



House Rules

Childcare Kruimel



Opening Hours

Childcare Kruimel is open from Monday to Friday from 07:30 to 18:00. We are open all year round, with the exception of the Dutch statutory national holidays, namely: New Year's Day, Easter Monday, King's Day, Liberation Day, Ascension Day, Pentecost, and Christmas.

Age categories

Kruimel has the following target groups, which are divided into age groups or fixed core groups: baby group (0 to 24 months), toddler group (18 months to 4 years), and out-of-school care (4 to 13 years).

Reception options

You can book childcare at Kruimel per half-day or per day.

- ♥ 07.30 – 13.00 uur
- ♥ 13.00 – 18.00 uur
- ♥ 07.30 – 18.00 uur

Early care from 07:00 to 07:30 or extended care from 18:00 to 18:30 is available for €12.49 per hour.

We advise you to bring your child/children in the morning between 07:30 and 09:00. This allows parents the opportunity to hand over to the childcare professionals and to say goodbye to their son or daughter in peace.

Our daily program starts after 09:00.

For half-day sessions, we ask that you pick up/drop off the children around 13:00 in the afternoon. In the event of outings and activities, parents will be informed in advance of the expected return time to the daycare.

We ask parents to take these times into account as much as possible to ensure peace and quiet in the group. It is also very upsetting for the children to have to leave during activities. Naturally, deviations from this are possible if clear agreements have been made. If you decide to bring your child later for any reason, this is of course no problem. However, this does not automatically mean that your child can stay longer. It is important that you inform the pedagogical staff of the relevant group in advance.

We advise parents to bring their child to Kruimel for at least 2 half-days. This makes the settling-in process more pleasant for the child.

Purchase additional half-days

We offer parents the option to purchase additional childcare hours, in addition to the contract they have signed for childcare services, at the applicable rates. Kruimel's guideline is that children are cared for in their own regular group. Therefore, purchasing extra childcare is only possible if the staff-to-child ratio in the child's regular group permits.

Holidays and public holidays

It is not possible to refund the amount for unused childcare days (e.g., because you are on vacation for several weeks). Additionally, vacation days and Dutch statutory national holidays cannot be made up.

Study days, weeks without lessons and holiday weeks (BSO)

For the out-of-school care, you can choose between a 52-week contract (including 12 weeks of holidays) or a 40-week contract (excluding 12 weeks of holidays). Some schools have an extra week without classes in June. If you wish to use the out-of-school care during this week, this will be billed separately. The same applies to study days. These are not included in a 52-week or 40-week contract and will be billed separately.

Report sick

When your child is ill, he or she is required to stay at home. Your child requires extra attention at that time. We cannot provide this without it being at the expense of the other children in the group. There is also a possibility that a risk of contagion may arise for the other children. If your child becomes ill during their time at our daycare center, we will contact you and ask you to come and pick up your child.

Therefore, parents are asked to pick up their child or not to drop them off when:

- ♥ The child has a fever of 38.0 degrees or higher;
- ♥ Het The child is too ill or their well-being is too low to participate in the day program;
- ♥ The care is too intensive for the employees;
- ♥ It endangers the health of the other children.

If your child unexpectedly stays home, we would greatly appreciate it if you notify us by telephone. It goes without saying that contagious diseases in your child or other family members must be reported to us immediately. Days on which your child was absent due to illness cannot be made up.

Personal data and Medication use

We will collect the necessary personal data from all children. We will record information regarding medication use, allergies, diet (medical data), parents' work addresses, backup emergency telephone number, doctor, insurance, etc. When you ask us to administer medication to children, you will be asked to complete a medication administration declaration

We would like to point out that we will only administer medication to your child(ren) when prescribed by your doctor.

Our staff are not authorized to administer medication otherwise. This also applies to the use of home remedies and/or homeopathic medicines and paracetamol. We will not administer these remedies without a doctor's prescription.

Please remember to report any changes to your personal details to us!!!

Costs/invoicing

If you are interested in a place at our daycare center, please complete the registration form and return it to us. We charge €12.50 for registration. Your registration is official as soon as we have received the amount. However, it is not possible to refund the €12.50 if placement is not possible, due to administrative work.

Rates

At Kruimel, you pay for childcare per half-day! The applicable hourly rates for 2026 are as follows:

- ♥ €12,00 for daycare
- ♥ €10,60 for BSO

Payment must be received by the 25th of the month. Therefore, we request parents to use direct debit.

Childcare Kruimel is authorized to increase the agreed price due to market-based price developments, government measures, or other relevant circumstances giving rise to such an increase. Such a price increase may only take effect on January 1st, after approval by the Parents' Committee, and must be communicated to the parent in writing at least two months in advance.

Cancel child's place

You must notify us of cancellation in writing 1 month in advance.

You must also notify us of any changes to childcare arrangements in writing 1 month in advance.

Pedagogical Policy Plan

Kruimel daycare offers high-quality, small-scale, multicultural childcare. Dealing with diversity is woven into our attitude and actions. Sharing cultural aspects—with respect for everyone's beliefs and individuality—combined with conveying the values and norms of Dutch society is evident on a daily basis. In addition to guiding and stimulating the overall development of children, learning to deal with diversity is central.

Kruimel's vision is elaborated in the following four goals:

- ♥ Providing emotional safety
- ♥ Promoting personal competencies
- ♥ Promoting social competencies
- ♥ Transmitting values and norms

The aforementioned goals stem from scientific research by Prof. M. Riksen-Walraven and are included in the quality policy rules associated with the Childcare Act. Every childcare organization is required to indicate how it intends to address these goals.

It is also important for parents to know how the childcare organization addresses these goals. Parents often translate the goals as follows:

- ♥ Is my child happy here, is their well-being high?
- ♥ Is my child given the opportunity to develop here?
- ♥ Is my child learning to interact with other children, does he or she have friends?
- ♥ Is attention paid to ensuring that children “behave” (listening, sharing, being nice, waiting for each other)

The Pedagogical Policy Plan can be read by the website www.kdvkruimel.nl.

Daily routine

Structure, routine, safety, and tranquility are essential conditions for children to develop and maintain a high level of well-being. Therefore, Kruimel works with a daily schedule in which certain elements are repeated, as also stated in our Pedagogical Policy Plan. This does not yet apply to babies, who have their own unique rhythm. For them, we use a baby notebook. In this notebook, you can share all information about your child, such as sleep patterns, feeding schedules, illnesses, habits, etc. This notebook helps us to align as optimally as possible with your care. On our part, the pedagogical professionals will record all information about your child in the notebook. We keep records in the notebooks until the age of one. From approximately one year of age, children participate in Kruimel's daily program. We provide home-brought vegetable purees until children are two years old. You will receive more information about the daily routine and structure during the tour.

What to bring yourself

Your child needs to bring the following items themselves:

- ♥ Cuddly toy, pacifier, sleep sack/sleeping bag if your child uses one.
- ♥ Breast milk (as per expiry date) and/or formula, amount of powder for one day
- ♥ Pyjamas, if you prefer your child to sleep in them.
- ♥ Extra set of clean clothes, especially bodysuits and underwear
- ♥ Slippers

Please label all of these with your child's name. Thank you!

Out-of-school care (BSO)

The children attending the After-School Care (BSO) are picked up from school by Kruimel. A van is used for this purpose, or the pedagogical professionals accompany the children on foot from school to the day care center. Children attending the BSO can make use of Pre-School Care (VSO) from 07:30 and holiday care.

Contact with parents

We greatly appreciate your contact! Parents remain the primary caregivers who entrust their child to our care for a number of hours each day. We need your knowledge and experience regarding your child to do this well.

We have the following opportunities for contact with parents:

- ♥ When dropping off and picking up your child
- ♥ In the baby group via your child's personal notebook
- ♥ Newsletters
- ♥ Parent evenings
- ♥ Joint parties
- ♥ Parent Committee

Parents' Committee

Parents are represented within Kruimel by a Parents' Committee. The Parents' Committee aims to safeguard the interests of parents within the framework of the objectives of Kinderopvang Kruimel. The Parents' Committee has the authority to provide solicited and unsolicited advice regarding topics such as the quality of care, opening hours, and the price of care. At least once a year, the Parents' Committee organizes a parents' evening in collaboration with Kruimel. During this evening, the Parents' Committee accounts for its activities of the past year and presents its plans for the coming year. This evening is usually combined with a theme night or the summer party. Contact details for the Parents' Committee are posted on the notice board in the hall.

Complaints

It is, of course, possible that parents may have a complaint. If parents do not wish to turn to Kruimel, they can report their complaint directly to the Childcare Complaints Desk of the Childcare Disputes Committee (<https://www.klachtenloket-kinderopvang.nl/ouders/>). The forms for this can be found in the hall; parents can take these without having to notify us. The Parent Committee receives the OC's complaints procedure upon commencing their duties.

Kruimel strives to communicate openly with parents, thereby making all kinds of matters open for discussion and potentially resolving them, including complaints and negative feedback. Our aim is for parents to first discuss the nature of the complaint with the pedagogical staff member(s) involved and attempt to resolve the matter together and, if necessary, find a solution. If they are unable to reach a solution together, parents may also turn to the management of Kruimel. The management will respond to the complaint formally in writing within 10 days.

