

Ferm
kinderopvang

Rules of Procedure Extracurricular childcare

school year 2021-2022



Ferm Kinderopvang vzw
Remylaan 4b – 3018 Wijnmaal
Enterprise identification number BE0416117627
Info Line 070/24 60 41- Available from 9h tot 14h
www.SamenFerm.be

Ferm
kinderopvang



Childcare tailored to children and parents
Tailored to colleagues and partners
Lasting, creative and innovative childcare
With an open view to the world
Childcare where everyone can be themselves
Connected to each other and to the organization
Where agreements provide support
Childcare where everyone can grow
Building tomorrow's society.

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Welcome!

Dear parents

Dear children

Welcome to our extracurricular childcare service of Ferm Kinderopvang vzw.
We are happy to welcome your child in our childcare facility.

Our Rules of Procedure

These are our Rules of Procedure. Our Rules of Procedure state the working of Ferm Kinderopvang. You will receive a copy and by signing the agreement you confirm your consent to the rules of our childcare service.

Ferm Kinderopvang can adjust the Rules of Procedure. The changes will be announced at least 2 months in advance. If you do not agree with the changes, you may cancel the agreement.

Who are we?

Ferm Kinderopvang vzw is the largest childminding organization in Flanders with more than 45 years of experience.

Ferm Kinderopvang is recognized and supervised by Kind en Gezin¹.

Together with Ferm, Ferm Thuiszorg², Ferm Huishoudhulp³ and Ferm Oppas⁴ we aim to give life an increase in value. Ferm is an inspiring network supported by women. We offer all-round activities and provide many services.

Ferm Kinderopvang organizes childcare at childminders' homes, extracurricular childcare, day-care in nurseries and in local services. We also provide for holiday childcare for member companies.

Our extracurricular childcare is available for all primary school children (from 2,5 to 12 years old). They can come before and after school, on Wednesday afternoons, off-school days and holidays. Children with special care needs are also welcome.

Children with special care needs are welcome at Ferm Kinderopvang (inclusive care). These children need extra care due to medical or psychosocial problems. The childcare manager will discuss with you and the children's supervisors the childcare feasibility, always in function of the well-being of your child, the availability of the employees and the composition of the group.

We offer childcare tailored to the children. We believe that it is important that every child feels good in childcare. We want to offer them warmth, encourage and stimulate them. We aim to give them the freedom to play, develop and make friends in abundance.

¹ Kind en Gezin = Child and Family

² Thuiszorg = Home Care

³ Huishoudhulp = Home Help

⁴ Oppas = Nurse (for sick children)

This is our pedagogical vision:

- Every child is strong
- Parents are the first educators
- Educate playfully
- With a warm heart and with all our heart
- Live and grow together
- Differences create wealth
- The ordinary becomes extraordinary
- Experience nature inside and out

This vision is included in our quality manual. You want to consult this? Please contact the childcare manager.

Everybody is welcome in our childcare facilities. Our children, our parents and our personnel have their own background. We ask to respect this. Neither discrimination nor racism will be tolerated.

Where can you find us?

Office

BKO Tienen

O.L.V.Broederstraat 6 bus 2, 3300 Tienen

☎: 016/78.13.27.

@: bko.tienen@SamenFerm.be

@: adm.bko.tienen@SamenFerm.be

Locations

Stap voor Stap

Hollestraat 22

3300 Hakendover

0474/94.99.02.

De Wijsneus

Sint-Genovevaplein 8

3300 Oplinter

0474/94.98.99.

De Uilenboom

Aarschotsesteenweg 638

3300 Vissenaken

Klein Atheneum

Oude Vestenstraat 12

3300 Tienen

De Luchtballon

Sliksteenvest 1

3300 Tienen

Suikerspin (starting 1/9/2021)
Pastorijstraat 78
3300 Tienen

De Toverwijzer (starting 1/9/2021)
Sint-Truidensesteenweg 26
3300 Tienen

PSBO De Sterretjes (starting 1/9/2021)
Alexianenweg 30
3300 Tienen

Vroenhof (starting 1/9/2021)
Groenhofstraat 15
3300 Kuntich

Via OLV (starting 1/9/2021)
Rijschoolstraat 2
3300 Tienen

Via Immac (starting 1/9/2021)
Ooievaarstraat 30
3300 Tienen

Via St.-Jozef (starting 1/9/2021)
Waaibergstraat 5
3300 Tienen

Via Toermalijn (starting 1/9/2021)
Hanuitsesteenweg 213
3300 Bost

Location VTC (vacation location)
→ During holidays, Ferm only organizes childcare for toddlers.
Sint-Jorisplein 20
3300 Tienen
☎: 0474/56.69.18.

Childcare managers

Wendy Vancauwenbergh, Anke Theunissen and Hilke Dely

The office can be reached by phone when childcare is open.
During the day you can also contact our office by phone and email.
You can reach us at the Ferm Kinderopvang Info Line:

- On the number 070/24 60 41
- Every working day between 9 and 14 hours

We are open

Location Stap voor Stap

Before school from 7h to 8u30h

After school from 16h to 18h (Friday from 15h15 to 18h)

Wednesday afternoon from 11h45 to 18h

Location De Wijsneus

Before school from 7h to 8u30h

After school from 16h to 18h (Friday from 15h15 to 18h)

Wednesday afternoon from 11h45 to 18h

Location De Uilenboom

Before school from 7h to 8h35

After school from 15h55 to 18h (Friday from 15h15 to 18h)

Wednesday afternoon from 11h50 to 18h

Location Klein Atheneum

Before school from 7h to 8h10

After school from 15h40 to 18h

Wednesday afternoon from 12h25 to 18h

Location De Luchtballon

Before school from 7h to 8h25

After school from 15h45 to 18h (Friday from 15h20 to 18h)

Wednesday afternoon from 11h40 to 18h

Location Suikerspin

Before school from 7h to 8h35

After school from 15h55 to 18h (Friday from 15h15 to 18h)

Wednesday afternoon from 11h50 to 18h

Location De Toverwijzer

Before school from 7h to 8h15

After school from 15h55 to 18h

Wednesday afternoon from 12h20 to 18h

Location PSBO De Sterretjes

Before school from 7h to 8h35

After school from 15h30 to 18h (Monday from 15h55 to 18h)

Wednesday afternoon from 12h15 to 18h

Location Vroenhof

Before school from 7h to 8h35

After school from 16h05 to 18h (Friday from 15h15 to 18h)

Wednesday afternoon from 11h50 to 18h

Location Via OLV

Before school from 7h to 8h15

After school from 15h40 to 18h

Wednesday afternoon from 12h to 18h

Location Via Immac

Before school from 7h to 8h15

After school from 15h45 to 18h

Wednesday afternoon from 12h30 to 18h

Location Via St.-Jozef

Before school from 7h to 8h20

After school from 15h30 to 18h

Wednesday afternoon from 12h30 to 18h

Location Via Toermalijn

Before school from 7h to 8h20

After school from 15h30 to 18h

Wednesday afternoon from 12h30 to 18h

Location VTC

Holidays continuously from 7h to 18h

The collaboration with BKO Klimop and Via OLV, Via Sint-Jozef and Via Immac(ulata) will be maintained as it was organized in the past. This is both for Wednesday afternoon care and for weekday care.

We are closed

Ferm Kinderopvang is closed

- On legal holidays and on July 11 (Flemish holiday)
- The 27th of May 2022

If we are closed for an additional day, you can read it in our newsletter.

Childcare in dialogue with parents

We want to involve you as a parent in our activities. A good relationship between parents and childcare is very important for children.

How do we ensure this?

- We meet upon registration.
- We make time for a talk when you bring or pick up your child.
- Wherever children play, you can take a look or play along.
- Feel free to address us if you want to tell something: we are happy to make time. Your opinion is important to us.

Childcare together with the municipality/city and the schools

We work together with the city council of Tienen and the schools in Tienen.

Registration

Your child is welcome at Ferm Kinderopvang if:

- Your child is at least 2,5 years old
- Your child attends kindergarten or primary school
- Your child is registered with us.

Your child can then come:

- In the morning, before school starts
- In the evening, after the end of school
- During holidays (separate reservation required)
→ During holidays, Ferm only organizes childcare for toddlers

Registration consists of 3 parts:

- **MEETING WITH YOU AND YOUR CHILD(REN)**: What do you expect of the extracurricular childcare service? What does your child like to do? What does your child less like to do? What do we need to know about your child? Where does your child go to school? When do you especially need childcare?
- **MEETING WITH FERM KINDEROPVANG**: What can we offer and what not? How much does extracurricular childcare cost? How does childcare work? Who will take care of your child?
- **COMPLETING FORMS**: you complete an “overeenkomst”¹, a “toestemming gebruik beeldmateriaal”² and an “inlichtingenfiche”³.

The **agreement** is a contract that we use for our administration. By signing the agreement, you confirm your consent to our Rules of Procedure.

The **authorization to use images** is a document with which you indicate to what extent you agree with the use photos and images of your child.

The **identification card** is used in the childcare facilities and mentions:

- The contact details of your family
- How we can best reach you as a parent during childcare hours?
- Important information about your child. For example: allergies, points of attention, care needs of your child ... Please make sure to share all useful information about your child. The more we know about your child, the better we can take care of your child.
- Toilet-training of your child. Please bring nappy pants and enough spare clothes if your child is not (completely) toilet trained yet.

¹ overeenkomst = agreement

² toestemming gebruik beeldmateriaal = authorisation to use images

³ inlichtingenfiche = identification card

- Who can pick up your children? If this changes, you must let us know. Is one of the parents not allowed to pick up the child? Then we need the court's decision.

You may always consult these forms and report changes.

Children who are not registered are not insured. They are not allowed to stay in the childcare facility.

Making reservations for childcare

The demand for childcare during holidays often exceeds the possibilities of Ferm Kinderopvang.

You must make reservations for your child of a place for holidays and school-free days. You can only reserve childcare if your child is registered with us.

Childcare reservations are made online.

You don't have a computer or internet? Contact the childcare manager. We look for a solution together.

Childcare reservations are made in 4 steps:

Step 1: REGISTRATION

You must register first. Then you can make childcare reservations. You register on our website:

- Go to www.SamenFerm.be
- Go to "login" at the top right and choose "buitenschoolse opvang"⁴. Click on "Nog geen account? Registreer je nu!"⁵ Enter your customer number (8 digits, starting with "10..."), the date of birth of one registered child, your e-mail address and repeat your e-mail address.
- Choose a username and a personalized password. Make sure to choose these so that you can easily remember them.
- Click on "registreer"⁶

Step 2: RESERVATION

From a certain date you can make childcare reservations via our website. Log in to our website and reserve the desired days.

As soon as you make a reservation, you will see the reservation in the calendar and the overview.

Step 3: ANSWER

The childcare manager will process your application. You will receive a confirmation email with an overview of the validated and refused days. Please contact the childcare manager if you don't receive this email within the agreed period.

⁴ buitenschoolse opvang = extracurricular childcare

⁵ Nog geen account? Registreer je nu! = No account yet? Register now!

⁶ Registreer = Register

Step 4: CHANGES

After this processing phase you will find an overview calendar on the website. You can see for which days you reserved childcare, on which day we are full and on which days we still have vacant places. You can make extra reservations, changes and cancellations.

Attention

- You can find the most important data on which to make reservations and information about this in the newsletter.
- We always invoice the requested childcare hours. We therefore ask you to fill in these hours as accurately as possible. *Exception:* if you make reservations for half a day and your child(ren) stay(s) for a whole day, we charge a whole day. This is an exception and only possible after consent of the childcare manager and/or children's supervisors.
- We do not work with reserve lists. You can view and edit the calendar online until Thursday noon for the following week. You can see on the calendar whether a place becomes vacant. As from Thursday afternoon you can not change anything anymore online. You still want to change your reservation? Please contact the childcare manager.

Cancellations

Please report cancellations as soon as possible. This gives other children a chance to enjoy childcare. As a parent you are responsible for the correct cancellation of requested childcare. We will not contact you if your child is absent while mentioned on the attendance list.

Free cancellation is possible if:

- You cancel on time; this means before Thursday noon for the following week.
- You or one of your children is ill. You let us know and you provide us with a doctor's certificate as proof within 5 working days.
- You are technically unemployed. You let us know and you provide us with official proof from your employer within 5 working days.

You pay half of what you reserved if:

- You cancel late, this means from Thursday afternoon 12.01 for the following week.
- You deliver proof of illness or technical unemployment late to the childcare facility.

You pay the entire reserved period if:

- You don't cancel
- You do not provide proof of illness or technical unemployment to the childcare facility.

Changes

You can report changes via the website until Thursday noon 12 o'clock for the following week. At that moment we close the online system and you follow the local agreements.

We are closed for some weeks during the summer holidays and the Christmas holidays. You can make reservations, cancellations and changes of a childcare request until Thursday noon 12 o'clock before the closure.

How much does childcare cost?

Our rates follow the decisions of the Flemish Government. We adjust them every September.

CHILDCARE RATES:

Regular rate

- Childcare before and after school
€ 1,17 per started half hour
- Childcare on Wednesday afternoon
€ 1,17 per started half hour
€ 7,44 for half a day (3 hours or longer, but less than 6 hours)
€ 14,83 for a full day (longer than 6 hours)
- Childcare on holidays
€ 7,44 for half a day (3 hours or longer, but less than 6 hours)
€ 14,83 for a full day (longer than 6 hours)

Reduced rate

For families with several children who come to our childcare **on the same day**, the following applies from the first child:

- € 0,88 per started half hour
- € 5,58 for half a day
- € 11,12 for a full day

Social rate

You can apply for a social rate with the childcare manager if your annual income is not more than 19.957,16 euros. For this you need to contact the manager. She will investigate whether you are entitled to this and will request your tax assessment notice or recent pay slips for this purpose. The rate is granted for one year.

The social rate amounts to:

- € 0,59 per started half hour
- € 3,72 for half a day
- € 7,42 for a full day

OTHER COSTS: Which other costs can be added to this?

- Every family pays an **administration cost** per school year. For families who pay the regular and the reduced rate, this amounts to € 20 per school year. Families who are entitled to a social rate pay a contribution of € 10 per school year. We charge this on the first invoice of the school year.
- If you **pick up** your child **late**, you will be charged an additional € 12,50 per child and per started half hour after closing time.
We insist on you always notifying the childcare facility in this case. If you pick up your child 3 times late, your child may not come again.
- **Trips during holidays.** We try to reduce the price to the minimum. If the cost of a trip is a problem for you, please contact the childcare manager.
- If you need a new package with Wombat key chains and badge, you pay € 5 for this.

HOW DO YOU PAY?

You will receive an invoice the month after childcare. We prefer to send the invoices electronically; this is environmentally friendly and cost effective. You can choose between e-mail or Zoomit. If you don't have a computer or internet, we will send the invoice by post. You will receive an invoice from € 25 or after a maximum of 3 months.

We prefer payment by direct debit, but you can also pay by bank transfer.

Please contact the childcare manager in case of questions or remarks about the invoice. Discuss payment issues timely with the manager. We will look for a solution together with you.

IF YOU DO NOT PAY INVOICES ON TIME:

If an invoice is not settled timely, we will send you a reminder. The expiry date is mentioned on the invoice.

If you do not pay on time, we cannot process your new online reservations.

A second reminder entails € 5 administration costs.

If you do not pay after a second reminder, we can end childcare. You will then receive a refusal letter.

We will then pass on your file to a collection agency. This involves € 25 administration costs per invoice and legal interests will be charged. You will also have to pay the administration cost of the second reminder (€ 5).

Do you currently have one or more bills that you **cannot pay**? We advise you not to pile up the costs and to contact MyTrusto. MyTrusto is an organisation that assists individuals and companies with debts to establish a feasible spread over time. You can contact MyTrusto by phone on tel. 03/220 10 00.

TAX CERTIFICATE:

You will receive a tax certificate in the period April/May if all invoices have been settled.

For the care of children up to 12 years, you can contribute up to € 13 per child and per day in taxes. To do this, you must submit the tax certificate together with your tax form.

Please find more information on this tax certificate on <http://financien.belgium.be> (search function).

Who takes care of my child?

Children's supervisors

The children's supervisors guarantee the daily working of the childcare facility. Their main task is to make sure that children feel good in extracurricular childcare and that they can enjoy playing together.

In addition, they look after the daily contacts with the parents, do paperwork (such as attendance registration) and take care of the daily maintenance of the childcare facility.

Working students reinforce our team during holidays and daily childcare. *Volunteers* or *community workers* also support our operation. *Interns* are introduced to the job.

Childcare managers

Wendy Vancauwenbergh, Anke Theunissen and Hilke Dely are the childcare managers of Ferm Kinderopvang Tienen. The childcare managers help to guarantee the quality of operation, substantive guidance, contacts with parents, personnel management, organisation, supervision and administration.

Regional manager and regional team

Heidi Vanhove is the regional manager of region Hageland, the region to which the extracurricular childcare facility of Tienen belongs. Our region is also backed up by an Info Line (070/24 60 41), a safety manager and recruitment and training manager. These people support the working of Ferm Kinderopvang.

Bringing and picking up

Ferm Kinderopvang bears responsibility only for children signed in for childcare. We insist that you always accompany your child and enter with your child

You report to a supervisor that your child is present, and you sign the attendance list. When you pick up your child you always report to a supervisor that you are picking up your child. Please sign the attendance list then as well. When you bring or pick up your children, we urge you to close the door/gate firmly.

A minor may pick up your child if you have given your written permission for this.

Ferm Kinderopvang and the school have agreements about bringing and picking up children from and to school safely. We are not responsible for children found alone in the vicinity of the childcare facility before or after school or before or after opening hours of the extracurricular childcare.

Does your child go to a sports club or another activity from the childcare facility? Then please report this in writing to the supervisors and the childcare manager. The responsibility lies with the parents.

If a supervisor or childcare manager reckons that your child will not get home safely, he/she may decide not to let the child leave.

Course of the day

Children can choose freely what they want to play with. Ferm Kinderopvang makes sure to offer a varied and age-appropriate range of material. We also schedule a few fixed moments during a day in childcare.

- *Snacks*: after school and during holidays and off-school days there is time for a snack. Your child can bring a snack. The childcare facility doesn't offer snacks. Children can drink tap water at any time.
- *Lunch*: children bring their own sandwiches.
- *Activities*: we organize age-appropriate activities during the holidays and on Wednesday afternoons.
- *Excursions*: during the holidays the children sometimes go on excursions. The dates, times of departure and arrival, price, etc. are communicated on time.

Children in ill health

Sick children do not belong in childcare. So, if your child is ill, you cannot bring him/her. Is your child ill on a reserved childcare day, such as an off-school day or a holiday? Please inform us. You don't have to pay that day if you bring in a doctor's certificate on time. On time means within 5 working days.

If your child falls ill or has an accident in childcare, we will notify you immediately. We will discuss the further steps with you. You pay the doctor's costs even if the childcare facility goes to the doctor with your child.

We do not give medication to your child. Please ask your doctor for medication that you can give yourself in the morning and in the evening. Two exceptions are possible:

- If your child must take medication during childcare, we need a certificate. This certificate is written by a doctor or pharmacist. You put the medication in the original packaging with the information leaflet and the name of your child written on it. You hand over the medication and the certificate to a supervisor.
- If your child falls ill during childcare, we can administer 1 dosage of paracetamol. We only do this after contact with the parents or the treating physician and after consulting the identification card.

Please find more information on illness and health in childcare on the Kind en Gezin¹ website.

Insurances

Ferm Kinderopvang has an insurance for physical accidents and civil liability.

Physical accidents: If your child has an accident during childcare, we will provide you with a declaration form. You must complete this and return it within 2 days. If you go to a doctor for this accident, the doctor also must complete part of the form.

What is not insured?

- Children who interrupt or leave childcare are not insured for this period. For example, when they go to football training.
- Our insurance does not cover theft, loss or damage of personal items such as cloths, glasses, schoolbags, drinking bottles and lunchboxes, ...

Name of our insurer: KBC Verzekeringen nv, Van Overstraetenplein 2, 3000 Leuven

Policy number: 28.969.114

End of childcare

Both Ferm Kinderopvang and parents can end childcare.

If you want to end childcare as a parent, please report this to the childcare facility. We always appreciate that you let us know that you want to end childcare and why you want to do this.

Ferm Kinderopvang can end childcare if you do not comply with the engagements set in the agreement and these rules of procedure. This is possible without notice and cancellation compensation. We end childcare:

- By e-mail with confirmation of receipt
- By registered letter
- In writing, with signature for receipt.

¹ Kind en Gezin = Child and Family

Privacy

The childcare managers and the children's supervisors are bound by professional confidentiality. We therefore do not pass on information about you or your children to others.

Upon application, registration and during childcare, we can ask for personal data (administrative, financial and medical). These data are used in the context of licence and subsidy conditions.

As a parent you have the right to access the data of your child and family. You can request this in writing from the childcare manager. These data will be destroyed if they are no longer necessary for regulatory compliance. Ferm Kinderopvang pledges to guarantee the security and confidentiality of the personal data.

We make pictures of the children.

You can regularly view these pictures in our childcare facility. We can use these pictures for publications by Ferm Kinderopvang vzw, on our website or on social media.

We explicitly ask for your permission to film or photograph your child. You therefore sign the document that you receive from us.

We also occasionally send a newsletter to parents. If you do not wish to receive this newsletter, please report this in writing to the childcare manager. Without notification, you give permission to receive our newsletter.

Our privacy statement:

Ferm Kinderopvang vzw processes personal data that were communicated at the start of the childcare activity or that were collected in the course of the childcare activity.

These data are stored in the secure database of Ferm Kinderopvang vzw – Remylaan 4b – 3018 Wijgmaal. The data of family and child are used in the context of the organization of childcare and compliance with licensing and subsidy conditions for childcare. Processing is based on Article 24 of the Decree of April 20 2012 on “de organisatie van Kinderopvang van baby’s en peuters”¹ and the Decree of April 30 2004 “tot oprichting van het intern verzelfstandigd agentschap met rechtspersoonlijkheid Kind en Gezin”² and its implementing decisions regarding extracurricular childcare. This states what information we need. We ask your prior consent to processing certain data. We may provide personal data to third parties if this is necessary for the realization of the above-mentioned purposes. The personal data are not sold nor distributed nor made available to other organizations. Ferm Kinderopvang vzw preserves personal data for as long as necessary for the purpose for which they were provided and for compliance with the applicable regulations.

You have the right to access or have your data corrected. You also have the right to have your data erased or to have them transferred. For a request in this regard or questions about the protection of data collected by Ferm Kinderopvang vzw, please contact kinderopvang@SamenFerm.be. For more information about the protection of personal data, please contact the “Gegevensbeschermingsautoriteit”³

¹ de organisatie van Kinderopvang van baby’s en peuters” = the organization of childcare for babies and toddlers

² ... tot oprichting van het intern verzelfstandigd agentschap met rechtspersoonlijkheid Kind en Gezin = ... establishing the internally independent agency with legal personality Kind en Gezin (= Child and Family)

³ Gegevensbeschermingsautoriteit = Data Protection Authority

(www.gegevensbeschermingsautoriteit.be). A detailed explanation of how your personal data are processed can be found in the extensive privacy statement on our website www.SamenFerm.be.

Complaints

Do you have a complaint? Do you disagree with our way of working?

- Talk to a children's supervisor
- Talk to the childcare manager
- You can also transfer your complaint to the childcare manager.

We then look together for solutions, improvements or a new approach.

Is the problem not solved?

You can do this:

- Contact the national office:
Ferm Kinderopvang vzw
Remylaan 4b
3018 Wijnmaal
016/24 39 81
kinderopvang@SamenFerm.be

Has your complaint not been handled properly?

- Please contact Mia Houthuys, director of Ferm Kinderopvang:
mhouthuys@SamenFerm.be.

We will handle every complaint discretely and efficiently.

If you are still not satisfied with the way in which your complaint has been handled, you can also contact the Klachtendienst¹ of Kind en Gezin² on tel. 02/533 14 14 or by e-mail to klachtendienst@kindengezin.be.

*Ferm Kinderopvang vzw
Remylaan 4b – 3018 Wijnmaal
www.SamenFerm.be*

¹ Klachtendienst = Complaints Department

² Kind en Gezin = Child and Family