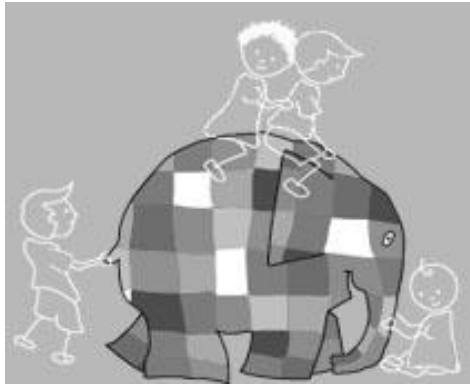


House Rules For Parents



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www.kindengezin.be/contact-en-help/

Parents and children

Elmer is available for children (3 months up to 3 years) for parents who live in the Brussels district. The priority goes to parents in education, who suddenly find work or need emergency day care for social or medical reasons. Besides it we focus on working parents who have Dutch as education language and live in the neighbourhood.

Elmer also focuses on children who need special care and has a particular focus on crisis questions.

Young toddlers can come to Elmer up to 3, 5 years of age.

At Elmer day care we speak Dutch. Elmer prepares the children for entry into kindergarten where Dutch is spoken. It is important that this should be a conscious choice. At registration we look for the family link with Dutch: one of the parents speaks (limited) Dutch, a parent follows a formation in the Dutch formation route, child is registered in the Dutch school, older children in the family go to a Dutch school).

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.

Parents can register their care demand on www.kinderopvanginbrussel.be (from 1/2/2015). They can also come during the permanency hours on Tuesday between 9am and 12am to register their request.

The responsible examines the request at the earliest 7 months before the first day of admission. Elmer follows the legal rules of priority for the assignment of places (www.kindengezin.be/kinderopvang/nieuw-decreet/subsidies/) and the internal priority rules (see above).

If the family belongs to the target group described above and the responsible can propose an assignment, the parents will be invited for an inscription.

The responsible arranges a care plan with the parents. This plan will be incorporated in the agreement and will be signed by Elmer and the parents.

This plan must be respected. Additional moments can be asked, if necessary. If the capacity can allow this, we shall react to it.

Hours of operation

Elmer is open from Monday to Friday from 7am to 6pm.

Every year, Elmer is closed for one week during Christmas time and several weeks during Summer Holidays. Besides there are a few closing days for the sake of internal formation days and bridge days.

The exact dates of closure are posted at the beginning of the calendar year.

Emergency

In case of an emergency one can always contact one of the responsables. During opening hours please contact one of the numbers at the front page.

On the other hand, if you change address or phone number the responsible must be informed as soon as possible.

The nutrition

To continue to appeal to a wide diversity of families and from our concern for the environment, it was decided to move to a predominantly vegetarian diet for children, supplemented with fish and egg. The nutrition is diverse and equable composed according to the recommendations from Kind & Gezin about vegetarian food for young children (see website Kind & Gezin). Where it's possible, we give biological foods. In the morning there is soup, at midday a hot meal and in the afternoon fresh fruit and slice of bread.

The food is homemade according to the hygienically prescriptions of the F.A.S.F.C.

For children who have an allergy or follow a regime (based on a doctor's prescription) we look on individual base what we can offer.

The parents can also bring their proper food. In addition they apply a ticket on the meal with the name of the child and the date of preparation. The parents are responsible for the security of the meal they bring along (freshness, method of preparation). Elmer is responsible from the moment of reception of the meal (refrigeration, heating up). Concrete agreements about this are put on paper.

Suggestion, proposition or a complaint?

Elmer organises satisfaction dialogues for parents when the child is 2 months in the living group. There can be given remarks or suggestions. Further every two years parents receive a question form of satisfaction. This can also help to communicate suggestions about the service.

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

As part of our quality policy we shall exanimate eventual remarks seriously, formulate a reaction and take measures.

If a problem cannot be resolved, complaints may also be submitted to Kind & Gezin.

Tel. 02/533.14.14; E-mail klachtendienst@kindengezin.be.

Insurance

Vzw Elmer has insurance on civil liability and physical accidents for children (Ethias, policy number 45.079.503) and for the activities with parents (Ethias, policy number 45.064.557).

Further there is general liability insurance (Ethias, policy number 45.107.615).

Privacy

Elmer respects the privacy of the families according to the law of the 8th of December 1992. The personal information of the children and the parents are only used as part of the day-care and can be consulted at any time and improved by the concerned.

They are destroyed when they are no longer necessary for the achievement of applicable regulation.

Elmer vzw is committed to the security and confidentiality of personal information.

Elmer has a factsheet of each child and keeps an attendance register.

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 day care, they should come to the centre with their parents (if possible) to learn to get accustomed. We will ask about the routines at home so that the child can be taken care of as well as possible.

If the child has some difficulties to adapt, we can ask you in the interest of the child to come additionally.

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 a person of reference 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. The activities within these projects are situated on the different areas of experience to those young children who are in strong development: Me and the other, body and movement, communication and expression and exploration of the world. Always we search for the widest possible range of challenges, a great choice of materials and exciting activities.

In this way, children are encouraged to expand their world of experience. This helps them to make the transition to kindergarten.

Through stories and songs, the knowledge of the Dutch further supported.

There is also attention for the positive approach of the own language of the child.

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 and worries regarding child education.

Elmer considers the involvement and the participation of parents.

Elmer supports breastfeed. We place at someone's disposal a quiet seat, so the breastfeeding can be done in all discretion. Agreements about the moments and calling of the mother in case of hunger are made with the day carers.

The parents have access at the day-care every moment of the day.

With the neighbourhood...

We are always looking for a collaboration with the neighbourhood to make it for the children more exiting and challenging.

With the staff...

In every group the children are accompanied by a team of qualified day-carers and day-carers in formation. Because of this it is possible that now and then a change is occurring in the group.

Practical information

Which documents do we need?

- Certificate of incomes rate (mijn.kindengezin.be)
- In some cases: proof of education or job

How much do you have to pay?

The daily price depends on your income and the family composition and is calculated by mijn.kindengezin.be. It is fixed at the inscription and indexed every year.

If there are any changes in your family situation (new-borns ...) the rate can be calculated again by mijn.kindengezin.be. The new certificate of income rate is given at the responsible of Elmer.

The income rate is applied in case of a whole day. If the child comes 5h or less, 60% of the day rate is counted, with at least the applicable minimum rate. For the toddlers, and who are 3h or less in the day-care, 40% of the day rate is counted, with at least the applicable minimum rate.

An individual decreased rate can be asked in case of spectacular drop in income, for a foster child and those who receive a living wage. This is done by mijn.kindengezin.be. The new certificate of income rate is given at the responsible.

In specific cases we can agree on social rate (the half of the actual rate or the minimum rate) in agreement with the responsible. This is send to Kind & Gezin to confirm and is valid for one year.

The parents adhere to the care plan.

Planned long-term absence-from 1 month-(e.g. family holiday) are passed on in writing to the responsible at least 1 month in advance through the attached form. If not, this is considered as unjustified and half of the income rate is charged per day of absence.

Furthermore we ask to inform about every absence – starting from 1 day. A non-alerted absence is considered as non-justified. For this the half of the income rate is charged for every non-alerted day absence.

The care plan can always be changed mutually, with the agreement of the responsible.

In case of regular non-compliance with the care plan the responsible can modify the care plan unilaterally.

The number of respite days (legitimate absences) is unlimited.

If you are late in picking up your child, i.e. after 6pm, € 2,50 will be counted for each part of a quarter of an hour.

If your child uses nappies of Elmer, we ask you to pay € 0,40 for each nappy.

The first 3 adaptation days are not paying.

You will pay monthly, either cash or through your bank account. Payment through deposit is also possible.

What do you bring along?

- Nappies
- Not prepared baby bottle food and bottles for the baby
- For mothers who give breastfeeding: all practical matters concerning pumped breast milk will be made at the intake with the responsible
- Anti slip slippers
- 2 pacifiers which can be stored at Elmer
- Spare clothes (with name): socks, underwear, other clothes, ...
- Spare underwear if your child is learning to become toilet trained
- A family photo

What you do not bring along?

- Toys, jewellery or other materials. These can be dangerous for your child or other children.
- Sweets, drinks, biscuits.

Reception of your child

Take off your child's shoes and put his/her feet in slippers, take off his/her coat, remove jewellery, and put them in the locker at the entry.

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.

You should pick up your child **on time**. This means at the agreed hour or before 6pm.

The way to and from the day care is under the responsibility of the parents.

If the parent can't pick up the child himself, it has to be communicate by written.

Medication / illness / allergy

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 administer once Perdolansiroop to increase the comfort of the child.

Medicines will be given at home before and after day-care hours. If it is necessary to give medicines in the day-care centre we will ask for a doctor's prescription (available) 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 the **family doctor** of the child. The parents should pay the consultation.

In emergency cases we will call emergency services immediately (112). 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.

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. These can be used for pedagogic purpose at Elmer (projects, internal publication, formation days or internship tasks) or training centres with whom we work. If you do not agree that you or your child is photographed or filmed, please inform the **responsible**.
- We regularly make **excursions** with the children. We ensure that this happens under safe conditions. Parents are invited to join the excursions.
- Elmer holds regular **team meetings** in which your child is discussed. With this approach we can match the needs of your child in a better way.
- You can find all the observations of your child are in our **referency folder**; this can be consulted in consultation with the reference day carer.
- Elmer is not responsible for **theft** (if it would occure) in our building. Please keep an eye on your personal belongings.

When the internal house rules undergo changes, this is announced at the parents by written.