HELLO TODDLER DAY-CARE!

AT

MIK

EVERYTHING ABOUT TODDLER DAY-CARE

FOR CHILDREN AGED 2-4

IT'S ALL ABOUT THE...

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GROWING UP TOGETHER

MORE INFORMATION?
Our nursery teachers and location manager would be happy to help. You can also contact:

MIK Contact Details
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planning@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

It's important to us that children feel safe and secure at our toddler day-care centres. We give children room to play and encourage them to learn through play. We focus a lot of attention on the interior design of our centres, the play materials, and the daily routine. The activities and support we offer address all aspects of child development: physical, emotional, social, and creative, as well as the development of knowledge, thinking, and language. We call this TOTAL development.

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 2 and 4. 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.

TODDLER DAY-CARE

Introduction and familiarization

Placement meeting

The childcare services offered by the toddler day-care centre starts with an introductory meeting. During this meeting, a nursery teacher will explain the policy and the daily activities at the toddler day-care centre.
We will discuss and note essential information, such as diet, sleep patterns, and other habits.

Orientation period

We want children to feel at home as soon as possible. We will therefore help your child get to know the environment, meet other children, and discover, play, and eat together. We pay close attention to your child's behaviour to see how they're feeling.

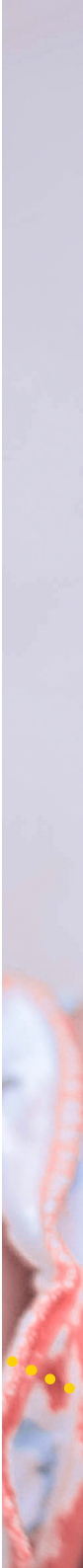
During the drop-off and pick-up times, we will discuss how your child is settling in. After three months, we will evaluate the orientation period during an orientation meeting.

Daily routine

We help toddlers become accustomed to the **group rhythm** and the daily routine in a playful way. This is done using codes. During the day we offer several opportunities for the children to participate in group activities if it fits their own daily routine. This includes enjoying fruit or a sandwich together and playing together.

Our nursery teachers make sure the children feel safe and secure and create a routine with plenty of variation to facilitate optimum development. More information about this can be found in the toddler day-care centre's educational policy plan.

Find out what a regular day looks like...



P.T.O.

SKATERS
SEEK TO

TODDLER DAY-CARE IN IMAGES

WHO WORKS AT THE TODDLER DAY-CARE CENTRE?

The location manager

The location manager is responsible for the daily management of the toddler day-care 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 centre.

Nursery teachers

The children are supervised by qualified nursery teachers who can determine how they are doing, what they need, and how to stimulate their continued development. The nursery teachers are responsible for the daily supervision, development, and care of a group of children at one of our locations.

Regular substitutes

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

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 nursery teachers (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 nursery teachers required per group.

Nursery teachers per group

We use the calculator developed by the Dutch government to determine the group size and the ratio between professionals and children. We have a maximum of eight toddlers per nursery teacher in the childcare centre.

Group division

A group comprises a maximum of 16 children.

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 repetition, familiarity (daily schedules), and a quiet environment that doesn't have any unnecessary stimuli and that encourages development and play. We take into account the behaviour, health, and eating habits of the children in our care.

We ensure a safe physical environment that focuses on excellent care and nutrition. Our methods and agreements are documented in our policies and in our work instructions. You can request a copy of these documents from the location manager.

We help children develop their social skills by focusing on how to get along with others in the group, being mindful and respectful of others, and determining the types of play they enjoy. Children learn how to deal with disagreements and conflicts. 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 childcare centre is an excellent practice environment for children.

Each toddler day-care centre has its own educational policy plan based on MIK's Central Policy.

Early childhood education

Early childhood education (Voor- en Vroegschoolse Educatie, VVE) is part of our educational approach. MIK uses the Speelplezier ('Play') method, which is based on the belief that children develop speech, language, social, cognitive, motor, and creative skills by interacting with other children through play.
This method has fixed themes, such as: Choo choo train; mummies and daddies; and dressing up.

Children play because it's fun. They don't play to learn, but they certainly do a lot of learning while they play!

We hang up the themes and the associated play activities in the group area. We then add photos of the children so that parents can see how much fun they're having.

More detailed information about the early childhood methods can be found in the educational policy of each location.

Tracking development

We regularly hold targeted observations using a child tracking method known as observation (KIJKmethode). With this method, we closely examine a child's well-being, involvement, and development.

We add photos, quotes, and anecdotes that illustrate the child's development. This provides additional insight into the child's experiences, reactions, and skills.

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.

When a child leaves the centre, the observation book is theirs to keep.
This book can come in handy during meetings with primary school teachers, but it's mainly intended as a fun keepsake for later!

Developmental problems

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

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

We can also contact an external professional if necessary. We work with district nurses, who visit our locations regularly and advise us when needed. Of course, any actiions we take will be discussed with the parents beforehand.

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 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 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 locati-i ons. 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. Toddlers eat at the table and enjoy the experience together. They learn how to empathize with others and how to interact with the nursery teachers and the other children. Seeing is eating!

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. The food we serve is tailored to the individual needs of your child. We assume that children, both toddlers and older children, will let us know when they've had enough to eat. We always offer food, but we never force children to eat it. If we detect an eating problem, we will inform the parents.

We offer food and drinks at fixed times throughout the day..

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 and storage 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 healthcare 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 the childcare centre

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

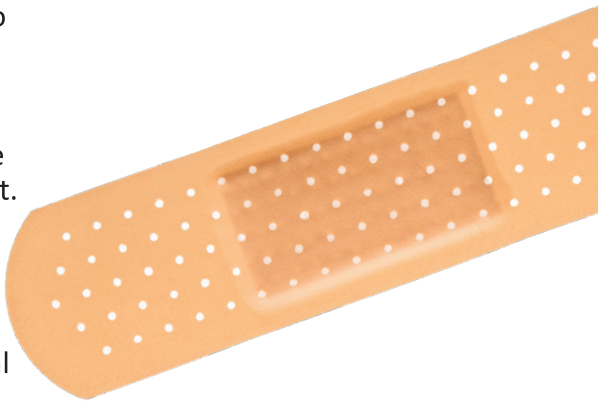
During the placement meeting we ask all parents whether their child is taking part in the National Immunization Programme (Rijksvaccinatieprogramma) so we can take the necessary measures in the event of an infectious disease outbreak.

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

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

In practice, nursery teachers 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 locati-i ons. 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.

OH DEAR...

CONTACT WITH PARENTS/ GUARDIANS

Collaborating with parents

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

Information (about children)

Parents want to know what their children do at our toddler day-ca-re centres.
Who did they play with? What did they do today? Did they have fun? Did they learn something new? Our nursery teachers discuss these things with parents when they drop off and pick up their children.

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

Parents' evenings

Parents' evenings are organized throughout the year for all pa-rents at a specific location and usually include a specific educati-i onal/pedagogic theme.
Parents can also request a per-sonal meeting by making an appointment with the location manager or one of the nursery teachers.

Location news

Newsletters are published regu-larly 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 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 problems and/or if a child requires extra support and supervision from external professionals, the MIK contract must be terminated.

The MIK contract will be automatically terminated when a child turns four.

Closures

The toddler day-care locations are open during school weeks. Fewer locations are open during the Carnival holiday. 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.

Drop-off, pick-up, and absence

- Parents can drop off and pick up their children fifteen minutes before childcare starts and ends.

- 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 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.

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 ensure the safety of our children. These house rules are posted at all of our locations.

Information from parents

Our nursery teachers 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.

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

Late pick-up

Our toddler day-care 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.

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.

Nappies and extra clothing

The childcare service offered by MIK does not include nappies. We ask that all parents bring enough nappies and an extra set of clothes.

Opening hours

All of our childcare centres have a nursery school, which means you have plenty of options to choose from. Opening hours range from 2.5 to 3.5 hours. These opening hours always coincide with primary school opening hours.

Visit our website to see the current opening hours.

MIK also has independent childcare centres that exclusively cater to toddlers.

The MIK toddler day-care centre is open during school weeks and closed during school holidays.

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 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.

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 regulati-i ons.

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

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 nursery teachers are familiar with and comply with these procedures and work instructions. We assess our quality system annually via internal audits. This helps us stay focused on maintaining and improving the quality of our services.

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GENERATIES KINDEROPVANG.