

# SAFETY AND HEALTH POLICY PLAN

Twinkel Daycare



**Kinderdagverblijf Twinkel Hoofddorp BV**

**Version 03-2026**

*Note: this document is automatically translated from the original dutch version. There could be slight mis-translations. If you have any questions please ask us personally.*

## **Introduction:**

Before you lies the Safety and Health Policy Plan of Daycare Twinkel. This policy plan provides insight into how we operate at our location. The goal is to offer children and staff the safest and healthiest possible working, playing, and living environment, protecting children from serious risks while teaching them how to deal with minor ones. To develop this plan, discussions were held with staff members around various themes, focusing on whether the current way of working results in the safest and healthiest environment. Where necessary, measures have been established to improve practices.

Every two months, we hold a meeting with staff to discuss topics from the Safety and Health policy. These meetings start by evaluating previously discussed points. The Safety and Health policy is accessible on our website and available in the quality folder, located next to the coffee machine by the stairs. This is accessible to all parents, staff, and interns.

Brenda Sluijmer holds final responsibility for the Safety and Health Policy. Vincent Delsen is responsible for implementing the facility-related aspects of this policy. Shemana Sewpersadsingh is responsible for implementing the content-related aspects. However, a policy only becomes truly effective when all staff feel involved and carry it out. Therefore, every team meeting includes a theme or sub-theme related to safety or health. This ensures ongoing dialogue about the policy, allows us to monitor the effectiveness of implemented measures, and enables us to promptly assess whether the policy needs to be adjusted in response to environmental or situational changes, such as renovations or layout modifications.

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## **Mission, Vision, and Goal:**

### **Our Mission:**

We provide childcare in a safe and healthy environment.

We achieve this by:

- Shielding children from major risks
- Teaching children to handle minor risks
- Stimulating children in all areas of development, such as language, social-emotional, and motor development

### **Our Vision:**

Daycare Twinkel stands for childcare driven by passion, where we make a meaningful contribution to children's development, upbringing, and care. Encouraging children and teaching them how to navigate different situations is central to this. A safe and healthy living and playing environment is the foundation for all of this.

### **Our Goal:**

In accordance with the Childcare Quality Innovation Act, we must establish a Safety and Health policy in which all employees feel responsible. Key focus points in shaping the policy are:

1. Awareness of potential risks
2. Proper management of major risks
3. Engaging in dialogue with each other and with external stakeholders

The ultimate goal is to create a safe and healthy environment where children can play freely and develop optimally.

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## **Handling Major Risks:**

This chapter outlines the main significant risks at our location that could lead to serious accidents, incidents, and/or health issues. Risks are categorized into physical safety, social safety, and health. Each category includes key risks and the measures taken or to be taken to minimize them.

### **Examples of Major Risks:**

#### **Physical Safety:**

- Falling from height
- Choking
- Poisoning
- Burns
- Drowning

**Measures:**

- *Falling from height:* No crates or stools left in hallways; safety railings installed on high tables for toddlers; no stacked chairs; no climbing allowed; stair gates always locked with child locks; low tables for toddlers; high shelves with toys placed at child height.
- *Choking:* No hanging cords; blind cords are secured; olives, grapes, and cherry tomatoes are halved or sliced; children are instructed not to put objects in their mouths; small toys (e.g., K'NEX) are used only under supervision; broken toys are discarded immediately.
- *Poisoning:* Cleaning supplies are locked away; safety latches on all cupboards; no toxic substances in toys (e.g., slime or gel balls).
- *Drowning:* Outdoor play area fenced according to regulations; small paddling pools are used under constant supervision; mop buckets are emptied immediately after use.

**Social Safety:**

- Inappropriate behavior
- Child abuse
- Missing children

**Measures:**

- *Inappropriate behavior:* Children are taught to say "Stop, don't do that"; encouraged to seek help from staff when needed.
- *Child abuse:* The "four-eyes principle" is applied; behavior of children is closely observed; all staff are trained in the mandatory child abuse reporting protocol; concerning behavior is discussed with the designated staff and coordinator.
- *Missing children:* Children are counted multiple times a day using Jaamo attendance list on the iPad; this includes transitions between indoors and outdoors; if a child is not present without notice, parents are contacted from 9:30 a.m.

**Health:**

Common infections:

- Diarrhea
- Foodborne illness
- Skin infections (impetigo, chickenpox, herpes)
- Respiratory infections (RS virus, bronchitis)

**Measures:**

- *Airborne transmission:* Proper ventilation, air vents remain open day and night.
- *Hand transmission:* Proper hand hygiene with clear instructions in all changing areas and toilets; hands are washed after each diaper change, toilet use, outdoor play, and child handover.
- *Food and water:* Strict hygiene and safety protocols.

- *Surfaces (e.g., toys):* Each group has a cleaning schedule for daily, weekly, and monthly tasks, tracked by our facility staff member Karin, who ensures all tasks are completed on Tuesdays and Thursdays.
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### **Handling Minor Risks:**

From around two years of age, children can begin to understand the context of safety rules. Agreements can be made with children to help avoid minor risks during play and daily activities. For instance, handwashing after using the toilet, or sneezing and coughing into the elbow.

Learning to manage risks is crucial for children's development. International studies show:

- Experiencing risk helps children develop risk-assessment and decision-making skills.
- Taking risks fosters independence, self-confidence, and persistence.
- Coping with risk improves physical and mental health, as well as social skills.
- Physical activities such as swinging, climbing, rolling, and sliding are vital for motor development, coordination, balance, and body awareness.

### **Twinkel's Philosophy:**

Our mission is to provide a safe and healthy environment, preventing illness and injury due to, for example, unclean or broken toys. But overprotection does not benefit children either.

Therefore:

- We protect against major risks.
- We accept minor risks (e.g., bumps, scrapes) as opportunities for learning and growth.
- Benefits include improved motor skills, self-confidence, resilience, and social skills.

### **Examples of Agreements:**

- No running indoors to prevent slips and collisions.
  - Children are encouraged to wear slippers.
  - Chairs are lifted with the legs facing down.
  - Children wash hands before and after meals, after outdoor play, and after using the toilet.
  - Coughing and sneezing in the elbow is reinforced regularly.
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## **Risk Assessment:**

The last risk assessment at Twinkel was carried out in 2017. Based on these, key risks were identified and are described in Chapter 3. Since January 1, 2018, risks are monitored differently through QuickScans using the new risk monitor and by regularly discussing this policy in team meetings.

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## **Highlighted Theme: Inappropriate Behavior**

Inappropriate behavior by adults or children can greatly impact a child's wellbeing. This theme receives special attention at our location.

## **Preventive Measures:**

- Regular team discussions to maintain an open culture.
- Adherence to the Domestic Violence and Child Abuse Reporting Code.
- Teaching respectful interaction based on norms and values, included in our pedagogical plan.
- Encouraging children to speak up immediately—“STOP, DON’T DO THAT.”
- Teaching children to seek help from staff.

## **Additional Safety Measures:**

- All staff have a Certificate of Good Conduct (VOG).
  - The “four-eyes principle” is actively implemented and monitored.
  - Staff know the child abuse protocol and apply it when necessary.
  - Clear procedures are in place for handling child-to-child aggression.
  - Staff know these procedures and follow them.
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## **The Four-Eyes Principle:**

At Twinkel, all daycare activities are organized such that a staff member is always seen or heard by another adult.

## **Implementation:**

- Open and professional work environment with low thresholds for feedback.
- Group discussions led by coordinators include evaluations of all staff and interaction with children.
- All caregivers are qualified, VOG-certified, and continuously screened since March 1, 2018.
- Interns (BBL, not BOL) may contribute under the four-eyes principle.
- Staffing is monitored daily and adjusted as needed.
- We do not use temp workers or substitutes.
- At the start and end of the day, groups merge in a shared group room under fixed supervision.

- Additional windows and half doors allow visibility between groups.
- During pick-up, drop-off, and breaks, teamwork ensures proper oversight.
- The 3-hour rule is strictly followed.
- All sleeping areas are within hearing distance, and staff monitor sleep via baby monitors and room windows.

**Parental Involvement:**

The parent committee is annually informed about the four-eyes principle.

**Staff Ratio Tool:**

We use the government's ratio calculator for determining proper child-to-staff ratios: <http://1ratio.nl/>

**Emergency Backup Plan:**

Currently, no backup is required because:

- There is always more than one staff member on site.
- Staff meet required ratios, and a second staff member is available when needed within 15 minutes.

**First Aid Policy (EHBO):**

At Twinkel, we do everything we can to prevent a child from being injured as a result of an accident. Unfortunately, this cannot be entirely avoided. In addition, other incidents may occur that require first aid. At our location, the following staff members hold a valid registered First Aid certificate:

Alona Bokhorst — Date obtained: 03-10-2025  
 Bonnie Kampman — Date obtained: 26-08-2025  
 Bobbie-Jo Lagrouw — Date obtained: 24-04-2025  
 Cheryl Verbond — Date obtained: 24-04-2025  
 Dilara Tasci — Date obtained: 03-10-2025  
 Esther Willemse — Date obtained: 28-02-2024  
 Fleur van Welie — Date obtained: 03-10-2025  
 Joanna Dziuk — Date obtained: 21-08-2024  
 Judith Bouwmeester — Date obtained: 26-08-2025  
 Laura de Deijn — Date obtained: 21-08-2024  
 Mandy de Jong — Date obtained: 22-01-2026  
 Rian Lumens — Date obtained: 22-01-2026  
 Shemana Sewpersadsingh — Date obtained: 24-11-2023  
 Zoë Bouwer — Date obtained: 21-08-2024

The certificates were obtained through the following institutions: Livis and/or the Red Cross.

There are also Emergency Response Officers (BHV) at Twinkel:

Bobbie-Jo Lagrouw — Date obtained: 20-03-2026

Cheryl Verbond — Date obtained: 20-03-2026

Dilara Tasci — Date obtained: 20-03-2026

Esther Willemse — Date obtained: 20-03-2026

Fleur van Welie — Date obtained: 20-03-2026

Judith Bouwmeester — Date obtained: 20-03-2026

Laura de Deijn — Date obtained: 20-03-2026

Rian Lumens — Date obtained: 20-03-2026

Shemana Sewpersadsingh — Date obtained: 20-03-2026

Vincent Delsen — Date obtained: 20-03-2026

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### **Policy Cycle:**

Our policy cycle begins with a comprehensive risk assessment. Quick scans are carried out, and based on these, employees are informed about the findings during consultations and/or meetings. Based on the outcomes of the risk assessment, we create an action plan. During each meeting, completed action points from the previous meeting are discussed. Based on evaluations, the Safety and Health Policy is adjusted where necessary.

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### **Action Plan:**

#### **What measures are taken?**

The risk assessments provide insight into the current state of safety and health. Based on these assessments, action points are placed on the agenda with the aim of improving the quality of childcare.

#### **How are measures evaluated?**

To determine whether the actions and measures taken have led to safer and healthier childcare, we evaluate them every two months during a team meeting. If a measure or action has had a positive effect, the Safety and Health Policy is updated accordingly as soon as necessary.

In the past period, we have found that certain measures have had a positive effect on improving safety and health policy. In this way, we aim to keep the policy as up-to-date and transparent as possible. In the event of an acute situation, we immediately communicate this to the groups, coach, and, where necessary, parents—for example via a newsletter.

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### **Twinkel Heat Plan:**

If temperatures of 25°C or higher are expected for several days, Twinkel's heat plan comes into effect. This means we provide extra drinks for the children. We have

installed water taps so toddlers and preschoolers can independently get water. For babies and younger toddlers, we provide additional cups of water.

We ask parents to apply sunscreen at home in the morning so it is fully absorbed and we can go outside early while it is still cool. We do not go outside between 1:00 PM and 3:00 PM. If it remains too hot after 3:00 PM and water activities are insufficient for cooling, we stay indoors. Children who are sensitive to heat are given the option to play inside.

The ground floor hall is often the coolest area, where toddlers and preschoolers can eat or play. Additional parasols are provided for sufficient shade. Children play with water under supervision (buckets, paddling pools, garden hose, sprinklers, etc.).

Toddler groups may play downstairs instead of on the rooftop terrace. If it is too hot there at the end of the day (no wind), there is often a breeze in the preschool play area, which can provide cooling. Fans are available in bedrooms and group rooms. Children do not sleep in sleeping bags and wear minimal clothing. Parents are contacted earlier in case of elevated temperature or fever to prevent febrile seizures.

We ensure sufficient ventilation by opening windows. There is no air conditioning at Twinkel, only mechanical ventilation.

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#### **Fire and Evacuation Plan:**

One of the most important aspects of evacuating childcare center Twinkel is that children are not self-reliant. Staff must therefore think and act on their behalf. A fire and evacuation plan supports this process.

Because panic often occurs during emergencies, Twinkel conducts evacuation drills at least twice a year with staff and children. Safety instructions for emergencies can be found in the fire and evacuation plan, located in the quality manual in the hall near the coffee machine.

Providing first aid to children is an essential part of proper safety management. Twinkel ensures that enough staff are properly trained in Emergency Response (BHV) and pediatric first aid and that sufficient materials are always available. A certified first aid provider is present every day that Twinkel is open.

We are supervised by the fire department. If changes to the fire plan are needed, we consult them for advice.

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#### **Internal and External Communication and Coordination:**

We consider it important that employees feel involved in the safety and health policy. When the policy is drafted or revised, all staff play an active role.

New employees receive a thorough introduction to the safety and health policy, including additional training or instructions if needed, so they are able to take appropriate action when necessary.

Safety and health risks are a fixed agenda item during meetings, making it easier to discuss and immediately address issues. This also encourages staff to give feedback to one another.

Parents are informed about our safety and health activities via our information booklet and website, ensuring they are aware of our vision. The parent committee also plays a supportive role and has approved our policy.

If parents have questions, these are answered directly in the group where possible, or an appointment can be made at the office. Questions can also be answered via email. If a question is relevant to multiple parents, a general email is sent to all parents.

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## **Support and Complaints Procedure:**

### **Step 1: Submit a complaint to Twinkel**

You can submit a complaint at the office to Brenda or Shemana. We also ask that complaints be submitted in writing. Details on how to do this can be found in our policy and information booklet.

### **Step 2: Contact the Childcare Complaints Desk**

If you are unable to resolve the issue with Twinkel, you can contact the Childcare Complaints Desk (Klachtenloket Kinderopvang), which is part of the Childcare Disputes Committee. They provide advice, information, and mediation free of charge.

### **Step 3: Submit a complaint to the Childcare Disputes Committee**

If your complaint is still not resolved, you can submit it to the Childcare Disputes Committee. A small fee applies. Before doing so, you must first complete Twinkel's internal complaints procedure.

Although we strive to maintain a clear and careful safety and health policy, complaints from staff or parents may still arise. We are open to feedback and prefer to resolve complaints directly together.

If this is not possible, staff or parents may contact the Childcare Complaints Desk and, if necessary, the Childcare Disputes Committee as described above.