



House and Behavioural Rules

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CompaNanny House Rules

Closing days

CompaNanny is closed on official holidays: New Year's Day, Good Friday, Easter Monday, King's Day, Liberation Day, Ascension Day, Whit Monday and Christmas Day and Boxing Day. On December 24th and December 31st, CompaNanny closes at 5:00 PM. In addition, we are closed on a maximum of two designated study days per year for employees and possibly one week for renovation work.

Absent days

If your child is absent for a day, we ask you to report the absence via the Parent Portal. Absent days do not lead to a credit. We do offer the option to submit an exchange request. On the cancelled day, your child will no longer be entitled to childcare. If you wish to withdraw the day absent, we ask that you contact the Pedagogic Employees of the group via a message in the Parent Portal. They will then check whether there is still space available.

Dropping off and picking up children

Collection of the child by someone other than the parent(s)/caregiver(s) is only possible with the permission of the parent(s)/caregiver(s) and when this has been communicated to the Pedagogic Employees. If there is a dispute between the parent(s)/caregiver(s) and the child may not be handed over to one of them under any circumstances, a copy of the court order should be provided to the Daycare.

Exchange days and extra days*

If there is room in the group, it is possible to swap days or come for extra days. Exchange days and extras days can only be requested via the Konnect Parent Portal. Exchange days and extra days are only granted if the group's schedule allows.

Exchange days:

- If you have reported the day of absence before 4:00 PM the day before, you can request the day as an exchange day.
- Exchange days can be used in the period of one month before and one month after the absent day.
- An exchange day is free.
- Official public holidays cannot be exchanged.
- Exchange days will be approved from two weeks before the requested day, provided there is space available in the group.

Study days:

- CompaNanny study days are credited to parents who purchase childcare on the day(s) in question.

Extra days:

- Additional days can be requested via the Konnect Parent Portal.
- If the request for an additional day is approved, you will receive an additional invoice for this day.
- An approved extra day cannot be cancelled.
- An approved extra day can be used as an exchange day if it is cancelled before 4:00 PM the day before.
- Additional days will be approved from two weeks before the requested day, provided there is space available in the group.

* This does not apply to CompaNanny Mheenpark

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The settling-in period

Every child starts at the Daycare with a settling-in period. This is a period of shorter days, which build up in number of hours. This way your child can slowly get used to the new environment, children and Pedagogic Employees. In principle, the settling-in period consists of three shorter adjustment days, but it can be extended if the Pedagogic Employees consider this necessary for the child. The first day of settling-in always takes place before the start date of the contract.

Access to the branch

You will receive an access pass, code or key for the front door of the branch. In case of loss or theft of this card or key, the costs of replacement will be charged. You can request a new pass or key from the Branch Manager. Only people with a pass, key or appointment are allowed to enter the Daycare. We therefore ask you to close the door behind you and not to let in people who walk behind you.

Office

The office is staffed daily by the Branch Manager or (if available) Deputy Branch Manager. You can always contact them with questions.

Smoking

Smoking is not permitted at the Daycare.

Pets

Pets are not permitted at the Daycare under the Childcare Regulations.

Buggies and Maxi-Cosi's

You can leave your pushchair or Maxi-Cosi at the branch during the day in the so-called buggy room. However, space is limited, and we ask parents who do not necessarily need to leave their buggy behind not to do so. In the event of a nuisance, employees may request parents not to leave their buggy on the premises. CompaNanny is not liable for any loss or damage.

Emergencies

In the event of an emergency, it may be necessary to evacuate the building. When a decision is made to evacuate, we will sound an alarm or the Pedagogic Employees will inform the children. If necessary, we will evacuate the children to another location. As soon as this happens, parents will be informed and asked to come and pick up their children. In the event of an evacuation or calamity while you are at the branch, always follow the instructions of the employees and stay with the group where your child has been placed. The employees can indicate the correct escape route. Are you taking your child with you? Please report this to the Pedagogic Employees.

Food and drinks

We provide for the daily needs of children. However, the child should eat breakfast at home. If a child is allergic to certain products, we request that the parent(s)/caregiver(s) bring the special food themselves. The Pedagogic Employees take into account any special circumstances of the child. For children from nine months, we offer a hot meal at lunch during daycare. For hygiene and health reasons, it is not permitted to bring home-prepared meals to the branch.

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Hot drinks

There is a coffee machine in the lobby of the branch. You can use this for free. For safety reasons, we ask you to drink hot drinks outside the groups.

Treats

If it's your child's birthday, your child may hand out a treat, but this is certainly not obligatory. Treating with candy isn't allowed. Once you have indicated when you would like to celebrate the birthday, the Pedagogic Employees will send you a letter about treats to take home.

Toys

We ask that you do not send your child along any toys. Toys can break and it is often difficult for children to share their toys. Of course, your child may bring a cuddly toy to sleep with.

Spare clothes

Each child in his/her group is given his/her own container where we keep spare clothes. It is up to the parent(s)/caregiver(s) to regularly supply the container with clean spare clothes. In the group we do various activities with, for example, sand, paint or glue. By wearing aprons while painting and gluing, we try to prevent clothing from becoming damaged or dirty. Despite this, clothes can become dirty. CompaNanny cannot be held liable for this.

Nappies

At CompaNanny we use one brand of nappies, namely Pampers. If you prefer another brand, please inform the Pedagogic Employees. We then ask you to ensure that there are 5 nappies in stock in your child's container at the start of each day of care. If you bring your own nappies, you will have to pay these costs yourself.

Excursions

We regularly go on trips, such as to the petting zoo, the park or the playground. For excursions that require transportation, permission and/or cooperation will be requested in advance. You can indicate in the Parent Portal whether you give permission for an outing.

Illness

If your child is ill or will not be attending for any other reason, please let us know before 9:30 am via the Parent Portal. If a child in the group is clearly not feeling well or has a fever, the Pedagogic Employees will inform the parent(s)/caregiver(s) of this. We have a sickness policy that has been drawn up using the guidelines of the Municipal Health Service (GGD).

If your child uses medication or over-the-counter products, we ask you to fill out forms for this. If a doctor has diagnosed your child with a medical condition, we ask you to inform us about this. In some cases, we are obliged to inform the other parents.

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Parent contacts

We believe it is important to have good contact with the parent(s)/caregiver(s). The contact takes place in the following ways:

- Daily handovers between parent(s)/caregiver(s) and the Pedagogic Employees.
- Once a year an individual parent meeting with the child's mentor.
- To discuss individual problems concerning a child, an appointment can be made on the initiative of the parent(s)/caregiver(s) or the Pedagogic Employees or Assistant Manager.

Abuse or suspicions thereof

Child abuse or suspicions thereof are reported to Veilig Thuis (means Safe Home). CompaNanny will also invite the parents for an interview. We mean all forms of mental, physical and sexual violence against children or the neglect of care and attention when we say child abuse.

Moving to the next group

When your child moves on to the next group, our team at the branches will let you know. They will then arrange an admission and settling-in days with you. On the settling-in days, your child will be brought and picked up by a member of the Pedagogic Employees. Your child will then spend a few hours a day in the old group and the new group until he/she is completely settled. When a child moves up depends on several factors, such as the child's development, the available days in the next group and the minimum and maximum age of the group.

Behavioural Rules

All parents, guardians, and family members entering our premises are expected to adhere to the following code of conduct. Failure to comply with these rules may result in denial of access or, in cases of serious or repeated violations, immediate termination of the contract.

- 1 We treat each other and each other's property with respect.
- 2 Parents are expected to set an example for the children and behave according to generally accepted respectful standards towards one another, our team, and the children.
- 3 Unacceptable behaviour will not be tolerated; this includes bullying, threats, physical or verbal aggression or violence, inappropriate behaviour, discrimination, and racism. CompaNanny reserves the right to report any incident to the police and/or deny access to the childcare facility if the seriousness of the situation justifies such action.
- 4 Parents are not allowed to address other people's children about their behaviour. If any undesirable behaviour is observed, parents should speak with the Pedagogical Staff Member, Assistant Manager, or Location Manager to discuss the matter. This must not be done in the presence of other parents or children.
- 5 We speak with each other, not about each other. If there are any concerns, complaints, or remarks, they must be discussed with the persons directly involved, and not in the presence of other parents or children. If a suitable solution cannot be found, the matter should be escalated to the (Assistant) Manager of the location. If no resolution is reached, the complaints coordinator can be contacted. The complaints coordinator will only handle complaints that have first been discussed with the parties involved.
- 6 It is not permitted to take or share any images at our location. Our team members and other people's children may never be filmed, photographed, or recorded without the explicit permission of both the parents and staff involved.
- 7 Do not approach Pedagogical Staff Members for occasional or regular at-home childcare (babysitting).