

# **General Information**

## **Twinkel Daycare**



**Kinderdagverblijf Twinkel Hoofddorp BV**

**Version: 01-01-2025**

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Note: This document is translated from Dutch and could contain mis-translations. If you have any questions, please ask us personally.

## FOREWORD

Since Twinkel's founding in 1993, we have grown to become one of the most successful daycare centers in the region. At Twinkel, professionalism and experience in childcare are combined with a focus on creativity and the individual development of your child.

Twinkel is a private daycare center with one location in Hoofddorp. The daycare is divided into eight group rooms:

- **Baby Group Yellow Star:** 10 children aged 0 to 1.5 years, 3 pedagogical staff members
- **Baby Group Red Star:** 10 children aged 0 to 1.5 years, 3 pedagogical staff members
- **Toddler Group Yellow Star:** 13 children aged 1 to 2 years, 3 pedagogical staff members
- **Toddler Group Red Star:** 13 children aged 1 to 2 years, 3 pedagogical staff members
- **Preschool Group Red Star:** 16 children aged 2 to 3 years, 2 pedagogical staff members
- **Preschool/Kindergarten Group Red Star:** 16 children aged 3 to 4 years, 2 pedagogical staff members
- **Preschool/Kindergarten Group Yellow Star:** 16 children aged 3 to 4 years, 2 pedagogical staff members

The baby and toddler groups are located on the ground floor. The preschool and preschool/kindergarten groups are on the first floor.

These groups are led by qualified pedagogical staff members who are fully committed to the care and attention of your child. Twinkel has deliberately chosen horizontal groups. This promotes calm within the groups. Younger children are not overwhelmed by older ones, and older children are not hindered in their play by younger ones. Moreover, moving to the next group is always a new challenge for a child, with new peers, games, and play materials.

Quality is our top priority! Children want to feel safe and secure, but above all, they want to be themselves. Ideally, the daycare serves as an extension of the home environment.

This booklet provides further information about Twinkel's objectives and house rules. If you have any questions after reading this, please contact us at:

**Tel:** 023 - 5653860

**For general questions:** [info@twinkel.nl](mailto:info@twinkel.nl)

**For questions about planning/placement:** [shemana@twinkel.nl](mailto:shemana@twinkel.nl)

**For questions about invoicing:** [vincent@twinkel.nl](mailto:vincent@twinkel.nl)

Our services are subject to the "General Terms and Conditions for Childcare." These terms can be found on our website [www.twinkel.nl](http://www.twinkel.nl). The official General Terms and Conditions of the Childcare sector overrule any contradictory rules of Twinkel.

You will also find Twinkel's Privacy Policy on our website. Please read it carefully to stay informed. By signing the contract, you agree to this Privacy Policy.

## OBJECTIVE

Twinkel is an extension of home, of the family situation. Significant attention is given to the development of children in various areas: physical expression, creativity, and social development. Twinkel expands the child's world. They meet other children, other adults, and different play materials than at home. Twinkel enables parents/guardians to pursue other activities alongside family life, such as study or work. Twinkel supports parents/guardians with parenting questions. Staff with extensive pedagogical experience assist parents/guardians in this regard.

## LOCATION

The radicals at Twinkel are spacious and well-lit. Ample space is especially important for preschoolers and preschool/kindergarteners. In designing our daycare, we have clearly considered children with asthma and allergies, as many families deal with these conditions. Additionally, a clean and hygienic environment is essential for every child. Transparency is also highly important today. We prioritize this by using lots of glass, open doors, and strong social oversight within the daycare (the "four-eyes principle," ensuring someone is always watching).

## OPENING HOURS/ABSENCE NOTIFICATION

Twinkel is open from Monday to Friday from 07:00 to 18:30. Twinkel offers two contracts: the regular contract from 07:30 to 18:30 and the Early Bird contract from 07:00 to 18:00. You can choose one of these contracts upon registration.

- **Regular:** You can drop off your child between 07:30 and 09:30.
- **Regular:** You can pick up your child between 16:00 and 18:30.
- **Early Bird:** You can drop off your child between 07:00 and 09:30.
- **Early Bird:** You can pick up your child between 16:00 and 18:00.

To ensure calm in the groups, we kindly request you adhere to these times. A half-day at Twinkel is:

- Morning from 07:30 to 13:00.
- Morning from 07:00 to 12:30.
- Afternoon from 13:00 to 18:30.
- Afternoon from 12:30 to 18:00.

If your child is unable to attend Twinkel due to illness or any other reason, please notify us before 09:30 via the parent portal. Select the child in question and click "report absence." Please include a brief note with the reason for the absence. You may also call Twinkel at any time to report an absence.

If a child is reported absent in Jaamo but later wishes to attend, management will do its utmost to accommodate this, depending on planning. If the child-to-staff ratio does not allow it, Twinkel reserves the right to refuse the child, in accordance with applicable regulations and the IKK law. If someone other than you will pick up your child, please inform us in advance. Otherwise, we will not release your child.

## **HOLIDAY PERIOD**

Twinkel is closed on all official public holidays (except Good Friday). On Christmas Eve and New Year's Eve, we close at 16:00.

## **REGISTRATION, PLACEMENT, CONTRACT**

After making an appointment by phone (tel. 023-5653860) or email, you can visit our daycare for a no-obligation tour. Tours are available every weekday at a time that suits you best. (Between 13:00 and 15:00, the children are napping, so this may not be the best time to visit.)

Registration is done via our website [www.twinkel.nl](http://www.twinkel.nl). After registration, you will receive an automatic confirmation email with a username and password to log into our parent portal. The parent portal is accessible via a website or the Jaamo Parent App, available in the app store. You can also access the parent portal via the smiling cloud on our website's homepage. Through the parent portal, you can approve the contract, update your details, request changes, extra days, or report vacations.

There is no registration fee at Twinkel. The minimum registration is two full days (not necessarily consecutive). From experience, we know that one day per week is insufficient for a child to settle in properly, as it lacks continuity.

Once your child is born, we would appreciate receiving a birth announcement. You can update the name and birth date in the parent portal and make any changes regarding childcare. (In case of an already confirmed placement, Twinkel is entitled to terminate the contract with immediate effect if, in Twinkel's opinion, medical and/or social reasons require special care or attention that can no longer be provided, at Twinkel's discretion.)

## **VACCINATIONS**

We recommend that children are vaccinated according to the National Vaccination Program. However, this is not mandatory. We monitor the ratio of vaccinated to unvaccinated children and ensure there are not too many unvaccinated children. If this occurs, there is a chance that your unvaccinated child may be refused. For more information, visit: <https://rijksvaccinatieprogramma.nl>.

## **WAITING LIST**

If your child is on the waiting list and a spot becomes available, you will be notified by email. The waiting list is compiled in order of registration. A second child from a family is prioritized on the waiting list.

## **CHANGE OF DAYS**

Requests to change days can be submitted via the parent portal. However, reducing days is always subject to a one-month notice period. The minimum childcare requirement is two days per week.

## **SWAPPING DAYS**

Swapping days at Twinkel is limited. Vacation days and/or sick days cannot be swapped. Swapping for reasons other than illness or vacation is possible, provided the swap occurs within the same week or the immediately following week. If you wish to swap days, you can submit a request via the parent portal four weeks in advance. Requests submitted earlier than four weeks will unfortunately be rejected. Whether a swap is possible depends, among other things, on group size and the number of pedagogical staff scheduled for that day (child-to-staff ratio). Swapping a public holiday when Twinkel is closed is not possible.

## **EXTRA DAYS**

Twinkel offers the option to book an extra day at a discounted rate. The cost for an extra day will be added to the next month's invoice. Request extra days via the parent portal, up to four weeks in advance, as with swapping. Twinkel is often very busy, so keep this in mind. Extra days are only possible if group size allows. Half extra days are also possible and should be requested via the parent portal (not earlier than four weeks in advance). If an extra (half) day is approved, it can be canceled up to one week before the day. If canceled later, the day will be charged. Cancellations of approved days must always be done via email. Canceling via Jaamo alone is not sufficient.

## **DEREGISTRATION**

Canceling a child's place before they turn four can be done in writing via the parent portal and/or email. If your child stays at Twinkel until their fourth birthday, you do not need to deregister; the contract will automatically end on their fourth birthday. Cancellation can be done at any time, with a one-month notice period.

## **BABY GROUP**

The baby groups consist of children aged eight weeks to one or one-and-a-half years. The transition to the next group depends on the child's readiness and scheduling feasibility. All babies have their own sleep and feeding routines, discussed with parents/guardians so pedagogical staff can follow the same schedule as at home as much as possible. Always inform the staff of any changes to the schedule. We serve BonBebe follow-on milk. Older children receive water or light tea and fruit (pureed or pieces) around 09:00. Afterward, they are changed and put to bed. Around 11:30, children from six months eat a fresh warm meal provided by [www.madaga.nl](http://www.madaga.nl). Children from four months start with a vegetable puree. After cleaning hands and faces, the children can play and cuddle with the staff. Older children drink a bottle of BonBebe follow-on milk. At 13:30, the children nap again, though this varies per child. Around 15:00, they wake up, are changed, and receive water or tea, yogurt, and a biscuit. Younger children follow their home sleep and feeding schedules, which we accommodate as much as possible. There is another diaper change, and from 16:00, children can be picked up. At 17:30, there is an extra diaper change for children still present, and they drink water and eat raisins with the older babies. In addition to this schedule, we play, cuddle, and focus on each child's personal development. A consistent, recognizable pedagogical staff member is always present to build and maintain a trusting bond with the child.

## **TODDLER GROUP**

The toddler groups consist of children aged one to two years. Around 09:30, the children receive something to drink and eat fruit, which varies daily. Afterward, they are changed. At 11:30, they eat a fresh warm meal together and drink water. Younger children have their own sleep schedules. Older children nap around 12:30. Around 14:30, they wake up, are changed, and at 15:00, they drink water or tea and eat yogurt and vegetables like cucumber or bell pepper. At 16:30, we sit at the table for a piece of gingerbread. The final diaper change is around 17:00. At 17:30, we drink water and eat raisins with the children still present. In addition to this schedule, we play, cuddle, and focus on each child's personal development. We practice walking, sing a lot, and teach words. A consistent, recognizable pedagogical staff member is always present to build and maintain a trusting bond with the child.

## **PRESCHOOL GROUP**

The preschool groups consist of children aged two to three years. The preschool group has a general daily schedule with fixed rest moments.

Free play until 09:30. Then there is a potty/diaper change round, and we sit at the table to drink water or tea and eat fresh fruit. At the table, there is always an opportunity to share stories, sing a song, or read a book together. Until the joint meal at 11:30, we play, dance, or do crafts together. At 11:30, a warm meal is eaten, and water is drunk. The children are changed again and nap around 12:30. Around 14:30, everyone wakes up, followed by another potty/diaper change round. At 15:00, we drink water or tea and eat a healthy snack, yogurt, or a cracker with cream cheese. At 16:30, we eat a piece of gingerbread together. Around 17:00 is the final potty/diaper change. At 17:30, the children who are picked up later drink water and eat raisins.

There is ample toys and developmental material available. The preschool age is a period of exploration and discovery. By freely playing with various materials and other children, the child discovers themselves and the world around them. The staff plays a key role in stimulating the children by providing suitable materials and space. In good weather, we play outside on the playground.

## **PRESCHOOL/KINDERGARTEN GROUP**

The preschool/kindergarten groups consist of children aged three to four years. The daily program is nearly identical to that of the preschoolers, though these children are much more independent. At 11:45, the children tidy up and use the potty, and at 12:00, they sit at the table for a warm meal and a drink. Children who still nap in the afternoon go to bed around 13:00. Around 15:00, we drink water or tea and eat a healthy snack, yogurt, or a cracker with cream cheese. At 16:30, we eat a piece of gingerbread together. At 17:00 is the final potty/diaper change. At 17:30, the children who are picked up later drink water and eat raisins.

The preschool/kindergarten age is a preparation for primary school. Therefore, there is ample toys and material for development. By working on various developments, we stimulate skills for primary school. Creativity and play are very important to us. And, of course, learning to use the toilet independently.

## CARE IN A SECOND BASE GROUP

Legislation stipulates that a child at Twinkel is placed in one fixed base group. The law allows temporary deviations from this rule. With written parental consent, (extra) care can temporarily take place in a group other than the child's base group.

### **When is your child placed in another base group?**

Your child may occasionally, for a day (part) or a specific period, be placed in a second base group:

- At your request, e.g., if there is no space on different days in the same group
- In the morning when we open in the red base group. After the arrival of a second or third staff member, we split, and your child will go to their own group.
- On quieter days when the yellow groups are closed, your child will play with peers in the red group.
- Due to over- or under-occupancy in the group or for pedagogical reasons. The staff will inform you of an occasional or temporary change to your child's base group.
- If there is no space in the child's fixed base group for a requested swap day.
- If there is no space in the child's fixed base group for a requested extra care day.

You can give consent for placement in two base groups in various ways, either one-time or for a longer period:

1. By signing the contract.
2. Via the second base group consent form.

## CHILD MONITORING SYSTEM AND MENTOR/COACH

At Twinkel, we believe it is important to put the child first. To provide optimal support, Twinkel uses a child monitoring system, the Twinkel Monitoring System. Each child is assigned a fixed pedagogical staff member, a mentor/coach. This mentor/coach tracks the child's development and coordinates the parents' wishes, the child's well-being, and the daycare's policies. Once a year, the coach will schedule a "ten-minute" meeting with the parents and possibly the coordinator. The parent portal shows who your child's current coach is.

## WHAT TWINKEL PROVIDES

### **Nutrition**

- Follow-on milk for babies, numbers 1 and 2 from Bon Béb 
- Water and tea
- Fresh fruit
- Rice cakes/soup sticks/cream crackers
- Healthy snacks (soup, yogurt, raw vegetables, seasonal fruit)
- Meals from six months, provided by [www.spoony.nl](http://www.spoony.nl)

### **Care Items**

- Diapers (Pampers)
- Wet wipes



- Sudocreme, ointment for diaper rash
- Sunscreen
- Bibs, burp cloths, washcloths
- Sippy cup

## **WHAT PARENTS/GUARDIANS PROVIDE**

### **Nutrition**

- Diet or other food if needed (e.g., breast milk or own follow-on milk)

### **Care Items**

- Large bottle (stays at Twinkel and is sterilized daily)
- Spare clothing (in the Twinkel bag, see page 3)
- Slippers from the toddler group (see page 8)
- Sleeping bag for bed (until the child is 2 years old)
- Pacifier, if applicable (stays at Twinkel and is sterilized daily)
- Comfort item or blanket for bed, if applicable

## **SETTLING IN YOUR CHILD**

When your child is placed, the relevant staff member will contact you approximately 3 to 4 weeks before their start to schedule a settling-in session. According to new regulations, settling-in must fall within the contract period. To avoid extra costs, Twinkel ensures the contract starts one week earlier than needed. This extra week is not charged, but your child is insured at Twinkel during the settling-in morning. During this morning, a getting-to-know-you meeting with you, the parent, takes place. In this meeting, you share your child's habits and any special details. You will also receive a getting-to-know-you form to fill out. We value proper settling-in for both your child and you. It is important that your child finds their place in the group and feels comfortable and secure quickly. During the settling-in moment, we ask parents to wait in the kitchen if the child is not covered by the child-to-staff ratio. If possible, parents may leave Twinkel briefly, e.g., to run an errand.

## **TWINKEL BAG**

When your child comes for settling-in, you will receive a red Twinkel bag with your child's name on it. This bag can be used for spare clothing, a bottle, slippers, or a stuffed toy. You can hang the bag on the hook with your child's name in the hallway. There is a special cabinet for baby bags and car seats.

## **PARENT CONTACTS**

When dropping off or picking up your child, there is always an opportunity to exchange daily updates about your child. If you want a separate meeting, you can always request one. This ensures there is enough time for you and maintains calm in the group. If someone other than the parents/guardians picks up your child, please inform the staff in advance; otherwise, we will contact the parents first. Twinkel has a rule that staff may not contact parents via social media (e.g., Facebook, Twitter, LinkedIn) to keep work and private life separate and avoid communication confusion. Twinkel has a business page on Facebook, which everyone is

welcome to visit and “like”: <http://www.facebook.com/kinderdagverblijftwinkel?ref=hl> and on Instagram: Kinderdagverblijf Twinkel. We often post fun, special, and cozy events, but never show children recognizably.

## **SICK CHILDREN**

If a child becomes ill or has an accident at Twinkel, we will inform the parents/guardians as soon as possible. For the sake of other children, we must set boundaries for bringing a child to Twinkel in case of certain common illnesses. In the morning, you can report your child sick via the parent portal, including a brief note about the symptoms. We kindly request you consult with the group’s staff if there is:

- Diarrhea
- Fever (from 38°C)
- Conjunctivitis
- Contagious childhood diseases

Medications are administered at the daycare with the doctor’s consent. You must fill out a medication form at the group. If you have questions about your child’s illness, you can always contact the coordinator. The coordinator ultimately decides whether your child can attend Twinkel.

## **CHILDREN WHO STAND OUT**

We discuss group and individual child developments with the group’s staff. If we notice a child stands out, we invite the parents for a conversation. If we have concerns about a child, we always discuss this with the parents first. If concerns persist after this discussion, we will report to the AMK (General Reporting Center for Child Abuse). All our staff are aware of the child abuse protocol. A child abuse protocol and a designated contact person are available at the location.

## **BIRTHDAYS**

Your child’s birthday can, of course, be celebrated at Twinkel. Please note that candy or unhealthy treats are not allowed. The staff are happy to help with ideas for healthy treats.

## **SMOKING**

Smoking is not allowed inside Twinkel or on the outdoor playground. We also prefer that smoking does not occur on the parking lot.

## **INFORMATION BOARD**

An information board in the hallway displays all relevant information.

## **PHOTO ALBUMS**

In the parent portal (via the app in the app store), we share photos of your child. If your child is in a group photo, other parents will also receive this photo unless you indicate otherwise, in which case we ensure your child is not in group photos. We ask all parents not to share

Twinkel photos on social media to protect other children's privacy. Photos can be downloaded for personal use.

## **SHOES, SLIPPERS**

For older children, slippers are recommended as shoes are left in the wardrobe for hygiene reasons. Parents/guardians are expected to remove their shoes in the hallway when dropping off or picking up their child(ren). Alternatively, blue shoe covers are available. You will see the bin upon entry.

## **CHILDREN'S HAIRDRESSER**

Twinkel employs staff trained as children's hairdressers. If desired, your child can have their hair cut by the group's staff on a day they attend Twinkel. Haircuts are free and take place in a familiar environment for the child. A great convenience for parents and a pleasure for the child! If you want your child's hair cut, please inform the group's staff.

## **PARENT COUNCIL**

You can read more about the parent council on our website, including who is on the council and what they do. We offer the option to review meeting minutes.

## **INSURANCE**

Twinkel has liability and accident insurance for cases where it may be held liable for childcare, covering the children and staff at Twinkel. If Twinkel is liable, this liability is limited to the amount covered or paid out by Twinkel's insurance in the relevant case.

## **LIABILITY**

Twinkel accepts no liability for damage to or loss of children's belongings, such as clothing, shoes, toys, etc. Twinkel also accepts no liability for damage to or loss of parents' personal belongings.

## **COMPLAINTS PROCEDURE**

If you have a complaint about Twinkel, you can contact one of the coordinators. If desired, a meeting will be arranged with one or both coordinators. If, for any reason, you cannot resolve the issue with them, you can submit the complaint in writing to the general director. We will investigate the complaint thoroughly, keep you informed of progress, handle the complaint as quickly as possible (within six weeks of submission), provide a reasoned written decision, and specify a concrete timeline for any measures to be implemented. No claims can be made until a serious complaint is received in writing by the management. If you cannot resolve the issue with the management, you can contact De Geschillencommissie. You can submit a complaint via their website [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl). The website provides all information about submitting and handling complaints. Address: De Geschillencommissie, Postbus 90600, 2509 LP, The Hague. Phone: 070-3105310.

## **LATE PICKUP POLICY**

Twinkel has a late pickup policy for parents who pick up their child after 18:30. This policy entails that parents who are late for the third and subsequent times per calendar year will pay a fine of €25.00 per 15 minutes they are late. This applies to Early Bird contracts after 18:00 and for children attending a half-day after 13:00. We hope it will not come to this.

## **PAYMENT**

Monthly payments are made exclusively via direct debit. Parents/guardians receive an invoice from Twinkel around the 27th of each month via the parent portal. The direct debit occurs in advance, before the 1st of the relevant month. If the direct debit fails, the parent/guardian is responsible for making the payment manually to Twinkel's bank account, including the child's name and invoice number. Twinkel may charge administration and/or bank fees per invoice if the standard invoice cannot be automatically debited. The parent/guardian also owes statutory interest on the outstanding invoice amount. If payment for the relevant month is not made, this may affect your child's place. If Twinkel incurs reasonable costs to obtain payment outside of court, these costs may be passed on to the parent/guardian. The agreed monthly amount includes your child's absence, illness, and/or vacation. It also includes other designated closure days (see page 2). Payment for an extra day is also made via direct debit. Prices are reviewed annually based on actual cost developments, CBS index, and CAO developments. Interim price changes are not excluded. All price changes will be announced in writing one month in advance.

## **WHO TO CONTACT FOR WHAT?**

### **Twinkel Policy**

For questions and/or comments about Twinkel's general policy, contact Shemana. She is available on Monday, Tuesday, Thursday and Friday at Twinkel  
Via email: [shemana@twinkel.nl](mailto:shemana@twinkel.nl) and/or the general phone number: 023-5653860.  
Feel free to stop by the office.

### **Staff and Interns**

For questions and/or comments about staff or interns, contact Shemana and Brenda. Brenda is Twinkel's director and is available from Monday to Thursday at the office.

### **Child Planning**

For questions about registering/deregistering your child, changing days, or the parent portal in general, contact Shemana from Monday to Thursday. It's most convenient to send questions directly to her email: [shemana@twinkel.nl](mailto:shemana@twinkel.nl). You can also speak to her at the office or call.

### **Invoicing**

For questions and/or comments about invoices, contact the financial administration, Vincent: [vincent@twinkel.nl](mailto:vincent@twinkel.nl).

For all other questions, feel free to speak to someone at the office, call the general Twinkel number: 023 - 5653860, or email: [info@twinkel.nl](mailto:info@twinkel.nl).