

## **Exchanging care days at Stichting Rijswijkse Kinderopvang (SRK) (Rijswijk Childcare Foundation) childcare centres**

Exchanging days is possible within the framework of the Childcare Act. Clients may exchange days incidentally in consultation with an early learning expert or manager of the childcare centre. At the childcare centres working with the SRK app, exchange days can only be requested with this app.

SRK also has a number of other exchange rules:

1. The child's welfare is paramount so if we notice that a child experiences problems due to exchanging days, we will discuss this with the parents/carers. In this case, exchanging days is not self-evident.
2. The exchange of official public holiday days is not possible.
3. Exchange is restricted to: the child, the child's own group, the childcare centre and the type of care. The exchange can only take place if there is a vacancy on that day.
4. Exchanging days is possible within 4 calendar weeks before or after the child's absence.
5. Exchanges cannot be made retroactively. If the child's day-care is cancelled due to illness before 8.00 o'clock at the latest, the client can switch to another day.
6. Parents/carers will hear as soon as possible if their exchange request has been granted or not.
7. Exchanges can only be made for the days/packages with the same number of care hours. This means that a school day must be exchanged for a school day and a holiday day for a holiday day. A school-free day belongs to the 46 and 52 week packages.

*These exchange rules are reviewed annually. In 2016, staff were asked their opinion and a survey was carried out among the parents. The complaints about exchanging days were also analysed. Improvements have been made and come into force as of 1 April 2017.*