

Information for Parents¹



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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 – 18.30. We have 6 groups in which we provide daycare for 76 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 76 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 then 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 do not apply. This means that a group can have more children then 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.

Protocols

At The Clown Club several protocols are in place to ensure safety and hygiene. These include our pedagogical policy, protocols regarding safety and health, heat protocol and a nutrition policy. The most important protocols can be found in the KidsKonnnect app and on our website. If you would like to see other protocols, please notify the office.

2. The care of your child

Adjustment

The week before the child's first full day, an intake meeting is held with the parents. This meeting takes place in the staff room. The child stays in the group during the interview to get used to the environment without the parents/caretakers. There is also one 3-hour settling in day. During the interview, the child's schedule and any particularities are discussed. In this way, we can best meet the needs of the parents and child. Through the KidsKonnnect app, you can give permission for several things, such as using photos on the app. A signature is requested during the meeting so that these consents are legally valid. During the settling-in period, the emphasis for the child, the parents and the educational staff is on getting to know each other and building a bond of trust.

Transition to new group

At the transition to the next group, a transition meeting takes place. Parents are invited to this meeting. This conversation takes place between the parents, an educational staff member from the current group and an educational staff member from the next group. During the transition from one group to the next, the staff members agree on the days and times for getting used to the new children. They inform the parents of this.

Drop-off and pick-up time

Children can be brought from 7:00 am and picked up until 6:30 pm. They can also be picked up earlier in the day in consultation with the group leader. In the morning, children are received in D1. At 8:00 am the children go to their own group. Between 7:00am-8:00pm the front door is closed. You can ring the bell. A leader will come to the door. There you can pick up/drop off your child.

Daily schedule

Within The Clown Club, the following daily schedule is used as a guideline. The youngest children in the Baby Room have their own feeding schedule and sleeping rhythm. In consultation with the parents, this schedule will be adopted. The babies will transition to the regular daily rhythm as they get older.

Time	Activity
07.00 – 09.30	Entry and free play or structured play at the table. This may include crafts, drawing, puzzles, etc.
09.30 – 10.00	Mealtime. During this mealtime the children are given fruit and a cup of water. As needed, the children may be given another cracker/biscuit/breadsticks.
10.00 – 10.15	Change diapers/toilet round.
10.15 - 10.45	Circle time. During this moment, all children are greeted personally. Then songs are sung together, a book is read or another activity is done.
10.45 – 11.45	Outdoor play/activity. When weather conditions are bad, activities are offered indoors such as: chair dance, crafts.
11.45 – 12.45	Mealtime. For lunch the children are given bread and milk or water. We have a variety of spreads: cheese spread, peanut butter, chicken breast, cheese and apple syrup.
12.45 – 13.00	Change diapers/toilet round.
13.00 – 15.00	Rest/Sleep. The children who are no longer sleeping do rest and are then offered play materials that allow them to play quietly at the table.
15.00 – 15.30	Slowly wake up and get dressed
15.30 – 16.00	Dinner time, a small hot meal. It's a set menu and the meal is about 80 grams. With the meal, the children drink water or tea. After the small meal, as needed, they are given a slice of sausage, cracker, cucumber or something similar offered.
16.00 – 17.00	Outdoor play/activity. During inclement weather, we play indoors.
17.00 – 17.30	Light snack such as a breadstick, candy bar or cucumber. The children are also offered water.
17.30 – 17.45	Change diapers/ toilet round.
17.45 – 18.30	Free play

Toilet rounds

During toilet rounds, toddlers go to the toilet under the supervision of a pedagogical staff member to the toilet. Children who are still wearing a diaper are taken on these rounds so they can practice potty training. We try to let the children do as much as possible themselves in order to increase self-reliance. The children in the younger groups are changed on the commode in the group. There are potties available to start toilet training there. We do not start the toilet training until they have also started at home.

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. Breastmilk 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.

Rest/sleeping time

In the toddler and preschool groups, children go to bed at noon. Rest and sleep time is between 1:00 - 3:00 pm. In the baby room we follow the sleeping rhythm of the babies. Until the children can walk they sleep in a sleeping bag, these are available at the daycare center. The children up to 2 sleep in a cot. The older children sleep on a stretcher with a sheet.

Poll cards

Children are constantly developing. Each child is different and develops at their own pace. At set ages, each child is observed using sounding cards. These poll cards help the staff to get a good picture of the child's development and to notice any advantages or disadvantages in development. Each child has their own mentor. Once a year there are 10-minute meetings. Here the measuring cards are discussed and the parents can see the measuring cards. By looking closely at the development of the child, the pedagogical staff can offer customized activities and respond well to the needs of the child.

Illness Policy/Vaccination Policy

Sick children are not allowed to come to The Clown Club. Should your child become ill during their stay at The Clown Club we will contact you by phone to ask you to pick up your child. Sick is when the child has a fever of 38.5 degrees. Fever is not the only indicator. If the child is unable to follow the daily program due to other symptoms or when in doubt, we will inform and consult the parents. The educational staff will assess what they believe is best for the child. Common cold symptoms such as a "runny nose" do not mean that a child is sick or threaten the health of others. The child will then usually be able to participate fully in the program. For childhood illnesses, we follow the guidelines from the Public Health Service. You are required to inform The Clown Club of illnesses, both for our health records and to inform others. All children at The Clown Club are required to register with

the health office and ensure 100% compliance with immunizations. Our "sick children" protocol can be found on our website and in the KidsKonnnect app.

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.

We give only medications prescribed by your own family doctor.

Additional

Baskets

Every child has a personal basket in the group itself or in the hallway. 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, swimsuits, 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 are allowed when it is the children's birthday or any other special occasion. Please stick to healthy treats without much sugar.

Please let the pedagogical staff in the group know when your child has a treat for our planning.

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.

Picking up other caregiver

If the child is being picked up by someone other than the child's parent, we always ask if this person can identify themselves. The parents must indicate this in advance to the pedagogical staff member of the group. If this is not done, we will always call one of the parents first before handing over the child. Without notice from the parent, we unfortunately cannot give the child to the group.

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

The contact between group leaders and parents is mainly when bringing and picking up the child. There is then a short conversation about the child, how the day was and what the child did. During the pick-up and drop-off times it can sometimes be busy. If parents want a more extensive conversation that is possible. A separate appointment can be made for this. Because the groups merge at the end of the day, there is a chance that you may miss the leader of your child's group. Therefore, we work with the app of KidsKonnnect. At the end of the day, the leaders write a piece about what the children have experienced that day. In the baby group, sleep and meal times are also recorded. We also try to post some nice pictures every week. Through the app you can also send a message directly to the leaders. The Clown Club also organizes the 10-minute interviews every year. On this evening the mentor of the child has a conversation with the parents using the measuring cards. The gauge cards track the child's development in all different areas (motor, social-emotional, etc.). You can sign up for these conversations as an aside.

Parent Committee

The Clown Club has a parent committee. For more information, you can contact the parent committee through clowncluboc@gmail.com.

How do we inform parents?

The Clown Club can be reached in several ways. By email, info@thec clownclub.com and by phone, 070-5140981 (emergency 070-5114685). Most contact is through KidsKonnnect. Through this app you can take a look at the child's diary and photo book. You can send a message directly to the group. For administrative questions, please email a message to the office. Once every 2 months a newsletter comes out where the group leaders tell what they have been doing and what will happen in the next theme. Other important news items will also be sent via the app.

Are there changes in the family situation?

Are there changes in the family situation and does this affect the child? Please pass this on to the group. Then we can guide the children as best we can.

Suggestions/Complaints

If you have suggestions/complaints we would like to hear from you. You can do this with the person(s) involved or with the management (office). At the entrance of The Clown Club there is a box of the parent committee for suggestions. You can also submit your complaint in accordance with the Complaint Act to an external complaints committee.

You can report your complaint by telephone to the Childcare Complaints Desk; telephone number: 0900-1877, or via the website www.klachtenloket-kinderopvang.nl. Anonymous complaints will not be handled. The Childcare Complaints Desk is an independent and expert committee specially created to handle complaints about affiliated childcare centers. The Clown Club is affiliated with the Childcare Complaints Desk and the Childcare and Preschool Complaints and Disputes Scheme.

4. Administration

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

If you need occasional extra day care, you can request it in the KidsKonnnect app. There is a charge for an extra day.

If you are absent for a day (sick, vacation, etc.), you should report this before 9:00 am and you will receive an alternative day. If you are absent after 9:00 am you will not receive an alternative day. The alternative days are valid for half a year and can be used at another time if the group size allows it. You can view the balance in the app.

Payment

The cost of care is stated in the agreement and on the cost statement for the relevant calendar year. Payment of monthly installments is made by automatic collection on the first of the respective month.

Closing days

The Clown Club is closed on Dutch national holidays. For closing days such as Easter, you will receive exchange days. You can view the credits in the app. Every year in January you will receive the annual calendar for that year with the closing days.

Cancellation of contract

From the time of signing the agreement until the effective date of the agreement, you have the option to cancel the agreement. This will be subject to a cancellation fee. The amount of the cancellation fee is €100.00 because of the costs incurred. (Please note that one month before the start date, the notice period applies).

Required notice period

Each of the parties has the right to terminate the agreement or part of the agreed duration by means of a written or electronic statement addressed to the other party, observing a notice period of one month. This must be done before the 1st or 15th of the month. An agreement ends automatically on the 15th or the end of the month when your child has reached the age of 4, unless expressly agreed otherwise.

Organize your own administration through KidsKonnnect

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://theclowclub.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.