

HELLO
AFTER-SCHOOL
CHILDCARE!



AT

MIK

EVERYTHING ABOUT CHILDCARE
FOR CHILDREN AGED 4-13



IT'S ALL ABOUT THE...



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GROWING UP *TOGETHER*



MORE INFORMATION?

Our staff and location manager would be happy to help.
You can also contact:

MIK Contact Details

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info@mik-kinderopvang.nl

www.mik-kinderopvang.nl



ABOUT MIK AND OUR VISION ON CHILDCARE

MIK has offered reliable and affordable childcare for generations, with dedicated and professional attention to all children between the ages of 0 and 13. These things have never changed, nor has our commitment to providing high-quality child care. We develop our services continuously and encourage self-development in our staff and parents as well, always out of love for the child. This helps us give them a good start for their future development.

Principles

School-age children have their own needs and requirements with regard to their childcare environment. MIK believes that an after-school childcare centre should feel like a second home. It's important to create a homey atmosphere where children can relax and talk about their school experiences. It should also offer a diverse range of challenging activities for children to choose from. After all, everyone's different.

Children learn through play. We support and encourage their development by taking a caring and professional approach; that's what our profession is all about.

We consult parents and guardians on everything we do.

This helps children grow up together to become positive and self-sufficient citizens of the world.

That's our goal!

This information booklet describes the childcare services offered by MIK for children between the ages of 4 and 13. We update this information regularly. If you'd like more information about a specific topic not covered in this booklet, please feel free to contact our customer service department or our location manager. You can also consult our website for more information about prices, conditions, and forms.

AFTER-SCHOOL CHILDCARE

Introduction and familiarization

Placement meeting

The childcare services offered by the after-school childcare centre starts with an introductory meeting. During this meeting, a staff member will explain the policy and the daily activities at the after-school childcare centre. We will discuss and note essential information about the child.

Orientation period

Many younger children aged four to five find the first few weeks of after-school childcare a little intimidating. Everything is new: the school and the after-school centre. To offer them the best possible support, we pay extra attention to the introduction and orientation phase. To help children feel more comfortable, we encourage parents to take them along during the introductory meeting. This is a great ice-breaker and helps the children feel more at home.

During the drop-off, we will discuss how your child is settling in. After three months, we will evaluate the orientation period during an orientation meeting.

Daily routine

For some, a regular day at the after-school childcare centre starts at 7:30 AM (before-school childcare). Most children come to the centre after school and stay until 6:30 PM at the latest. MIK brings children to school and picks them up after school at a fixed meeting point. All MIK employees wear a lanyard to make them easy to identify.

Once at the childcare centre, we discuss their day while enjoying a healthy snack and a glass of juice. After that, they're free to play. They can choose to participate in a fun, supervised activity, play with friends, or relax on the couch.

Find out what a regular day looks like...





P.T.O.





WHO WORKS AT THE AFTER-SCHOOL CHILDCARE CENTRE?

The location manager

The location manager is responsible for the daily management of the after-school childcare centre. The location managers at MIK run several locations. They also work in the group several days a week, which helps them stay up to date on the ins and outs of the childcare centre.

Staff (nursery teachers)

The children are supervised by qualified staff who can determine how they are doing, what they need, and how to stimulate their continued development. The staff are responsible for the daily supervision, development, and care of a group of children at one of our locations. They are also responsible for offering a diverse range of activities.

Regular substitutes

Regular substitutes can be called on during periods of illness or absence of staff. All MIK substitutes are fully qualified.



Work-placement students

MIK is an accredited work experience organization. All MIK locations have work-placement students from relevant vocational programmes. They are part of our core team and are supervised by specially-trained staff (work supervisors).

The goal is to give work-placement students the opportunity to gain expert experience within their future profession. For MIK this means helping work-placement students develop the knowledge and skills that a childcare centre requires. As part of their work experience programme, work-placement students work in all age groups at MIK.

As the work-placement students are not yet qualified practitioners, they do not count towards the number of staff required per group.

Staff per group

We use the [calculator developed by the Dutch government](#) to determine the group size and the ratio between professionals and children. For more information about group sizes at our locations, please consult the educational policy for that location.

Group division

In general, children are divided into the following groups:

- * groups of children aged 4-8
- * groups of children aged 8-13

This group division may differ per location.



EDUCATIONAL PRINCIPLES

Making sure children feel comfortable and at home at MIK is a prerequisite for proper growth and development. All children develop in their own way and at their own pace.

We provide a modern, stimulating, and safe environment in which children can learn through play. We do so by responding to children's individual talents and focusing on their individual development goals. Children are given the room and the opportunities they need to grow. We teach children to make their own choices, to critically reflect on situations, and to come up with creative solutions.

The group dynamic that characterizes our after-school childcare teaches children to be mindful and respectful of others. They learn to accept differences and stand up for themselves.

We help children develop their social skills. They learn the importance of trust and helpfulness, social responsibility, and acceptance. They also learn how happy this can make them!

It's important for children to become aware of the norms and values of our society and how these are expressed in habits, rituals, interactions, and personal boundaries. The after-school childcare centre is an excellent practice environment for children.

Our educational principles are documented in the MIK educational policy. All after-school childcare centres draft their own educational policy plans based on this overarching policy.

Tracking development

We regularly hold targeted observations using a child tracking method (KIJKmethode). With this method, we closely examine a child's wellbeing, involvement, and development.

We discuss our observations once a year with parents and we document all agreements in writing. More urgent issues are discussed with the parents as soon as possible.

Developmental problems

If we notice any behavioural or developmental problems in a child, our staff will pay closer attention to him or her.

In accordance with its procedure, MIK will offer the support and supervision the child needs.

Personal information

All personal information about your child, including their name, address, and date of birth, their observations, and other personal details will be kept in a personal record.

Only parents have the right to view this personal record. We will never share information with third parties without the prior consent of the parents.

When a child transfers from the childcare centre to an after-school childcare centre, part of their personal record will be transferred with them.

After the childcare contract has been terminated, we will make this information available to the parents or we will destroy it. The way we handle personal information about the children in our care is described in our Privacy Policy and in our employee code of conduct.



HEALTH AND SAFETY

Health

We are committed to creating a healthy environment for the children in our care.

We have therefore drafted rules and work instructions aimed at identifying health risks and preventing illnesses.

Risk assessment

We carry out an annual risk assessment at all of our locations. During this assessment, we examine the potential health risks our children may face and take the necessary measures to remedy these.

Nutrition

Food and drinks are an important part of staying healthy and happy. Children learn how to identify their own needs and tastes. They learn to pick and choose.

Eating and drinking are fun and social activities. The children eat at the table and enjoy the experience together. They learn how to empathize with others and how to interact with the staff and the other children.

We want to help children and their parents develop healthy eating habits. This means a healthy and balanced diet rich in fruits and vegetables and not too high in calories.

For after-school children, eating times are the perfect opportunity to rest and relax after a long day at school. It's nice to share stories with the staff and friends.

In addition to fixed eating and drinking times, the children are also given snacks and drinks.

We are happy to accommodate children who have a food allergy or who follow a special diet for medical reasons.

Food hygiene

MIK ensures the safety of all food served at its childcare centres. This means we observe strict hygiene rules when preparing food. We also have rules in place for the purchase, storage, and preparation of food, which is registered at all locations so we can make improvements when necessary.

If children are ill

MIK considers a child to be ill if he or she is unable to participate in normal activities at the childcare centre.

As a rule, children who are ill are not allowed at our childcare centres because we are not sufficiently equipped to take care of them. More importantly, when children are ill they usually feel more comfortable at home. We therefore ask parents to pick up their child if they fall ill at the childcare centre.

Sometimes children are not allowed to attend the childcare centre if they have certain infectious childhood diseases.

General practitioners and the Municipal Health Service (GGD) recommend that parents keep children home:

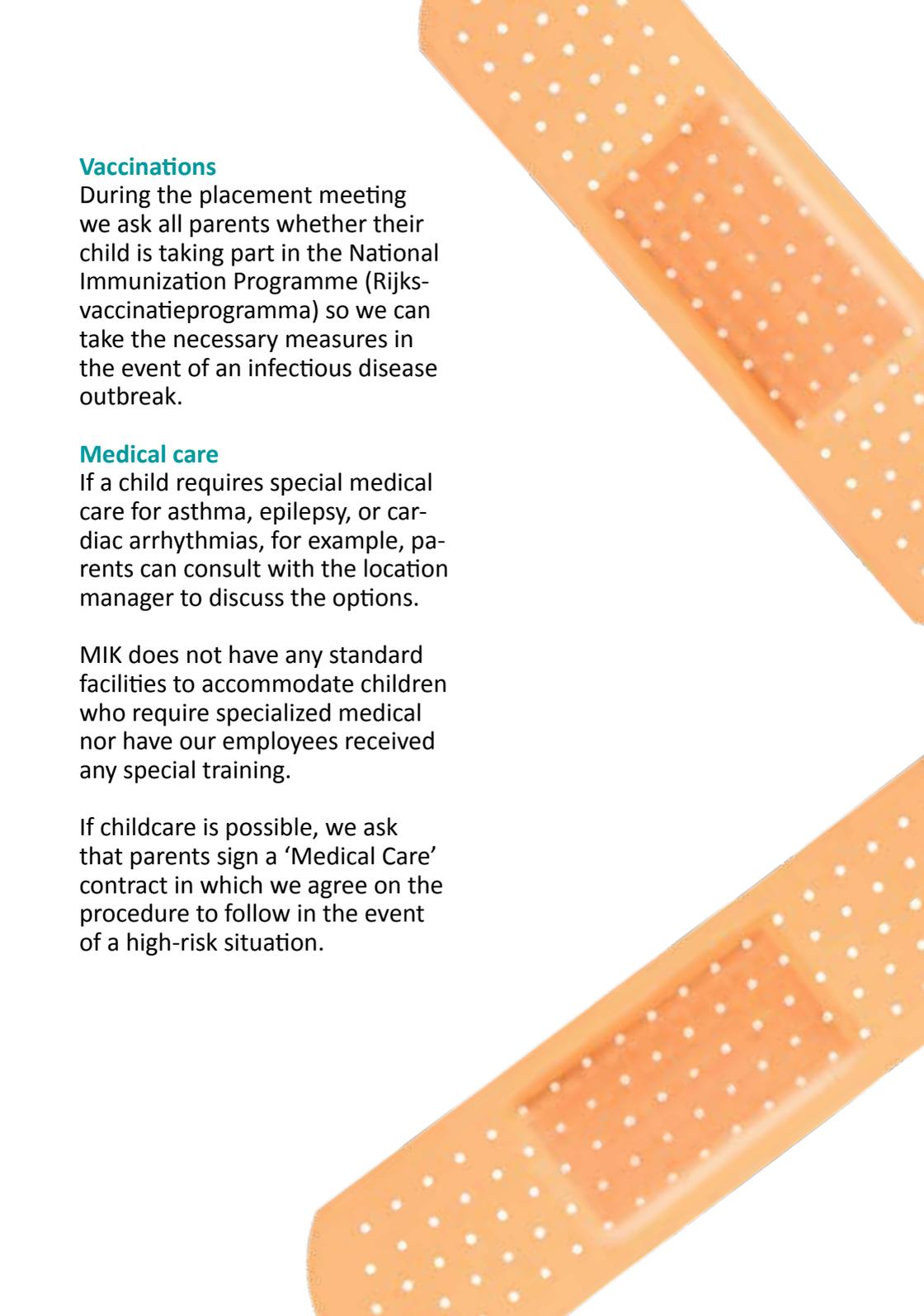
- * if they have a fever accompanied by other physical symptoms
- * if the child requires specific treatment that makes it impossible to attend childcare

Infectious diseases

Each group has a sign with guidelines for infectious childhood diseases such as chickenpox and impetigo.

Medication

If a child requires medication while at the childcare centre, we ask that parents complete and sign the 'Medication Form'. This form is used to make agreements about how and when a medication should be administered. This also applies to paracetamol, which we only administer for pain (not fever). The medication must be in the original packaging with the accompanying information leaflet.



Vaccinations

During the placement meeting we ask all parents whether their child is taking part in the National Immunization Programme (Rijksvaccinatieprogramma) so we can take the necessary measures in the event of an infectious disease outbreak.

Medical care

If a child requires special medical care for asthma, epilepsy, or cardiac arrhythmias, for example, parents can consult with the location manager to discuss the options.

MIK does not have any standard facilities to accommodate children who require specialized medical nor have our employees received any special training.

If childcare is possible, we ask that parents sign a 'Medical Care' contract in which we agree on the procedure to follow in the event of a high-risk situation.

Safety

Staff practice safe behaviour with the children. Sometimes there's a fine line between safety and danger.

In practice, staff strike a healthy balance between creating challenging learning opportunities and ensuring a safe environment.

Our work methods identify the safety risks and prevent accidents from happening. We also have separate work instructions for excursions.

Risk assessment

We carry out an annual safety risk assessment at all of our locations. During this assessment we determine which safety risks are present, if any, and which actions need to be taken.

We also carry out a fire risk assessment.

Together with the children, we perform evacuation drills every year to teach them what to do during an emergency and how to evacuate the building as quickly as possible.

Accidents and unsafe situations

We identify and document all accidents and unsafe situations that involve our children. These situations are then discussed with the entire organization to make sure everyone can learn from them. In this way, we can create the safest possible environment for the children.

Suspected child abuse

MIK uses the Reporting Code for Domestic Violence and Child Abuse (Meldcode huiselijk geweld en kindermishandeling). MIK uses the Model Reporting Code for Domestic Violence and Child Abuse (Meldcode huiselijk geweld en kindermishandeling), an action plan for responding to signs of domestic violence and child abuse. All MIK employees are familiar with the Model Reporting Code and know what to do if they suspect child abuse. As a result, they can act quickly and adequately. This Model Reporting Code can also be used if a colleague is suspected of child abuse. The Model Reporting Code and the associated manual can be found on the MIK website. The website also explains the steps parents can take if they suspect child abuse at the childcare centre.



CONTACT WITH PARENTS/ GUARDIANS

Collaborating with parents

We see ourselves as a partner in the childrearing process. A good introduction, clear communication, and a trusting relationship are extremely important to us.

Information (about children)

Our staff discuss these things with parents when they pick up their children. Parents can also request a personal consultation with one of our employees.

MIK app (parent portal)

MIK offers parents the opportunity to have 24/7 access to their child's information.

You can see photos and excursions, send a message, or switch days simply by logging in to the secure parent portal. MIK increasingly uses the parent portal as the primary source of communication with parents. Newsletters and personal messages are sent via the parent portal as much as possible.

Parents can also look at the activity wall to find out about the activities they did that day.

Parents' evenings

Parents' evenings are organized throughout the year for all parents at a specific location and usually include a specific educational/pedagogic theme.

Parents can also request a personal meeting by making an appointment with the location manager or one of the staff.

Location news

Newsletters are published regularly on the parent portal with location updates and fun and interesting facts.



Parental participation

MIK encourages parents to participate at its locations. We love children and appreciate involved parents, which is why we've made good arrangements regarding parental participation.

Becoming a member of the parents' committee means more than just attending meetings!

It's also a great way to meet other involved parents.

The **Parents' Committee (PC)** has the right to consult on all issues included in the Childcare Act (Wet Kinderopvang).

This primarily involves the educational policy and activities at our locations.

MIK also has an umbrella committee called the **Central Parents' Committee (CPC)**, which is responsible for organizing the input of parents at the central level.

Are you interested in discussing, brainstorming, organizing, and deciding on issues along with other parents? Request a free information brochure about parental involvement from the location manager or the Parents' Committee.

Complaints

If you have a complaint, please tell us.

If you're satisfied with our services, please tell others!

The MIK complaints procedure and complaints form can be found on our website.

To summarize:

- * discuss your complaint with the relevant employee
- * contact the location manager if necessary
- * if this does not lead to a resolution, file a formal complaint in writing
- * if no resolution can be reached, visit www.klachtenloket.nl to find a mediator or visit www.degeschillencommissie.nl to report your complaint.

Satisfaction survey

We want to know whether parents are satisfied with our services and if they have any additional requests or requirements. We therefore carry out structural satisfaction surveys at the organizational level and the location level. The results are used to adjust and improve our services.

PRACTICAL ISSUES FROM A TO Z

Accessibility

In order to offer the best possible childcare, it's important that we have a phone number on which we can reach parents/guardians or another contact person at all times. Please inform us of any changes as soon as possible.

Cancelling your childcare contract

MIK has a notice period of one month. You can cancel your contract (or part of your contract) by post or by sending an e-mail to info@mik-kinderopvang.nl.

If a child is unable to attend the childcare centre due to behavioural or developmental issues and/or if a child requires extra support and supervision from external professionals, the MIK contract must be terminated.

Closures

The after-school childcare centre is open year-round. MIK after-school childcare centres only close at weekends and on national holidays. Fewer locations are open during the Carnival holiday. Our locations close earlier on 24 and 31 December. These closure days are determined annually and parents are informed as early as possible.

Damage and liability

Damage to MIK property or to the property of affiliated MIK parties will be recovered from the person who caused the damage. If the damage was caused by a child, the parent or guardian of that child will be held liable. Most types of damage are covered by the private liability insurance of the parent or guardian. The liability of parents and/or guardians for third-party damage caused by the actions or behaviour of a child is stipulated in Article 6:169 of the Dutch Civil Code.

Extra childcare

You can request extra childcare via the parent portal.

Holidays and free days

We ask that parents notify us in advance if their child will not be present during the school holidays. The after-school childcare centre is open on all official study days. You will not be charged for a study day on your child's regularly scheduled day.

It's important that we know whether your child will be present on a study day in order to guarantee the quality of our childcare services.

House rules

Establishing rules is just as important at our childcare centres as it is at home. We therefore drafted a set of house rules to facilitate cooperation and to ensure the safety of our children. These house rules are posted at all of our locations.

Information from parents

Our staff appreciate it when parents share information about their children. Is there anything special we should be mindful of? A few minutes is usually enough for a good transfer of information during drop-off. You can also share things digitally via the parent portal.

Please let us know if any issues arise regarding your child's health, medication use, and/or specialized care.

Late pick-up

Our after-school childcare centres close at fixed times. A late pick-up is subject to extra costs.

If you show up late more than three times in a calendar year, we will be forced to charge you extra (equal to the half-day rate).

Municipal Health Service (GGD)

Our locations meet all quality requirements. The Municipal Health Service (GGD) determines whether our childcare locations meet the requirements set forth in the Childcare Act (Wet Kinderopvang).

The inspection reports are available to the public via the National Register for Childcare Centres and Playgroups (Landelijk Register Kinderopvang en Peuterspeelzalen, LRKP) and on our website. These reports are also discussed with the Parents' Committee.

Opening hours

The after-school childcare centre is open from Monday to Friday after school hours (varies per school) until 6:30 PM, on free days and shorter working hour days, and all day during school holidays starting at 8:00 AM. It's also possible to request extra morning hours (on a permanent or temporary basis) from 7:30 AM until school starts. Contact the customer service department for more information.

Personal property

It's important to us that your personal property is treated with respect. Your child's personal items will be kept in his or her pigeonhole.

There are plenty of games and toys at the after-school childcare centre, so try not to bring any personal toys along if it can be avoided. MIK is not responsible for any personal items that get damaged or lost.

Pick-up and absence

Parents can pick up their children shortly before closing time.

For safety reasons, we need to know who will be picking up your child. If your child will be picked up by someone else (e.g. a grandparent or neighbour), please let us know in time. MIK will never give a child to anyone but the parent or guardian without prior consent.

If your child plans to come to the after-school centre alone or go home alone, we ask that you sign the After-School Childcare Consent Form in advance.

If you decide not to bring your child to the after-school childcare centre on his or her scheduled day, please let us know via the parent portal as soon as possible.

Placement

All placements are arranged centrally by the planning department. Once a definitive spot becomes available, the location will contact you to schedule a placement meeting.

During this meeting, we will discuss practical issues regarding the care of your child.

Privacy

MIK exclusively uses your child's personal information to carry out its services. We do not share this information with third parties.

These rules are laid down in our Privacy Policy, in accordance with the applicable laws and regulations.

On the rare occasion that it is necessary to share this information with third parties, we will always request approval from the parents first.

Switching days

You can ask to switch days via the parent portal. Visit our website (downloads) or the information page in the parent portal for more information about switching days.

Transportation

The after-school childcare centre is linked to one or more schools. MIK arranges transportation to and from these schools.

We have three types of transport:

- * To and from school and the after-school childcare centre on foot, by bike, or by taxi
- * Transport to and from excursions
- * Transport during emergencies

Our policy stipulates the transportation methods we employ and the legal requirements these methods must meet.

Waiting list

A second child from the same family has priority on the waiting list over a child who is not yet an MIK client. The first child must have been attending a childcare centre for at least three months for this rule to apply.

QUALITY

Quality assurance

Childcare Act

According to the Childcare Act (Wet Kinderopvang), the childcare organization is responsible for ensuring the quality of its services. This act also requires the childcare organization to contribute to the safe and healthy development of the children in its care and provide a safe environment. Compliance with these legal requirements is assessed by the Municipal Health Service on behalf of the national government.

Quality certificate

All of our staff are familiar with and comply with these procedures and work instructions. We assess our quality system annually via internal audits, but find it important to have this system assessed by external experts as well. This helps us stay focused on maintaining and improving the quality of our services.

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GENERATIES KINDEROPVANG.