

Elmer Noord

Vooruitgangstraat 317
1030 Schaarbeek
Tel 02/274.20.20

House rules for parents

Management and contact persons

Vzw Elmer
Vooruitgangstraat 317,
1030 Schaarbeek

Contact person:
Anne Lambrechts,
Coordinator
Tel 02/274.20.22

Persons responsible for the daily management:

Sonja Cassiman,
Assistant coordinator
Tel 02/274.20.23

Latifa Bouhoute,
Responsible
Tel 02/274.20.20

Parents and children

Do you follow a vocational training programme, are you registered as a job seeker with the PWA service, do you want to find a job, did you suddenly find a job? Come and see us.
If you are having medical problems or difficult familial problems you may always come and knock on our door.

At Elmer day care centre we speak Dutch. It is important that this should be a conscious choice. Children become confused if they have to cope with too many different languages. Elmer prepares the children for entry into kindergarten where Dutch is spoken. As a parent, it is important that you offer support to your child in this matter.

Admission policy

Elmer is flexible in providing child care. Elmer provides occasional, short-term, irregular, part-time, full-time or emergency day care, depending on the reason for the day care.

The responsible will consider the request to admit a child.
In case of an emergency and if it is in the interest of the child, an immediate solution will be sought.

Parents are always welcome to register. Elmer does **not work with a waiting list**. If Elmer is not able to help you, we will recommend you other day care centres. For parents wanting to study / following

courses Elmer organises 1 or 2 inscription days a year. The exact dates will be announced through the Dutch educational organisations.

The responsible will ask the parents to agree with a **reception plan**. This plan will be incorporated in the agreement and will be signed by Elmer and the parent(s).

We request that you respect the days and hours. If you need an extra day of child care, you may always ask the carers to help you out with this. Depending on our capacity, we will try to comply with your request.

We ask all parents to come and visit us about 3 times together with your child so that the child can **become accustomed** to Elmer. This way we learn about the customs and manners of the child. Also, this way the child can learn how to take leave from its parents.

Hours of operation

Elmer Noord's hours of operation are Monday to Friday from 7:00 to 18:00 hrs.

Yearly closing

Elmer Noord will be closed for one week during Christmas time. It will also be closed for several weeks during the summer vacation.

The dates of closure will be posted at the beginning of the calendar year.

In case of an emergency

In case of an emergency one can always contact one of the carers.

During opening hours please call 02/274.20.20.

A complaint?

If for one or another reason you are not satisfied with the services of Elmer Noord, please contact the persons responsible for the management or a carer.

They are always ready to listen to your comments and to seek solutions.

If you wish you can make your complaint or suggestion in writing.

Because we find it important that you are satisfied with our services we will always as much as possible take your suggestions into consideration.

Furthermore, every second year you will receive a written questionnaire asking you whether you are satisfied with our services. This questionnaire can also be used for making suggestions about our services.

Insurance

Vzw Elmer has liability insurance for the staff and the children. We are also insured against bodily injury of the children we take care of.

The way Elmer works

With the children ...

Elmer finds it important that children **feel well** in the day care centre. This forms the basis to be open for new things and to learn about the world.

From the start special attention is given to **getting accustomed**. Before the children enjoy the proper day care, they should come to the centre with their parents (if possible) to learn to get accustomed. We will ask about the routine at home so that the child can be taken care of as well as possible.

In order to enhance the child's feeling of security we work within the framework of a **fixed daily routine** with the same recurring rituals. Within this structure the children are offered the opportunity to follow **their own rhythm** as much as possible. We also aim to promote a uniform way of working by the carers. Working with children who require more attention is part of this effort.

When a child feels safe, it will be open for new things.

Elmer stimulates **the development** of the children by giving them the opportunity to encounter **new experiences**.

Regularly **theme projects** are planned. These projects focus on various elements which are strongly developing in young children : the **5 senses**, the gross and fine **motor skills**, **language**. We always try to offer an as much as possible broad range of exciting, funny materials and activities. This way the children are encouraged to expand their experiences. This helps them to make the transition to kindergarten.

Via story telling and songs the knowledge of the Dutch language is supported.

The **system of observation** enables us to provide services which are customized for each child.

With the parents ...

For Elmer **communication** with the parents is of vital importance.

Indeed, as a parent you are the first and most important educator of your child. Cooperation between you and Elmer is necessary to give the best care to your child. This is why we ask you to pay attention to the **check-in- and pick-up contacts**, when we try to exchange as much information on your child as possible.

Furthermore **group activities** will be organized on a regular basis. This way you will learn about our operation and you will get to know better our carers at Elmer's. You can also make the acquaintance of other parents and share your experiences regarding child education.

Elmer considers it important that the parents are involved in the operation of the child care centre. Regularly we will ask you to **participate in the activities** or to organize an activity yourself.

Practical information

Reservations and procedures

You should make an appointment with the responsible. Together you agree on the days and hours of child care. The responsible will explain the way Elmer works.

Before your child enters the care centre, we gladly invite you and your child to become accustomed to the centre for a couple of hours.

We also would like to ask you to bring some necessary documents (see below) when your child arrives at the centre for the first time.

Which documents do we need?

- Proof of income
- Proof of family composition
- In some cases : proof of family allowances fund and proof of education and job
- Sticker of the mutuality
- Photo of your child

How much do you have to pay?

- The price per day depends on your income and will be calculated as stated in the regulations from Kind en Gezin. It will be determined at inscription and every following year on the 1st of July.
- The price depends on the number of children per family.
- Please let us know as soon as possible if there are any changes in your family situation (newborns) so we can modify your price.
- In case of spectacular drop in income, we can immediately recalculate the dayprice. We will do this on request of the parent(s) and on the basis of most recent salary documents.
- In specific cases we can agree on social prices or free services for a well defined period.
- If you are late in picking up your child, i.e. after 18:00 hrs, you will be fined 2,50 EUR for each part of a quarter of an hour.
- If your child does not come to the centre please inform Elmer before 9.30am. If you do not inform Elmer, you will be fined 0,50 EUR.
- If your child uses nappies of Elmer, we ask you to pay 0,40 EUR for each nappy.
- You will pay monthly, either cash or through your bank account. Payment through deposit is also possible.

Reception of your child

- Take off your child's shoes and put his/her feet in slippers, take off his/her coat, remove jewellery, ...
- Your child should wear a clean nappy.
- Take your child to the playground.
- Provide the carer with information about your child.
- When leaving your child, briefly and clearly say goodbye.

Going home

- You should pick up your child on time. This means at the agreed hour or before 18:00 hrs.

Medication / illness

- If your child is **ill**, i.e. fever of 38° or more, has severe diarrhoea more than 3 times a day or suffers from a communicable disease it should stay at home. This is in the interest of the child and also in the interest of the other children. Your child is allowed to come back when it is healthy again, but you should show us proof from a doctor (see appendix).
- If your child gets **fever** in Elmer, parents will be informed. At that same time we will discuss with you what time you can come to pick up your child, ... and we will ask you if we may give once Perdolansiroop to increase the comfort of the child.
- **Medicines** will be given at home before and after daycare hours. If it is necessary to give medicines in the daycare centre we will ask for a doctors prescription (see appendix) where it is stated what to give, when and in what doses.
- If your child becomes seriously ill or if his health is in danger, we will contact the parents. If we cannot reach the parents we will contact our **doctor**. The parents should pay our doctor.
- In emergency cases we will call **emergency services**. Parents will be contacted as soon as possible.
- We ask you to contact Elmer as soon as possible if your child carries **lice**. Because of infection risks we ask you to keep your child at home until they are treated and all living lice are exterminated.

What do you bring to the centre? (Be sure to write the name of your child on every item)

- Nappies
- Baby bottle food
- Slippers
- Baby pacifier which can be stored at Elmer
- Favourite cuddle toy
- Spare clothes: socks, underwear, other clothes,...
- Spare underwear if your child is learning to become toilet trained

Items which you should not bring to the centre

- Jewellery: because this can be dangerous for your child or for other children. You may store the jewellery in the locker.
- Sweets, drinks, cookies, food, toys

And also ...

- Especially for baby's it can be nice to communicate by a '**back-and-forth**' booklet. You may propose this any time to our caretakers. Elmer can produce such booklets.
- Elmer regularly takes **photos and video**-recordings. If you do not agree that you or your child is photographed, please inform the management.
- We regularly make **excursions** with the children. We ensure that this happens under safe conditions. Parents are invited to join the excursions.
- Elmer is not responsible for **theft** (if it would occur) in our building. Please keep an eye on your personal belongings.