

## Information for Parents



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## **1. General**

In this document, you will find information about The Clown Club and subjects that concern the care of your child provided by the teachers. The information will be about The Clown Club as an organization, administration, and the care of your child. To enhance the cooperation between parents and teachers we expect that you read this information carefully and that you agree to the information given. Please feel free to contact the teachers or management if you have any questions regarding this document.

### **The Clown Club**

The Clown Club is an international childcare center, open weekdays from 7.00 – 19.00. We have 6 groups in which we provide daycare for 84 children aged 10 weeks to 5 years of age. There are English- and Dutch language groups; Dutch and English are the languages used in our day care center.

Our teaching team is also international, with native English and native Dutch speakers. Our international staff members have a diploma in accordance with the 'CAO Kinderopvang'. The teachers also have a pedagogical coach at their disposal who works together with them to help guarantee a high quality of care. All teachers have a statement of good behavior (in Dutch 'Verklaring Omtrent gedrag'), a background check certifying no criminal past. Every employee is also registered in the Child Care Employee Register. As a recognized learning center, we also offer placement to student teachers alongside our many experienced childcare professionals. These students work and study and are under the supervision of our qualified staff. They also require a VOG background check.

### **Our Mission Statement and General Goals**

The Clown Club was started in 1995 with the goal to support and encourage an intercultural learning process between children, their parents and teachers in a safe, secure and stimulating environment. The Clown Club offers children aged 10 weeks to 5 years a stimulating group environment supervised by highly educated and experienced teachers. We provide an environment where children feel safe and secure to optimally develop physically as well as socially and emotionally, through play. The children receive physical, social and emotional safety and security through which they are able to develop at their best.

### **Group division and construction**

The Clown Club offers placement to 84 children divided over 6 groups. The teacher-child ratio is according to the 'CAO Kinderopvang' norm. The Clown Club applies the ratio by looking at the average group compilation. This means that occupancy is based on the average numbers of children per day and per age group.

When there are fewer children than the maximum a group can have (for example during holiday times or periods of low capacity) one teacher works alone or groups are combined. Groups can also be combined because of the type of activities planned for the children, like an art activity, playing in another group or playing outside. When children leave their own group, the teacher-child ratio temporarily does not apply. This means that a group can have more children than the norm requires (for example during outside play).

### **Quality Controls**

The staff members of The Clown Club make sure that quality is given and assured in the care given to children. In an environment where children play, it is of great importance to guarantee the safety of children. By using a Risk Inventory Evaluation, we try to ensure a safe environment. Daily, we provide care and security to staff members and children.

If someone else is going to pick-up your child, we have to know this in advance. This person also needs to be able to show a photo ID. If we do not receive notification of another person picking up your child, we will call you or check if you left a message on the answering machine. We will not let any unauthorized person take your child from this facility without your permission. If a friend of yours frequently picks up your child, just inform us, so we are aware of your arrangement.

### **Quality care**

The staff of The Clown Club provides quality care. The educational plan controls protocols concerning safety and health, house rules and protocol on how to deal with child abuse. Appendix I contains a list with the available protocols and policies and where these can be found.

## **2. The care of your child**

### **Adjustment**

Before the official start date of a child, parents have an intake with the teachers of the group the child is placed in. This introduction period contains two trials, both of which are a couple of hours providing an opportunity for the teachers to give information regarding the group and to receive relevant information about the child. When a child is at such a very young age, it is important to adjust the rhythm the child has at home to the rhythm of the day care and other way around. Parents will be asked to fill in a form to inform us about your child, personal details (such as phone numbers, allergies if known, family doctor details) and on the form parents can also make their wishes/expectations known. There are also other forms for the parent to sign which the teacher will explain in detail during the intake. On one of these forms you will be asked if you follow the National Vaccination Program. Unfortunately we cannot offer childcare if your child is not being vaccinated.

For the transition into a new group we try to follow a similar adjustment procedure. Parents will be invited to have a talk with the teacher of the group the child is in and with the teacher of the future group. The teachers of the group will also let parents know which date and times their child will have a trial in the new group.

During the adjustment periods the focus is on the child, as well as on parents and teachers getting to know and trust one another.

### **Drop-off and pick-up time**

Children may be brought in from 7.00 and should be picked up before 19.00. It is possible to pick up your child earlier, at any moment you prefer and with consultation with the teachers of the group. You can pick your child up in your child's own group until 18.15 after which they may be picked up in the English 1 and Dutch 1 groups.

### **Daily schedule**

Within The Clown Club the following daily schedule is being used as a guideline. The youngest babies have their own individual feedings and sleeping schedule, which is determined in consultation with the parents. This will change to adapt to the ever-changing needs of the babies. By 8 months babies get a more fixed rhythm which is similar to the schedule for older children as stated in the Baby Room handbook.

<b>Time</b>	<b>Activity</b>
<b>7.00 – 9.45</b>	Arrival: Children are brought into their groups where they have free play or structured play at the tables. We provide breakfast for the children brought in before 7.30. This consists of a sandwich or a smoothie.
<b>9.45 – 10.15</b>	Clean up time: put toys away Morning snack: various fruit, cracker/bread stick/rusk and

water.

- 10.15 – 10.45** Circle time: each morning we do circle time with the children. We start by singing our "Good Morning" song. Every child and teacher is being greeted individually. Then the teachers sing songs, read stories and talk about the current themes.
- 10.45- 11.00** Change diapers/toilet round: The children are brought to the toilets with guidance of a teacher. All children are involved, also the ones not being toilet trained yet. In the younger groups, all children get their diapers changed.
- 11.00 – 12.00** Outside play: The groups go outside to play in the playground and sandbox. When the weather is bad the children stay inside and do different activities for example: musical chairs, doing art work.
- 12.00 – 12.45** Lunch: The children eat brown bread and drink milk or water. On their sandwich, the children may choose peanut butter, (spread) cheese, chicken filet, vegetable spread
- 12.45 – 13.00** Change diapers/toilet round.
- 13.00 – 15.00** Sleep and rest time: children who don't have to sleep during this time, usually still relax on their beds listening to soothing music, before they can play at the table.
- 15.00 – 15.30** Slowly wake up and dressed
- 15.30 – 16.00** Warm meal. The children are offered healthy prepared warm meals; we have fish sticks and vegetables, pasta with a super vegetable sauce, taco salad and more. These meals have been designed in consultation with a child dietician.
- 16.00 – 16.30** Toilet and diaper round. Get ready to go outside.
- 16.30 – 17.00** Outside play. If the weather is bad then we play inside and have an extra circle time.
- 17.00 – 17.15** Light snack e.g.: tomato/ fruit/ cucumber with a cup of water.
- 17.15 – 18.15** Structured play at the tables, outside play or free play
- 18.15 – 19.00** All children present in The Clown Club are gathered in the Dutch 1 and English 1

### **Bottle feedings**

During the intake, the teacher will explain how they work with pacifier/dummy, formula milk and breast feeding. It is policy that parents provide formula milk. Breast-milk is heated in a bottle-warmer. We can not accept home made bottles prepared with milk powder. This is because all bottles must be consumed within a specific amount of time.

### **Snacks, lunch and warm meals**

The Clown Club provides snacks and meals during the day. Our typical snack includes fruit: pureed or mashed for babies, and when the children are older, they get pieces of fruit. The snack includes a variety to fruit with

crackers or bread sticks. In the afternoon, a warm meal is offered. The children are also offered vegetables after they have their meal. Water is encouraged with snack.

For lunch the children eat sandwiches (brown bread) with different kinds of filling. Milk (cows) is provided with lunch.

The warm meal is made fresh every week for the children. The menu is a set menu and parents will be informed of any changes to the menu. In addition to the warm meal, cooked vegetables and/or cucumbers, tomatoes, bell peppers are offered. Water is also given.

Teachers are always mindful and alert to children who have allergies or special dietary requirements. This is always discussed with the parents.

### **Rest/sleeping time**

The Toddlers and older Toddlers sleep from around 13.00 till 15.00 'o clock. The babies have their own sleep rhythm which the teachers follow. Usually the older babies, around 8/9 months sleep twice a day, in the morning and afternoon, if necessary children can take their pacifier/ comforter to bed with them.

### **Monitoring development of your child**

Children develop at a very fast rate. This is especially visible in the first years of their lives. Every child develops differently at their own tempo and in all areas of development. The development of all children is monitored by their key worker or mentor, and parents are informed of their child's progress. Their mentor will fill in an observation chart at fixed points of every child to monitor on the development progress. The observation charts are saved in the child's file and will be passed on to their new mentor in the child's new group. The charts are also used to prepare and have during parent meetings. During the meeting parents may look at the charts if they wish.

### **Illness Policy/Vaccination Policy**

When a child is ill/sick they may not attend The Clown Club. When your child gets ill at The Clown Club, the teachers will contact you to pick up your child. Ill/sick means that the child cannot participate within the group, in their usual manner. In cases when the threat of a contagious disease is suspected, for example an untreated infection, the child is not allowed to attend The Clown Club. Illness, such as runny noses or cold symptoms are acceptable as the health of other children are not at risk. The child may attend as long as the child can participate with the daily routine of the group. The teachers will decide what, in their opinion, the best is to do for the child. They also decide whether they can give the care and attention the child needs at that time. If they cannot provide this, they will call you to pick up your child. When there is uncertainty about health issues, we will contact the doctor linked to The Clown Club and the local health centre. Parents are obliged to inform The Clown Club about diseases, for our health

record in addition to others who uses the services of The Clown Club (e.g. doctors). All Clown Club children are required to register with the well baby clinic (consultatiebureau) and to have 100% compliance with immunizations.

## **Medication**

At The Clown Club medication will only be accepted and given under certain conditions. Parents will be requested to fill in a medication form. To avoid mistakes, medicine is always administered to the children together with a colleague.

We do **not** give the following medication to children:

- Aspirin/paracetamol (pain killers)
- Medication without an information leaflet.
- Medication which has expired.
- Medication with an information leaflet which states that overdoses could harm the child.
- If there is a doubt about whether the medicine has an extra risk with overdose, we ask the parents if we are allowed to contact the family doctor. If not, we can not give the medicine.
- Medication which demands special administration, e.g. giving an injection. Only medical staff is permitted to do this. The Clown Club staff is not qualified to administer these types of special medication.

If we are not sure, we contact the parents to ask if we may contact the family doctor. Without permission of the family doctor and in situations where we are uncertain, we will not give the medicine.

Regarding the issue of giving medicine we follow the 'GGD-Wijzer 0-4 jaar' of the health department, and we refer to our own risk inventory for health and safety protocol.

## **Additional**

### Baskets

Every child has a personal basket in the group itself or in the hall way. Please put a set of clothing in the basket for your child, preferably two full outfits. Make sure to add seasonally appropriate accessories, items like sun hats, swim suits, slippers, rain gear are highly recommended. Your child's artwork, notes from teachers and office may also be located in your child's basket. Please empty it regularly. We also request that you regularly check if the extra clothing in the basket is still of the correct size. Clothes that are dirty will be put in the basket to be washed at home.

### Labeling

It is necessary that you put your child's name on their clothing, backpacks, etc. This includes coats and other personal belongings as well. Labeling will help prevent the unnecessary searching, mix-ups and loss.

### Treats



Treats from home are accepted for special occasions, e.g. child's birthday. We ask that you consider healthy and modest treats without too much sugar. You can find examples of healthy treats on the internet (i.e. [www.superhealthykids.com](http://www.superhealthykids.com) or [www.vanharte.nl](http://www.vanharte.nl) ) Please inform the teachers in the group when your child will be bringing treats so they can plan accordingly.

#### Parking

The car park has a limited amount of space. When it's busy, we request that you park properly in the neighborhood around The Clown Club. If you do park on our premises, please do not block other cars, also please be patient and careful when entering and leaving the entrance. Be mindful that drivers on the Johan de Wittstraat may not be as careful as we are, so be cautious!

**Pay extra attention to children who may be dropped off or are being picked up and walking in the car park.**

#### Lost and Found

"Lost-and-Found" items are placed in a basket in the hallway and on the table in the entrance. Please check in these places if you are missing something. A few times per year items not claimed will be donated to charity.

### **3. Contact with parents**

Every group has a teaching team. At your first meeting, all of these teachers might not be present. Outside of every room there is a photo and name of all the teachers in that group. We also work with substitute teachers and on occasions a teacher from another group works in a different group. In all situations, we strive for stability and to have the same teachers known to the children and parents.

#### **Contact moments**

Teachers share information with parents during drop-off and pick-up time. This contact has the formal purpose of exchanging information about the children and also an important informal purpose of encouraging a friendly yet professional relationship among teachers and parents. Pick up and drop off times are usually busy periods. It is possible to set up a formal meeting regarding your child with the teacher of their group or with management if necessary. You can arrange a time and date with the teacher/ management. Additionally, if the child brings a notebook, the teachers will make sure to write about their day in it.

The Clown Club also arranges parent – teacher meetings. During this meeting, the mentors of the children will hold individual meetings to talk with the parents. The mentors will use the completed observations charts during these meetings. Parents may sign up for the meeting on forms located outside their child's group, once the dates are near.

Another opportunity to meet other parents and teachers is during the Play Dates and International Day in October. Play Dates are an informal gathering on a few Saturdays throughout the year from 10.00 till 12.00. The International Day is another informal gathering where parents can showcase something from their own country/ culture, for example traditional clothes, food or other information. On this day, we put extra emphasis on what makes us unique. Parents may then also meet other parents and share experiences with the teachers of The Clown Club. The children also display their beautiful artwork on the theme.

#### **Parent Committee**

The Clown Club has a parent committee. For more information, you can contact the parent committee through [pcclownclub@hotmail.com](mailto:pcclownclub@hotmail.com) .

#### **How do we inform parents?**

In addition to contact with teachers and management during drop off and pick up times, we also have other forms of communicating with parents. Most correspondence is through e-mail. Often you will receive an e-mail with information about upcoming events, information about the groups, about diseases going around, about changes in our team, administrative issues and many other topics.

We also hang up notes at the main entrance of The Clown Club and at the entrance of the groups. The teachers write month mails which detail what has been going on in their groups. These mails will contain specifics on how they plan on implementing the new themes, whose birthdays are coming up and general information on the group. Teachers will also be taking photographs of the different daily activities and will send these to parents of the children photographed using the Flexweb app. These photos are for personal use only and are not to be placed on social media when children other than your own are in them.

### **Are there changes in the family situation?**

Are there changes in your family's situation which will have an affect your child(ren)? If so, please ask for a meeting with your child(ren)'s mentor(s) or with the office. Here at The Clown Club we hope to be able to help guide your child(ren) as much as possible through these changes.

In situations of divorce, we cannot refuse access to The Clown Club to either parent. Both parents are allowed to pick up the child(ren). If a judge has ruled otherwise, we must receive written documentation of this decision and we will comply and act accordingly.

All information and invitations, i.e. for parent evenings, play dates etc., are sent to both parents. Invoices are only sent to the parent listed in our system as the main parent.

### **Suggestions/Complaints**

If you have any problems, please address them to us since we can only learn from your suggestions/complaints when you are willing to share them. First, we ask that you try to resolve your issue with the person(s) concerned. If this fails or if you feel management should be informed, you may also address your problem to the management. In the hallway, there is also a suggestion box, supplied by the parent committee.

You may also register your complaint in accordance with the Complaints Commission for the Childcare sector, or the 'klachtenloket kinderopvang en peuterspeelzalen', available at telephone number: 0900-1877 or via the website [www.klachtenloket-kinderopvang.nl](http://www.klachtenloket-kinderopvang.nl). Anonymous complaints are not dealt with. The 'klachtenloket Kinderopvang' is an independent and expert committee, which exists to deal with unresolved issues from member childcare centers. You can request for the complete regulations at the office or the parent committee.

The Clown Club is also connected to the 'klachtenloket kinderopvang' for the treatment of complaints of the parent committee.

## **4. Administration**

### **Additional extra day(s) and request for change in day(s)**

You may request an extra day of child care, please direct these requests to management. The extra day will be charged. You may also request a change of days or a swap. This swap must occur within the same work week, the work week before or the work week after of the day being swapped. If there is place available in the group, your request will be approved.

### **Payment**

The fees for day care are mentioned on the contract and on our price list of the current year. Payment is through direct debit on the first of the month. The Clown Club is closed on Dutch National holidays and the day after Ascension. You can not make up for these closed days; the closed days are already calculated in the prices. In January of every year you will receive our calendar of that year with important dates. The Clown Club does not refund costs when your child can not attend due to illness and holiday.

### **Cancellation of contract**

From the moment of signing the contract until the start date of the contract, parents have the opportunity to cancel the contract, but cancellation fees will apply. The amount of the cancellation fee is the cost of one month fees.

### **Required notice period**

Both parties have the right to end or to adjust the length of the contract. Contracts for daycare must be cancelled either in writing or via e-mail, and must allow for the required one-month advance notice. The notice should be in before the 1<sup>st</sup> or 15<sup>th</sup> of the month. A contract ends on the 15<sup>th</sup> or the end of the month, and will end automatically on the 15<sup>th</sup> or the end of the month when your child has reached the age of 4 years, unless otherwise agreed on.

### **Organize your own administration through Flexweb**

When both parties have signed the contract of placement, parents will receive log in details to organize some of their administration by themselves. This is via <https://thecrownclub.flexkids.nl/>. Through this link parents can, for example, change their personal details, request additional days, request for a change in days, download invoices and add a new child.

## Appendix I

List of The Clown Club's policies and protocols and where to find them.

<b>Name</b>	<b>Where?</b>
Educational policy	On the website In the groups In the office
Child Abuse and Domestic Violence Protocol	On the website In the groups In the office
Health and Safety Protocol	On the website In the groups In the office
Safety Protocol	On the website In the groups In the office
Health Protocol	On the website In the groups In the office
Outside Play policy	In the groups In the office
Security Protocol from Outside Threats	In the groups In the office
Sick Children Protocol	In the groups In the office
Missing Child Protocol	In the groups In the office
Safe Sleeping Protocol	In the groups In the office
Code of Conduct for Dutch and English Language Use	In the office
Complaint Regulations	In the office
Hygiene code (only in Dutch)	In the office
Parent Committee Regulations	In the office