

KidzAhoy Information Guide



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1. INTRODUCTION

Welcome to KidzAhoy childcare in Lelystad. This information guide 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 information guide contains various information about 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 policy plan, which can also be found on our website.

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



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. KIDZ AHOY

3.1 KidzAhoy 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.

3.2 Basic Principles

- Respect for each other: every child deserves to be respected, 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. PRACTICAL MATTERS

The chapter below describes a number of practical matters regarding the care of your child at KidzAhoy.

4.1 House Rules

Drop off and pick up

At KidzAhoy, we are open from 06:30 to 18:30. Standard contracts are always from 07:30 to 18:00. Under this contract, you can always drop off and pick up your child whenever it suits you! Should this occasionally be at a different time than your usual arrival time, it may be helpful to inform the childcare worker(s) in the group so that this can be taken into account in the planning.



You can enter KidzAhoy using a door code. We will never hand over your child to a person unknown to us.

If your child is to be picked up by someone else, we always ask that you inform the group. We ask the adult coming to pick up your child to show identification.

Saying goodbye

Saying goodbye is done in consultation between the parents and childcare staff. We take into account what your child wants or needs. A fixed routine is pleasant. If your child visibly struggles with saying goodbye, it may be helpful to make agreements with your child at home beforehand.

If this does not work, and saying goodbye remains difficult (for your child or yourself), then the shortest possible farewell is often the most pleasant. If the farewell proceeds differently than usual, you can always call the childcare staff to see how they are doing or send a message via Bitcare.

Wash hands

We wash our hands after playing outside, after contact with animals, before and after eating, and after using the toilet. When coughing and sneezing, we teach the children to do so into their elbow for hygiene reasons and to prevent the spread of germs.

Wear clothes that can get dirty

We ask you to dress your child in clothing that can get dirty. We will be playing outside, and we do not shy away from dirt and paint. KidzAhoy is not responsible for damage, loss, or wear and tear. It is therefore advisable not to have your child wear expensive clothing to childcare.

Personal belongings & Spare clothes

At KidzAhoy, every child has their own little box where they can put their personal belongings. Because this box is not very big, we appreciate it if your child brings a small backpack. Inside, there are two sets of spare clothes and any necessary sleeping essentials. Diapers or extra drinking cups are not necessary; we provide these.

Apply sunscreen

In the summer, we ask that you first apply sunscreen to your child in the morning. We repeat this throughout the day, depending on your child's skin type. If your child has allergies to the product we use, please provide your own sunscreen and inform the childcare workers in the group.



Reporting sick or leave

If your child will not be attending childcare on a scheduled day, we ask that you notify us via Bitcare, by email, or by telephone.

Swap or extra days

It is always possible to request a swap day or an extra day via the Bitcare parent app. We will then assess whether there is availability and respond accordingly. The condition is always that there is availability and sufficient staff are scheduled.

Please note: Sickness and leave cannot be exchanged.

Parents are responsible

When you are on the premises as a parent, for example when dropping off and/or picking up, you are responsible for your child.

Newsletter

We regularly send a newsletter to parents via Bitcare with fun facts, important information, and the latest news.

4.2 Registration

It is possible to register your child at KidzAhoy via our registration form on the website. In this form, you can indicate the desired start date and childcare days. Once we have received this, we will contact you to let you know whether installation is possible.

Upon mutual agreement, you will receive a digital form from us asking you to agree to our registration fee (€50). As soon as we have received this, the contract will be prepared for you. After signing this contract, your child will be placed on the specified days as of the indicated date.

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

Please note! 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.

4.3 Contracts and notice period

At KidzAhoy, we offer a contract with fixed times from 07:30 to 18:00.

It is possible to extend the contract if you require childcare sooner or for a longer period. We are open from 06:30 to 18:30. When you enter into a contract with KidzAhoy, it automatically continues until your child reaches the age of four, until they start primary school. You can always terminate the contract early by giving notice yourself. A one-calendar-month notice period applies for this (effective from the 1st or 15^e of the month).

In the event of a change to the contract, a modification period of at least one month also applies, unless otherwise agreed.

At KidzAhoy, the minimum attendance is two childcare days per week. This is based on pedagogical considerations, as it has become apparent that when children attend childcare for only one day, it is not always perceived as a familiar base, and a child has to readjust to the environment every week. As a result, building a bond with the regular faces in the group is more difficult, and this impacts the entire group.

4.4 Rate and structure (KOT)

Childcare providers are allowed to set their own hourly rate. The government contributes to the costs of childcare up to a maximum hourly rate. This is called the KOT rate and is determined annually by the government.

Is the childcare rate higher than the maximum reimbursement? Then the parents pay the amount exceeding the maximum hourly rate themselves. Is the childcare rate lower than the maximum price per hour? Then parents receive childcare allowance based on that lower hourly rate.

At KidzAhoy, we announce the new hourly rate to our parents and via the website in a timely manner every year. We always try to keep the hourly rate as low as possible and below or equal to the KOT rate set by the government, so that costs for parents remain as limited as possible.



The structure of our costs takes into account inflation, fixed costs, changes in the childcare collective labor agreement, any days closed during the year, and a closing day for staff training, in order to maintain our quality.

The number of hours, and therefore the monthly price, is calculated as follows:

Number of hours per week x 52 weeks in a year : 12 months = the number of hours per month x the hourly rate.

Example for 2 days of childcare:

21 hours per week x 52 weeks : 12 months = 91 hours per month x the hourly rate.

4.5 Out-of-school care

We offer out-of-school care at OBS de Sluis in Lelystad-Haven, specifically at Sluiskade (ages 4-12).

When you use childcare at KidzAhoy, this does not automatically mean that you also have a place at our after-school care De Sluiskade. You must submit a new application for this.

For more information about this, please feel free to contact us.

4.6 Closed days

At KidzAhoy, we are open almost the entire year. We are closed on Saturdays and Sundays, and on national holidays.

In addition, we are closed one day a year to train our staff, as also mentioned in 4.2 regarding the rate and cost structure.

We always communicate this day at least 3 months in advance.

We close at 5:00 PM on two days a year due to the holidays. These are Christmas Eve and New Year's Eve (December 24 & December 31).

We are closed once a year for a training day for our staff. This allows us to broaden the knowledge and professionalism of our employees. We will announce this closing day in advance.



5. A DAY AT KIDZAHOY

5.1 Daily Routine

The horizontal groups are more or less free to structure their day in a way that the pedagogical staff prefer to work. With the babies in the group, the parents' wishes regarding eating and sleeping schedules are taken into account as much as possible. The Dutch lifestyle is applied, along with the values and norms relevant to the children's sleep and meal times.

The daily routine includes the following components:

- multiple fixed diaper and toilet times
- 4 eating moments: fruit with a drink (water, milk, or tea), eating bread with a drink, cracker with a drink, and a snack (healthy snack)
- The circle where they sing, read, and play games
- Outdoor playtime, as much as possible weather permitting
- Sleep times according to what the child needs
- Structured play time, crafting, building, puzzling
- Tidying up together with the children, several times a day

Adhering to a daily routine provides the child with stability, so that they know what to expect. This gives the child a sense of familiarity, and as a result, the child gains self-confidence because they know what to expect in this way.

This is very important for the emotional development of the child.

5.2 Bitcare

We use Bitcare in all groups. Bitcare is an online software program that parents can install on phones, iPads, and computers. Through Bitcare, parents can follow the children throughout the day in the form of photos, information, and contact with the teachers.

This way, parents 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.



5.3 Nutrition policy

At KidzAhoy, we work with a nutrition policy in which we follow the advice of the Netherlands Nutrition Centre. This nutrition policy is based on the Nutrition Centre's Food Pyramid guidelines. We believe it is important to offer children healthy food and thus contribute positively to their development. Therefore, we primarily offer products from the Food Pyramid, appropriate for their age.

We maintain fixed mealtimes. This ensures a recognizable rhythm and provides the children with a sense of calm. We eat together at the table during mealtimes. Snacks, such as raw vegetables, are sometimes eaten sitting on the floor, both indoors and outdoors in the summer. This is sociable and ensures clear mealtimes. We take our time to eat and create a pleasant atmosphere, but we do not linger at the table longer than necessary. Our pedagogical staff set a good example at the table. They eat with the children, guide them during the meal, and serve as role models. Our pedagogical staff determine *when* the child eats, the child chooses from a healthy food selection. *what* it eats and *how many* it eats from it. We do not force food on anyone.

6. STAFF TRAINING

6.1 Basic

The pedagogical staff in our groups hold at least an MBO diploma focused on childcare and complying with CAO standards.

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

6.2 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 different levels and educational backgrounds, it is assessed on a case-by-case basis how the intern can best be supervised. The assignments and tasks that



What an intern can and may perform will depend on the level and education of the intern..

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.

6.3 BBL

At KidzAhoy, employees in training can be employed as work-study program employees. This means that the employee is following a training course to become a pedagogical employee while also working in the sector.

This employee is supervised by us and deployed in accordance with the collective labor agreement and the Childcare Act. A BBL employee always works alongside a qualified employee.

6.4 First Aid/Emergency Response

In addition, all pedagogical staff members hold a relevant First Aid/CPR certificate (Oranje Kruis) and a valid Certificate of Conduct (VOG).

At the branch, there is a folder in the owner's office where this data is collected. The names of employees holding a valid First Aid certificate are also listed in the safety and health policy plan.



6.5 ANNUAL STAFF STUDY DAY

At KidzAhoy, we attach great importance to the development and professionalization of our employees. To continue providing high-quality childcare and guidance, it is essential that our team has the opportunity to deepen their knowledge, share experiences, and work together on enhancing their expertise.

To facilitate this, we organize an annual study day for all employees of the organization. During this day, the childcare is **Closed**, so that all team members can fully participate in the program.

Parents/guardians are informed at least 3 months in advance about the study day and the closure of the childcare facility.

7. SAFETY AND HEALTH POLICY

To ensure safety and health, we have drawn up a Safety and Health Policy. This policy plan describes how we deal with minor and major risks and strive to guarantee the continuity of care for a safe and healthy environment for everyone.

7.1 Safety and health cycle

Because we consider it important that all employees are aware of potential risks and the associated measures to mitigate them, we review these regularly and ask that they be read and kept up-to-date whenever new risks arise in the work. This can be reported, after which the policy will be adjusted.

7.2 Protocols

In the area of safety and health, we work in accordance with GGD guidelines and statutory regulations. Any protocols, or missing protocols, are compiled and implemented as a protocol by the team itself. Keeping these up-to-date is an ongoing process. We do this as a team, and it is also a recurring topic during meetings.



7.3 Risks and prevention

A safety and health risk assessment is conducted annually. Based on this risk assessment, the current protocols are adjusted again if necessary.

The protocols are in place to prevent risks. If a risk is nevertheless identified or if an accident occurs—for example, a fall or a tooth through the lip—this is recorded. If such falls occur frequently, they are evaluated with the team to determine how they could be prevented.

7.4 Sickness policy

Our policy includes an extensive chapter regarding the handling of teething problems. It explains how we deal with and handle these matters.

7.5 Permissions

We request parental consent for the matters listed below. By giving consent, you authorize KidzAhoy childcare to perform the activity, including any associated risks. You may, of course, always withdraw your consent. We assume that you will contact us in that case. To provide insight into these consents, they are detailed below:

- Sleeping on the stomach in babies
- Swaddling
- Sleeping in Lutje potje (outdoor bed)
- Photos for Bitcare
- Photos for use on Social Media
- Wearing jewelry
- Administering medication

8. OUR TEAM

At KidzAhoy, we work with a strong and stable team! Many of us have been working here for years and know the groups inside out.

8.1 Familiar faces

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.

8.2 Mentorship

Within our childcare center, every child has a dedicated mentor: a pedagogical professional who plays a central role in the guidance and development of the child. The mentorship contributes to a safe, trusted, and stable environment in which the child can develop optimally.

The mentor is responsible for monitoring the child's development and serves as the primary point of contact for parents/guardians. This entails that the mentor regularly observes, identifies, and reflects on the child's well-being and development in social-emotional, cognitive, and motor areas. If necessary, the mentor discusses any notable observations with colleagues and parents and initiates appropriate actions.

In addition, the mentor ensures good coordination between home and childcare. Through open and clear communication with parents/guardians, information is exchanged regarding the child's needs, interests, and development. This contributes to continuity in upbringing and guidance.

9. CONTACT WITH PARENTS

At KidzAhoy, we consider contact with parents very important. We therefore make active use of handover moments. These involve daily verbal contact between the parent and the pedagogical staff member. If a mentor (pedagogical staff member) or parent feels the need for an additional contact moment outside of the daily handover, a meeting can be requested.



9.1 contact with third parties

Consultation with Third Parties In our work, we sometimes utilize the services of external experts. For example, the Centre for Youth and Family (CJG), a district nurse, a Municipal Health Service (GGD) doctor, an educationalist, and/or a confidential physician from Veilig Thuis. Where possible, we collaborate with other organizations in the fields of youth, education, welfare, and health. Our central goal is always the best interests of your child and the quality of service provision. Our general guideline is that we do not provide personal information about children and parents to third parties. However, as a childcare organization, KidzAhoy does have a monitoring function and a duty to report concerns. It may occur that we see cause for concern regarding your child's development and wish to discuss this with one of the aforementioned experts. This takes place anonymously, and therefore without mentioning your child's name, address, or place of residence. If our concern regarding development arises, please also refer to our pedagogical policy plan regarding the reporting code for more information.

9.2 Disputes Committee Complaints Procedure

A conflict may arise between the interests of parents and the responsibility of the operator for the proper business operations of KidzAhoy. To address this, we have drawn up a complaints procedure.

Complaints Procedure

The KidzAhoy organization has established an internal complaints procedure in accordance with the Childcare Act. This procedure describes the method for handling and registering complaints from parents. Parents/guardians are preferably encouraged to first discuss a complaint with the person directly involved. If this does not lead to a satisfactory solution, a formal complaint may be submitted. Depending on the nature of the complaint, it can be submitted to the manager. She can be reached by email at kidzahoy27@gmail.com.

A formal complaint is submitted in writing. Should internal complaint handling not lead to a satisfactory solution, parents are free to seek information, advice, and mediation from Klachtloket Kinderopvang, located in The Hague (www.klachtenloket-kinderopvang.nl), or to register the dispute with the Childcare Disputes Committee (www.degeschillencommissiekinderopvang.nl). In some cases, it is important to submit the complaint directly to the Childcare Disputes Committee.



Continuous steps

1. Preliminary complaint process

If a parent has a complaint, the organization assumes that it will be discussed with the person concerned as soon as possible. The point of contact is therefore, in principle, the staff member in the group. Should this not lead to a solution, the complaint may be discussed with the location manager. If this does not lead to a satisfactory solution, a formal complaint may be filed.

2. Filing a complaint

A complaint must be submitted in writing. The complaint must be submitted within a reasonable period after the complaint arises, with 2 months being considered reasonable. The complaint must include the date, the name and address of the complainant, where applicable the name of the employee to whom the complaint relates, the location and the group, plus a description of the complaint.

If the complaint concerns a suspected case of child abuse, the reporting code for domestic violence and child abuse comes into effect. This complaints procedure is thereby terminated.

3. Handling of the complaint

- KidzAhoy takes care of the substantive handling and registration of the complaint.
- KidzAhoy confirms receipt of the complaint to the parent in writing.
- KidzAhoy keeps the complainant informed of the progress of the handling of the complaint.
- Depending on the nature and content of the complaint, an investigation will be initiated.

If the complaint concerns the conduct of an employee, that employee will be given the opportunity to respond orally or in writing.

- KidzAhoy monitors the handling procedure and timeframe. The complaint will be handled as soon as possible, unless there are circumstances that prevent this. In that case, the complaints officer will inform the complainant of this as soon as possible. In any event, the complaint will be handled within a period of 6 weeks.
- The complainant receives a written and reasoned decision regarding the complaint, including concrete timeframes within which any measures will be implemented.



4. External complaint handling

If internal complaint handling does not lead to a satisfactory solution or outcome, the parent has the option to turn to the Childcare Complaints Desk or the Disputes Committee.

- The parent may turn directly to the Childcare Disputes Committee if it cannot reasonably be expected of the parent to file a complaint with the provider under the given circumstances.

If the complaint has not been resolved within six weeks, it may also be submitted to the Childcare Disputes Committee.

- The complaint must be submitted to the Childcare Disputes Committee within 12 months of filing the complaint with the organization.

5. Complaints regulations and complaint form

These are available at the office at KidzAhoy, Binnendijk 27. Or call 0320 722027. A copy of the complaints procedure is enclosed with the general information provided during the intake with new parents.