



INFORMATION BROCHURE

about our childcare options for parents and carers

About childcare at SRK

A partner in caring for children

As a childcare organisation, we take childcare out of your hands, but we don't take over responsibility for care from you as a parent. This is something we do together! That means contact with you is very important. So that your child gets the care and attention it needs not only at home but also in our setting. After all, we do much more than just literally look after your child. For example, we also play a role in your child's upbringing when he or she is with us. Stimulating children's development is also an important component. We aim to take account of your child's needs and individual level of development and connect with his or her world and interests. For example in learning, playing together and doing fun things, so that the children have a pleasant day together.

In our childcare centres we want to offer a climate of acceptance, safety and security in which your child can develop fully. This will give your child the space it needs and turn the childcare centre into a place where your child will enjoy spending time, and where you can bring your child with confidence. So if you are looking for childcare focused on the development of your child in a safe, warm and secure environment, then choose us as a partner to look after your child.

The right solution for every age group

We offer professional childcare in the Rijswijk and Ypenburg areas. Children from 6 weeks to 14 years are welcome in one of our childcare centres:

- **Crèche** **from 0 to 4 years**
- **After-school care centre** **from 4 to 13 years**
- **Teenage centre** **from approximately 10 to 14 years**

Also for:

- **Playgroups** **from 2 or 2.5 to 4 years**
- **Guest parent care** **from 0 to 13 years**

The staff at the childcare centre

Our childcare centres are run by teams of professional staff, selected for their qualities in interacting with children and their parents¹. In addition, each childcare centre has a limited pool of replacement staff in order to minimise the number of unfamiliar faces for you and your child. We work exclusively with professionals. Group leaders receive regular first aid and/or in-house emergency service training. They are also continually adding to their educational skills through training courses.

¹ Wherever the word "parents" is used in this brochure, this naturally also refers to carers.

Quality that goes without saying

You must be able to feel sure your child is in good hands, in other words that quality goes without saying. So we constantly and systematically focus on quality. We do so in accordance with the guidelines and requirements of the government as regulated in the Childcare Act and in the sector-wide Covenant on the Quality of Childcare. In addition, we are entitled to use the childcare quality mark (ISO 9001 and HKZ-certified). This quality mark tells you at a glance that good childcare is being offered and that, alongside GGD (municipal health services) inspections, our quality is also periodically checked by a second independent body. Moreover, our quality policy gives you the reassurance that all our childcare centres operate in the same professional manner.



Focus on innovation and improvement

Childcare is constantly evolving and that goes for our organisation too. But whatever happens, quality, reliability and customer focus remain the basis for everything we do. Moreover, within our organisation there is a continual focus on innovation and further improvement of the services we offer. We regularly work together with local organisations and agencies to achieve this.

Choosing a childcare centre

With SRK you are sure to find a childcare centre where you and your child can feel at home. Because although our work is always based on the same educational vision, each childcare centre is unique:

- **The educational theme:**
Each childcare centre has its own educational theme, which contributes towards the character of the childcare centre. This is reflected, for example, in the way we interact with the children or the activities we plan.
- **The location:**
For example a childcare centre housed in a residential care centre, surrounded by greenery, situated beside a playground or sports association or within a primary school, or one that forms part of a community school.
- **Always close to home, work or school:**
We have various sites, so you will always be able to find a childcare centre close to your home or work. Moreover, our after-school care centres are always based close to or even within primary schools.
- **The type of childcare centre:**
For example a combination of a crèche with an after-school care centre or a small-scale crèche or a crèche with vertical and/or horizontal groups.

You will find more information on our website, and would be most welcome to visit one of our childcare centres. Please make an appointment to have a look around with no obligation and sample the atmosphere in the childcare centre of your choice.

Come and have a look around the childcare centre

About the crèche

Full day care for children from 6 weeks to 4 years

Opening times:

- **52 weeks per year on weekdays²**
- **Opening times vary per crèche from 7.00/8.00 to 17.00/18.00 (open 10 hours per day).**

Children from six weeks old are welcome in our crèches. They can attend until they go to primary school. Normally, children would attend the crèche for at least two days per week.

The crèche offers 'your little one' a warm environment with loving care and attention from the group leaders, and lots of little playmates. The day progresses according to a routine with fixed times for sleeping, eating and (outdoor) play. This offers children structure. Even so, no two days are the same. After all, we want to take account of the youngest children, who are not so easily fitted into a time schedule. And besides, we want to be able to respond to the events of the day and the interests of the children.

Playing and eating we usually do together, but there is also time to attend to the individual needs of the children. For instance, if a baby needs to be fed we will feed it, and likewise, older children are also able to initiate activities themselves. Activities are also regularly organised for groups of children who are similar in age. For example, when the very smallest children are sleeping, we devote extra attention to the older children, and a number of our crèches have structured toddler programmes. These cater to the interests and needs of the (nearly) pre-schooler. Naturally, the daily routine includes story-reading, singing and creativity.

Each crèche has its own educational theme, and as a parent you will see that theme reflected in the activities there. Activities may take place either within or outside the crèche itself, such as swimming, toddler gym, visits to residents of a residential care centre or to a library, a city farm or a playground, or grandma and granddad mornings. Activities may also be planned around, for example, the changes of the seasons, national reading day or an approaching celebration. We always make a big effort to mark special days such as birthdays, St. Nicholas and Christmas. In other words, there is always something fun going on at the crèche.

The crèche has a cosy living room with plenty of room to play for each group of children and their group leaders. The children can also play in the fenced off outdoor play area and some crèches also have a games hall. Close to the living room are the bedrooms, where the littlest ones can take a nap. There is also a separate toilet block, where nappies are changed and special children's toilets are present.

Horizontal and vertical groups

Most of our crèches have vertical group structures, while a few have vertical and/or horizontal structures. In a vertical group, there are up to 12 children per day in the age range of 6 weeks to 4 years and two group leaders. Some crèches – with extra staff – work with groups of 16 children. In a horizontal group, more children of the same age are put together in a baby/infant or toddler group. The age structure determines how many children there are in a group. A baby group will have up to 9 children ranging from six weeks old to approximately 18 or 24

² Except for official public holidays, closing days designated by the Childcare Collective Labour Agreement and on a number of collective closing days fixed annually by the SRK.

months, while a toddler group will have up to 14 children from 18 or 24 months to four years and two group leaders.

About our after-school care centres

For school children from 4 to 13 years

Teenage centre for approximately 10 to 14 year old children

Opening times:

- **52 weeks per year on weekdays³**
- **After school hours until approximately 18.00 (times vary per after-school centre: see overview of locations).**
- **During school holidays from approximately 8.00 to 18.00 (times vary per after-school centre: see overview of locations).**
- **Nine extra days (or afternoons) per year (marginal days) on additional days when primary schools are closed, such as shorter working days or teacher study days.**

Children can attend after-school care centres as soon as they start primary school and are normally able to attend until they begin secondary school. Teenage centres even welcome teenagers up to the age of 14.

Close to school

You will find an after-school care centre in nearly every neighbourhood. Each after-school centre is affiliated with one or more primary school. The great advantage is that the after-school centre is always close to or even located in a primary school, so that the use of taxi services is not normally necessary, leaving the children lots of time to play. This does mean that your choice of primary school also determines the after-school centre (see registration form).

After school hours, the group leaders will collect your child from school. Older children can also make their way from school independently, in consultation with you as a parent. Only in exceptional cases do we make use of taxi services. If the after-school centre is open for the whole day, for example during school holidays and on marginal days, the children are brought to the after-school centre in the morning by their parents. At the end of the day, parents collect their children again.

When children come out of school, they are first given something to eat and/or drink. There is then a broad range of activities for them to get involved in, tailored to their ages. The guiding principle is that children should be able to relax after a day at school. The youngest children often like to have a rest first. The children can choose between a variety of toys and creative materials or outdoor play. Naturally there is also the opportunity to do homework.

Each childcare centre has its own educational theme and this is reflected in the activities which take place there. Activities may also be planned around, for example, national reading day or an approaching celebration. We always make a big effort to mark special days such as birthdays, St. Nicholas and Christmas.

In Ypenburg, our after-school care centres work together in their activities programmes. Children up to approximately 8 years old normally stay at their own familiar after-school centres, but after this age they can take part in workshops. The workshops are different every time and may be held outside the crèche. Children are given the opportunity to choose a workshop which matches their own interests.

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Holiday programme

During the school holidays, we have a holiday programme with fun activities scheduled every day at the crèche or another location. For example, there are creative activities, dance or music, karaoke, but also treasure hunts in the woods, walks on the beach, swimming or museum visits. Occasionally, we may ask for a contribution towards the additional costs involved.

Children's participation

We think it is important that children should have a say regarding the after-school centre. Each group regularly holds 'meetings' with the children about matters such as: rules of behaviour, excursions, food, the furnishing of the group space and the purchase of play materials. Each after-school centre makes its own arrangements for children's participation.

Child-parent contract

The child-parent contract is a way to promote the independence of your child and to make clear the agreements reached. The contract lists agreements between your child and the group leaders, and it is also signed by you as the parent. This contract sets out your child's responsibilities, alongside matters such as: which activities your child may get involved in when he/she is a bit older, making his/her own way to the after-school centre from school, visiting friends, clubs, music or sports associations, going out in traffic, and also playing outdoors (alone).

From the Back Seat onto the Bike

Supported by the national 'From the Back Seat onto the Bike' project promoting travel by bicycle rather than by car, we want to stimulate children towards independence in traffic in a responsible manner. Together with their group leaders, children check out their route from school to the after-school centre; in this way, they learn the safest route and what to watch out for on the way. Agreements are made with parents about how their child may travel from school to the after-school centre. These agreements are also recorded in the child-parent contract.

About the teenage centre

In principle, the teenage centre offers the same service as an after-school care centre, but with more independence for teenagers. In this way, teenagers are encouraged to achieve greater independence and to spend their free time in a meaningful and responsible manner. At the same time, teenagers are also expected to fulfil their responsibilities.

The teenage centre functions as a pleasant living room, a place to meet peers and a base for all kinds of activities. Our young people make their own way to the teenage centre. The same goes for the oldest primary-age children who use the teenage centre. Affiliation to a primary school is therefore not relevant to teenage centres.

At this age, homework is a fact of life. Group leaders encourage teenagers to do their homework and on school days there is a set homework hour. There is a separate room for homework, and during the homework hour a member of the group leadership is present to help the teenagers get started.

Guest parent care

Care in the home of a guest parent for children from 6 weeks to 13 years

This type of care involves your child being looked after by a guest parent. It is a small-scale arrangement in the family setting with a guest parent who may be looking after other guest children along with any children of his/her own. Our guest parent office mediates between parents and guest parents and offers support to both during the entire period of care. Days and times are determined by the parent and guest parent together. There is scope for care outside office hours, for example in the evening, at the weekend or on irregular days and times. The guest parent office operates in the Haaglanden region.

Playgroup

Play during the morning or afternoon for children from 2/2.5 to 4 years

Opening times:

- **On school days⁴ in the morning and/or afternoon (the playgroup is closed during school holiday times).**
- **Opening times may vary per playgroup.**

Toddlers come to play on set mornings and/or afternoons for two, or at the most three days a week. The exception are playgroups which are part of a pre-school and early school years education programme, where toddlers may attend more frequently.

The playgroup offers your toddler various play and development opportunities in a friendly and relaxed atmosphere. Being together and playing with other children are important. There is scope for free play and to play with sand, water, paint, clay, paper and the like. Songs are sung and taught, stories are read and told, but above all there is play. When the weather is fine, the toddlers play under supervision in the outdoor play area.

Want to know more?

If you still have questions, please take a look at our website. Naturally you can also talk to a member of staff at our Business Office. We will be pleased to discuss the options with you.

WWW.KINDEROPVANG-PLEIN.NL

⁴ Except for official public holidays, closing days designated by the Childcare Collective Labour Agreement and on a number of collective closing days fixed annually by the SRK.

Business Office from registration to placement

Registration

Registration and placement are handled centrally by our Business Office. On the registration form enclosed with this brochure you can indicate your preference for a childcare centre and the days you wish us to look after your child. Flexibility in the days indicated and in the choice of childcare centre will make placement of your child easier. Upon receipt of this registration form and payment of any registration fee by our Business Office, you will be registered (=date of registration). You will need to register separately for each child and type of care required. Please contact the placement department by phone if any questions arise about the placement of your child, or if there are changes in your personal circumstances or your preferred days.

Placement of your child

In principle, placement of your child is based on the order of registration. If your child already attends one of our crèches, you will be given priority in placement for an after-school care centre. Brothers and sisters of children already placed will also receive priority.

Approximately two months before the placement of your child, you will receive a placement offer. Naturally we will attempt to make our offer match your wishes as closely as possible. As soon as you have confirmed that you agree to the offer, you will receive the care contract. Once the Business Office receives the signed care contract back from you, the placement of your child is confirmed.

Finding a place immediately

On our website you will find an up-to-date overview of the childcare centres and the days on which there may be room for your child at short notice.

Getting to know the childcare centre

After placement, you will receive an invitation for you and your child to come and get to know the childcare centre and to agree such matters as the acclimatisation period for your child. You will then receive our Guide to the childcare centre, an extensive information booklet about what to expect from your childcare centre.

Flexibility

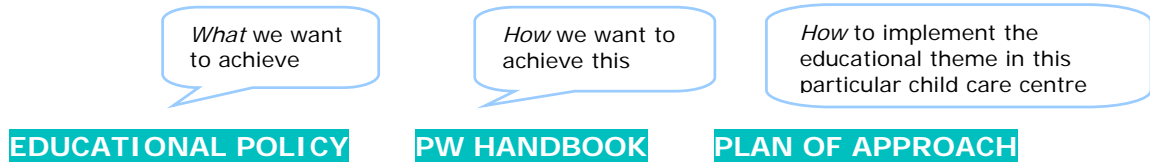
The care contract will state the number of care days and on which days of the week they will fall. In addition, we offer you the opportunity to occasionally swap days or add extra care days. There are fixed rules to cover this, which you can find in the Guide to the childcare centre. We do charge for extra care days, unlike for swapped days

Educational policy

Our vision

Our General Educational Policy sets out our educational objective and principles and what we aim to achieve together with the children. For example, we strive to establish an educational climate of acceptance, safety and security at the childcare centre, within which children are given the space to experiment for themselves. Given a good educational climate, children can develop successfully. We also want to stimulate children to develop into independent individuals in their own unique manner and at their own pace. We want to help children develop into able, independent and socially-minded adults, who deal with their fellow human

beings in a respectful way. In particular, we want to teach children to be aware of the diversity that characterises today's society. We also want to contribute to their upbringing, though naturally in the knowledge that the parent always remains responsible for raising his or her child.



Within the educational policy framework of the General Educational Policy, each childcare centre is responsible for devising its own Plan of Approach. This Plan of Approach is based on a particular educational theme. In the plan, all agreements and instructions are recorded so that they are clear to group leaders and parents.

An educational theme for each childcare centre

Each childcare centre works according to its own educational theme. This theme is elaborated in the childcare centre's Educational Plan of Approach. The educational theme influences the interaction between children and group leaders (the educational activity), the arrangement of indoor and outdoor spaces, the composition of the group, play materials and activities offered. This educational theme will also be evident to parents within the child centre itself. You can find more information about the educational themes of our childcare centres on our website.

Parent meetings

Our childcare centres hold regular meetings with parents, at least once a year and often more frequently, depending upon the wishes of parents. These meetings have an informative character and give you the opportunity to exchange experiences and ask questions. In addition, we hold individual interviews with parents.

Parent Committee and Parent Council

The Parent Committee forms an important link between the location manager of the childcare centre and the parents. Each childcare centre normally has its own Parent Committee, which critically observes activity at the child centre and holds regular consultations with the location manager. The tasks and competencies of the Parent Committee are laid down in a set of rules.

Each Parent Committee has the opportunity to delegate a member to the Parent Council. The Parent Council represents all parents and forms the link between parents and the management of the organisation. The Parent Council consults with the manager/director about matters which transcend the individual childcare centre. The tasks and competencies of the Parent Council are laid down in a set of rules.

Complaints procedure

Our organisation is affiliated to the Zuidhollandse Centrale Klachtencommissie Kinderopvang (Childcare Complaints Committee; information – www.zok.nl/zckk_content.html).

Privacy rules

We take great care to ensure the privacy of any personal details relating to you and your child, as stipulated in our privacy rules.

Costs of childcare

Employers and government contribute

For crèche, after-school care centre and guest parent care

The Childcare Act specifies that parents, employers and government should share the costs of childcare (however, the employer's contribution is not compulsory).

The childcare supplement is the government's contribution towards childcare costs. The size of this supplement is partly dependent upon your income. You must apply for the childcare supplement on an annual basis from the Tax Department (supplements section). The condition is that the parent (both parents) work or has worked (in paid employment or self-employed), or are entitled to a contribution from the municipality or an employee insurance scheme pursuant to the Childcare Act (information: www.toeslagen.nl).

Employers may jointly reimburse up to 1/3 of total childcare costs tax-free. If your employer(s) do(es) not reimburse your costs or do(es) not reimburse its/their full share (1/3 for both employers combined), you may qualify for an additional supplement from the government. This income-dependent supplement is a certain percentage of the amount by which your employer's contribution falls short of the maximum.

Actual childcare costs vary depending on your family situation. Parents with a lower income are entitled to pay relatively less than parents with a higher income. On our website there is a handy calculator to help you easily work out the costs.

Using the calculator you can work out your childcare costs

For the playgroup

Playgroups fall outside the Childcare Act, which means you cannot apply for a childcare supplement. The costs of using a playgroup are income-dependent.