

Swazoom Childcare

PLAYING AND LEARNING TOGETHER FOR ALL CHILDREN FROM 2 YEARS OLD



INFORMATION BOOKLET



www.swazoom.nl | 020 569 6814



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INTRODUCTION

This information booklet is meant for parents of toddlers placed at a Swazoom Childcare playgroup with preschool education (VVE).

We warmly welcome your toddler from 2 to 4 years old. Together with you we'll make sure that your toddler will have an educational and fun time at the preschool playgroup. Your toddler will have the best preparation before going to primary school.

REGISTRATION

You can register your toddlers name online, via our website <https://www.swazoom.nl/kinderopvang>. Or via our service team: Mail to kinderopvang@swazoom.nl or call: 020 - 569 68 14. **You can find the telephone availability (days and times) of our service team on our website.**



PLACEMENT

When your toddler is registered and we have a place available at the preschool playgroup of your choice the service team will contact you. When we received a signed placement contract your toddler can start the preschool playgroup. Before starting, the group leaders will invite you for an intake interview at the location of the preschool playgroup. All toddlers

can come and play for 16 hours or more a week at the preschool playgroup, under professional supervision. You will find the exact opening hours on our website per location.

DROPPING OFF & PICKING UP

Dropping off

To be on time is always a good start of the day for everyone. A day program with different activities is offered at the preschool playgroup, such as circle time or educational play activities in small groups. The group leaders start the program with 'circle time' once the parents have left. It disturbs their routine if toddlers are brought in late.

We have 'play together time' at the start of the day, during this time you can stay for a while and play together with your toddler, like making a puzzle and saying goodbye after that, this will make it easier for the toddler to be without you.

You can count on support from the group leaders when you leave, for example by waving together with your toddler and indicating that mom / dad will return at the end of the playgroup time. This can be made visible with images/ photos of the day structure. After that, the group leader will guide your toddler towards playing.

¹ 'Parent' has been chosen for readability. By this we mean parent(s), guardian(s), legal representative(s).

² If necessary, a minimum of 10.66 hours per week is possible.

Picking up

To close the day well, it's also important for your toddler to be picked up on time. It could make your toddler insecure when not being picked up on time, when all the other toddlers are being picked up and your toddler has to wait. Closing times are fixed and not negotiable. Likewise, it's not desirable for the group leaders as well. If your toddler is being picked up late a several times, the group leaders will talk with you about how to solve this.

Please make sure to let the group leaders know if someone else will pick up your toddler from the preschool playgroup at the end of the day. If the group leaders don't know about this, they will always contact you to be sure. It's not preferable to have your toddler being picked up by his or her brother or sister young of age, but if this is not possible, it's the parent's responsibility.

PROCEDURE FOR GETTING USED TO THE PLAYGROUP

It is usually quite a big step when a toddler stays in a new environment on his or her own. To get used to new situations, your toddler needs your help. In order to allow your toddler and you to get used to the new situation, we have the following procedure:

- Before the start date of your toddler at

the preschool playgroup, you and your toddler can come for one or more times for a few hours to play.

- After signing the placement agreement, your toddler can come without you, but if it's better for your toddler you can stay part of the day and leave at a certain time, after saying goodbye to your toddler. In any case, you can pick up your toddler half an hour earlier.
- The next time you can pick up your toddler 15 minutes earlier.
- If the last couple of days have gone well, you can pick up your toddler at the normal time.

If your toddler is having difficulty getting used to the playgroup, we will set up a customize plan/ program together with you, to help your toddler to get used to the preschool playgroup. It's important that we can reach you by phone during the time your toddler is at the playgroup.

WORKING METHODS AND DEVELOPMENT STIMULATION PROGRAMS



The preschool playgroups work with methods/ a 'VVE' program (Uk and Puk or Pyramid). These methods pay attention to all development areas. Your toddler will have fun in playing and have the right preparation for primary school. Toddlers mainly learn through playing and they want to discover things and

(learn) to do things themselves. They do this by playing with professional guidance. Playing= Learning! The rooms at the preschool playgroups are specially designed for this purpose, for instance there is an area designated for building blocks, an area for creative activities like painting, drawing and play with clay. There is also an area called 'Home Corner.' Where they can play with dolls or pretend to cook and bake. Besides playing inside, the toddlers can also play outside. Sometimes we have joint activities to go somewhere special or go for a walk in in the neighbourhood.

We are eating fruit together and have lunch with the toddlers.

We work with variable themes, such as: Traffic or Spring. Much attention is paid to learn the Dutch language. The group leaders are talking a lot with the toddlers.

The toddlers can also share much about what they see and experience and name things, for example what kind of fruit is being eaten or what colour sweater the toddler is wearing. The group leaders read stories and sing (theme) songs with the toddlers.

These themes all have activities which match your toddler's world and stimulate his or her development. Your toddler discovers and learns new fun things and picks up the Dutch language step-by-

step at his or her own tempo. The group leaders will supervise the toddler's play and ensure that they can take the next step in their development.

While playing your toddler is learning to be social with other toddlers and adults, playing together and to become more independent. By running, climbing or dancing the motor development (physical movement) is being stimulated. Attention is paid to creativity, learning to deal with different norms and values and to have respect for each other.

The group leaders will help your toddler in dealing with small risks of accidents like bumping and stumbling and trying to avoid big risks (for example to put away hot drinks). Based on our health and safety policy, all employees of the locations use the 'Risk Monitor'. If necessary, they take measures in increasing the safety of the location while as little as possible hinder the toddlers play.

You can find more about our (pedagogical/ educational) goals and working methods in our pedagogical policy and in our safety and health policy. Please take a look on our website or ask one of our employees for more information.

PLAYING OUT- AND INDOORS

Whenever possible the playgroup is using the gymnastics room arranged especially for the youngest children belonging to the primary school. The preschool playgroup is using it as a playroom where a lot of attention is being paid to the toddlers' motor skills. It is important that this can be done in a safe way and that is the reason why we check any potential risks in the gymnastics room in advance.



The activities do not just take place inside, we regularly go outside during all seasons.

Playing outdoors is very important for toddlers. They get plenty of fresh air and exercise outside and there is a lot to learn and to discover. We make sure there is a good balance between safety and enjoyable playing. The outdoor play area is a safe place with a fence around it. All play materials are suitable for toddlers, for example, there is a sandpit, play cars and bikes. Toddlers can cycle and climb. Also, they can do circle games, playing tag or do ball games outside.

Throughout the year the toddlers go for walks and we make trips to places. Together with the group leaders (and parents), the toddlers can discover what is happening outside in nature, during the different seasons. For example,

during Autumn we put 'an autumn table' together with different materials from nature, like twigs and leaves. We talk about the seasons and nature with the toddlers and helping them naming different colours and flowers, etc.

A walking cord is used for trips in the neighbourhood. This cord is provided with loops, which the toddlers hold during the walk. The toddlers are wearing Swazoom Childcare vests with reflective stripes. If we use public transportation, we provide adult guidance 1 for 2 toddlers. We really appreciate it if you want to help on those trips.

Please take the following into account:

- In the Autumn and Winter: make sure your toddler has warm clothing.
- On sunny days in the Spring and Summer: before coming to the preschool playgroup, put on sunscreen with a high factor on your toddler's skin and let him or her wear a sun hat or cap.
- If we are planning a walk in the park: make sure your toddler wears protective clothing to prevent him or her getting bitten by a tick or other insects.



Jewellery

We do not recommend that toddlers wear jewellery when they visit the preschool playgroup. Jewellery can be

dangerous for toddlers, for instance suffocation can occur if a necklace gets caught up in something. Besides that, it's also not advisable to bring toys from home. We have enough play materials at the playgroup.

In addition, Swazoom Childcare is not responsible for loss or theft for jewellery or toys.

To be able to play freely, it is nice if your toddler has comfortable clothes and bring an extra set of clothes on the day your toddler is at the preschool playgroup.

TOGETHER WITH THE PRIMARY SCHOOL

Most of our locations are based in a school, because of this, your toddler can already get used to the building and to the course of events. Together with the youngest children of primary school different theme activities and special festivities are being done. At certain times, under supervision toddlers and the youngest children of the school can play together.

From out of shared goals and visions, the preschool playgroup leaders are in close cooperation with the teachers of the primary school's first two classes (age: 4 to 6 years old). Every year they put an Annual School Plan together. Besides they sometimes have joint study days or training sessions. A lot of locations work with a so called "Combination Function"

One of the preschool playgroup leaders is partly participating in the 1st and 2nd group at primary school.

Due to the close cooperation with the school, there is a steady continuous learning process for the children from preschool to primary school

One month before your child goes to primary school (or three months, depending if extra care is necessary) a transfer meeting with the school will take place. You will also be invited. During this meeting documented observations from your toddler are given to the school. This information is known to you. Swazoom Childcare does not pass information from other organizations to the school. In case you would like to (or if necessary) give the information to the school, you are free to give it yourself.

FESTIVITIES



At the preschool playgroup, sometimes together with the school, we celebrate a number of annual festivities also from other cultures like Easter, Holi-Phagwa, Saint Nicolas day, Christmas and Eid al-Fitr.

Healthy Birthday treats

On birthdays, the toddlers may bring a treat for the other children at the preschool playgroup. We pay special attention to children on their birthdays! Sweets are not healthy, and especially not good for their teeth. For this reason,

it's preferable to bring healthy birthday treats to the playgroup. You can also let your toddler bring a small present (no more than 1 euro) such as a special balloon or a pencil. If you are not sure about your treat, ask the playgroup leader.

MONITORING DEVELOPMENT

Mentoring, KIJK! and 10-minute parent meetings

Every child has a mentor. The mentor is one of the group leaders at the preschool playgroup. As a toddler your child is making big leaps in his or her development. Therefore, it's an important task for the group leaders to objectively follow the development of your toddler and register it well. We are using a monitoring tracking system; KIJK! (translated as "Watch"). This way the group leaders will know what each child needs and it determines on how to respond to those needs.

Based on the findings in KIJK! the development of your toddler will be shared with you during the 10-minute parent meeting twice a year.

Of course, there is room in between to share or discuss development issues, details or concerns with the group leaders.

PARENT PARTICIPATION

Parents and Swazoom Childcare are partners in development and raising of children who go to a preschool playgroup. We warmly invite you to come to the location your toddler is part of. In our experience children and parents enjoy being involved in what the toddler does at the preschool playgroup. It also has added value: Participation from parents promotes positive behaviour in children, compared to peers and adults. It's positively associated with fewer school dropout rates, higher grades and more participation in further education.

Different research has shown this.



Parent information

All information about our organization and our policy can be found on our website

<https://www.swazoom.nl/kinderopvang>. You will be informed in person, by letter or email about new developments. Of course, you can always contact the group leaders for sharing ideas or ask questions.

Parent consultant

For parents of children who go to the preschool playgroup or to the first two classes of primary school there is a parent consultant. Together with parents, she organizes theme meetings and (child) parent activities, such as a walk

in the neighbourhood on the basis of a theme, for example “Living”, or “Traffic”.

Most schools have a parent’s room, where you can meet other parents. There are regular parent’s meetings in which you are informed about the different themes your preschool playgroup is working with. Also, at the request of parents, information meetings can be held on (educational or parenting) topics, for example: what activities can I do with my child? Which toys fits this development phase? Dealing with (healthy) eating, sleeping, etc.

Help out at activities

We really appreciate parents who can help out during special activities or festivities. The parent consultant or the group leaders will inform you about events, activities and trips and you can participate in that. You are welcome to share own ideas as well.

You can discuss with the group leaders what you can do, for example:

- Assist us with our daily activities at the playgroup like painting, claying and making crafts, story reading, playing games or helping out with lunch
- Come along and help us on trips
- Help us with decorating the rooms before a festivity and/ or clean up afterwards
- Prepare food for a festivity

Parent’s evening

Once a year, there is a parent’s evening for all parents concerning general matters at the preschool playgroup. In some cases, this evening is organised together with the primary school.

Client board

The purpose of a client board is to maintain and improve the quality of childcare in working together with Swazoom Childcare. We kindly invite you to participate. Every preschool playgroup has a client board if there are enough parents willing to join the board.

A client board can help organize activities and festivities and has the right to give solicited and unsolicited advice about the following:

- the implementation of the quality policy, in particular the quality of the employees and the number of group leaders
- the (pedagogical) policy regarding childcare and preschool education
- the opening hours
- the complaints procedure

The client board represents the parents of the childcare/ preschool playgroup and give information to other parents. The rights of the client board are laid down in regulations. The client board meets a few times a year and these meetings are open to the public.

INTERACTIVE ART PROGRAMS FOR KIDS



In collaboration with Kleintje Kunst <https://kleintjekunst.com>, programs with dance, mime, design, physical theatre, music and (audio)visual art are provided 5 times a year. The basic principle here is that young children learn by gaining sensory experiences, in which the whole body is involved and in which there is interaction with the environment. The programs are child-following, it supports the strength and self-discovery ability of each child are important. Every child can express himself or herself in his or her own way.

HOLIDAYS

The childcare/ preschool playgroups with (VVE) education are open for a minimum of 40 weeks a year. We are closed on school holidays as laid down by the Ministry of Education Culture and Science for the Northern and Central region of the Netherlands. We can also be closed on one or a more days, due to study days. The location will inform you about the closing days.

WHEN YOUR CHILD IS ILL

When your child is ill and has a fever, you should not bring him or her to the

preschool playgroup. Please phone the preschool playgroup to let us know when your toddler is ill, so that we know and can tell the other children.

If your child has an infectious disease, you must inform the playgroup leaders. Then we can inform the other parents and they can look out for symptoms.

When your child gets ill while at the preschool playgroup, we will contact you. Please make sure we have an update on your recent contact information like phone numbers.

CHILDCARE, SPECIAL NEEDS, MONITORING



Sometimes a child develops different, compared with peers. This can be noticed from the observations being done. We would like to be able to connect to your child's phase in development.

It could be that your child is 'further in development'. This could also be in one of the development areas, for example language or creativity. We will take this into account in what we offer.

Swazoom Childcare works with preschool advisors. These members of staff have been specifically trained to assist children with development problems and support playgroup

leaders with their care and the recognition of challenges in children. Our playgroup leaders receive regular training to spot signs of development problems in children. If the playgroup leader has concerns about the development of a child, she will use our protocol 'Development problems in children', (available for viewing). This means they will discuss their concerns with the parents first, then, with the consent of the parents, they will discuss their concerns with other professionals.

Code for reporting domestic violence and abuse

We want every child to be able to develop optimally and grow up in a safe environment. In order to provide the right guidance for children and parents in an alarming home situation, Swazoom Childcare has a 'domestic violence and child abuse reporting code'.

This code includes a step-by-step plan of what to do when there are signs of domestic violence or child abuse. This code also includes instructions on what to do when you suspect child abuse by a childcare professional. Swazoom Childcare has an attention officer domestic violence and abuse. The attention officer is expert on signaling, act and sharing concerns. She is informed about the method of the code and the agreement.

Because of the "four-eyes principle" (see our health and safety policy), group leaders are as little as possible alone with a child.

If there are suspicions about child abuse by a childcare professional, our staff are obliged to report this to management or their supervisor. After that, appropriate measures will be taken.

PRIVACY REGULATION

Swazoom Childcare will treat your personal details with great care. To do this, Swazoom Childcare has drawn up privacy regulations.. You will be closely involved in the transfer of data and we won't pass on information from other organizations about you and your child to others.

Photos on the Swazoom website

Photos of our activities are regularly placed on our website. Photos of children and adults in groups may appear online. If you are against having photos of your child being placed on the website or on Facebook, please inform the group leaders.



PARENT CONTRIBUTION AND COMPENSATION

Within all types of childcare, parents need to pay a parental contribution. It depends on your income and it is

kept as low as possible with Swazoom Childcare.

For a compensation to these costs, you can apply for childcare allowance (KOT). Subject to conditions the local government could give an (extra) compensation. Our service team can inform you about this.

<https://www.swazoom.nl/kinderopvang/contact>.

Without extra cost all children of Swazoom Childcare will receive healthy food to take for example: fruits, nutritious snacks, lunch (sandwiches) and drinks like water, milk or tea. Besides, if your toddler is not (completely) potty-trained, Swazoom Childcare will take care of diapers for your child, likewise, there are no extra costs involved in this either.

COMPLAINTS POLICY

Swazoom Childcare strives to organize all of its activities to the best standards. We hope that you are satisfied with our services. We encourage employees to handle situations and people with care. We furthermore welcome ideas and suggestions. Nevertheless, disputes may occur. It is important to us that you do not remain dissatisfied, and that you contact (one of) our staff to discuss any complaint(s). We take each complaint or suggestion seriously. In this manner,

we strive to maintain the quality of our services, and improve it where required. We hope that those involved in a dispute are able to solve the disagreement amongst themselves. These complaint regulations apply to those cases in which this is not possible.

Where to file a complaint?

Anyone who is in contact with Swazoom Childcare, is involved in Swazoom's Childcare activities and services, or interacts with the people working for Swazoom Childcare, may file a complaint.

Internal:

We encourage you to first discuss your dissatisfaction with the relevant staff member(s). If you feel that your problem has not received sufficient attention, the supervisor may help by mediating between you and the relevant staff member(s). In case your dissatisfaction still has not been resolved, you can turn to Swazoom's Childcare complaint coordinator.

External:

In case no appropriate solution to your complaint can be found, parents with a child at one of Swazoom Childcare preschools may submit their complaint to the Dutch Foundation for Consumer Complaints Boards. In certain cases, and under specific conditions it is possible to file a complaint to the complaint board directly.

More information about this procedure can be found at www.degeschillencommissie.nl/english/ or by phone 070 – 310 53 10.

External complaint processing is possible only for parents with a child at the preschool playgroup.

OTHER SERVICES OFFERED BY SWAZOOM CHILDCARE

Besides offering childcare at preschool playgroups for aged 2-4 years old. We also offer an after-school program (BSO), for school age children (4-12 years old) located at primary schools.

More information about our policy, our working methods, opening hours of all locations and the full range of offers Swazoom Childcare has, can be found on our website:

<https://www.swazoom.nl/kinderopvang>.

Ofcourse you can also contact our staff with your question:

<https://www.swazoom.nl/kinderopvang/contact>.



We wish your child and you a great time at Swazoom Childcare!



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