related to the school

Placement at an out-of-school care location is related to the school of your child. If a child changes their school during the school year, and the parent prefers for the child to stay at the familiar out-of-school care location, we will aim to find a solution. It may be an option that the parent will arrange transportation from the new school to the out-of-school care location independently, or that an (additional) transportation charge is calculated. We recommend you contact our Planning department (planning@kmnkindenco.nl) as soon as possible when changing schools.

What is daycare before school?

Kind & Co can provide care for your child during the 40 school weeks, from 7.30am until school starts on the day(s) agreed in the placement agreement. The costs for this care are calculated based on 40 weeks of school, and invoiced in twelve monthly (fixed) amounts.

What is included in out-of-school care?

AA place at one of our out-of-school locations provides your child with care on the agreed day(s) during the year, from the end of the school day until the closing time of our location, combined with daycare during the school holidays as agreed. You can opt for out-of school care for 40 school weeks with 6, 9, or 12 weeks of holiday care. It is not possible to opt for just the school weeks. When you choose out-of-school care inclusive of 12 weeks of holiday care, you are guaranteed daycare for your child on their regular days during the school holidays. If you include a smaller holiday package in your care agreement, we will ask you 4 weeks before the school holidays via Mijn KMN Kind & Co whether you want to use the holiday care. A timely request guarantees a place during the holidays. additionally at the agreed rate.

Do you want to decide whether your child will attend holiday care less than 4 weeks before the school holidays? You can arrange this via the location. The staff at the group will inform you, based on availability, whether or not there is a place for your child.

The amount of care days during the holidays is determined each calendar year (the 1st of January until the 31st December). If your start date is after the 1st of January, the holiday days will be calculated pro rata to the beginning of the calendar year. If you leave the out-of-school care before the 31st December, it will be calculated pro rata to the end of the calendar year. In case you have taken (or will take) more days than you are entitled to, you will be charged additionally for these days at the determined rate. You cannot take any remaining holiday care days to a new calendar year. You will not receive restitution for these days either.

Holiday care only

Kind & Co also offers holiday care for children who do not attend our regular out-of-school care. Parents can buy a holiday only package of 12 days per care day and pay a monthly tariff. If you notify the location no later than 4 weeks before the first day of the holiday whether or not you would like to use the care, you are guaranteed a place.

Do you want to decide whether your child will attend holiday care less than 4 weeks before the school holidays? You can arrange this via the location. The staff at the group will inform you, based on availability, whether or not there is a place for your child.

Study days/afternoons and/or free days

If the primary school closes for of a study day or afternoon, your child can attend out-of-school care provided there is enough interest at the location. The cost for this day or afternoon will be calculated with the determined hourly tariff. You may also choose to trade a holiday-day for a study day. If you want to do this, please notify the location. The Out-of-school care package with 12 weeks of holiday guarantees your child a place if the study day falls on their regular care day. If the study day does not fall on a regular care they, your child is guaranteed a place until the end of the school day. If you wish to extend the care from the end of the school day until 6.30pm this is possible subject to availability. You can enquire about this at the location. You will not incur any additional costs.

Transportation

Kind & Co aims to provide your child with an out-of-school care location as close to their primary school as possible. If the school is within walking or cycling distance from the out-of-school care location, the child will attend this location. If the child requires transportation from the school to the

out-of-school care location and Kind & Co is in a position to offer this, the parent will pay no additional charge for this. During the holidays there is no transportation possible and the parent will bring and collect the child themselves.

- ■ *Changing your placement*
 - You can request a change of location or change (half)days at the day nurseries and out-of-school care locations via the My Kind & Co portal. For changes with regard to a preschool or playgroup placement, please email planning@kmnkindenco.nl. Changes mentioned over the phone cannot be accepted.

- Changing from full days to half days is only possible in certain circumstances; our Planning department can inform you about this. Extending a placement after your child's 4th birthday is often possible with two months maximum. Please request this extension as early as possible. Whether or not an extension can be granted depends on availability.

- ■ *Cancelling the placement*
 - For a partial or complete cancellation of the placement contract a notice period of one month applies. (Partial) cancellation has to be registered via Mijn KMN Kind & Co or via e-mail (planning@kmnkindenco.nl). For playgroups, only cancellation via e-mail is valid. We cannot accept cancellations over the phone. There is no settling of costs when you (partially) cancel the placement contract.

- ■ Kind & Co is not obliged to agree with the proposed change. You will receive an e-mail confirming your (partial) cancellation.

- ■ *Occasional swaps*
 - Swapping days occasionally is only possible in consultation with the (senior) pedagogical staff member and/or the cluster manager. Among other things, the option to swap days depends on the dependent on the staff-child ratio on the requested day. Kind & Co will always aim to accommodate an occasional request to swap a day, but cannot guarantee availability. The exchange has to take place between four weeks before and four weeks after the swapped day. It is not possible to swap a day for a bank holiday.

Requesting extra days occasionally

- ■ Occasionally requesting an extra (part) day is possible in consultation with the pedagogical member of staff and/or the cluster manager of the location, and is among other things dependent on the staff-child ratio. Kind & Co cannot guarantee your request will be granted. If agreed, the pedagogical

member of staff will enter the additional time via the digital group registration portal. This will be invoiced in advance. If the regular care has already been invoiced, the additional day(s) will be invoiced in arrears.

Annulling the agreement

From the moment the agreement has been signed until the start date, it can only be annulled in writing. If you notify us more than one month until the start date, no costs will be charged. If we receive your annulment less than one month before the start date, we adhere to the notice period of one month from the date your cancellation has been received.

Picking up your child late

Kind & Co reasonably expects that you will pick up your child within the opening hours of the location. If you are late to collect your child, a member of staff will talk to you about this. If it happens a second time, the cluster manager will contact you. The third and each subsequent time, you will receive a fine of €25 every time you are late to pick up your child. After three fines, Kind & Co reserves the right to give notice on the agreement. You will be personally informed about this.

2. Payment

The parent authorises Kind & Co to collect the monthly charge via direct debit. If the parent decides not to grant authorisation to direct debit, a monthly administration fee will be charged.

Kind & Co charges a monthly tariff to be paid in advance by the parent. The direct debit will be collected around the 27th of the month preceding the next month of daycare. Any costs that are not invoiced in advance, such as for example costs of occasional additional daycare, will be invoiced separately and collected from the bank account either halfway through the month, or at the end of the month.

The agreed cost for the care is due from the first day, regardless of the actual hours and/or days the child has attended care.

The agreed costs remain due also if the child is absent from the care.

Childcare allowance

The parent is responsible for requesting childcare allowance with the tax authorities (www.toeslagen.nl). The Dutch Tax Authority (Belastingdienst) will pay the allowance in advance of each daycare month to the parent (for example: you will receive your allowance for the month of April around the 20th March).

Kind & Co will provide an annual statement of all the invoiced costs of the previous year (including the costs for any additional days) during the first quarter of the new calendar year. This annual statement is important for the Belastingdienst to determine the childcare allowance.

Parental contribution

For playgroups, parents who do not qualify for childcare allowance may qualify for a municipal contribution. This parent contribution, or so-called toddler care allowance, may or may not be linked to your income. Depending on how the subsidy scheme is established by your municipality, there might be an income-dependent parent contribution. In this case Kind & Co may ask for your income details and you are obliged to inform Kind & Co of any relevant changes to your income.



Further information

- ■ *Included in the price*
 - Food is included in the cost for the day nurseries, playgroups and out-of-school care locations. Diapers are also included in the cost for day nurseries.

- ■ *Vaccinations*
 - During your introductory conversation at the location we will discuss whether your child has already received vaccinations, and/or whether they will receive these. You are not legally obliged to participate in the National Vaccination Program. Some parents decide to withhold (some) vaccinations for their child. From a medical point of view, it is not per definition necessary to deny children without vaccinations access to child care.

- ■ *Liability insurance*
 - Kind & Co has liability insurance for companies and accidents. The company liability insurance covers the liability of the organisation, 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 organisation in the middle of the Netherlands. We offer every type of child day care and see ourselves as a pedagogical partner. Together with parents, schools, and other stakeholders we create a safe and healthy environment in which children can develop themselves. Through creativity, attention and innovative thinking we offer the opportunity to develop talents. We are not only concerned with the now, but also with the future of the child.

This explains our motto: : *"Wij think in tomorrow"*.

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 that we honour our commitments and want to do better tomorrow than we did today. It is a challenge to work on innovative concepts and stimulate the development of the children every day."



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."



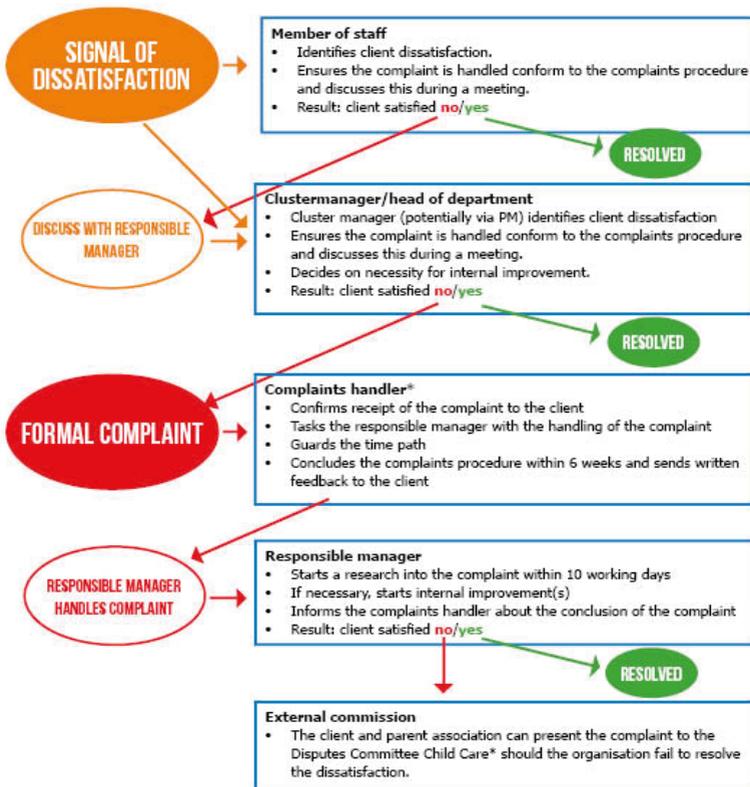
WORKING TOGETHER

"We consider education and development a matter of working together. We do so on a base of equality, with respect for differences."

B. Complaints procedure Kind & Co



COMPLAINTS PROCEDURE



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

Disputes Committee Child Care
 Postbus 96802
 2509 JE Den Haag
 Phone number: 0900 - 1877
 www.klachtenloket-kinderopvang.nl/ouders

Kind & Co

Kroonslag 2
3991 TW Houten

Postbus 250
3430 AG Nieuwegein

030 - 695 84 69

Version: November 2018

info@kmnkindenco.nl
www.kmnkindenco.nl

www.facebook.com/kmnkindenco
www.twitter.com/kmnkindenco