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## **FOREWORD/INTRODUCTION**

Since the founding of Twinkel in 1993 we have become one of the most successful day care centers in the region. Twinkel combines professionalism, experience and creativity with attention to individual development of your child.

Twinkel is a private day care centre with a location in Hoofddorp.

Our day care is divided into eight groups:

- Two groups with babies (0 to 1 year old)
- Two groups with dreumes children (1 to 2 years old)
- Two groups with peuters (2 to 3 years old)
- Two groups with preschoolers (3 to 4 years old)

The groups are named Red Star or Yellow star.

The baby and dreumes groups are located on the ground floor. Peuters and preschoolers are located on the first floor.

These groups are professionally led by qualified “leidsters” (teachers). They are there to take care of and give attention to your child. Twinkel has deliberately chosen horizontal groups. This provides a calm atmosphere in our groups. We can give the children the toys and other game-and play material that they really need at that age. They are all more or less the same age and they can play with each other and learn from each other.

**Quality** is our priority!

Children want to feel safe and secure. Our nursery is, in the ideal case, a link to home.

This booklet gives you further information about the mission and house rules of Twinkel.

If after reading you have any questions please contact us at:

**Tel: 003123-5653860**

For general questions:

[info@twinkel.nl](mailto:info@twinkel.nl)

For questions about planning / placement and billing:

[eva@twinkel.nl](mailto:eva@twinkel.nl)

## **OBJECTIVE/MISSION**

Twinkel is an extension of your home. Much attention is paid to the development of children in many areas: physical motor development, expression, creativity and social development. Twinkel is an extension of the world of the child. They meet other kids, other adults and other game - and play material.

Twinkel allows parents / guardians to do other activities in addition to family life such as study or work.

Twinkel is a support for parents/guardians with questions in education.

## **LOCATION**

We have a location in Hoofddorp. The groups at Twinkel are spacious and light. Enough space especially for toddlers is very important. Of course for every child a clean and hygienic environment is important.

Transparency is also very important. This is what we mean with it: lots of glass, lots of doors and a high standard of social control within the daycare centers.

## **OPENING HOURS / ABSENCE NOTIFICATION**

Twinkel is open from Monday through Friday from 07:00 AM till 18.30 PM.

Twinkel has two different contracts: the regular contract from 7:30 am to 18:30 pm and the Early Bird contract from 07:00 am till 18:00 pm. When filling in the registration form online on our website, you can choose between one of those contracts.

Regular: You can bring your child between 7:30 am - 9:30 am.

Regular: You can pick up your child between 16:00 pm - 18:30 pm.

Early Bird: You can bring your child between 07.00 am - 09.30 am.

Early Bird: You can pick up your child between 16:00 pm - 18:00 pm.

To ensure peace and quiet in our groups, please adhere to these hours.

A half day at Twinkel is from:

Regular morning 07.30 am to 13.00 pm.

Early Bird morning 07:00 am to 12:30 pm.

Regular afternoon 13.00 pm to 18.30 pm.

Early Bird afternoon 12:30 pm to 18:00 pm.

If your child is ill or is not coming to Twinkel because of another reason, you can let Twinkel know this before 9.30 am in the parent portal online. Click on the child that is not coming and then click "afmelden" (sign out today). You can leave a brief note containing the reason.

If a child has been deregistered by the parent in Jaamo, but ultimately wants to come, the management will do its utmost to make this possible again.

If the group is already fully booked, then Twinkel reserves the right at all times to refuse the child who has been deregistered.

If someone other than yourself will pick up your child, please let us know. Otherwise we will not let your child leave our day care. We first call you. (the parents/guardians)

### **HOLIDAY PERIOD**

Twinkel is closed on all official Dutch Holidays and weekends. On Christmas Eve and New Year's Eve (December 24 and December 31) we close early at 16.00 pm.

### **REGISTRATION, PLACEMENT, CONTRACT**

After an appointment by phone (tel. 003123-5653860) or appointment through the mail, you can visit us for a guided tour. Between 13:00 am and 15:00 pm the children are asleep then it might be a less fun time to have a look, because it is so quiet.

Registration can be done via our website [www.twinkel.nl](http://www.twinkel.nl) Under the heading *general (algemeen)* or *contact on the homepage* you can find the registration form.

After the registration you will receive an automatic reply in your e-mail inbox and a username and password to our parent portal . Click on the laughing cloud at the homepage of our website to sign in to the parent portal. In this area, you can approve the contract and your own information is stored there. Here you can ask for a change in days, extra days, fill in your own vacation etc.

**There is no registration fee.**

If your child has been born, please send a card of birth (or birth announcement). You can use the parent portal to fill in the right name and date of birth and adjust or make changes to the additional planning.

### **vaccinations**

All children placed at Twinkel must have been vaccinated according to the National Vaccination Program. We refuse children who are not vaccinated at all times. For more information, visit this website: <https://rijksvaccinatieprogramma.nl>. Children whose mothers have been vaccinated against "kinkhoest" during pregnancy are immediately vaccinated against "kinkhoest", diphtheria and tetanus from the first month. And in some cases also against polio. (Vaccine-dependent) and may therefore also come to Twinkel.

### **WAITING LIST**

If your child is on the waiting list and there is a placement possible, you will be informed by telephone or e-mail.

### **CHANGE IN DAYS**

Change in days can be requested in the parent portal online. However, when requesting a **reduction** of days **Twinkel maintains a one month notice.**

### **EXCHANGE OF DAYS**

Exchange of days is not always possible because of the amount of children per group which is limited.

But we try to be as flexible as possible, so it's best to always ask.

The two days of the exchange have to be in the same week or in the week before or after. (in a period of three weeks) You can ask for an exchange of days in the parent portal max four weeks ahead. Not any sooner.

### **EXTRA DAYS**

Twinkel offers the possibility to take an extra day in advance.

The extra day will be credited on the invoice of the following month.

An extra day can be requested in the parent portal online. You can make the request four weeks in advance, not any sooner.

However, it is always very busy at Twinkel, keep this in mind.

The extra day can only be awarded if the amount of children and caretakers permit it.

An additional half-day is also a possibility if the amount of children and caretakers permit it.

### **CANCELLATION**

Termination of the contract before the child is four years old can be done via the parent portal online (one month notice). Normally, the contract will automatically be terminated on the day your child becomes 4 years old.

## **BABY GROUP**

The children in the baby group are aged from eight weeks to one year old. The children have their own rhythm of sleeping and eating. This will be discussed between the parents and the caretakers "leidsters" of the group to maintain the same schedule as at home as much as possible. We want the transition from home to Twinkel to be as calm and gentle as possible.

The formula we serve is Bon Bebe 1 and 2.

The older babies from six months and up will sit in our special table around 9:00 am to drink water or light tea and eat fresh fruit. This can be mashed fresh fruit or fresh fruit in small pieces. After that the children are changed and put to bed. Around 11:30 am the babies over 6 months are going to eat a fresh warm biological meal served by [www.madaga.nl](http://www.madaga.nl). If all hands and mouths are cleaned, the children can play and cuddle with the caretakers "leidsters". And most kids drink a bottle of Bon Bebe formula.

Around 2:00 pm the kids go to sleep for the second time. But this also varies per child. Around 15:15 pm the children come out of bed and after being changed, it's time to drink (water or tea ) and eat a rice waffle or breadstick.

The youngest children have their own sleep patterns and meal times, the same as they have at home. The children can be picked up from 16.00 pm.

## **DREUMES GROUP**

The dreumes group consists of children in the age of one to two years old.

The children are set at the table around 09:30 am to have a drink (water or tea) and to eat fresh fruit. After this we change everyone's diaper. Around 11:30 am we give the children a fresh warm biological meal.

The younger children have their own nap time. The older children go to bed around 12:30 pm. Around 14:30 pm they get out of bed again and it's time to have a drink (water or tea) and to eat a snack. (rice waffle, cracker or breadstick) The final round for a diaper change is around 17:15 pm.

In addition to this daily schedule is playing, cuddling and attention to everyone's personal development. We daily practice to walk and there is a lot of singing and learning words. There is always a solid, recognizable "leidster" present in the group. We establish a good level of relationship and trust with the children.

## **PEUTER GROUP**

The peuter group consists of children aged from two to three years old.

First there is free play time until 09:30 am. Then follows a potty/toilet round and then we drink and eat fresh fruit at the table together. At the table, there is always a moment to say or tell something, to sing a song or read a book together. After the fruit there is enough time to go outside, play freely, make something creative or whatever the children decide to do. Then it's time to sit at the table again to eat a fresh warm biological meal and to have a drink. Then the children will be changed or can go to the toilet or potty and then are ready to go to bed around 12:30 pm. Around 14:30 everyone comes out of bed and there is another potty and toilet round. At 15:00 pm we sit at the table again for a healthy snack. And after that the children can play freely again or do something with the whole group.

Sufficient toys and development materials are present. The preschool age is a period of research and discovery. By mostly playing freely with all kinds of materials and with other children, the child discovers itself and the world around them. The "leidster" of the group is there to stimulate the children by offering them suitable materials and space. When the weather is nice they will often play outside on the playground.

## **PRESCHOOLERS (peuterkleuters)**

The group of preschoolers (peuterkleuters) are aged from three to four years old.

The daily program is similar to that of the peuter children (from two to three years old).

But the preschoolers of course are much more independent. At 11:45 am, the whole play area has been cleared by the children, they have picked up all the toys and have put away what they have been playing with. After that, there is a toilet round and washing of hands before sitting at the table. At 12:00 pm all the kids go sit themselves at the table to eat a warm fresh biological meal. The children who still need their sleep in the afternoon go to bed around 13:00 pm.

The preschool age is a period of preparation for primary education (basisschool). There are enough toys and materials for the development of the children. We try to stimulate the independency of the children with lots of activities and games. And of course, to learn to go to the toilet and wash their hands independently.

## WHAT DOES TWINKEL PROVIDE

### **food**

- Formula No. 1 and 2 Bon Béb 
- Water and tea
- Fresh fruit
- Rice waffles / breadsticks / cream crackers
- Healthy snacks (soup, yogurt, raw vegetables, seasonal fruit)
- Warm meals from [www.madaga.nl](http://www.madaga.nl)

### **Care**

- diapers (Pampers)
- lotion wipes
- ointment against nappy rash
- suncream
- bibs, cloths, washcloths
- sip cup
- small bottle for water/tea

## WHAT DO PARENTS/CARETAKERS PROVIDE

### **Food**

- Diet-food if needed /milk if requested /special formula/mother's milk

### **Care**

- Big bottle (remains at Twinkel and is boiled daily)
- Extra set of clothes (in Red Twinkel bag, see next page)
- Slippers when in the toddler (peuters) and preschooler group
- Sleeping bag (until the child is two years old)
- Pacifier (remains at Twinkel and is boiled daily)
- A cuddly toy or cuddle cloth the child can have in bed

## HABITUATION OF YOUR CHILD

If your child has been placed, the "leidster" calls you by phone approximately three weeks before your child comes to Twinkel to make an appointment for the habituation period. On that first day, the "leidster" conducts a short interview to know a bit more about your child's habits and (special) needs. Furthermore, you will receive a form that you need to fill in about your child and about yourself so that we have all the necessary information. It is important that your child finds its place in the group and quickly feels comfortable and familiar.

## **RED TWINKEL BAG**

You will receive a red Twinkel bag with the name of your child on it. This bag you can use to put in spare clothes and for example a bottle, slippers or a cuddly toy. You can hang the bag in the corridor on the hook we provide with also the name of your child. There is a space where you can leave the Maxi-Cosi or carseat.

## **CONTACT WITH PARENTS AND CARETAKERS**

In the morning and afternoon we think it's very important to take time for a good conversation with parents and caretakers. Maybe something happened over the weekend or during the week, and it's important that we know about that. In the afternoon we also tell you about the day your child had at Twinkel.

If someone else other than the parents pick up the child, please let us know.

Twinkel has a rule that "leidsters" may not contact parents via social media ( Facebook, Twitter, LinkedIn, etc.) in order to separate privacy and work and to avoid confusion in communication. Twinkel does have a business page on Facebook. Go visit this page and give us your LIKE. <http://www.facebook.com/kinderdagverblijftwinkel?ref=hl> . On Facebook we show some of Twinkel's daily events but never show faces of the children to maintain their privacy.

## **CHILDREN WHO ARE ILL**

When a child becomes ill at Twinkel, we immediately call to notify you. In the best interest of the other children we have to tell you not to bring your child when it has a contagious (child) disease. In the morning you can report your child sick in the parents portal. You can leave a brief note about the symptoms.

We ask you to consult always with the "leidsters" of the group in case your child has:

- **diarrhea**
- **fever (from 38 degrees and up)**
- **inflamed eyes**
- **infectious child diseases**

The group has a medication form you can fill in if your child needs medicine.

If you have questions regarding your child's illness, you can contact the coordinator at the office. In the end the coordinator ultimately decides whether your child may or may not come to Twinkel.

## **CHILDREN STANDING OUT**

With the "leidsters" we observe and discuss developments of the children individually. When we think that a child stands out, we invite parents for a meeting.

When we are concerned about a child, we will discuss this with the parents first at all times. When our concerns remain, we will mention it to the AMK (Algemeen Meldpunt Kinder mishandeling). All our caretakers "leidsters" are aware of the protocol child abuse.

## **BIRTHDAYS**

Your child's birthday can also be celebrated at Twinkel. We would like to point out that no candy or unhealthy treats may be distributed. The “leidsters” can help you with ideas for a healthy treat! You can always leave your camera at Twinkel so that we can capture the party and you can watch it at home.

## **NO SMOKING**

There is a non smoking rule at Twinkel: Inside or outside or on the playground. We would rather not have parents smoking outside at the parking lot. Thank you.

## **INFORMATION SIGN**

In the hallway by the door is an information board on which you can find all sorts of relevant information about Twinkel.

## **BLOG AND PHOTO ALBUM**

Twinkel has a weblog on which you can follow the kids weekly. At the beginning of each new year, we provide all parents with a new password to gain access to the blog and photo albums on [www.twinkel.nl](http://www.twinkel.nl). When as a new parent you don't have the login details yet, please ask the “leidsters” of the group. Twinkel can invite new parents personally to the blog via a Gmail account. No other e-mail provider works, only Gmail.

## **SHOES AND SLIPPERS**

We recommend slippers for the children at wintertime as the shoes are put into the wardrobe. We want to keep the play area hygienic. Parents put on blue overshoes before entering the groups. You can find them at the main door or upstairs.

## **CHILDREN'S BARBER**

Twinkel has “leidsters” who are trained as children's hairdressers. If desired, your child can have a haircut on the day it goes to Twinkel, cut by the leidster of the group. The cut is free of charge and takes place in a familiar environment for the child. A great convenience for parents, a pleasure for the kids!

You can ask the leidsters of the group to put your child on the cutting-list.

## **PARENTAL COUNCIL**

Both Twinkel in Hoofddorp and Nieuw-Vennep have a parents council. On our website you can read more about the PTA. For example who are in the parents council and what the PTA is and does. Via the website you have access to the reports of the PTA meetings.

## **INSURANCE**

When Twinkel is responsible, an insurance for third party liability and accidents has been guaranteed for the contracted children as well as for the staff working at Twinkel. If Twinkel is liable, this liability is limited to the amount covered or paid in the relevant case.

## **LIABILITY**

Twinkel does not have any liability in case of damage to/loss of property such as children's clothing, shoes, toys, etc.  
In case of damage to or loss of personal property of parents, Twinkel has no liability.

## **COMPLAINTS**

If you have a complaint about things happening at Twinkel, you can make an appointment with the Coordinator. If desired, you can come to the office at Hoofddorp. If you for some reason do not reach a solution, you can put in a complaint in writing to management of Twinkel. Please contact the ZCKK, Schiekade 830, Antwoord number 3838, 3000 WB Rotterdam, phone 003110-436 60 88. If for some reason, you still haven't reached a solution: As long as a serious complaint has not been received in writing, the management can not see the complaint as an official one.

## **RULES WHEN LATE**

Twinkel has a late regulation for parents who pick up their child after 18:30 pm. This procedure implies that parents who are late for the third time in a row will be fined for € 25,00 per 15 minutes. Of course, we hope this will never be necessary. For the parents with an Early bird contract it's about the minutes after 18:00 pm. And for the children who come half a day before 13:00 pm, this applies as well.

## PAYMENT

The payment of the monthly sums is exclusively via direct debit. Parents /caretakers will monthly receive an invoice of Twinkel in the parent portal. After every year, you can find the annual statement there as well. Everything you need for the tax authorities (belastingdienst) is in the parent portal. Contract, planning etc.

The invoice takes place in advance before the first of the next month.

If the direct debit payment has failed, it's the parent / guardian's duty to take care of the payment directly through the bank account of Twinkel. (Stating name of the child and the invoice number).

Twinkle can charge a fee per invoice when it is not able to automatically collect the bill. Parents/caretakers also have to pay the statutory interest on the outstanding invoice amount.

The agreed monthly amount also includes absence, illness and/or holidays of your child. Also included in the monthly amount are the national Dutch holidays when Twinkel is closed.

## MONTHLY CONTRIBUTION

From January 2019:

| days a week               | hours per year               | monthly rate                                       |                                       |
|---------------------------|------------------------------|--|---------------------------------------|
|                           |                              | 0-1 years horizontal                               | 0-2 vertical and 2-4 years horizontal |
| 1                         | 572                          | € 400  | € 382                                 |
| 2                         | 1144                         | € 800  | € 764                                 |
| 3                         | 1716                         | € 1.200  | € 1.146                               |
| 4                         | 2288                         | € 1.600  | € 1.528                               |
| 5                         | 2860                         | € 2.000  | € 1.910                               |
| <b>hourly rate</b>        | <b>0 -1 years horizontal</b> | <b>0-2 years vertical and 2-4 years horizontal</b> |                                       |
| regular                   | € 8,40                       | € 8,00   |                                       |
| every two weeks           | € 8,50                       | € 8,10   | even or odd                           |
| mornings (5,5 hr)         | € 8,75                       | € 8,35   | hotmeal included                      |
| afternoon (5,5 hr)        | € 8,50                       | € 8,10   | hotmeal excluded                      |
|                           |                              |  |                                       |
| extra day (per whole day) | € 94,00                      | € 90,00  |                                       |

Rates are rounded.

Price adjustments are not excluded. All price changes will be made with a two months notice in writing.

## **WHO DOES WHAT AT TWINKEL?**

### **Twinkel policy**

Do you have any questions and/or comments about the general policy at Twinkel, you can contact Eva. She can be reached on Monday, Tuesday, Wednesday and Thursday at Twinkel by mail: [eva@twinkel.nl](mailto:eva@twinkel.nl) and/or through the general telephone number: 003123-5653860. Of course feel free to stop by at the office in Hoofddorp.

### **Staff and trainees**

Do you have questions and/or comments about the staff or trainees, then you can contact Eva and/or Brenda. Brenda is the manager of Twinkel. From Monday to Thursday you can find her at the office in Hoofddorp.

### **Child Planning**

Do you have questions about the contract of your child, changing days, payments etc. or the parent portal in general, then you can find Eva at the office of Twinkel Hoofddorp from Monday to Thursday. This is the best course of action: If you have any questions for Eva e-mail her directly at [eva@twinkel.nl](mailto:eva@twinkel.nl). You can of course stop by at the office or call by phone.

### **Billing**

Do you have any questions and/or concerns about the invoice, then you can turn to Vincent. Vincent is the controller of Twinkel. [vincent@twinkel.nl](mailto:vincent@twinkel.nl)

For all other questions, you can always call the office at: 023-5653860 or e-mail to [info@twinkel.nl](mailto:info@twinkel.nl)