

KidzAhoy Policy Plan

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1. INTRODUCTION

Welcome to KidzAhoy childcare in Lelystad. This policy plan has been compiled for (new) parents of KidzAhoy. By parents, we mean all legal representatives of the child. The child is referred to as he/him, although she/her can also be read here. The policy plan contains various information regarding your child's stay at KidzAhoy.

Various practical information, as well as the rules and agreements, are also described. For more detailed information, we refer you to our information guide, which can also be found on our website.

In the policy plan, by parents we mean all legal representatives of the child. The child is referred to as he/him, although she/her can also be read here.

At the end of 2012, the doors of KidzAhoy opened with Catharina Loiaconi as the new owner.

KidzAhoy Daycare is a small-scale daycare center currently operating with five groups. There are two groups for children aged 0-2 years: the Dekzwabbers and the Ketelbinkies. There is one vertical group, the Matrozen (0-4 years), and two horizontal groups, the Piraten and Kapiteintjes, for children aged 2-4 years.

In addition to our daycare center, we have another location with three after-school care groups at OBS De Sluis, named De Sluiskade, with 50 places for children aged 4-13 attending OBS De Sluis. See the website for more information.

We are fully focused on the child and ensure a loving, friendly, and safe atmosphere. We consider open communication with each other, within the team, with the children, and with the parents to be very important. This ensures that no misunderstandings can arise in the guidance of and interaction with the parents and children.

In this folder, we outline our pedagogical policy plan.

In our policy plan, we clarify our guiding principles. Subsequently, we describe how the group or groups within our daycare center function and how we apply laws and regulations in this regard. Naturally, we also address matters such as nutrition, care, safety, hygiene, and privacy.

In addition, you can read how we work on our open way of communicating. Under the section 'Providing safety for children', it is clearly described where the

Inspection reports from the GGD are available to read, as well as the risk and safety inventory.

The website also features the most recent annual inspection reports from the GGD (Municipal Health Service) for the daycare center. Our objective is to continuously refine our practices when necessary and to look for ways to support the development of the children who come to us as effectively as possible. We review our pedagogical policy plan annually and adjust it as needed, in order to consistently communicate our own insights and policies externally. Just as children are constantly growing and developing, we, as a daycare center, also aim to experience continuous growth and development! We have just mentioned our vision regarding childcare and daycare centers. We will elaborate on this in the report. Additionally, in this first section of the pedagogical policy, we discuss our pedagogical objective. By this, we mean the objective from which we operate.

For more practical information, please refer to our information guide.

2. CONTACT DETAILS

KidzAhoy Lelystad-Haven Branch
Binnendijk 27, 8244 AA Lelystad

For questions regarding invoices or other general (financial) questions, please contact the administration: **.0320-720227**

For questions or to report your child's leave or illness, please contact the pedagogical staff in the group at:**0320-720226**

LKR number 204472106

Opening hours:

| | |
|-----------|-------------|
| Monday | 06:30-18:30 |
| Tuesday | 06:30-18:30 |
| Wednesday | 06:30-18:30 |
| Thursday | 06:30-18:30 |
| Friday | 06:30-18:30 |
| Saturday | Closed |
| Sunday | Closed |

KidzAhoy is open all year round, with the exception of national holidays.

3. KIDZAHOY CHILDCARE

KidzAhoy started with a specific vision and ideals. Our ideals regarding childcare are:

Sufficient, trained, committed staff and enough space for the children to show who they are

By this we mean that the focus lies on the child and that economic interests always remain subordinate to pedagogical interests. We do realize, however, that KidzAhoy must be cost-covering and that sufficient resources must be built up to be a healthy and viable daycare center.

The basic principles here are:

- Respect for each other: every child deserves respect, to be respected and valued
- Room for development: every child has the right to have their needs met
- Reflection on what we do: every child has the right to develop by exploring their living environment
- Striving for the best result: every child needs understanding and support to develop self-confidence and independence.

4. START, VISION AND PRINCIPLES

4.1 Start: Our vision on childcare in a child center

Parents have consciously chosen to send their child to a childcare center. This means that they have chosen to have the child cared for in a group setting. For the child, this means a different environment with different opportunities than in the home situation.

KidzAhoy offers children a safe place to meet and get to know each other, to learn to play together, to eat together, and to sleep (rest). Our childcare center is a place where children learn to be considerate of one another and to get used to multiple “educators,” our pedagogical staff (group leaders). For many children, this is a major difference from the home situation, where they usually have to deal with two educators.

KidzAhoy loves seeing how the “older” children interact with the younger children and vice versa. From an early age, children learn to live together and be considerate of one another! The space at our childcare center is specially designed for children and often offers more challenge and opportunities for play than at home. In every group room, we pay attention to the individual development of each child.

We do this in areas such as:

- Language (speech/language development)
- Play (individual and group-oriented)
- Practicing skills: social skills
- Personal skills
- Independence
- Discovering one's own potential
- Learning to deal with boundaries and rules

A childcare center offers parents a broadening of the parenting situation. It complements the parents' parenting activities. Parents can expect support in raising their children. By this, we mean support through our involvement with the child and, if needed, by helping to think through specific parenting questions.

Naturally, if necessary, we are happy to call upon the support of parents regarding questions about their child's development.

Parents can trust that we take good care of their children and give them loving attention, and that the spaces where the children stay are attractive, clean, and safe. Parents can trust that the pedagogical staff treat the children with care.

Parents can always contact us with questions, comments, wishes, or complaints.

Through our parent portal Bitcare, meetings, reports, and observations, we keep all parents informed of all current events concerning their child.

KidzAhoy ensures that all children receive the attention, love, care, and safety that children need.

Five principles are central to this:

- Every child is unique and is accepted and valued
 - Every child needs sleep, food, attention, and love
- By providing safety, a child gains self-confidence, which leads to seeking new challenges and greater independence.
- Pedagogical staff serve as role models: children adopt the behavior of adults (urge to imitate)
 - Through play, the children learn the reality of the day

4.2 Vision

Every child is unique. We offer our children a safe environment so that they can develop optimally. By providing an environment of safety and security, children can develop into independent, resilient, and social individuals. We work with a pedagogical vision that encourages children to discover and develop. Our pedagogical staff provide challenging play and developmental materials.

4.3 Basic principles

- Respect for one another: every child deserves respect, to be respected and valued.
- Room for development: every child has the right to have their needs met.
- Reflection on what we do: every child has the right to develop by exploring their living environment.
- Striving for the best result: every child needs understanding and support to develop self-confidence and independence.

5. PEDAGOGICAL OBJECTIVES

5.1 Personal competence

The pedagogical staff make the child aware of their own abilities and qualities, and respond to jokes and comments, for example. Responding to the children's initiatives, rewarding and praising, and giving compliments are positive ways to stimulate the child's personal development.

Furthermore, it is very important that the child trusts the pedagogical staff member so that the child is open to learning from them. The group is a social living community in which the child can practice with their own boundaries and the possibilities of their behavior. The child's personal competencies can be highlighted within the group by offering activities that allow the child to distinguish themselves. This is done by doing crafts with the child, sharing stories in a circle, and looking at photos from home.

Personal competencies that are also worked on by the groups at this childcare center are:

- The child must learn to become self-aware and develop their own taste.
- The child must learn to show whether or not they find being touched pleasant during care.
- The child must learn to solve 'problems'.
- The child must learn to fend for himself (self-reliance)

KidzAhoy considers it of great importance that the pedagogical staff contribute to the positive experiences a child has during their stay at KidzAhoy. The pedagogical staff member will play a major role in the child's daily life. It is important that the pedagogical staff member is sufficiently sensitive in their interactions with the children. Furthermore, the encouragement provided by the pedagogical staff member is very important for the child's development.

Process quality

The pedagogical staff member must ensure that the experiences and interactions with the social and material environment that the children acquire at KidzAhoy are educational and of a positive nature for the child.

Examples of practical implementation per group

Cabin boys and Deck Swabber Children in the Ketelbinkies and Dekzwabbers groups will be introduced to learning to be self-reliant, as the caregivers give attention to multiple children. The child is given a toy or placed in a bouncer until they receive attention again. The caregiver will speak to the child in a comforting way if they are sad. This is the young child's learning moment: to be self-reliant, even if only briefly.

The children can play in the (floor) playpen but will also participate in activities at the table and/or in a bouncer. Even with the youngest children, activities will be conducted that stimulate them cognitively and motorically. If the children are sad, they will be lovingly comforted by the caregivers.

Sailors Toilet training is started in the group when the child is ready for it themselves. At set times, the children are invited to go to the toilet. The children must wait their turn. The childcare worker helps the children unbutton their trousers. The childcare worker then encourages the children to go back to playing on their own.

Pirates and Little Captains Children indicate themselves when they need to go to the toilet, provided they are fully toilet-trained. The caregiver indicates that the child can tell if he or she needs help. The children become increasingly independent and motivated to do as much as possible themselves.

5.2 Emotional safety

Parents' choice of childcare at KidzAhoy is a choice for their child's care in a group setting. In the group where the child is placed, they can build relationships with other children and with the pedagogical staff. Social-emotional development is stimulated through interaction with other children and with the pedagogical staff in the groups.

The aim is to provide children with a safe environment where they feel secure by creating a warm and home-like atmosphere. This is achieved through their own recognizable and familiar group room and sleeping area, including a personal bed where the child can sleep or rest. This applies to the group caring for children aged 0-2 and 0-4 years. Process quality is also considered in relation to this competency: how the group is structured, what activities are offered, and what materials the child can play with.

The group rooms are arranged and furnished in such a way that children aged 0-2, 0-4, and 2-4 years can develop. Every child can be themselves and develop at their own pace. Full space is provided for this. To this end, the pedagogical staff work in a child-centered and child-following manner, engaging in a consciously passive or consciously active way.

- The pedagogical staff member ensures a relaxed and open atmosphere in the group.
- The group is staffed by permanent pedagogical staff so that the child develops a bond of trust with the staff member (see section on practical implementation and services).
- The child is given the opportunity to discover and express their own emotions and is guided in this by the pedagogical staff member.
- Work is done on social skills by, among other things, having children play together and offering activities in small groups. They also learn to listen to each other when something is being said and to resolve disagreements together.
- The children are invited to participate.
- The pedagogical staff talk to the children at eye level so that they are equal to the children.
- Work is carried out with a fixed structure and regularity (see section practical implementation and daily schedule).
- The pedagogical staff member has a respectful attitude towards the child, and communication is conducted in a child-friendly and professional manner.
- During drop-off and pick-up times, the pedagogical staff devote ample time and attention to the child's parents, as well as providing a good and clear handover.

Examples of practical implementation per group

Cabin boys and deckhands: A child is sad when a parent goes to work. The childcare worker comforts the child by picking them up and cuddling them. This makes the child feel secure and safe. They will receive sufficient attention so that they feel comfortable throughout the day.

Sailors: If the child is sad, the childcare worker will comfort the child by taking them on their lap and reading a book.

Pirates and little captains See sailors, possibly offer a game, find a distraction. The children are spoken to in an encouraging/comforting manner. The children are made enthusiastic to go play with the other children.

5.3 Social competencies

Through the childcare we provide daily, various social skills are developed in the children. These social skills are optimally developed in the children by the pedagogical staff. In the groups of this childcare center, there is a fixed and clear daily schedule between the individual moments the children receive and the group moments.

Activities are offered to the entire group as well as to smaller, rotating groups, ensuring that all children have sufficient play materials. In the groups, the pedagogical staff ensure that the children learn to play together, talk, listen, have fun, share, wait for each other, and learn to be considerate of one another.

The play materials and game selection are arranged in such a way that play can take place both individually and in groups. The play materials and game selection are developmentally oriented and challenge children to play, taking into account differences in age, gender, and social and cultural backgrounds.

The task and role of the Pedagogical Staff Member depend on the situation as it may arise and can be directive, guiding, corrective, nurturing, stimulating, or passive. Play takes place in different groups with different toys. Constructive play is offered; depending on their age, children can play with blocks and/or engage in imaginative play. Examples include playing in a play kitchen, playing house, etc. Fine motor skills will be practiced to stimulate development, creativity, and intellectual development.

Play will contribute to increasing knowledge, social development, and social skills. Kidzahoy expects its pedagogical staff to certainly possess the following skills.

- Providing emotional support;
- Respect for autonomy;
- Ability to indicate structure and boundaries;
- Talking and explaining;
- Stimulating the child's development;
- Guiding interactions between children.

The social competencies addressed in the groups at this Children's Center are:

- The pedagogical staff member encourages group activities by regularly engaging in group activities together, such as a circle discussion or celebrating a party.

The pedagogical staff member helps the children resolve minor conflicts or arguments and teaches them to resolve them together.

The pedagogical staff member encourages the children in their interaction with one another.

- The pedagogical staff member tries to make the children clear and aware of the feelings and emotions of the other children.

The pedagogical staff member is aware of their own role and sees themselves as a role model to encourage the children's social behavior.

Examples of practical implementation per group

Ketelbinkies and Deck Swabber: If a child intentionally hurts another child, the childcare worker will first comfort the child who is in pain. Next, the other child is told that this behavior is unacceptable, and children are taught to be kind to each other and not to hurt one another. If, unexpectedly, something does happen, the childcare workers will teach the children how to handle it properly. They are taught to say sorry and to make amends. This is taught even to the very youngest children. The childcare workers ensure that the children are not in pain and comfort them if they are sad.

Sailors: With a child from the Sailors group, the pedagogical staff can delve deeper by engaging in a conversation with the child. For example, making it clear to a child who has bitten another child that this hurts, that the child is in pain because of it, and that the child is getting scared. We ask if the child understands this. The child is asked to say sorry and give a hug.

Pirates and Little Captains: At this age, children know that physically hurting other children is not allowed. We will address this with the children, explaining that this is not permitted and that there may be consequences. The child experiencing pain will be comforted. Afterwards, the child apologizes and may offer a hug.

5.4 Norms and values

Children learn through imitation. The pedagogical staff are very important and influential role models. Pedagogical staff make conscious use of the

imitative behavior of the children. In the groups of this Childcare Center, the pedagogical staff consider it their task to transmit the generally applicable rules of norms and values to the children.

- Children learn to follow rules and agreements.
- Children learn to show respect to others and their property
- Children learn to play and share together
- Children learn not to hurt others
- Children learn to be polite
- Children learn to respect nature.

In the groups at this childcare center, the pedagogical staff ensure that rules, agreements, and how people interact with each other are adhered to, and intervene when necessary.

The pedagogical staff member addresses the children regarding behavior that deviates from the rules and agreements and the way they interact with each other. Through play, unwanted behavior is redirected towards desired behavior. Practical implementation per group: In the competencies mentioned above, we continuously emphasize our norms and values. See the examples mentioned above regarding hurting each other and resolving conflicts.

6. PROVIDING SAFETY TO CHILDREN

The safety of the children at KidzAhoy is ensured not only by KidzAhoy but also by other agencies. Every year, KidzAhoy is inspected by the GGD (Municipal Health Service) regarding child safety. If the GGD identifies areas for improvement, adjustments are made at the childcare center. The owner and all pedagogical staff at KidzAhoy have a very important role in identifying unsafe situations for the children, but especially in preventing unsafe situations for KidzAhoy.

KidzAhoy conducts a Health and Safety Risk Assessment (RI&E) every year.

This has been issued by Consumer and Safety. Action plans/reports are drawn up based on this. Any dangerous situations are immediately addressed and remedied. The owner of KidzAhoy conducts checks to ensure compliance with the Policy.

For parents: The Health Management and Safety Risk Assessment is always available for inspection at the office. A digital copy is also available for inspection in every group.

If there are questions about the action plans or if an explanation is needed, any parent can ask the pedagogical staff or the owner of KidzAhoy.

The inspection report drawn up by the GGD following an inspection is always available for viewing on the website.

During the intake, new parents are informed about the RI and E, health management, and the GGD inspection report (see Pedagogical Policy Part A, Ensuring Safety for Children 7). The Complaints Procedure is also explained in our information guide.

Open communication is very important to all KidzAhoy employees, and therefore parental involvement is highly appreciated.

7. THE PARENT COMMITTEE OF THE DAYCARE

The Risk Inventory and Evaluation, health management, and the resulting action plans/reports are discussed annually with the members of the Parents' Committee.

Suggestions arising from this are discussed and adjusted to the policy and the groups. According to the Childcare Act, every daycare center is required to have a Parent Committee (PC). The members of this committee are parents of the children attending the daycare center. PC members can be appointed for two years.

As parents, you can contact the Parent Committee (OC) with questions, comments, and ideas regarding the daycare center. Additionally, as a parent, you can actively participate in the OC when vacancies arise.

Daycare =If an active OC is present, and you would like to know who they are and whether you would also like to sign up, you can email us at Kidzahoy27@gmail.com

7.1 The objective

The goal of the OC is:

- To serve the interests of the parents and children as well as possible
- To give parents a say in the day-to-day operations and policy development within the daycare center
- To advise on the quality

The Parent Committee therefore forms a link between the daycare center and the parents!

7.2 What tasks does the OC have

According to the Childcare Act, the owner/management of the daycare centre must ask the Participation Council for advice on proposed decisions regarding:

- Implementation of quality policy
- Pedagogical policy plan
- Nutritional matters/general policy on nutrition
- Risk assessment, safety and health
- Opening hours
- Policy regarding play and development activities
- Complaints procedure
- Price changes

The OC is authorized to advise, both upon request and unsolicited, on the points mentioned above. The owner may deviate from the advice of the OC if it can be substantiated that the interests of the children militate against the advice.

The OC has the following tasks, among others:

- Act as a point of contact for parents
- Hold regular consultations with the owner regarding the policy
- Provide input for a Parent Evening upon request
- Ensuring clear information is provided to parents regarding the activities of the Parent Council

7.3 Regulations

The OC operates in accordance with the sample regulations based on the model of BOINK (parents' interest group) and the MO group (employers' interest group), the "Internal Regulations".

The first set of regulations, for example, lays down the tasks and functions of the OC. The second set states, for example, the duties of OC members, how often the OC meets, and how parents are informed.

7.4 Situation at KidzAhoy

The Parent Committee of KidzAhoy represents the interests of the parents and children at this daycare center.

Under the Childcare Act, the parents' committee has the right to advise on:

- Pedagogical policy plan
- Nutritional matters
- Safety and Health Risk Assessment
- Opening hours
- Complaints procedure and the appointment of the members of the complaints committee
- Price of childcare
- Quality policy regarding the number of children per square meter, group size, and training requirements for trainees.
- The four-eyes principle

Should a parent wish to contact the Parent Committee, this is of course possible. The Parent Committee has a designated spot where information about the committee is posted. We are currently recruiting members for the Parent Committee. From now on, we will abbreviate the Parent Committee to OC.

Reference is also made to the holder, by which is meant the owner of KidzAhoy. By the organization, we mean KidzAhoy.

8. SUPPORT FOR PEDAGOGICAL STAFF

The pedagogical staff guide the children during an important phase of their lives. We are focused on the well-being of the child and possess the professional training, specific knowledge, and skills to achieve this, which is evident in daily practice.

The pedagogical staff are supported and guided in their work with the groups by the owner of KidzAhoy and Pedagogical Coach Nanda Kok, and for the BSO De Sluiskade, this is Annette Hazeleger. They are present at the office four days a week. They make time for personal care and attention for the staff, ensuring that quality is maintained for both the children and the employees.

8.1 Educational requirements

The pedagogical staff hold an MBO diploma focused on childcare that meets the CAO standards.

These include KV/JV (Child and Youth Care), SPW (Social Pedagogical Work), and PMK (Pedagogical Management in Childcare).

In addition, every pedagogical staff member must be in possession of a 3F certificate. An indication on a diploma is also sufficient.

Furthermore, all pedagogical staff members hold a relevant First Aid/CPR certificate (Oranje Kruis) and a valid Certificate of Conduct (VOG). At the location, there is a folder in the owner's office where this information is collected. The names of employees holding a valid First Aid certificate are also listed in the safety and health policy plan.

As of the reference date of 01-01-2025, it is mandatory for employees working with babies to hold a baby certificate. Consequently, all employees working in a baby group at Kidzahoy possess this certificate.

8.2 Continuous screening and Persons Register

To ensure safe childcare, people working in childcare must possess a Certificate of Conduct (VOG). The VOG demonstrates that a person has no criminal offenses on their record that would impede working in childcare. As soon as a VOG has been applied for and the employee is assigned to our company, continuous screening follows.

If the employee is not registered in the personnel register, the employee may not/cannot work at KidzAhoy. In this way, continuous screening is carried out.

This screening entails comparing criminal records in the Judicial Documentation System daily with a file of people working in childcare. If it appears that a person working in childcare poses a threat to a safe environment for children, action is taken via the municipality and

The GGD sends a signal to the owner of KidzAhoy. Due to the employee's privacy, this signal contains no explanation regarding the criminal offense itself.

A signal may relate to violent and sexual offenses or weapons and drug offenses. After a signal is received from the GGD, the owner of KidzAhoy requests the employee to apply for a new Certificate of Conduct, or a decision is made in consultation with the employee concerned to terminate the employment.

If the employee wishes to apply for a new Certificate of Conduct (VOG), this employee is temporarily prohibited from having contact with the children at KidzAhoy and will be placed on inactive status. If the employee has applied for a new VOG and it is subsequently not issued, or if the employee does not wish to apply for a new VOG, this constitutes grounds for the employee's dismissal.

8.3 Four-eyes principle

As of July 1, 2013, the 'Four-Eyes Principle' comes into effect. This principle entails that an adult must always be able to observe or listen in on a professional. A professional may still be alone with the group, provided that another adult has the opportunity to observe or listen in at any given moment. For the time being, the Four-Eyes Principle will only apply to day care.

What does the four-eyes principle mean for KidzAhoy?

The Parents' Committee plays an important role in the practical implementation of the four-eyes principle. The operator of KidzAhoy is obliged to seek advice from the Parents' Committee regarding the practical implementation of the four-eyes principle. Additionally, the operator of KidzAhoy is required to inform parents about how the four-eyes principle is being applied. The Municipal Health Service (GGD) monitors compliance with this.

How do we apply the four-eyes policy at KidzAhoy

Ensuring multiple eyes on the group is structured as follows:

- From 06:30 to 07:30, one childcare worker will be present to start the day and care for the first children. From 07:30, two childcare workers will be present.
- Between the baby group and the toddler group is a shared kitchen with windows so that both groups can look into each other's group during the day. There are doors between all groups that can be kept open all day, in most cases with a window, thereby maintaining continuity of observation.
- All groups can be observed through the windows. Windows are located along the entire garden side, ensuring that observation of the pedagogical staff member and playing children on the garden side is maintained.
- The closing procedure is always carried out by two employees to ensure safety is maintained.

8.4 Interns

We are affiliated with the Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven (SBB). This means that KidzAhoy hires trainees (our future colleagues). Specifically, these are interns from the SPW Level 4 program. A number of pedagogical staff members have completed an internship supervision course at Calibris to provide optimal guidance to the interns in the workplace. We also collaborate with Calibris, and KidzAhoy is certified to teach interns the profession. The practical skills assessments that are part of the ROC Portfolio can be taken at KidzAhoy. To this end, a staff member has completed the Qualifying Assessment course. An internship policy has been written for the interns; this policy is available at KidzAhoy.

Because there are interns of various levels and educational backgrounds, it is determined on a case-by-case basis how the intern can best be supervised. The assignments and tasks that an intern can and may perform will depend on the intern's level and education..

Performing tasks of a student at SPW level 3/4, helping children put on their coats and shoes. Activities indoors and outdoors involving interaction with children. Supervising activities of the group leader and/or themselves. In the first year, the intern will primarily be working on his/her own assignments. The intern will mainly be responsible for personal hygiene, including washing hands, keeping the workspace clean, and cleaning faces. No distinction is made regarding which group the first-year intern starts in.

For second-year interns, we will assess the intern's progress, their objectives, and whether they are ready for additional tasks. This will be reviewed jointly and, if necessary, discussed with supervision from the school. For third-year interns, this is considered their final internship, during which they will shadow a group leader's daily activities. The intern may prepare meals, change diapers, and perform additional care tasks. The intern will also have the opportunity to practice handing over to parents and reporting on the daily routine in BitCare.

If an internship period goes well at KidzAhoy, it is possible to receive a 2 in the event of illness of permanent staff and during school holidays. or 3 to allow a year group student to work in a group within the child-to-staff ratio. This is always alongside a permanent pedagogical staff member.

9. WORKING METHOD AND AGE STRUCTURE OF THE GROUPS

9.1 Group formation

Choosing childcare in a childcare center is a conscious choice to care for the child in a group. A group is a collection of individuals who have similar interests, but naturally also conflicting interests.

In the groups, we leave as much space as possible for and take into account each child, without the other children being overcrowded. The children therefore learn at an early stage to be considerate of one another (through play).

To meet the conditions for developmental opportunities within the group, the children must feel safe and secure. We create this opportunity by ensuring stability and continuity within the groups.

Every child is placed in a fixed group, this is called the Tribal group

In addition, we also try to support adventurous toddlers on their developmental journey if they want to take a look at another group (see leaving the core groups).

Kidz Ahoy has the following groups:

- The Dekzwabbers, horizontal group of 0-2 years with a maximum of 9 children
- The Ketelbinkies, horizontal group 0-2 years with a maximum of 9 children
- De Matroosjes, vertical group of 18 months – 30/36 months with a maximum of 12 children
- The Little Pirates, a horizontal group for children aged 2 to 4, with a maximum of 11 children.
- De Kapiteintjes, a horizontal group for children aged 2 to 4, with a maximum of 15 children.

If the group size is small on certain days, a decision may be made to (partially) merge the groups. The number of children will never exceed the maximum number, and the Child Relations System (KLR) is always maintained in this regard. The children retain their familiar face. The pedagogical staff member from the group will accompany the child to the other group. Emotional safety will thereby be guaranteed.

Should a child be placed in another group, this is always done in consultation with the parents; we always prioritize the best interests of the child. The children are placed on fixed days of the week, and there is the option to arrange flexible childcare after consultation.

All groups at this childcare center operate according to the legally established staff-to-child ratio.

Caregiver/child ratio:(<http://1ratio.nl>)

9.2 Leaving the stamp groups

Routine and clarity are of essential importance to children.

Knowing what to expect and being cared for in a familiar group room plays an important role in this. Every day, the children are brought to their own fixed group by their parents. There, they see one of their regular pedagogical staff members, who has a conversation with the parents and then takes over the child.

Leaving this fixed group occurs when activities are taking place in another room, such as celebrating a birthday. As soon as the activity is finished, the pedagogical staff member returns to the home group with the children. The staff-to-child ratio is not exceeded when leaving the home group.

If the number of children permits, or if a staff member is absent due to illness and combining groups is possible, the children will be cared for in one of the regular groups.

At Kindercentrum KidzAhoy, most activities are carried out within the core groups. However, the core groups may be left for certain activities. The staff-to-child ratio is always maintained in these cases.

The groups can be left to;

- To play outside
- To go on trips (see trips policy)
- The arrival of the photographer
- Celebrating events, for example the reading breakfast
- Celebrating birthday parties

Merging groups

Within our childcare organization, we strive for a stable, safe, and pedagogically sound environment for every child. In certain situations, it may be necessary for us to combine groups. This is always done carefully, in compliance with applicable laws and regulations, and while maintaining quality and safety.

The merging of groups can take place in the following situations:

- **In case of illness or absence of employees**
In the event of illness or unforeseen absence of pedagogical staff, a decision may be made to merge groups, provided this is permitted within the applicable laws and regulations.
- **With a lower number of children**
Particularly in infant and toddler groups, merging may occur when the number of children is low. In this situation, working together can be more pleasant and pedagogically stronger than working alone in a group.

Goal and pedagogical basis Merging groups contributes to:

- A stable and safe pedagogical climate
- More opportunities for collaboration between pedagogical staff
- Better execution of targeted activities
- More social interaction between children
- Reduction of work pressure when working alone with a small group
- By merging, employees can support each other, better respond to the needs of children, and offer higher-quality activities.

Boundary conditions

The following conditions apply when merging groups:

- The staff-to-child ratio (SCR) is maintained at all times in accordance with legal requirements.
- The maximum group size is not exceeded.
- The ages and developmental stages of the children are taken into account.
- The physical space is appropriately and safely arranged for the total number of children present.
- The four-eyes principle remains guaranteed.
- Parents are informed via the usual communication channels if this occurs structurally or frequently.
- Possibility to split:
If the situation requires it (for example, due to an increase in the number of children, specific care needs, or pedagogical considerations), we always reserve the option to split the groups again.

Quality assurance

- The merging of groups always takes place in consultation with the pedagogical staff present and under the responsibility of the supervisor. The best interests of the child are paramount in this process, and it is continuously assessed whether the quality of care remains guaranteed.

Which groups can merge? Cabin boys → Deck Swabbers Pirates → Little captains

9.3 Mentorship

In accordance with the IKK Act, every child staying at KidzAhoy will have their own mentor in 2018. When parents have an intake interview at KidzAhoy, they will be informed of this and a document will be signed by the parents clearly stating who the child's mentor will be. The child's mentor is indicated in KidzAhoy's child tracking system, Bitcare. Parents are informed of this well in advance. With the mentor, the parents will

conduct a number of conversations for the development of the child.

The mentor is entrusted with a number of tasks;

- Monitoring the child
- Monitoring (one-on-one interactive process)
- Identifying developmental problems
- Set concrete goals and work on them (develop a positive self-image, potty training, etc.)
- Observations
- Conducting conversations with parents (including based on the observations)

The mentor conducts observations and discusses them with parents during a mentor meeting or a transition meeting. For example, if a child moves from the Pirates group to the After-School Care (BSO), the observations will be discussed with the new BSO mentor. The BSO mentor is in contact with parents and, if necessary, the school. If parents appreciate it, a warm handover will take place from Kidz Ahoy to the school. Parents can also indicate that the pedagogical staff member has a handover with the primary school teacher. This only takes place with the parents' permission and upon request. This also applies if parents choose to place their child(ren) at another BSO location. If desired, parents can take all observations with them and share them with the new BSO location.

The mentor is also responsible for ensuring that the child's birthday is celebrated (gift, streamers, hat). If the mentor is on vacation or absent, it must be clear to colleagues what the mentor is working on and how the project manager colleague can take over seamlessly.

Conversations with the parents/guardians

Drop-off and pick-up conversations take place after every day the child has been at Kidz Ahoy. The pedagogical staff at Kidz Ahoy attach great importance to this.

If a child exhibits socially noticeable behavior, minor points of attention can already be mentioned during these drop-off and pick-up conversations. Throughout the day, details are recorded in Bitcare by pedagogical staff.

If an action plan has been discussed, a person is designated as the permanent contact person. This person can schedule an appointment with the parents/guardians to hold a meeting. This meeting must be positive and make it clear that work is being done on the interaction with the child so that the child feels better in the group and their behavior can change. In addition to negative points, positive aspects are specifically highlighted, and no accusations are made; instead, the child's well-being takes precedence over everything else.

The results of a conversation can be:

- The parents/guardians also see and understand these problems and try to apply the plan of action in the home situation in the same way (insofar as this is feasible).
- The parents/guardians recognize the problems and can seek professional help if necessary.
- The parents/guardians do not acknowledge the problem with the child. Initially, the group's plan of action is followed. However, contact is made with the Icare youth counselor, and the parents/guardians are kept informed about their child through conversations.

If, after a month, it becomes apparent that there is no improvement in the child's situation, another meeting will take place with the parents/guardians. Kidz Ahoy can offer to assist in finding professional help if parents require assistance with this. Kidz Ahoy can refer parents to Icare. Should parents wish to do so, Kidz Ahoy can also offer to speak with Shirley de Kraaij, a play therapist and child coach at Kidz Ahoy. She can discuss the behavior with the parents and potentially draw up a treatment plan. If a child exhibits behavior that causes genuine problems within the group, Kidz Ahoy's offer to seek professional help is not optional, but mandatory.

If the parents/guardians have fully cooperated to improve their child's situation but the child's behavior remains a problem, a decision may be made, in consultation, to terminate childcare. The notice period for this is 2 months. The parents/guardians have these 2 months to find alternative childcare for their child. If the parents/guardians have not cooperated optimally regarding their child's problems in the group and the child's behavior is no longer acceptable in the group, KidzAhoy has the right to terminate the child's care with a notice period of 2 months. Naturally, this will be done in full consultation with all parties involved.

10. THREE-HOUR SCHEME AND DEPLOYMENT OF REGULAR FACES

For childcare lasting at least ten consecutive hours, the staff-to-child ratio may be deviated from for a maximum of three hours per day. These hours do not need to be consecutive. Fewer pedagogical staff members may be deployed during these hours. The condition is that at least half of the number of staff members required by the staff-to-child ratio is deployed.

Three-hour arrangement as of July 1, 2023

| Group | Maximum number children based the square meters | Minimum effort staff based on age present children | Maximum effort staff based on age present children | Regular break times |
|------------------------|---|--|--|---------------------|
| <i>Cabin boys</i> | 9 | 1 | 3 | 12:30-14:30 |
| <i>Deck swabs</i> | 9 | 1 | 3 | 12:30-14:30 |
| <i>Sailors</i> | 12 | 1 | 3 | 12:30-14:30 |
| <i>Pirates</i> | 11 | 1 | 2 | 12:30-14:30 |
| <i>Little captains</i> | 15 | 1 | 2 | 12:30-14:30 |

| Standard childcare services KidzAhoy |
|--------------------------------------|
| 06:30-17:00 |
| 07:00-17:00 |
| 07:30-17:30 |
| 08:00-18:00 |
| 08:30-18:30 |
| 09:00-18:30 |

It is possible that a period of service differs slightly from that described above. In practice, the service will always align with the needs of the BKR.

10.1 Periods of deviation from BKR

We regularly track the average times at which children are dropped off and picked up. We adjust the service times accordingly. Should children be dropped off earlier or picked up later, we may deviate from the BKR. During breaks, there is a maximum deviation of two hours per day, giving us leeway at the beginning and/or end of the day to make adjustments if necessary.

At the beginning of the day, during breaks, and at the end of the day, the room is never fully occupied, making our assessment for these times pedagogically sound. In the morning, no activities are scheduled yet, ensuring that there is always full attention and visibility of all children. The (**MERGER**) Doors between the groups can be opened, allowing help from colleagues to be requested at any time should an extra pair of hands be needed. The same applies at the end of the day. During breaks, most children are sleeping, making it pedagogically sound to temporarily be alone with the group with fewer (awake) children. There is always one or more pedagogical staff member(s) and/or interns present in another group, ensuring that a pedagogical staff member is never completely alone and can call for help at any time.

10.2 Safeguarding during deviation

During moments of deviation, the pedagogical staff are aware that they are with fewer staff members in the group. To compensate for this, they choose activities that are suitable for staffing with fewer colleagues. Examples include an activity at a table with sufficient overview and visibility of the children.

Should extra help be needed, the pedagogical staff must always report this to the office staff, and they will work together to find a solution. If a child requires more attention during staff breaks than a staff member is able to provide at that moment, she must notify her employer and colleagues in a timely manner so that extra help can be provided in the group. This applies to incidental or recurring situations.

10.3 Familiar faces policy as of July 1, 2023

At Kidz Ahoy, we operate a familiar faces policy. This means that, in accordance with laws and regulations, one or more familiar faces are always present for your child. This ensures stability and safety for your child.

Because a childcare worker may sometimes be temporarily absent or go on vacation, it may occur that staffing planning does not allow for scheduling a familiar face. As a result, we may occasionally deviate from the familiar faces policy during an employee's absence or leave. We will always make every effort in the first instance to schedule one of the familiar faces. Should this prove impossible, a competent and experienced staff member will always be scheduled as a replacement. In doing so, we safeguard the emotional safety and stability for your child. Parents are always informed of this in writing and/or verbally.

A familiar face will never be absent for longer than four weeks. Should this nevertheless be the case due to prolonged absence, a new familiar face will be assigned. The parents concerned will be notified of this in writing.

11. COACHING

Pedagogical policy officers contribute to the quality of childcare and have two important tasks. On the one hand, they focus on the development and implementation of the pedagogical policy. On the other hand, they coach the coach. The pedagogical staff member with a coaching role guides and trains employees in their daily practical work activities with flexible deployment.

KidzAhoy selects a pedagogical staff member (HBO educated) who fulfills a coaching role within the team. In collaboration with the pedagogical policy officers, we jointly determine where coaching is desired at that moment.

11.1 Policy Officer

The pedagogical policy officer develops the pedagogical policy. The pedagogical policy can be broader than just the pedagogical policy plan; it can encompass all policy related to pedagogical practice. Additionally, the pedagogical policy officer may play a role in monitoring and implementing pedagogical policy intentions together with the coach, ensuring that every employee works according to the same pedagogical vision.

The implementation at KidzAhoy regarding the application of our pedagogical goals and the coaching of our pedagogical team is as follows.

In accordance with the BKR, the Policy Officer works on policy and our vision outside of group hours. Together with the coach, we utilize these hours in the form of meetings. Should it be necessary for the coach to provide coaching to pedagogical staff in the group, she will be charged outside of the ratio.

11.2 Minimum commitment Coaching hours.

The minimum annual commitment hours of the pedagogical policy officer depend on the number of FTEs of pedagogical staff and the number of childcare centers, according to the following calculation rule:

$(50 \text{ hours} \times \text{the number of childcare centers}) + (10 \text{ hours} \times \text{number of FTE pedagogical staff})$. See our website for the hours allocated this year for the daycare center (KDV) and for the Sluiskade after-school care (BSO).

For pedagogical policy development, the number of locations x 50 hours must be available per year. For the coaching of pedagogical staff, 10 hours per FTE must be available per year. This concerns permanent staff and flexible hours.

These are adjusted annually based on employee coaching needs and FTEs. See the calculation for 2023 on our website here. www.kidzahoy.nl

12 PRACTICAL INFORMATION

12.1 Register at KidzAhoy

If you are interested in enrolling your child at KidzAhoy, you can always do so via the website using the registration form. As soon as we receive the registration, we will review the possibilities to match your wishes.

For the definitive enrollment of your child at KidzAhoy, we charge a registration fee of €50. We will contact you, and as soon as everything is in order, we will proceed with the final enrollment. You will receive a form from us to sign digitally for a one-time direct debit authorization for the registration fee.

As soon as we receive this, the contract will be prepared for you. After signing this contract, your child will have a placement on the indicated days as of the specified date.

You will receive the registration fee back with the first monthly invoice before the start date at KidzAhoy.

NB! If you cancel the contract at least one month before the start date of the childcare, you are not entitled to a refund of the registration fee. This is due to the expenses we incurred prior to the start date.

In the event of cancellation of the contract within one month before the start of childcare, the same applies as with termination with a notice period: parents must then pay one month's childcare costs according to the contract.

Before you start with us with your child, you will receive the contract from us, and we will schedule a settling-in period, including an intake interview.

12.2 Contracts

At KidzAhoy, we offer contracts for 52 weeks a year, during which we will be closed on national holidays.

At the moment, we only offer full-day childcare with a minimum commitment of 2 days. This is based on pedagogical considerations. A child who attends the same location for at least two days will settle better into the childcare routine, feel safer, and develop a closer bond with the childcare staff.

A standard day on contract is always from 07:30 to 18:00.

We offer the option to extend your contract by half an hour or an hour at the start of the day (from 07:00 or 06:30) or at the end of the day (from 18:00 to 18:30).

12.3 Rate structure

Every year, the government sets a new childcare allowance rate, and we at KidzAhoy determine a new hourly rate. Several factors are taken into account in this process, such as the childcare allowance rate, any collective labor agreement changes, and inflation. The new rate is submitted to our Parent Committee (OC) annually. Following approval by the OC, it is communicated to parents in a timely manner.

The number of hours per month is calculated based on the number of contract days per week (07:30-18:00) x 52 weeks : 12 equal billing months in the year. National holidays on which we are closed are included in this and are factored into our hourly rate.

12.4 Bitcare Parent Portal

At KidzAhoy, we work with the Bitcare childcare software system. As parent(s), you will receive the digital contract from Bitcare, and as soon as your child starts with us, Bitcare is the online software program that parents can install on their phones, iPads, and computers. Through Bitcare, parents can follow their children throughout the day in the form of photos, information, and contact with the caregivers. This way, you can follow from home what the days at KidzAhoy look like.

Should parents have questions for the group leader or wish to pass on a message, they can do so via Bitcare, which includes a chat function for quick messages. The group leaders receive the message and can communicate directly with the parent.

The photos and information are only accessible to the parents with whom the contract has been concluded. They receive a personal login code that allows them to track only their own child. This guarantees privacy. During an intake, parents are explained how Bitcare works. Parents are also told who the child's mentor is. In Bitcare, parents can also see who the child's mentor or point of contact is.

Swap days or purchase extra days

Through Bitcare, our online scheduling system, parents can request an extra day of childcare outside of contracted hours at the standard hourly rate. We will check for availability on the desired day and approve it if necessary. If there is no space in the child's own group on that day, we can discuss a suitable alternative group within our childcare facility. Parents are required to provide written consent for this. If there is no space on days falling outside the contract, we reserve the right to refuse the request. Naturally, we always do our best to explore the possibilities.

You may also request to change a day of your contract to another day within the same week. Here too, we will look into the possibilities, provided there is availability. Sickness/leave and public holidays cannot be exchanged for another day.

12.5 Flowing in and Getting Used to

When children start at KidzAhoy or move up within our groups, we always offer the opportunity to get used to the new group.

The goal of getting used

to it? New baby

We offer all new children aged 0-4 at least one settling-in session. This ensures that parents/guardians and the child gradually get used to the childcare environment, the pedagogical staff, and the other children in the group. Should it become apparent after this settling-in session that more time is needed to adjust, this can be discussed with the parents/guardians, and we will schedule an additional session.

Group transition

When transitioning to the next group within our day care center, we aim to ensure that the child gets acquainted with the new children in the group, the new pedagogical staff, and the new group room through multiple settling-in sessions. We determine the number of settling-in sessions for each child individually. We assess this by looking at the child's needs.

Why do we want children to come and get used to the

environment? New baby

- In some cases, parents find it daunting to take their child to daycare at first. With two settling-in sessions before daycare has started, parents can already get used to it.
- Young children do not yet have a concept of time and space, so as soon as mom or dad disappears from view, this can cause stress for a child. During the settling-in period, a dedicated childcare worker will try to build a bond with the child so that stress is reduced and the child's trust in a different environment grows. The child then also experiences that mom and/or dad will return after a short period.

Group transition

- When moving to a new group, a child encounters new childcare workers, children, and new impressions. Therefore, it is important to first allow the child to get used to the new group during a transition.

How do we handle the settling-in

period? New baby

- When a new child joins our group, we ensure that an intake interview with the parents is also scheduled. During this intake interview, the child is discussed. Parents have the opportunity to discuss the routine from home and to pass on any specific details regarding feeding and sleeping.
- During the settling-in period, the assigned pedagogical staff member will always be present and guide the settling-in process.
- When planning a settling-in period, a quiet moment in the group is sought. This allows childcare workers to give the new child extra attention and time.

Group transition

- When the child moves to a new group, a transition meeting is scheduled with the child's parents. The mentor of the new group is always present at this meeting. During this meeting, the most recent observation of the child is discussed, the working methods in the new group are explained, any changes for the child are explained, and parents can ask questions.
- During the settling-in period, the assigned pedagogical staff member will always be present and guide the settling-in process.
- When moving to a new group, the child enters a new environment with adults and children he or she does not know as well. The child's own pedagogical staff member guides the settling-in process and involves the child by showing him or her the group and talking to the child about it. If it feels familiar enough, the child can initially stay in the new group for a short period. This can then be extended on a case-by-case basis. This is always done in consultation with the parents.

Because the group doors are often left open for a short while in the morning, the children often already know the group when they transition. This helps with moving to a new group.

12.6 Pick up by others

If your child is being picked up by someone else, you must inform the childcare staff in advance. The person picking up your child must bring identification.

Your child is never handed over to someone unknown to us. If there is any doubt, contact is made with the parent(s).

Additionally, you cannot enter on your own without a login code. You will receive this personal login code at the start of childcare.

13 ILLNESS AND ACCIDENTS

13.1 Being sick

Illness is defined as, at a minimum: a child who is clearly unwell (is passive, cries excessively), complains of pain, has a recognizable illness, and/or has a temperature above 38.5 degrees. If your child exhibits these symptoms, they cannot be brought to KidzAhoy. This applies even with a suppository or paracetamol. The pill ensures that the fever or pain disappears temporarily, but does not address the underlying cause. If you have any doubts despite the written rules above and the information provided, you can always consult with one of the childcare staff members by telephone.

When a child is ill and stays at home as a result, parents can report this via Bitcare and/or contact the pedagogical staff of the group by telephone.

The child has a fever and feels sick at KidzAhoy.

A child who has a fever and is ill should be at home. If a child becomes ill during their stay at KidzAhoy, the childcare staff will act accordingly. The childcare worker will call the parents/guardians to discuss the situation. A sick child must be picked up as soon as possible. The childcare worker will explain to the parents/guardians that this is in the best interest of the child. A child who is ill and needs attention cannot receive sufficient attention from the childcare worker caring for the entire group of children. If a child is sick but is sleeping, the parents will be notified and called as soon as the child is awake. The child can then be picked up. As a parent, you are responsible for providing KidzAhoy with the correct contact details, including when these change.

If you are unable to pick up your child within a reasonable time, you must arrange for a replacement. Please inform us by telephone who will be picking up your child.

The child has a fever and does not feel sick.

A child who has an elevated temperature/fever (below 38.5 degrees) but does not have a contagious disease and feels well may remain at KidzAhoy or be brought there. The parents of this child will be informed about the child's fever. The childcare worker will make arrangements with the parents regarding the child. She will explain that the child's situation may change and that the parents must always be reachable. This is important to prevent a situation where a child is forced to remain in the group should they become sicker. The child's well-being always comes first. A sick child requires more attention and care than can be provided by a childcare worker.

13.2 Childhood illnesses

If we at KidzAhoy suspect a childhood illness, we use the app: KIDDI. It describes childhood illnesses with symptoms and advice.

Reporting childhood illnesses

As a parent, you are required to report if your child is suffering from a contagious disease, such as scarlet fever, rubella, meningitis, whooping cough, measles, tuberculosis, RSV, diarrhea, fifth disease, etc. Depending on the severity of the illness, you may be asked to keep your child at home. Childcare workers are not permitted to perform medical procedures. If a childcare worker needs to administer medication, you must sign a 'medication administration' agreement.

13.3 Administering medication

Administering medication correctly.

General

There are a number of rules that every pedagogical staff member must adhere to (BIG). BIG stands for the Individual Healthcare Professions Act. A number of procedures may only be performed by personnel who have been trained for them and are registered in the BIG register.

KidzAhoy adheres to the guidelines as set out in the Childcare brochure and the BIG Act (MO group).

Administering medication

At KidzAhoy, children only receive necessary medication when a parent signs a medication declaration for this, with the additional condition that we are always provided with the package leaflet for the medication to be administered.

Administering medication by injection is not performed by the childcare staff at KidzAhoy. In exceptional circumstances, and in consultation with parents, an EpiPen may be used.

administered. The EpiPen must be provided by the parents themselves. Parents must sign a document giving permission for the administration of the EpiPen to their own child. KidzAhoy is not responsible for any damage, physical and/or bodily, caused by the administration of the EpiPen. In the event of such a severe allergic reaction, a doctor will be consulted immediately.

The administration of medication to children being cared for may take place under the following conditions:

- Medicines administered by mouth. We do not administer suppositories.
- Ear, nose, and eye drops may be administered
- A medication slip is completed by the pedagogical staff member, signed by the parent/guardian and the relevant pedagogical staff member.
- In Bitcare, it is recorded what the child has received
- The medication slip is hung in a visible place (kitchen)
- The package leaflet is kept with the medication slip

13.4 Accidents

It is, of course, always possible that an accident may occur at KidzAhoy. Depending on the situation or any injuries, action will be taken accordingly. The pedagogical staff hold a valid First Aid/CPR certificate. They undergo annual refresher training for this. There are also several certified first aid responders present at KidzAhoy. A First Aid kit is present in every group at all times and is visible. The First Aid kit is checked every 3 months.

What does Kidz Ahoy do in the event of an accident

In an emergency, the childcare worker always remains with the child and asks a colleague to call 112. Taking action is a primary requirement. Try not to panic and try to keep the situation under control. Once the necessary help is available, the childcare worker notifies the parents; the owner of KidzAhoy is also informed. If the owner is not present, the emergency telephone is used to notify the owner or their representative.

In the event of minor accidents requiring a GP or dentist, the pedagogical staff member will contact the parents. The staff member will then ask if the parents are able to accompany the child to the GP or dentist. The children's details are registered in Bitcare. Advice can also be sought at the De Haven Health Centre.

KidzAhoy is authorized to take your child to the hospital or a doctor in emergency situations and to take the necessary measures, after – if possible – consultation with the parent or a person designated by the parent. The costs of medical treatment in these cases are the responsibility of the parent.

A child who needs to go to the GP or dentist for treatment is never left alone. After an accident, a report is made regarding the incident during the group handover. This ensures that the pedagogical staff who were not present are informed. The (near) accident form is also completed. This describes the type of accident and who was involved. This form is kept by the office and acted upon where necessary.

14. CODE OF PROFESSIONAL CONDUCT

A code of conduct contains ethical and practical standards that you must adhere to while working at KidzAhoy. This involves rules of conduct that prescribe what professional pedagogical workers do and do not do with children, parents, colleagues, and third parties.

In this way, the code of conduct provides a framework for actions and behavior while working in the groups. It provides clarity to the pedagogical staff member, as well as the clients (meaning children and parents) and other colleagues working within KidzAhoy, regarding the principles that pedagogical staff members apply in their profession.

Code of professional conduct and the administration of justice

The Code of Professional Conduct is not a law. However, the Code of Professional Conduct does have a relationship with laws and regulations. The provisions of the Code of Professional Conduct have been drafted in the spirit of this legislation. The Code of Professional Conduct describes what is generally accepted within the professional group.

The use of the code in practice

The Code of Professional Conduct establishes the values, norms, and rules of conduct that are important for the proper practice of the profession in childcare. The Code of Professional Conduct applies indefinitely.

The code of professional conduct can provide clarity in various practical situations to determine whether a particular choice is the most desirable at that moment.

14.1 General principles for working at KidzAhoy

The pedagogical staff member cares for and guides the child with respect and makes no distinction based on the faith, values, norms, or habits of the child and the parents/ guardians.

Every family has its own culture

- Every culture has its own norms and values
- Every child has their own integrity, which is respected.
- The pedagogical staff member creates an atmosphere in which every child feels at home.

- During an intake interview, the values and norms that are important at KidzAhoy are discussed.

The pedagogical staff member keeps confidential information secret that she may hear while working at KidzAhoy.

If it is important for the direct exercise of the profession that confidential information is shared in the interest of the child, this shall only be done with colleagues.

The pedagogical staff member works on the basis of expertise and professionalism. She knows the limits of the profession.

Therefore, a pedagogical staff member consciously acts on the knowledge and experience gained during the training. From this basis, the pedagogical staff member can always open her work and actions for discussion.

The pedagogical staff member contributes to the development and appreciation of the profession. The pedagogical staff member also works on their own professional development in light of relevant societal developments. If necessary, the professional practice of a pedagogical staff member is adapted accordingly.

- The pedagogical staff member keeps up to date with pedagogical innovations by reading professional literature and following news through the media.
- The pedagogical staff member is open to pedagogical innovations and changing views in society.
- The pedagogical staff member critically assesses new visions, and policy is adjusted accordingly if necessary.

14.2 The pedagogical staff member and her responsibility

The pedagogical staff member is always responsible for her way of working in accordance with the established policies and protocols of KidzAhoy.

If accountability is required, she is prepared to do so.

- The pedagogical staff member is expected to be able to shape professional conduct through their own expertise. The pedagogical staff member is expected to be able to explain why they acted in order to choose a particular course of action. The pedagogical staff member makes use of pedagogical insights and knowledge customary in childcare.
- The pedagogical staff member assesses these assignments as described in the Code of Professional Conduct or in the legislation.
- The Pedagogical Staff Member has a professional attitude and is fully aware of the responsibilities towards the child, the parents/guardians, and the profession.
- The Pedagogical Staff Member gives parents/guardians the confidence that the child is in good and safe hands, and this is done by:
 - To demonstrate expertise (know what you are doing)
 - Be aware of your responsibilities
 - To project a professional attitude To
 - act professionally

14.3 The Pedagogical Staff Member in interaction with child and parents/guardians

The pedagogical staff member ensures that the guidance and care are tailored as much as possible to the wishes of the child and what the child needs.

This can always be done in consultation with the parents/guardians.

- The pedagogical staff member always starts from what the child needs. This can be done by making observations and by carefully looking at (interpreting) the child's behavior.
- The pedagogical staff member discusses matters raised by the parents/guardians, and based on her professionalism, different care or guidance will be provided.
- The pedagogical staff member establishes a professional relationship with the child and the parents/guardians.
- The pedagogical staff member informs the parents about the existing pedagogical policy.
- The pedagogical staff member explains to the parents/guardians why the working methods are structured in this way with regard to the pedagogical policy.
- The pedagogical staff member is fully aware of her position of power, both mentally and physically, and behaves in such a way that no harm is caused to the child on a psychological or social level.
- The pedagogical staff member is responsible for rewarding and punishing the child and does so in the appropriate manner.

- The pedagogical staff member ensures that she properly guards her own boundaries and emotions in the relationship with the child.
- The pedagogical staff member does not display emotional interactions; she shows involvement and warmth.
- The pedagogical staff member realizes that she has a professional relationship with the parents/guardians.
- The pedagogical staff member ensures a good combination of professionalism and involvement with the parents/guardians.

Should the pedagogical staff member suspect child abuse, she reports this to the owner of KidzAhoy and KidzAhoy's procedures are followed.

Goals and Standards

- The pedagogical staff member takes measures to protect the child if there is an immediate danger to the child's psychological and/or physical well-being.
- Based on a pedagogical staff member's skills to observe in a targeted and systematic manner, and knowledge of deviant behavior, the pedagogical staff member may suspect child abuse.
- The pedagogical staff member keeps confidential information she holds about the child and the parents/guardians strictly secret.
- The pedagogical staff member adheres to KidzAhoy's privacy regulations; these regulations are based on current privacy legislation.
- The pedagogical staff member does not talk about the child and the parents/guardians when other children or other parents/guardians are present.
The pedagogical staff member collects data about the child and the situation that are important for the practice of the profession.
- The pedagogical staff member ensures that no data is collected that is not important for acting in this situation.

14.4 The Pedagogical Staff Member in relation to colleagues and others

Should there be information regarding a child, the pedagogical staff member discusses with the parents/guardians with whom she shares this information regarding colleagues/

This only happens with the permission of the parents/guardians.

- The child and the parents/guardians have a right to privacy
The pedagogical staff member is also responsible for maintaining the records and for retaining the data.
If necessary, these stored data can be made available to the parents/guardians for inspection. If necessary, the data can be modified or corrected.
- The pedagogical staff member ensures that the data is recorded as accurately as possible (objectively).

- The pedagogical staff member supports colleagues who experience adverse consequences if they act in accordance with the code of conduct.
- The pedagogical staff member collaborates with colleagues when good professional practice requires it.
- A pedagogical staff member is open to ideas held by other colleagues and carefully and critically assesses whether these ideas lead to improvements in the work.
- A pedagogical staff member does not comment on matters concerning a colleague.
- The pedagogical staff member is committed to helping interns learn the profession. In doing so, she serves as a role model regarding the observance of professional confidentiality and the code of conduct.
- The pedagogical staff member ensures that the intern can complete their internship in a safe atmosphere.
- The pedagogical staff member supervising the intern in the workplace ensures that the learning objectives are achieved (goals that can be achieved during this internship period).
- The pedagogical staff member ensures that the intern can learn all aspects of the profession, insofar as this applies to the study program being followed.
- The pedagogical staff member is an expert and has been trained to supervise interns (completed an internship course at Calibris).
The pedagogical staff member contributes to achieving the goal of KidzAhoy.
- The pedagogical staff member is aware of the goal of KidzAhoy and fully supports it.
- The pedagogical staff member makes an active contribution by using their own expertise to draw attention to important developments at KidzAhoy.

14.5 The Pedagogical Staff Member in relation to society

The pedagogical staff member supports the activities of the professional group in order to create the conditions for the proper practice of the profession.

- The pedagogical staff member is responsible for the profession
The pedagogical staff member supports the establishment and maintenance of fair employment conditions in social and economic areas.
- The profession of pedagogical staff member in childcare deserves appropriate remuneration and legal status based on the expertise required.
- The pedagogical staff member holds KidzAhoy accountable if the quality of the childcare provided does not meet the agreed quality requirements.
- The Pedagogical Staff Member identifies and reports a malpractice within the work situation to the owner of KidzAhoy.

- The pedagogical staff member does not accept gifts for themselves.
- Gifts given with the aim of obtaining favors from a pedagogical staff member will not be accepted.
- Refusing a gift given with pure motives can be inappropriate and come across as impolite.
- A pedagogical staff member must learn to distinguish between what is and is not appropriate.

15. UNDESIRABLE BEHAVIOR

We want to prevent and address sexual harassment, aggression and violence, discrimination, and teasing (bullying) among staff members and between parents and clients.

What is sexual harassment

By this, we mean sexual attention towards someone expressed through non-verbal behavior that can be either intentional or unintentional, but which may be experienced by the person concerned as unwanted, threatening, or hurtful.

What is aggression or violence

This is physically directed aggression and all threats directed at the person concerned.

What is discrimination

Discrimination is prohibited by equal treatment legislation.

KidzAhoy employees may not treat one another unequally on the grounds of religion, political affiliation, skin color, origin, nationality, marital status, chronic illness, or the type of employment contract (full-time or part-time, permanent or temporary contract).

Bullying

Bullying involves intimidating behavior that occurs repeatedly.

This can be expressed in various ways, such as through words and gestures, actions, or threats. The goal is to intentionally humiliate or hurt the other person.

Prevention

By this we mean opening up the above-mentioned points for discussion. This can have a preventative effect, both for the present and the future.

When KidzAhoy hires new staff (which can also be an intern), it is standard protocol that the above-mentioned points are discussed by the owner.

The above-mentioned points are also discussed at a team meeting attended by the entire staff.

15.1 Unwanted behavior

Sexual harassment, aggression, discrimination, and bullying are based on the crossing of personal boundaries and are not accepted at KidzAhoy. This protocol applies exclusively if this behavior occurs in the workplace, i.e., during working hours. The KidzAhoy supervisor must raise these topics for discussion during individual meetings.

Attention is also paid to this during team meetings. A KidzAhoy team member can also always contact the owner of KidzAhoy directly. Pedagogical staff can also always inform the supervisor of a specific situation. The KidzAhoy supervisor serves as a role model. As soon as she observes that a pedagogical staff member is overstepping the boundaries of another person, she addresses the individual involved. If it has been established that one of the aforementioned issues is occurring in the workplace, intervention is necessary. The pedagogical staff member can have a conversation with the owner of KidzAhoy. The problems can then be discussed together and a solution sought. However, the rights of any perpetrator must be taken into account. The owner of KidzAhoy discusses the matter with both the perpetrator and the person who filed the complaint.

If, after these conversations, it appears that the problems cannot be resolved, a report can be filed with the police in serious cases.

15.2 Procedure for unwanted behavior

A number of important points of attention for this procedure are:

- There must always be a fair hearing.
- Do not blame someone until it is proven
- Maintaining professional secrecy
- If a conversation takes place that may have consequences for the pedagogical staff member, this staff member must know that there is an option to receive assistance.
- By addressing the problem adequately, you prevent unrest within KidzAhoy.
- Attention must be given to the position of the whistleblower due to a possible conflict of interest (collegiality and client interest).
- Should the press become involved, the owner of KidzAhoy is the designated person to speak to the press.

If, following investigation and discussions, it is determined that the perpetrator is a pedagogical staff member of KidzAhoy, the owner may impose sanctions and proceed to terminate the employment contract. If the perpetrator is a parent (client), the placement agreement may be terminated. After the conclusion of a complaint at KidzAhoy, an evaluation takes place between the involved pedagogical staff member and the owner. A report is drawn up regarding this. If necessary, follow-up care may be provided or a referral to professional help may be made.

At KidzAhoy, there is a mandatory reporting obligation for complaints about or reporting of domestic violence, sexual abuse, and child abuse.

In all cases, the owner of KidzAhoy must be informed immediately. All pedagogical staff are aware of the reporting code. Pedagogical staff receive information about this upon hiring. This will be emphasized again during the induction period.

The pedagogical staff working at KidzAhoy have downloaded the latest app (2019), on which the steps with the assessment framework can be followed. If reports from children/parents reach another pedagogical staff member, that person reports this immediately to the owner of KidzAhoy.

A pedagogical staff member must never tell the child that she will not tell anyone. Every pedagogical staff member is obliged to report complaints or signs of sexual abuse by a fellow pedagogical staff member to the owner of KidzAhoy.

New situation: reporting code with assessment framework Step 1: Mapping signals

Step 2 Consult with a colleague and possibly Veilig Thuis Step 3

Conversation with the client

Step 4 assessing violence or child abuse Step 5

deciding based on the assessment framework

Consideration 1: Is reporting necessary?

Consideration 2: Is assistance (also) possible?

16.1 Care and guidance of the child

If there are clear indications of sexual abuse or a suspicion of sexual abuse, the following steps are taken:

Care and guidance of the child

The owner of KidzAhoy meets with the child and the parents.

Agreements are made regarding:

- The manner in which care and guidance are arranged for the child
- The manner in which a medical examination is arranged for the child, if necessary
- The child's parents/guardians are informed of the possibility of filing a report with Samen Veilig Thuis (see social map) and/or sending a report to the police.
- Confidential Inspector listens, advises, and informs parents, owners, and employees regarding suspected abuse 0900-1113111
- The manner in which the leakage of information to third parties is prevented (professional secrecy of the pedagogical staff member)
- During the investigation, the child and the possible perpetrator are separated.

- The manner in which the holder proceeds further in this matter (see the investigation, decision-making, and file compilation procedure associated with the protocol)

Reception and guidance of the potential perpetrator (concerning an employee)

- The pedagogical staff member concerned is suspended by the owner of KidzAhoy for the duration of the investigation. The maximum term for this is 4 weeks (the term is determined by the Collective Labour Agreement for Childcare).
- The pedagogical staff member involved has contact only with the owner of KidzAhoy, and all communication takes place between these two individuals.
- The pedagogical staff member concerned is told where she can get support outside KidzAhoy.

16.2 Decision-making procedure and file compilation

The holder of KidzAhoy shall respond to the report as soon as possible, but no later than one week after receiving the notification report. The holder shall always report to the confidential inspector of the Inspectorate of Education in accordance with the reporting code.

If sexual abuse is established by Samen Veilig Thuis and/or the Morality Police, the owner of KidzAhoy shall take measures regarding the employee's contract. It also has the duty to notify the Public Prosecution Service.

If there is no sexual abuse, the owner of KidzAhoy addresses the position of the pedagogical staff member, the child, and their parents/guardians in an appropriate manner. The reports made are kept in a special file created for this purpose. This must be retained for 5 years.

Subsequently, it is destroyed. If sexual abuse has been established, a record is kept in the personnel file of the pedagogical staff member concerned, following any employment law measures that may have been taken.

Measures in response to the investigation

Rehabilitation: If the owner of KidzAhoy is of the opinion that no sexual abuse has occurred, the pedagogical staff member involved will be reinstated in her position.

Employment law measures:

If the owner of KidzAhoy is of the opinion that sexual abuse has occurred, she will take measures of an employment law nature, which may include dismissal for compelling reasons.

16.3 Involvement of the judiciary and police

The owner of KidzAhoy files a formal report of sexual abuse with the police if the report gives cause to do so.

16.4 External communication

Only the holder KidzAhoy is the spokesperson to the press.

In doing so, she takes into account the safety and privacy of those involved.

16.5 Final provision

If the report of sexual abuse pertains to the holder KidzAhoy, the assigned powers shall be assumed by her closest associate.