Stichting
Kinderopvang
Degstgeest

General information

Index

Index **2**

Introduction **4**

1 Good to know **5**
1.1 Getting used to our childcare centre 5
1.2 Parent Portal 5
1.3 Please let us know if your child cannot attend 5
1.4 Notify us of any changes 5
1.5 Someone else picks up your child 5
1.6 Permissions 5
1.7 An extra day 6
1.8 Changing fixed care days 6
1.9 If your child gets sick 6
1.10 Liability 7
1.11 Nutrition policy 7
1.12 Celebrations and treats 7
1.13 Trips 7
1.14 Merging of groups 7

2 We value your cooperation **8**
2.1 Cooperation 8
2.2 Mentoring 8
2.3 Different ways of exchanging information 8
2.4 Quality in the group 8
2.5 Parents' evening 9
2.6 Moving up to the next group 9
2.7 Transfers and interaction with primary school 9

3 Organisation of our childcare **10**
3.1 Permanent staff and on-call staff 10
3.2 Three-hour rule 10
3.3 Our childcare professionals 10
3.4 Management 10
3.5 Parent committees 11
3.6 Safety comes first 11

4 About us **12**
4.1 Stichting Kinderopvang Oegstgeest 12
4.2 Our vision of children 12
4.3 Quality 13
4.4 News from SKO 13
4.5 SKO policy 13
4.6 We respect your privacy 13
4.7 Our code of conduct 13
4.8 Complaints 13

Annex 1: Information about day care 14

Annex 2: Information about the playgroup 16

Annex 3: Information about after school care 17

Addresses and telephone numbers 19

Introduction

Dear Parent,

Welcome to our childcare centre.

This booklet provides important information about our childcare services in a handy format that you can read at home at your convenience. You can find out about our daily schedule and our organisation and how we like to work with parents. This English version is a summary and translation of the different location information booklets and offers general insight into all types of childcare provided by SKO.

Details about specific childcare services can be found in the following annexes.

Annex 1: Day care
Annex 2: Playgroup
Annex 3: After school care

Should you require more information in English after reading this booklet, please contact the relevant childcare manager or address any questions to the childcare professional in your child's group.

We provide day care for children up to four years of age, playgroups for children between ages two and four and after school care for children between four and 14. We believe that safety and security are paramount and feel it is important that your child has an enjoyable time in a caring and stimulating environment.

Our childcare professionals teach children how to build friendships with others in the group. By encouraging them to interact and play with one another and resolve conflicts, we practise and develop their social skills each and every day.

As a parent, you can rest assured that your child is in good hands. Our childcare professionals pay great attention to each child's development and do everything to make sure that your child has a pleasant stay when attending our centre. At the same time, we also like to hear about your child's experiences at home as this allows us to offer appropriate guidance and care.

If you have any questions, tips or advice, we would love to hear from you. Our office door is always open, so feel free to call in.

We wish you and your child a happy time at our childcare centre.

Kind regards,

Stichting Kinderopvang Oegstgeest

1 Good to know

Our opening hours
Our centre is open all year round from Monday to Friday. We are closed on public holidays. For an up-to-date overview, please visit our website at https://sko-oegstgeest.nl/sluitingsdagen/.

1.1 Getting used to our childcare centre

Attending the childcare centre for the first time can be quite an exciting experience for your child and perhaps for you too. We are happy to give you and your child all the help required to get used to the centre. During the introductory meeting, you can tell us everything you think we need to know about your child. We do our best to make it easy for children to become familiar with the group before regular childcare starts. At first, your child will therefore probably attend the childcare centre a few times for a specific number of hours. This will help him or her to get adjusted to the new environment, children and staff. When and for how long your child attends during this phase will depend on your wishes and the nature of the group.

1.2 Parent Portal

We have an SKO Parent Portal (Ouderportaal). You may access the portal via our app, which can be downloaded from the App Store or online at www.sko.ouderportaal.nl. The SKO head office will send you the login details by e-mail two weeks before childcare starts. If you no longer have your login name and password, you can request them by contacting info@sko-oegstgeest.nl.

To change the language of the Parent Portal to English proceed as follows: open the parent app or log in to the web portal via https://sko.ouderportaal.nl/. Then go to the 'Account' section and click on your name. Change the setting ‘Taal’ to English.

1.3 Please let us know if your child cannot attend

If your child is sick or cannot attend the centre for some other reason, please let us know, preferably before 7.30 am. You can do this by following the cancellation procedure on the Parent Portal.

Going on holiday
When you are going on holiday, please notify us in good time so that we can take this into account in our planning. Again, you can inform us through the Parent Portal.

1.4 Notify us of any changes

If, on a specific day, you are contactable on a different number than the one(s) we have for you, please let us know. Also inform us if you have a new phone number or e-mail address.

1.5 Someone else picks up your child

It may be the case that someone else comes to pick up your child from the centre, for example a grandmother, a grandfather, an uncle or an aunt. Please inform us so that we are aware of this.

1.6 Permissions

We register permissions for your child in the parent portal. To view or change this, proceed as follows: open the parent app or log in to the web portal via https://sko.ouderportaal.nl/. Then go to the 'Account' section and click on the name of your child. Click on Permissions. Click on the appropriate permission to change it. Please ask assistance from our staff if you need help in translating the questions.

1.7 An extra day

If you need an extra day or half-day of care, you can arrange this yourself through the Parent Portal. There, you can find the arrangements for extra days as well as the procedure for requesting these days.

Extra days during holidays.

You may require extra days during school holidays, when we offer a fun and challenging programme with many indoor and outdoor activities. You can also arrange this through the Parent Portal.

1.8 Changing fixed care days

When you want to change the fixed care days for your child, you can contact SKO customer services on 071-5159800 or at info@sko-oegstgeest.nl. Our customer service department is available from 9.00 am to 5.00 pm, Monday to Friday.

1.9 If your child gets sick

Out of sorts

If your child seems out of sorts in the morning, please inform the childcare professional on arrival. Our staff will then pay extra attention to your child. Of course, you can always phone us during the day and ask how your child is doing. If you are going to keep your child at home, please let us know. Should your child seem to be experiencing a health issue while at the centre, we shall call you as soon as possible to discuss what the problem might be and what can be done.

Sick

If your child feels sick and this is apparent given his or her behaviour, we will ask you to collect your child. In such cases, we are unable to offer the extra care, rest and attention required.

Bringing your child when on paracetamol or another painkiller

When your child is not feeling well or is sick, a painkiller can relieve the pain or fever. Unfortunately, the symptoms often recur as soon as the medicine has worn off. We advise you to be careful when giving medication before you drop off your child and ask that you always inform us of this. We only administer medicines that have been prescribed by a doctor, and you must give us written consent to do so.

Infectious disease

Please call us to discuss whether your child can attend the childcare centre if he or she has an infectious disease. Our decision will be based on the advice provided by the Municipal Health Service (GGD) about the risk of infection. If you have any doubts about whether your child has an infectious disease, you should first see your family doctor. In cases where we suspect that a child has an infectious disease, we will consult the parent.

Always let us know if your child has an infectious disease, even when he or she will not be attending or if the risk of infection seems to have passed. For many diseases, the risk of infection is present even when a child is not showing any symptoms.

If there is an infectious disease at the childcare centre, you will be informed by means of special information posters on the doors.

Use of medicines

When necessary, a childcare professional can administer prescribed medicines at the centre. We will ask you to sign a form first. If you administer the medicine or your child self-medicates, we ask you to inform us of this.

1.10 Liability

SKO does not accept any liability for the loss or damage of clothing and items brought to the childcare centre, such as toys or games.

1.11 Nutrition policy

As we believe it is important for your child to eat healthy food at our centre, we follow the guidelines of the Netherlands Nutrition Centre (Voedingscentrum). We feel that portions should match a child's needs and phase of development and that children need to eat a variety of foods, where possible organic.

Special dietary requirements

If your child has a special diet or is not allowed to eat certain foods, please inform us so that we can take this into account.

1.12 Celebrations and treats

We put a good deal of effort into celebrating festive events, such as Easter, Saint Nicholas Day, Christmas and birthdays, and when we say farewell to children. We always try to ensure these are special occasions for everyone. Parties are a welcome change from everyday life and teach children something about their culture. And when it is your child's birthday, they can experience what it is like to be the centre of attention for a day.

Healthy treats

Please do not give your child sweets to hand out as treats, as we celebrate many birthdays. We are happy to offer tips for healthy treats.

At the after school care we celebrate without treats, so your child doesn't have to bring treats at all.

1.13 Trips

We occasionally go on trips with the children. We take the youngest children out for a stroll in the buggy or wagon, for instance to the shops for an errand or to feed the ducks, visit the playground or have a picnic. Time is also set aside for bigger trips during the holidays with the older children (aged four and above). We might visit a museum or go to the beach. Although we usually use our own SKO minibuses, we sometimes walk, cycle or take public transport.

Permission for outings

During the introductory meeting, we ask parents' permission for outings in Oegstgeest. We request separate permission when venturing beyond Oegstgeest or visiting a location near open water. If you prefer that we do not take your child on trips with us, we can place your child in another group for the duration of the outing. Of course, we always provide proper guidance and assistance on trips: you can rest assured that your child will be safe at all times.

1.14 Merging of groups

It is possible that groups from one location are (partially) joined on quiet days (such as Wednesday or Friday, holidays or study days) or during activities, if the professional-child ratio allows this. In this situation there is staff from both groups in the combined group. In the information booklet of your location you can read when groups are merged.

2 We value your cooperation

2.1 Cooperation

Childcare is a form of 'shared upbringing'. We therefore consider good cooperation with parents to be essential. The care your child receives at our childcare centre should, as far as possible, be in line with their home environment. Sound exchange of information is vital for effective cooperation. If we are aware of important information, we can adapt our care accordingly. By the same token, you can expect us to regularly inform you about your child's experiences while at our centre.

2.2 Mentoring

We believe it is important that both your child and you, as a parent, build good relationships with all the childcare professionals in the group. However, each child is assigned a personal mentor. You will find out who your child's mentor will be during the introductory meeting. When it comes to specific issues, such as child development, parent meetings, adjustment and well-being, the mentor will contact you.

2.3 Different ways of exchanging information

We have different ways of exchanging information about your child with you.

Daily contact when dropping off and picking up your child

We always set aside time for brief conversations when parents drop off and pick up their children. You can tell us what we need to know about your child when you arrive. When you collect your child, we will provide feedback about their day.

Experiences through the Parent Portal

We will inform you about your child's experiences through the Parent Portal. As we sometimes take photos of the children, we will ask you during the introductory meeting for permission to display any images that include your child. We use the portal to provide regular updates about your child. Photos are added so that you can see what he or she has been doing at the centre. We also encourage parents to contribute to the portal. This could involve writing about your child's experiences at home or during special occasions like family holidays.

The parent meeting

We consider the first three months at our childcare centre to be an adjustment period for a child. After this time, your child's mentor will invite you for an evaluation meeting. We will discuss how your child is doing and whether the childcare is to your satisfaction. We will then schedule a parent meeting with you for each year in the month of your child's birthday. During this meeting, we will discuss your child's well-being and development with help from our child tracking system. Of course, it is always possible to meet before the annual parent meeting. Feel free to ask your child's mentor.

2.4 Quality in the group

Each year, we extensively observe your child's group. We look at the atmosphere, how the children feel in the group and how they play and interact with each other. Certain SKO staff members are specially trained for these observations, which allow us to constantly monitor our quality and improve our childcare.

2.5 Parents' evening

We organise a parents' evening at least once a year. The nature of these evenings can vary. We sometimes have an inspiration session for all SKO parents. At other times, we may have a series of events for the parents of each childcare facility or for the parents of each group separately.

2.6 Moving up to the next group

We want to offer children familiar surroundings. But we also need to provide challenging environments that optimise child development. At some point, children will therefore move up to the next group. When we think your child is ready for this, we will discuss it with you. In making our decision, we consider age, the presence of friends and your scheduling requirements. Our staff will make the necessary plans. They will organise a farewell party and ensure that your child has a smooth transition.

2.7 Transfers and interaction with primary school

We work closely with primary schools in Oegstgeest and believe that good contact with schools during transfers (from childcare to school and vice versa) is very important. This type of close cooperation facilitates the daily exchange of information that helps promote a child's well-being. We always pass on any key information to parents. When a child makes the transition from day care to school, the parent gives a written transfer form completed by us to the school for those schools with which we have an agreement.

3 Organisation of our childcare

3.1 Permanent staff and on-call staff

Permanent childcare professionals work with your child's group on fixed days, allowing your child to get to know these members of staff quickly. Up to the age of 12 months, a child will see a maximum of two familiar staff faces in the group. Once a child is older than one year, there will be a maximum of three familiar faces. Your child will always see at least one of the two or three familiar staff members at the childcare centre. If a permanent staff member is sick or on holiday and we need to find a substitute, our regular on-call staff will be used where possible, which means that your child will encounter a familiar face again. Our childcare professionals ensure a stable, homely environment where great importance is placed on personal contact.

3.2 Three-hour rule

The national 'three-hour rule' applies to childcare facilities that are open for longer than 10 hours a day. It means that during the drop-off period before 9.30 am, during the lunch break between 12.30 am and 3.00 pm and when picking up children after 4.30 pm it is permissible for a childcare centre to have fewer professionals per group than the legally prescribed staff-to-child ratio. However, this may not exceed a total of three hours each day and will not occur for more than one and a half hours at a time (maximum of two hours at lunchtime). More information about how the three-hour rule is applied can be obtained from our various locations as the protocol may differ per location and group. However, we shall always adhere to at least half of the required staff-to-child ratio and will not deviate from it at the other times.

3.3 Our childcare professionals

All groups at our childcare centre are supervised by permanent childcare professionals who are responsible for your child's care. You can always approach them with your questions, comments or concerns. In addition, we work with regular on-call professionals who can stand in for our permanent staff if necessary.

Education and training

All our permanent childcare professionals and on-call staff are qualified in the field of childcare: they possess a suitable diploma or are studying for a qualification at secondary vocational level. Our childcare professionals also receive regular refresher courses.

Trainees

As we believe it is important that both current and future childcare professionals are well trained, we regularly offer traineeships to students following pedagogical courses. You may therefore see a trainee who will work with your child's group on fixed days for a certain period of time.

3.4 Management

Childcare managers and pedagogical coaches are responsible for the quality and organisation of our childcare centres. A childcare manager decides on placement of the children and the composition of groups and is also responsible for the staff and accommodation of a childcare centre. A pedagogical coach gives work guidance to all staff members. Together, they monitor the quality of the overall childcare, including the specific activities of the groups. You can always contact them, by telephone or e-mail, if you have any questions or suggestions. Their contact details are listed on the last page of this booklet.

3.5 Parent committees

We believe it is important that you, as a parent, are involved in our childcare services. We therefore have active parent committees that represent the interests of the children and their parents at our various childcare centres. We also have a Central Parent Committee (CPC).

Location Parent Committee (LPC)

An LPC is responsible for the daily running of each childcare centre and meets about four times a year. Each group in a childcare centre is (preferably) represented in the LPC: one parent from each group is a member of the committee. This means that you always have a contact person for your child's group. All chairs of the LPCs are also members of the CPC. An LPC advises on the quality of our care, nutrition, health and safety. If you would like more information about your LPC, please contact the manager of your childcare centre. You can find the e-mail addresses for each LPC on our website.

Central Parent Committee (CPC)

The CPC meets regularly to discuss general matters that concern all the childcare centres: for example, the price and quality of care, health and safety and our pedagogical policy. The CPC offers the SKO management team advice when the committee deems necessary as well as when requested.

You are welcome to attend meetings

As we always appreciate parent feedback concerning our childcare services, you are most welcome to attend parent committee meetings. Please ask the manager how your location announced these meetings.

3.6 Safety comes first

It is important that our childcare centres are safe places for your child to play, eat and sleep. We continuously monitor safety together with the Municipal Health Service (GGD) and the local fire department.

- We hold an evacuation exercise every year for fire safety and, on that occasion, also critically review our evacuation plan.
- Our Health and Safety Policy Plan sets out how we deal with big and small risks at all SKO locations so that children and childcare professionals can play and work safely. This plan is updated annually or more often if required.
- The Municipal Health Service visits our childcare centres every year for an extensive inspection. Among other things, the inspectors want to ensure that:
  - we have a Health and Safety Policy Plan that meets all the requirements and we comply with this policy in practice;
  - the rooms are large enough and we adhere to the staff-to-child ratio;
  - we work according to quality rules and our pedagogical policy.

Protocols and work directives

We operate in accordance with various protocols and work directives that lay down, step by step, what we must do in certain situations or emergencies. We regularly review these protocols and directives and ensure that all staff members are aware of the necessary practices and procedures.

Safety rules for everyone

A set of specific rules ensure safe behaviour at our childcare centres. We expect children, childcare professionals and parents to comply with these rules.

4 About us

4.1 Stichting Kinderopvang Oegstgeest

Stichting Kinderopvang Oegstgeest (Oegstgeest Childcare Foundation) has been providing childcare in the Municipality of Oegstgeest for 30 years. We have more then 10 childcare centres, where we offer various forms of childcare, including playgroups, day care, after school care and teenage care.

Our ambition is to provide childcare of excellent quality which you, as a parent, would be happy to choose. This means that we:

- work professionally and according to demand;
- respond to developments in our field of expertise;
- pay a lot of care and attention to the quality of our daily childcare.

4.2 Our vision of children

- Children are **unique.**
  Every child is different and we value that. We respect children for who they are and want to see each child reach their full potential. Children develop in their own way and at their own pace. We believe they flourish naturally under the right conditions and we offer the necessary encouragement. And we feel it is our duty to ensure that children have fun along the way.

- Getting to know children based on their **experience and understanding.**
  We believe it is important to connect to a child's experience and understanding. We follow their cue and give them the space they need to develop their talents. By immersing ourselves in their world, we can make a meaningful connection. Our childcare professionals pay close attention to the children, observe them and gain deep insight into each child's development. Good communication and cooperation with parents concerning their child's needs is thus paramount.

- Children need **social interaction.**
  Babies like having contact with adults as well as with other children. As these relationships gradually develop, we guide them through the process. Older children seek to communicate with their peers. We let them find their own way and, where necessary, encourage their interactions in a positive manner.

- Children are **inquisitive.**
  From an early age, most children want to explore the world around them. A baby is inquisitive about a toy that rattles or a child that walks by. An older child is curious about how something works or about the environment in which he or she plays. Other children play an increasingly important role in this journey of discovery.

- Children learn **while playing.**
  Playing is a natural process that allows children to discover the world around them. We therefore give children a lot of freedom to play without setting goals. They determine how their play will evolve and we encourage this so that they can develop naturally and blossom into well-rounded individuals.

Our vision of children is at the heart of our work. Everything we think, say and do is shaped by this vision. It guides what the children experience at our centres and what their parents see. A new challenge every day!

4.3 Quality

We devote a lot of care and attention to the quality of our childcare. This is reflected, for example, in our pedagogical policy. We also comply with the quality standards laid down in the Dutch Childcare Act and in the Childcare Quality Covenant, an agreement between the Dutch Association for the Childcare Sector and the BOink Parents' Association.

4.4 News from SKO

We keep you updated about news and developments at SKO and our childcare centres by various means:

- through our website www.sko-oegstgeest.nl;
- on Facebook and Instagram;
- through our newsletter, SKO News, which you receive every month via the Parent Portal.

4.5 SKO policy

We have laid down our policy in various areas in a number of documents. The childcare manager can provide you with these texts if desired. You can also find the most important documents on our website and on the Parent Portal. These include:

- The Pedagogical vision
- The Health and Safety Policy Plan
- The General Terms and Conditions for Childcare
- The Parents' Complaints Procedure (internal and external)

4.6 We respect your privacy

To be able to take care of your child, we need you to provide us with personal data. Of course, we will handle this data with extreme care. You can read about which data we process and for what purpose in the privacy statement on our website, where you can also find information about how we handle your data and your data protection rights.

4.7 Our code of conduct

As SKO wants to prevent undesirable behaviour, we are affiliated with www.vertrouwenspersonennederland.nl to give employees the possibility to report undesired behaviour without consequences.

4.8 Complaints

We do everything we can to provide the best possible service. However, it may be that you are in some way dissatisfied. What can you do in that case?

- We would appreciate it if you could first discuss your complaint with the staff member(s) concerned.
- If that is not possible, you can talk to our manager. She will deal with your complaint and will suggest a possible solution.
- If you cannot find a solution with the staff member(s) or with our manager, you can submit a written complaint to our director, Evalien Rengers (directie@sko-oegstgeest.nl).
- If you cannot find a solution with us, you can start an external complaints procedure with the Childcare Complaints Desk of the Disputes Committee for Childcare and Playgroups (www.degeschillencommissie.nl/english/).

Annex 1: Information about day care

Dropping off and picking up your child

On a childcare day, you can:

- drop off your child between 7.30 am and 9.15 am (*at our Kindervlinder centre, you can drop off your child as early as 7.00 am for a small fee*);
- pick up your child between 4.45 pm and 6.30 pm.

If you would like to drop off or pick up your child at a different time, this is usually not a problem and you are welcome to discuss this with us.

Daily routine

Every day has a fixed routine. This is reassuring and familiar for your child. A day at the childcare centre tends to go as follows.

- We open at 7.30 am (7.00 am at the Kindervlinder).
- You can drop off your child until 9.15 am.
- At around 9.30 am, we have a drink and a snack, usually fruit. We sing a song or read a book during this period.
- Then it is time for the day programme: we play outside or engage in an early childhood education (ECE) activity.
- At 11.30 am, we eat a sandwich.
- At 3.30 pm, we have another drink and snack.
- After that, we play outside again or take part in another ECE activity.
- You can pick up your child from 4.45 pm.
- We close at 6.30 pm.

Depending on their needs, the children may sleep once or twice a day.

Your baby's daily routine

Babies usually have their own schedule. We would like to hear from you about your baby's daily routine so that we can ensure a certain level of continuity.

Eating and drinking

Feeding time for your baby

As your baby grows older, he or she will begin to join the other children. Until then, we follow their specific routine. During the introductory meeting, you can indicate the times at which your baby needs to be fed (expressed milk or formula) and whether this should include fruit or bread. Please put stickers with your baby's name on all bottles and other supplies.

How do you provide expressed milk hygienically?

- Please provide expressed milk in a clean, covered bottle with a sterilised teat.
- Milk should be expressed no later than 48 hours before consumption.
- Indicate the time when the milk was expressed on the bottle.
- Store expressed milk in the refrigerator between the time it is expressed and taken to the centre.
- Do not keep it out of the refrigerator for more than half an hour before bringing it.
- Immediately put the milk in a special refrigerator (four degrees Celsius) upon arrival at the centre.
- Only freeze expressed milk at the childcare centre if:

    - it has not been frozen before;
    - it is marked with the date of expressing.
- Only bring frozen milk if it will be defrosted in the bottle.

How do you provide powdered formula hygienically?

- Only provide powdered formula if:
    - it is divided in exact quantities for one bottle;
    - it is accompanied by an empty bottle with a sterilised teat.

Sleeping

If your child comes to the childcare centre as a baby, we keep to the sleeping schedule they are used to at home. When your child is older, they sleep twice a day. Eventually, when ready, they sleep only once a day, usually after lunch. We always discuss changes to the schedule with you. During the introductory meeting, we talk about your child's sleeping habits so that we are aware of the situation.

Tummy sleeping

Our policy is not to let your child sleep on their tummy, as doing so can increase the risk of cot death. If your child sleeps on their tummy at home, we ask you to get them used to sleeping on their back before they attend our childcare centre.

Jewellery

Jewellery (necklaces, bracelets and earrings) can pose a risk of injury. Children are therefore not allowed to wear jewellery at the childcare centre: they can get stuck on it or become trapped by it; they can also swallow it and certain items can cause injury. Ear studs can be worn at the childcare centre for the first six weeks after the holes have been made. During this period, the parent should tape the studs with Leukopor (skin-friendly adhesive plaster). After this period, the ears studs may no longer be worn at the childcare centre.

We do not allow children to wear clothing with cords longer than 22 centimetres.

After school care at SKO

In addition to day care and the playgroup, we also offer after school care for children between four and 14 years of age. When your child turns two, you receive an e-mail from us enquiring whether we should reserve a place for your child in our after school care group. The location of the primary school your child attends determines the childcare centre where the after school care is to be provided. You can find more information about this on our website, www.sko-oegstgeest.nl.

Annex 2: Information about the playgroup

Our opening hours

Our playgroup is open from 8.30 am to 12.30 pm, Monday to Friday. We are open during school term times and closed during holidays. To find out which days we are closed, visit our website, www.sko-oegstgeest.nl.

Our group

The playgroup caters for a maximum of 16 toddlers aged between two and four years.

Each morning's routine

Each morning has a fixed routine. This is pleasant and familiar for your child.
This is what a typical day looks like:

- **8.30 am – 9.00 am** You drop off your child at the playgroup. You are welcome to stay for a while and play a game with your child before saying goodbye.
- **9.00 am – 10.00 am** We start the day together. Your child can then play in one of the play corners.
- **10.00 am – 10.30 am** We sit at the table together and have a drink of water and some fruit. If it is a child's birthday, we have a party.
- **10.30 am – 11.00 am** Time to go to the toilet or change a nappy.
- **10.30 am – 12.00** We play games or do activities centred around a specific theme to stimulate your child's development. We also play outside in our garden.
- **12.00 – 12.30 pm** Time to pick up your child. We tell you about your child's experiences.

Themes

We have themed activities. Toddlers develop faster and more broadly by being active and playing. Our activities stimulate speech and language skills, motor and sensory skills and social and emotional skills and provide the initial stimulus for arithmetic.

Want to take part at home?

Our staff keep you informed about the themes we are working on and how your child experiences the activities, so you can take part in these themes at home with your child.

Preparation for primary school

We prepare the three-year-olds for primary school by talking to them about it and by adapting our care provision accordingly. When the children are almost four and about to attend primary school, we take them to the school beforehand if this is possible. And when your child first transitions to primary school, we organise a welcoming 'handover' at the school involving the parents.

After school care at SKO

In addition to day care and the playgroup, we also offer after school care for children between four and 14 years of age. When your child turns two, you receive an e-mail from us enquiring whether we should reserve a place for your child in our after school care group. The location of the primary school your child attends determines the childcare centre where the after school care is to be provided. You can find more information about this on our website, www.sko-oegstgeest.nl.

Annex 3: Information about after school care

Opening hours

These are the hours for our after school care:

- on school days: immediately after school hours until 6.30 pm.
- during school holidays: from 7.30 am to 6.30 pm *(from 7.00 am at Uit&Thuis).*
- on school study days (non-school days): from 8.30 am to 6.30 pm.

For children in pre-school care, we open at 7.30 am (from 7.00am at Uit&Thuis).

Pre-school care

You can drop off your child from 7.30 am *(from 7.00 am at Uit&Thuis).* We ensure a calm and welcoming start to the day. Afterwards, we take your child to their classroom. You can choose between a fixed day or an occasional day.

Lunchtime supervision

Most of the children stay at school between the morning and the afternoon classes. We provide lunchtime supervision at various schools in Oegstgeest. Information about this is available from the school.

Holidays

We are open all day throughout the holidays and our staff make sure your child has an enjoyable time. During these periods, we visit the Blokhut log cabin on Koudenhoorn recreational island. Prior to the holidays, you receive our schedule so that you and your child know what to expect each day. You can indicate, through the Parent Portal, when you wish to use childcare during the holidays.

Koudenhoorn

We regularly visit the Blokhut log cabin with children who attend after school care. This is a scouting facility where the children can play outside on Koudenhoorn recreational island in Warmond. We let you know in advance when your child's group will go to Koudenhoorn. If you do not want your child to visit the Blokhut, please let us know in good time so that we can find a suitable alternative for your child's care on that day.

Transport to sports activities or hobbies

If your child takes part in a sports activity or a hobby during after school care, we handle the transport. This means you do not have to drop off or pick up your child. It saves a lot of inconvenience and there is no additional fee. You can make use of our transport service:

- if your child is five years or older;
- for sports activities or hobbies that start from 4.00 pm on Mondays, Tuesdays, Thursdays and Fridays;
- for sports activities or hobbies that start from 2.00 pm on Wednesdays;
- if the sports activity or hobby lasts until 6.00 pm at the latest; after 6.00 pm, we expect you to pick up your child yourself;
- during school term time but not during school holidays.

You can request transport for your child by using the transport service application form, which you can find on the Parent Portal. You can also ask one of our childcare professionals for this form.

Taking a friend along to after school care

Your child might like to take a friend along to after school care. Please discuss this in advance with the group's childcare professionals. When the group is full, there is unfortunately no room for extra children.

Your child goes home alone

If you want your child to return home by themselves, they can do so if:

- they are eight years or older;
- they are independent enough to do so;
- the traffic situation on the way home allows for this;
- your child does not have to bring home a younger brother or sister;
- you have given written permission.

We are happy to discuss with you whether your child is ready to return home on their own and whether the route home is safe.

Swimming with SKO

Swimming lessons during after school care? No problem! We offer swimming lessons at Poelmeer swimming pool (A, B & C diploma). We drop off and pick up the children with our SKO-vans and assist them when changing. We also help and supervise them in the swimming pool.

To sign up your child for swimming lessons or if you would like some more information, contact Ingrid Hollander by e-mail i.hollander@sko-oegstgeest.nl or phone +31(0)6 101 91 728.

Addresses and telephone numbers

All contact details of our childcare centres are listed below. We have included the contact details of our head office, where administration and general management are located.

Het DOK (Day care/Playgroup/After school care)
Rustenburgerpad 2
2342 BT Oegstgeest
t +31(0) 71 515 9858
e hetdok@sko-oegstgeest.nl

Childcare Manager: Petra Jonker
t +31 (0)6 128 15 317
e p.jonker@sko-oegstgeest.nl

Vuur&Vlam (After school care)
Rhijngeesterstraatweg 51
2341 BR Oegstgeest
t +31 (0)71 - 301 42 44
e vuurenvlam@sko-oegstgeest.nl

Childcare Manager: Petra Jonker
t +31 (0)6 128 15 317
e p.jonker@sko-oegstgeest.nl

De Toptieners (After school care)
Van Houdringelaan 11
2341 BN Oegstgeest
t +31 (0)6 231 76 396
e toptieners@sko-oegstgeest.nl

Childcare Manager: Petra Jonker
m +31 (0)6 128 15 317
e p.jonker@sko-oegstgeest.nl

SportBSO De Cuyl (After school care)
De Voscuyl 36
2341 BJ Oegstgeest
t +31 (0)6 820 43 273
e vuurenvlam@sko-oegstgeest.nl

Childcare Manager: Petra Jonker
m +31 (0)6 128 15 317
e p.jonker@sko-oegstgeest.nl

Uit & Thuis, Waaghals & Peuterspeelzaal Guusje (After school care/Playgroup)
Lange Voort 261d
2343 CE Oegstgeest
t +31 (0)71 519 13 50
e uitenthuis@sko-oegstgeest.nl

Childcare Manager: Daniëlle Ligtvoet
m +31 (0)6 234 36 717
e d.ligtvoet@sko-oegstgeest.nl

De Kindervlinder (Day care)
Lavendelhof 1
2343 CW Oegstgeest
t +31 (0)71 515 98 30
e kindervlinder@sko-oegstgeest.nl

Childcare Manager: Daniëlle Ligtvoet
m +31 (0)6 234 36 717
e d.ligtvoet@sko-oegstgeest.nl

Het Kindercircus & Peuterspeelzaal Basje (Day care/Playgroup)
Aldo van Eycklaan 56
2343 NH Oegstgeest
t +31 (0)71 565 16 00
e kindercircus@sko-oegstgeest.nl

Childcare Manager: Suzanne den Hollander
t +31 (0) 6 462 90 583
e s.denhollander@sko-oegstgeest.nl

De Buren (After school care)
Jan Wolkerslaan 18a
2343 BK Oegstgeest
t +31(0)71 - 519 12 60
e deburen@sko-oegstgeest.nl

Childcare Manager: Suzanne den Hollander
t +31 (0) 6 462 90 583
e s.denhollander@sko-oegstgeest.nl

De Vrije Vogels (After school care)
J.P. Thijsselaan 69
2341 PM Oegstgeest
t +31 (0)71 517 1842
e devrijevogels@sko-oegstgeest.nl

Childcare Manager: Suzanne den Hollander
t +31 (0) 6 462 90 583
e s.denhollander@sko-oegstgeest.nl

Head Office Stichting Kinderopvang Oegstgeest
Geversstraat 40
2342 AB Oegstgeest
t +31(0)71 - 515 98 00
e info@sko-oegstgeest.nl
i www.sko-oegstgeest.nl