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Our childcare

Are you looking for childcare that gives attention to your child's development in a safe, warm and protected environment? Then you've come to the right place. We provide professional childcare services in Rijswijk and The Hague. Children between the ages of 6 weeks and 13 years are welcome at one of our childcare centres:

- Child childcare for ages 0 to 4 years
- Pre, between and after school care for ages 4 to 13 years
- Holiday care for ages 4 to 13 years
- Toddler play groups for ages 2 or 2.5 to 4 years
- Guest parents for ages 0 to 13 years.



Our organisation works continuously on innovation and the further improvement of our services. We try to address the needs of our customers wherever possible. Quality, reliability, commitment and customer service are the basis for everything we do. We regularly work together with local organisations and institutions.

Our staff

In order to minimise the number of unknown faces for you and your child, each childcare centre works with a permanent team. These teams consist of trained staff, selected for their capacity to work with both children and parents. SRK has an active, multi-year training programme for its staff, the SRK Academy (SRK Academie), which focuses on 'Explorative play, challenging work' (Ontdekkend spelen, uitdagend werken). This is designed to better help children in their personal development. The SRK Academy curriculum includes recurring courses such as First Aid for children and General Safety Training.

Quality is second nature

SRK continuously and systematically addresses quality. We do this according to government guidelines and requirements, as outlined in the Childcare Provisions Act (Wet Kinderopvang) and the Childcare Quality Covenant (Convenant Kwaliteit). In addition to Municipal Health Service (GGD) inspections, SRK is periodically checked by a second independent body (Keurmerkinstuut) and holds the certification mark for childcare (ISO 9001 and HKZ certified). Our quality policy provides the certainty that all of our childcare centres give the same level of expert care.



Choosing a children's centre

With us you will always find at least one children's centre where your child feels at home. While we all work on the basis of the same pedagogical vision, each children's centre is unique.

The pedagogical theme

Each children's centre works on the basis of its own pedagogical theme, which partly defines the character of the children's centre. This is reflected, for example, in how we work with the children or by the activities offered.

Always close to home, work or school

We have several locations. You will always be able to find a children's centre close to your home or your workplace. Our childcare centres are located in, amongst others, a care centre, surrounded by nature, near a sports or playground association, in an elementary school or as part of a Community School. After school care is always provided near or even in the elementary school.

The type of children's centre

Our website provides an overview of all our centres, along with additional information. You are welcome to visit one of our centres. Please make a no-obligation appointment to look around and get a feel for the atmosphere at a children's centre of your choice.

From registration to placement

Registration

If you wish to register your child, you may do so using the registration form. You can state your preference for a children's centre and the desired days for care. Once you receive a confirmation from us, you are officially registered. You register each child and each type of care separately. If you have any questions about your child's placement or your personal circumstances or preferences for days change, please contact our placements department staff by emailing.

E-mail: plaatsingen@kinderopvang-plein.nl

Placement of your child and immediate placement

Your child will be placed according to the order in which he or she has been registered. You will receive a childcare contract around well before the first possible placement becomes available. The childcare contract lists the number of care days and the days on which you have care. Naturally, we try to ensure that our services suit your wishes, wherever possible. Placements are finalised once you return the signed contract and receive confirmation from us. Our website provides an overview of which centres can accommodate your child in the short term.

Introduction to the children's centre

Once your child has been placed, the children's centre will invite you and your child to come and get to know the centre and arrange certain matters, such as your child's acclimatisation period. You will also be given a Handbook (WegWijzer). This contains additional information about how the children's centre is organised



Flexibility

We provide the opportunity to occasionally trade days or obtain additional care days. There are fixed rules for this, which can be found in the Handbook you receive during the introduction. Unlike trade-in days, additional care days are billed separately.

Contact with parents

Parents' meetings

The children's centre organises a parents' meeting at least once per year. These meetings are designed to be informative, providing the opportunity to exchange experiences and ask questions. Individual annual talks are also scheduled with the pedagogical staff.

Parents' committee and parents' council

The parents' committee (oudercommissie) is a key link within the children's centre between the manager and the parents. Each children's centre has its own parents' committee, which critically examines the running of the children's centre and regularly consults with the manager.

SRK also has a parents' council (ouderraad). This council consists of representatives appointed from each parents' committee. The parents' council represents the interests of all parents/carers and advises on issues relating to quality. The main contact for the parents' council is the chief executive/director of SRK.

Complaints

SRK has implemented a complaints procedure for its clients. Clients can fill out a complaints form. SRK is also a member of the Zuid-Holland Central Childcare Complaints Committee (ZcKK).

Privacy

We are extremely careful with your and your child's personal data. This is outlined in the privacy terms and conditions.

Our pedagogical vision

More than care...

In addition to providing care, we also play a role in raising your child while he or she is with us. Based on our pedagogical vision, our pedagogical staff do their best to apply the same rules, beliefs and values.

Explorative play, challenging work

We see stimulating the development of children as a core task. In a pedagogical climate of acceptance, safety and security, we give your child(ren) the room to experiment. In addition to creating an optimal atmosphere within our children's centres, we believe it is important for your child(ren) to be offered challenging activities of an appropriate level, taking into account interests and experience. We want to encourage children to develop into independent individuals in their own unique way and at their own pace, and to help them develop into resilient, independent, social adults who treat others with respect. We give children a supplemental upbringing. Of course, you as a parent remain responsible for raising your own child.



From vision to pedagogical plan of action

Every children's centre has developed its own Pedagogical Plan of Action (PPA = Pedagogisch Plan van Aanpak) on the basis of our pedagogical vision (Pedagogische Visie) and a pedagogical theme. The PPA describes the concrete aspects of pedagogic practice for the children's centre in question. The PPA is created in close cooperation with the parents' committee and the children's centre team.

Childcare costs

For day care, before school, after school, holiday and guest parent care and school-free days

You may be eligible for childcare benefits if you make use of: whole day care (day care centre), before or after school care, care on school-free days, holiday care or guest parent care (for children aged 0 to 13 years). The childcare benefit (kinderopvangtoeslag) including employer contribution can be requested from the Tax Administration (Belastingdienst). We will provide an annual overview of child care costs at the beginning of the next calendar year for tax return purposes.

For toddler play groups

The toddler play groups are not covered by the Childcare Provisions Act. This means that you cannot request childcare benefits for this. The costs of visiting the toddler play group are (sometimes) income-dependent. Parents pay an (income-dependent) contribution that may vary per municipality. More information about our toddler play groups is available on our website www.kinderopvang-plein.nl.

