



Information brochure

Introduction

Kids & Zo opened its doors in May 1992. Our three day-care centers are Kids & Zo Centrum, Kids & Zo Baarsjes and Kids & Zo Amstel. These day-care centers are managed by pedagogic director Jessica Haije, financial director Mark Valentin and two location managers by each daycare center. We work with a team of professional group leaders and a domestic employee by each daycare center.

Kids & Zo has one baby group (the Baarsjes has 2 baby groups) at the age of 3 months to 15-18 months, and two toddler groups (the Baarsjes has 3 toddlers groups) at the age of 15-18 months until 4 years old.

At Kids & Zo, we work with three group leaders a day when there is a full occupation. The norm in the Netherlands by the government and the National Health Organization (GGD) is 2 group leaders on 10 baby's or 2 group leaders on 16 toddlers. At Kids & Zo we have at the baby group (from 3 months until 15-18 months) 10 baby's accompanied by 3 group leaders or a maximum of 7 baby's accompanied by 2 group leaders. At the toddler group (from 15-18 months until 4 years) we have 15 toddlers accompanied by 3 group leaders or a maximum of 11 toddlers accompanied by 2 group leaders. This makes the individual attention for baby's and toddlers higher and there's more time for activities and going for a walk to the park or playground with the children.

At our day-care center the baby group is separated from the toddler group. In separated age groups it is possible to guarantee more rest, safety and hygiene. Baby's don't get too much incentives at the baby group and toddlers can run, jump and play at the toddler group without disturbing the baby's. Also the offer of activities and toys can be in tune with the different ages.

A very important issue is the communication between the child and the group leader and between the group leader and the parent(s). We offer a large range of activities, with the main focus on creativity and good hygienic circumstances in a spacious day-care center. Our ideas are based on Gordon, Montessori and Reggio Emilia. Every child develops in his own rhythm and time and we as adults stimulate and help with the development by playing and offering activities. Our education is based on monthly changing theme's, by example 'the weather', 'pirates', 'prince & princesses', 'children book week', 'colors' and 'shapes' etc.

Day-care centers have to observe the rules and regulations of the community, all written down in "Verordening op de Kindercentra". Likewise Kids & Zo is inspected every year by the GGD and by the fire department.

Parents are represented in the parental commission, every group has one representative. The parental commission comes together three times a year.

Opening hours

Kids & Zo is open from Monday to Friday from 07.45h to 18.30h
You can bring your child between 07.45h and 09.45h and pick your child up between 16.30h and 18.30h

For the convenience of the children in the group, it is important that this schedule is being followed if possible. If you have problems bringing or picking up your child by troubles not foreseen it is best to call us.

The day care is closed for four weeks a year; three weeks during the summer (summer school holiday) and one week between Christmas and New Year. On the commonly accepted holidays Kids & Zo is also closed.

Summer holiday

Day care center Kids & Zo wants to offer a high child-psychological quality for babies and toddlers, so we made a consciousness choice for having a summer holiday of 3 weeks (and 1 week between Christmas and new years eve).

When you start the day care we discuss the summer holiday with you, so that you know well ahead to take this in account.

During our summer holiday another location of Kids & Zo is opened, so children can play at the other Kids & Zo location during the holiday. If you want to make use of this possibility, you can ask the location manager if there is a availability.

We would like to point out that there are a limited number of places available. Also you can find our summer holiday on our website www.kidsenzo.nl

Important for you is to know is that you are not paying for the summer holiday. Our hourly rate is based on 48 weeks of the year. Payment will be spread over the 12 months, but you are paying now a 'lower' average monthly account. If we were open the whole year our hourly rate would go up.

As a parent you take in general a holiday of ca. 2 or 3 weeks in a year of 52 weeks. Normally in day care in Holland you are paying those holiday weeks anyway.

Below you can find the reason to choose for a summer holiday:

- Continuity at the playgroup. Kids & Zo wants to have stability and safety for the children. If we have no summer break our teachers have to take their 6 weeks holiday spread over the year. The result would be that there will be far more different faces on the group for the children. Every day we would need a temporary worker. With our summer holiday for the whole team you don't have this problem.
- No merged groups. Because the group leaders take their free days in our holiday, we are not forced to merge the groups of the children. This would be restless for the children (different faces of teachers) and also for you as parents.
- Professional team. Also our team has a good break in the holiday, so we start after the holidays with a 'fresh' team, whereby we can keep up the good quality of day care for our children. Beside we see a low sickness absence which is important for the continuity at the playgroup.
- Good temporary workers hard to find. We have our own raid pole at Kids & Zo when our teachers are ill or have a day off. We don't want to work with unknown temporary workers.

Amount of days at Kids & Zo

Your child is welcome at Kids & Zo for one day a week with a maximum of five days a week. Though we prefer a minimum of two days, because it makes it easier for your child to adjust to the day-care, is our experience.

Parental contribution

This price includes diapers, baby food and items, milk, fruit, (2 or 4 times a week) hot or cold healthy lunch. You will receive a monthly invoice which will be paid in advance and will be booked off your account.

Costs for day care are partially tax-deductible.

Kids & Zo Amstel

The parental contribution is € 9,68 per hour (2019). This amount can be adjusted every year.

Day/week	hours	price (year basis)	Monthly basis
1	516	4994,88	416,24
2	1032	9989,76	832,48
3	1548	14984,64	1248,72
4	2064	19979,52	1664,96

Kids & Zo Centrum/Kids & Zo Baarsjes

The parental contribution is € 9,83 per hour (2019). This amount can be adjusted every year.

Day/week	hours	price (year basis)	Monthly basis
1	516	5072,28	422,69
2	1032	10.144,56	845,38
3	1548	15.216,84	1.268,07
4	2064	20.289,12	1.690,76

Registration and placement

If you are pregnant and would like to register your child, you can fill in a temporary registration form on the internet: **www.kidsenzo.nl**

You are welcome to make an appointment and come by for a tour on the day-care center and to get acquainted with the staff. When your baby is born, we would happily receive a birth announcement card on the following address: Swammerdamstraat 40hs, 1091 RV in Amsterdam. Your baby will than be registered permanently.

The consequence of the large amount of interested parents is that we are forced to work with a waiting list. Besides this we also look at the age balance in a group. Because of this it is possible that a child that was registered later is enrolled sooner. We also give precedence to children whose brother or sister is already placed at Kids & Zo.

As soon as a place is available we will contact you. Of course you can always call for some information yourself. When we can confirm a place we will invite you for a second visit, where we will talk about the enrolment and set up a parental contract. If you decide you no longer want to be on our waiting list, please inform us so that other parents get a change too.

Flexible day care

Overtaking or flexible switching days is not possible. However there is a possibility to, besides the days agreed to, reserve a whole or half day extra, provided there is a place. You can request this day in advance or ask in the morning of the day, extra care is needed. Of course the day will be paid as normal. If you come one day a week than you can exchange that day ones a year, three days a week than you exchange three days a year etc. if the planning allows this.

Payment during holidays and sickness

The agreed monthly fee needs to be paid also for the days Kids & Zo is closed, for example on bank holidays and summer break. If your child is ill or you are on holiday you also need to pay. We bill you for twelve months a year.

Notice period

To terminate the day care you must consider a notice period of one month. This notice needs to be send to us in writing and by the first of the month. Requests for changes in the existing contract need to be done two months in advance with the location manager at Kids & Zo. We will try as good as possible to fulfill your wishes.

Pedagogic approach

The most important goal we have at Kids & Zo is that the children are comfortable and that they are having fun. Our pedagogic point of view is a combination of structured and spontaneous activities. We assume that every child develops at his own pace and that we can stimulate this development.

The day-care center is not a school, your child is here to play in a structured way with other children. By playing with children in their own age group and participating with different activities your child will develop social skills. Your child is of course free to do something else if he or she does not want to participate with an organized activity. However, participating is always stimulated, not forced.

With our pedagogic approach we try to connect to the situation at home. It is important for the children that the transition between the day-care center and the home situation is as smooth as possible. This applies for example on eating and sleeping schedules, potty-training, 'correcting' and rewarding a child, and offering standards and values. Kids & Zo will have slightly different rules on occasion, but these differences will be overlapped as much as possible in accordance with the parents.

This is why good contact between the group leaders and the parents is so important to us. In the morning we always take time to drink a cup of coffee or tea and exchange information about the children. At the end of the day we always tell what we have done that day, how your child has played and what he or she thinks about that day's activities. Besides this there is a "hobby-case" in which a group leader will write about your child and save his or her artworks.

At Kids & Zo there is always time for a conversation. You can consult us on educational issues and there is also literature available on pedagogic issues.

When your child switches from the baby to the toddler group, we will make an observation and make an appointment with you, to talk about the transition together with the baby group leader and the new toddler group leader. We also make an observation when your child reaches the age two and of three years. Twice a year there is a parent meeting with the team of your group to talk about 10 minutes about the development of your child. An observation or conversation can always be requested in the meantime. In an observation we discuss playing, motor-, cognitive- and social development.

We try to stimulate the children's development of social skills and independence. A lot of toddlers want to do certain things for themselves, for example dressing themselves, or going to the bath room. Helping out the group leaders is something toddlers also love to do, for example setting up the lunch. It gives children a great sense of self-respect.

Of course there are also some rules for the children:

- A child cannot be a danger to itself or to others.
- Some materials, for instance books, need to be handled with care.
- During eating and drinking the children sit together at the table, reading a book and singing a song.
- For the toddlers: a savory sandwich is eaten before a sandwich or cracker with peanut butter or apple spread
- When one toddler hurts another toddler we give this serious attention. They learn to stroke/caress each other, give each other a kiss, and when they are a bit bigger they learn to say "I am sorry".
- When a toddler is really naughty (like hitting or biting) we give him or her a short "time out" and he or she will be put on a small chair two minutes, always in the playroom.

We concentrate mainly on positive behavior and we like to emphasize rewarding good behavior and being consistent more than "correcting" naughty behavior. Our team of group leaders knows very well the pedagogic approach of Kids & Zo. In the monthly meetings between the team and location manager we discuss all kind of pedagogic subjects.

The baby group

Because the difference in development between a four month old baby and a two year old toddler is quite large, we have a separate baby group. The ages vary from three months until eighteen months. The baby group requires even more care and individual care than the toddler group, therefore we enroll ten babies per group. Just like at our toddler group, the baby group has three group leaders a day when there is a full occupation. This way the attention your baby will get is optimal.

The toddler group

When your baby is about 15 months-18 months he or she will be transferred to the toddler group, sometimes a bit sooner, and sometimes a bit later, depending on your baby's development and depending on if we have a place. Of course all of this is done in accordance with the parents and the group leaders. About a month before actual transfer we slowly let your child get adjusted to the new group and environment (we do this using a so called adjustment schedule) just like in the baby group.

In the toddler group we have chosen for a group of children in different age and development phases. The age varies from 15-18 months till four years old. The benefits of such a mixed group are, that the younger children can learn from the older children, for example language development. The older children learn to be responsible and careful with the younger children. This is a situation which is similar to a situation at home. Aside from this the children will stay together in a group for two and a half year.

An important focus point on the toddler groups at Kids & Zo is that the group leaders divide the group in two or three smaller groups to do activities. One part of the group will do an activity at their playgroup, the other part of the group goes outside and a part of the group is doing an activity at the extra playground. The children can be divided based upon age for example. This way of playing assures that the children get more personal attention and that the different age groups do not disturb each other's activities.

Adjustment period

An important part of our pedagogic approach is the adjustment period for the baby- and toddler groups. Because it is very important that your child feels at home at Kids & Zo, we

devote a lot of attention to the first weeks in the new environment. We especially look at the following issues: Giving babies their bottle-feeding can be difficult at first because the baby needs to get used to a new face. Besides this it can be difficult for them to get used to sleep in a new bed in a new environment.

Toddlers often do not like to say goodbye to their parents in the beginning and are in general more aware of saying goodbye. Furthermore it could be tiresome to play all day to begin with and to get to know the other children and the group leaders, therefore we start with a couple of hours, gradually go to a half day and finally to full days.

It is pleasant if during the first habituation period you can adjust your daily activities and start adjusting to day-care before you start working again. Keep in mind that for a period of two or three weeks you need to pick up your child at irregular hours. This also depends on the amount of days a week your child will come to Kids & Zo. In some cases a longer habituation period is needed. The amount of time it takes for your child to get adjusted also depends on your child's temperament, experience on an other day care center or experience with a baby sitter at home.

The following example will give you an idea of how this adjustment period actually works:

The first day

You and your child come to Kids & Zo and meet the group leaders. We exchange information about sleep- and eating habits, any special diets or allergies your child may have. Your child will play with the group leaders while you are near. After some time you will leave and we will see how your child reacts. Your departure is very important. Turn it into a ritual, where waving from behind the window can help your child accept that you left.

In accordance with the group leaders you can of course stay a bit longer on the first morning. During the whole habituation period it is pleasant if we are able to call you when you are not here. Of course you can always call us too, also when the habituation period is over. Every group has its own telephone number.

ADJUSTMENT SCHEDULE BABY GROUP

DAY 1	9.00h – 11.30h	The schedule can be adapted in consultation
DAY 2	9.00h – 12.30h	with the group leaders / location manager
DAY 3	from 7.45h – 15.00h	
DAY 4	7.45h – 16.30h	
DAY 5	7.45h – 17.30h	

ADJUSTMENT SCHEDULE TODDLER GROUP

DAY 1	9.00h – 11.30h	Eating fruit, playing / an activity
DAY 2	9.00h – 13.00h	Eating fruit, playing / an activity
DAY 3	from 7.45h – 15.00h	Eating fruit, playing / an activity, lunch and sleeping
DAY 4	7.45h – 16.30h	Eating fruit, playing / an activity, lunch and sleeping eating a snack, playing / activity

DAY 5 7.45h – 17.30h Full daily program

We are aware of the fact that not just your child but you also need to adjust to the new situation. If you have any questions about how everything works at Kids & Zo, you can contact one of the group leaders or location manager.

Before the transition from the baby to the toddler group there will be a meeting with you and the baby- and toddler group leader. In this meeting we will inform you on the ins and outs of the toddler group. There will also be an adjustment phase again where we start with a few hours a day at the toddler group and gradually go to full days. This will be done by the baby group leader, who will guide your child from baby group to toddler group. This way your child has the opportunity to get used to the new group, with new children and new group leaders.

Daily routine

What does a day at Kids & Zo look like for your child?

Daily routine baby group

The baby group has a very flexible daily routine, because every baby has his or her own schedule. Between 07.45h and 09.45h you can bring your baby in. You can take a cup of coffee or tea and there's the possibility to exchange information with the group leaders. At 09.45 hrs we all sit at the table and drink and eat something, we'll sing some songs and read a book. After eating & drinking the diapers are changed. Because we will keep to eating and sleeping habits and schedules similar to the ones at home, some children will go to sleep. The other children will be playing in the playing room. We also go outside on a daily base, where the babies have their own part of the garden, or go for a stroll to the park or playground. At 12.00 o'clock we will have lunch with the children who are big enough to eat a sandwich. The other baby's get their bottles at the, by the parents, indicated times. Between 16.30h and 18.30h you can pick up your baby and the group leader will tell how the day went.

At the white board on the group you can see every day which group leader is working and you can also see how the day went for your baby.

Daily routine toddler group

Between 07.45h and 09.45h you can bring in your toddler. We do puzzles with them or read books at the table, or they go play by themselves. The parents can take a cup of coffee or tea and there's the possibility for them to exchange information with the group leaders. At 09.45h we put all the toys together with the children and the last parents will leave. At 09.45h we all sit at the table and drink and eat some fruit and/or yoghurt, we'll sing songs and read books. After changing the diapers or going to the bathroom, we organize an activity. This activity is done with the group as a whole or with smaller groups with their own group leaders. We can go for a walk to the playground or park, play in the garden, play games at the table or go hobbying / playing in the extra playgroup. At 12.00h we will have lunch and after that we brush the children's teeth. After this the children are changed and most children will go to sleep between 13.00h and 14.30h. With the bigger children (between 3 and 4 years), who do not sleep anymore, we do pre-school activities based on their age, like memory, reading or crafts. Naturally the children are also allowed to play by themselves. At 15.30h we all have a drink and eat something with the group. After this we will organize another activity together or in smaller groups. At 17.00h we will sit at the table again to drink and eat a snack and read a book. Between 16.30h and 18.30h you can pick up your toddler and the group leader will tell how the day went for your toddler.

At the white board on the group you can see every day which group leader is working and you can also see how the day went for your toddler.

DAILY ACTIVITIES

All groups at Kids & Zo has a thematic approach. We are working with the children with monthly themes like: transport, the children book week, pirates, shapes & colours, the weather etc. Our theme will come back in every aspect of the day, by example during small conversations with the children at the table, by reading theme books and creative activities. Our themes are also used by the external professional teachers for the music lessons (also for the baby's), the theater lessons, dance/yoga lessons and sport lessons for the toddlers.

Creativity

Kids & Zo emphasizes creative activities. In general children like finger-painting, model claying, drawing etc. a lot. While playing, the children learn the difference between shapes, colors and measurements. The result of the creative activities is not important, for us working with the children with different materials is more important. The toddler groups work with themes like: animals, traffic, princes & princesses, colors etc.

Music

Kids & Zo organizes music performances. The music teacher Naomi Wielinga from "The songs Wizard" comes into a group, and will take her guitar with her and other instruments. The children can walk around, listen, touch the instrument, etc. This way the children will experience different kinds of music instruments, songs and music styles. The music teacher plays once a month for babies, as well as toddlers.

Children's Theater

Kids & Zo also offers a weekly children's theater for children of 2 years and older. The children dance, sing, fantasize, impersonate, and go crazy under supervision of Kathelijne van Duffel, teacher in dance and expression. In this theater themes are used for the children, like animals, eating & drinking, children's book week, "Sinterklaas", fairy tales etc.

Sports and games

Since sports are just fun and healthy, we find it very important to do all kind of sports with the children. For that reason once in two weeks sporting lessons will be given to the children. Under supervision of Els Visser the children will experience all kinds of sport and game activities at the extra playground or outside.

Dance and Yoga lessons

Kids & Zo gives also dance and a combination with yoga lessons for toddlers from 2 years old. The children dance and take different attitudes and make music together. All this under the guidance of Yolanda Potman, dance teacher.

Play materials for babies

The toys for babies are specially tuned to different ages and development stages of your child. Here are a few examples of toys you can find on our baby groups:

- Coarse motor toys: walking-bike, walking-car, rolling toys, a little slide etc
- Fine motor toys: a rattle, toys for in the playpen, activity centers, box of bricks, books and music, musical instruments etc.

Play materials for toddlers

- Creative expression materials: a little cooking range, puppet theatre, musical instruments, handicraft materials, a little store, etc
- Coarse motor toys: push carts, bicycles, a play house etc
- Fine motor toys: balls, puzzles, domino, lotto etc
- Construction materials: duplo, wooden bricks, train-tracks, a garage etc
- Materials for language and thinking development: music discs, reading books, picture books, 3+ thinking and coloring/shapes games

The toys are of good quality. The furniture, games and puzzles are made of wood and the toys are manufactured in bright colors.

What are you supposed to bring?

- A toy, a favorite animal, a dummy or something else your child is attached to
- Extra clothing like underclothes, socks, pants etc
- A sleeping bag for the babies
- A description of your child's behavior at home, like a feeding and sleeping schedule and special rituals, which we can use to make your child feel safe and at home here

What do we provide?

- Diapers
- Healthy food & drinks (hot & cold lunches)
- Bottles & Dummies
- Baby formula like Nutrilon for example
- Towels, bibs, washcloths
- Their own basket
- A toothbrush & toilet articles like Zwitsal
- A book made of handicrafts of your own child
- The toddlers have for their coats on the coat rack an individual cape
- Lunch consisting of brown sandwiches and crackers, cheese, cream cheese, peanut butter, sausage, paté, apple marmalade, cucumber, tomato, boiled egg, sausages, tosti's and every once in a while pancakes.
- The fruit snacks are made from seasonal fruits and are freshly made, combined with yoghurt. As a snack we eat rice cakes, crackers, raisins, bread sticks and we drink milk and water.

If your child has any allergies or a special diet we can of course change the menu.

Potty training

When your starting potty training with your toddler at home, tell us, because we can start at Kids & Zo too. Potty training is always in consultation with you as a parent and will always be voluntarily.

Hygiene

Hygiene is very important in our day care center. We have a domestic employee who cleans up the lunches, changes the sheets and cleans the playgroups, the bathroom and the kitchen. Once a week a cleaning company comes to clean all the floors. The beds are changed twice a week. The children receive a clean towel every day, which is used with changing the diaper. The baby's and toddlers have their own bib and washcloth every meal. The diapers are changed at least five times a day. Before eating, the children's hands are washed and after eating their teeth are brushed and the hands and faces are washed again.

In the entrance of the baby group there are plastic shoe covers you can put over your shoes when you enter the baby group, this way the floor stays clean for the crawling babies.

Illness and health

We strive to create a healthy environment for the children at Kids & Zo. This means we always try to avoid health risks. We do this by making sure the day care center is clean and we do not allow sick children or children who have not had their shots into our day care. For you this means your child has to stay home or has to be picked up when:

- He /she has a contagious disease
- He /she has a fever (38,5°C+), depending on how the child feels
- He /she has diarrhea
- He/ she has an inflamed eye
- Toddlers can come when they have the chicken pocks, provided that they feel good enough. With the babies we are more careful.

If your child is ill and cannot come, please let us know before 09.00h. We would also like to receive a call when your baby or toddler is feeling better again.

In case your child falls ill while at the day care center, we will contact you immediately. We understand that having to pick up your child can create problems for you, however, our priority at that moment is with your child. Furthermore we have to prevent the other children, the group leaders and other parents from getting ill. We will only contact you when we feel it is absolutely necessary. Therefore it is very important that you leave us a phone number where we can always reach you, or someone close to you.

We have a regular house doctor connected to Kids & Zo, so we can call him for advice when needed. We also consult the GG&GD when needed.

Flexible day care

(A limited) exchange of days is possible. The amount of exchange of days a year is dependent of how many days your child comes to day care a week. When your child comes 2 days a week, you have 2 exchange days, with 3 days, 3 exchange days etc.

There is also the possibility to make a reservation for an extra day or half an extra day to come for your child, provided that there is occupancy.

You can make this reservation in advance or in the morning. Extra days will be billed in the next month.

By paying with illness or holiday

The agreed amount should be paid during the days Kids & Zo is closed, to know national holidays and during the holidays. When your child is ill or on holiday you also need to pay the monthly agreed bill.

Notice

If you want to stop day care we have a notice of one month. Our location manager needs a written notice.

Insurance

We will effect an accident insurance for your child. Kids & Zo is not liable for any accidents that are not covered by our insurance.

Privacy policy

All our group leaders are obliged to sign a privacy policy. All the information we have about you and your child is treated as confidential information and will stay inside the day care center.

Complaints

If you have any complaints about Kids & Zo please inform the staff and location manager. Our confidant and complaints coordinator is Guillemette Choffat of Kids & Zo Centrum. We also have an external complaint commission were we are connected to:
www.degeschillencommissie.nl

Any questions?

For information about company contracts or invoices you can contact Tamara Heitlager
Tel: 020-6257797

All correspondence needs to be send to:

Kids & Zo Centrum
Prinsengracht 617 a/b
1016 HV Amsterdam
Tel: 020-6248976
centrum@kidsenzo.nl
www.kidsenzo.nl

Kids & Zo Amstel
Swammerdamstraat 40
1091 RV Amsterdam
Tel: 020-6684050
E-mail: amstel@kidsenzo.nl
www.kidsenzo.nl

Kids & Zo Baarsjes
Cornelis Dirkszstraat 29
1056 TP Amsterdam
Tel: 020-6128985
E-mail: baarsjes@kidsenzo.nl
www.kidsenzo.nl

Amsterdam, november 2017