

II.5 WRITTEN AGREEMENT AND RECEPTION PLAN

The agreements between you and our service will be covered in the written agreement. These agreements are binding for you as well as for the childminder and the organiser. Our organisation has a minimum care plan of 4 half or 2 full days of attendance. The start date of childcare and the timetable will be laid down in the care plan, which is part of the written agreement. The agreement will be made in 2 copies, one for you and one for the organiser.

The care plan is valid until the first day of kindergarten at the age of 2.5 years, unless otherwise agreed. If the care plan is not followed systematically, the care plan can be adjusted at the request of the childcare centre. The new care plan, which will be attached to the written agreement, will apply no later than one calendar month after you, the childminder and the organiser have signed it.

II.6 BRINGING AND PICKING UP THE CHILD

We record in the care plan the times you bring and pick up your child.

During the delivery and collection moments you can exchange (written and/or oral) information with the childminder. Please pick up your child at least 15 minutes before closing time. If you cannot be on time due to something out of your control, you must notify the childminder.

In case of delayed pick-up, we charge a fine. If this occurs more than once, we will discuss whether the childcare centre can meet your needs in terms of care hours. If necessary, this may lead to the termination of the childcare.

If a child has not been picked up after closing time, and the childminder has not been informed, the childminder will try to reach all contact persons, as mentioned in the agreement, by telephone. If the childminder is unable to reach anyone, the police will be notified in consultation with the person in charge. After an official report has been drawn up, the police will look for crisis care

for your child. The costs involved for this will be borne by the parents.

The childminder only entrusts the pick-up of the children to the persons explicitly mentioned in the information sheet. If another person is going to pick up the child (on a regular basis), you have to notify the childminder beforehand and in writing. This can also be done in case of an emergency. However, please give the childminder the first name and surname of that person by telephone. When picking up the child, we ask the person to identify him/herself for the first time by means of his/her identity card. The childminder writes the details down and asks the person in question for their signature.

If the person picking up the child is visibly under the influence of alcohol, drugs, etc. the child will have to be picked up by another person.

In the event of any change relating to parental authority or to the right of residence and/or visiting rights, we ask you to report this immediately to the person in charge and the childminder. The childcare agreement will be adapted, provided it is supported by the necessary administrative and written documents.

II.7 CLOTHING AND CARE

The morning routine happens at home. Your child needs to be washed, changed and dressed before being taken to childcare. For safety reasons, we ask that your child does not wear jewellery or hair-clips. The loss of jewellery or a hair-clip can be dangerous for children. The small parts can be swallowed by the children. Provide your child with extra clothes. The child is best able to move and play in comfortable, loose clothing. Provide your child with comfortable clothing that can be easily put on or taken off at the care or potty moment. Tight (jeans) trousers are not recommended for this reason.

Consider the weather conditions and the possibility to let your child play outside. In sunny weather it is best to bring a sun hat and sunscreen. In rain or cold weather, you

should bring appropriate clothing (gloves, rain or winter coat, hat, boots, etc.)

Mark all personal belongings (including pacifiers, sleeping bag, etc.) so that the childminder can easily recognise them.

As a parent, you must provide all the necessary care products and nappies yourself. In the context of potty-training, please provide plenty of underwear.

II.8 SAFETY

Every childcare centre is regularly checked for safety risks, and a risk analysis is carried out to ensure the physical and psychological safety of the children is not compromised. The organiser and the childcare centre also have a crisis procedure and communication plan to manage and handle any crisis situations.

If you would like more information about our safety and crisis policy, you can request it from the person in charge or the management.

II.8.1 ILLNESS OR ACCIDENT INVOLVING THE CHILD

A sick child

A sick child should not be placed in childcare. The interests of the child itself, as well as the interests of the other children being cared for, are paramount – both in terms of the risk of infection and the extra workload involved in caring for the sick child. We use the guidelines of Kind en Gezin to determine whether or not a sick child is allowed into childcare. This information can also be found on the website of Kind en Gezin or through the person in charge. Children who show the following signs of illness will not be admitted to childcare:

- The state of the child does not allow him/her to participate in the normal activities at the childcare centre.
- The sick child requires too much attention and care, which means the health or safety of the other children cannot be guaranteed.
- The child has one or more of the following symptoms:

1. Diarrhoea: change of bowel movements resulting in 3 watery stools in the last 24 hours for a child who is too sick to stay in the childcare centre. Exception: when the diagnosis is “toddler diarrhoea”, the child is allowed to come to the childcare centre
2. Vomiting: in case of blood vomiting, when a child is under 6 months old or when there is a risk of dehydration
3. Respiratory problems, hooping cough or shortness of breath
4. Fever
5. A rash in combination with a fever in an overly sick child or a change in behaviour
6. Mouth ulcers in a sick child
7. Persistent abdominal pain of 2 hours or longer
8. The child has a contagious illness that puts the child itself or the other children at risk

After recovery, we may ask you for a doctor’s certificate confirming that your child is cured. Without this certificate, we can refuse access to the childcare centre.

We attach great importance to the preventive protection of your own child, the childminder and the staff, other children and pregnant parents in the childcare centre. We want to eliminate unnecessary risks as much as possible. We urge you to identify any medical problems in your child that are not immediately visible and which would cause them to require special care or which may result in them posing a danger to others.

If your child is ill and cannot go to the childminder, you can call on a home care service for sick children via your health insurance company.

Illness while in childcare

If your child falls ill during the course of the day, the childminder will contact you.

Together we look for a suitable solution. In most cases it is best for your child to be picked up as soon as possible. If your child has diarrhoea three times, the parents will be informed and asked to pick up the child.

In the meantime, the child's condition will be well monitored by the childminder. The child is given sufficient rest and supervision is increased.

If you are unavailable, a childminder will call on a duty doctor in the region. If you choose your own doctor, we will lay this down in the agreement. As far as possible, the childminder will take this into account. The costs related to medical interventions in the context of illness are at the expense of the parents.

Your child can resume childcare when he/she is fever-free.

Vaccinations

In Belgium, vaccination of young children is only compulsory for polio. However, it is strongly recommended to vaccinate your child according to the vaccination schedule of the Belgian Health Council, which Kind en Gezin applies.

Accident while in childcare

In case of an emergency, the childminder will administer the first aid. In critical cases, we will notify the emergency services or your child will be taken to the nearest hospital. The childminder will inform you of this as soon as possible.

The cost of medical intervention in the event of an accident is at the expense of the organiser's insurance.

Prevention of cot death

Our organisation follows the guidelines of Kind en Gezin for a safe sleep. We pay attention to the following preventive measures to reduce the risk of cot death:

- We choose a safe cot and safe bed equipment.

- No smoking in the vicinity of the children.
- We'll stay in the area and supervise.
- We'll make sure the child doesn't get too hot.
- We do not give medicines without advice from a doctor or pharmacist.
- We provide rest and regularity.

A child under six months sleeps near and under the supervision of the childminder. A child under the age of one should be put to sleep in bed on his/her back.

II.8.2 GUIDANCE IN THE EVENT OF RELOCATION

The childminder may organise an activity outside the childcare centre, such as visiting a local shop, taking a walk etc. This will be discussed. More information about the policy concerning activities outside the childcare centre and transport can be found in Appendix 5 of the written agreement.

During each outing we provide the necessary guidance and safety measures.

II.8.3 ACCESS SECURITY

At each childcare centre, we strive for a permanent safe situation for the children being cared for. Supervising the entrance to the childcare centre is seen as a shared responsibility. Thus, the childminders will address people they do not know. However, we also ask all parents to be vigilant and to address people who wish to come in with you. If a situation seems suspicious to you, we ask you to report this to the childminder.

II.9 THE USE OF MEDICATION

When your child is taking medication, do this as much as possible at home. If your child still needs to take medication during childcare hours, we will ask for a doctor's certificate (a doctor's prescription, a pharmacist's attestation, a note with the doctor's stamp and signature in the back and forth notebook or in the health booklet) with a clear mention of:

- Name of the medicine

- Name of the doctor, prescriber and/or pharmacist
- Name of the child
- Date of delivery and expiry date
- Written guidelines from the doctor or pharmacist about, among other things, the dosage, method of administration, duration and end date of treatment. (If necessary, ask the doctor for a copy so that you can hand it over to the childminder)
- Method of storage

The approach and use of medication in case of fever

Fever occurs with a body temperature of 38°C or more. If your child has a body temperature of 38°C or higher, you will be informed by the childminder. Depending on the age and body temperature of your child, different measures will be taken.



SITUATION		GUIDELINES
1	<p>A child younger than 3 months with a temperature of 38°C or more (with or without warning signs)</p> <p>A child between the ages of 3 and 6 months with a temperature of 39°C or more (with or without warning signs)</p>	Urgent advice from a doctor is required.
2	Your child becomes ill during childcare.	In case of illness, we ask you to pick up your child as soon as possible and consult a doctor immediately. The childminder monitors your child's condition (observation and alertness to warning signs).
3	<p>Your child has a fever and shows some of the following signs of discomfort:</p> <ul style="list-style-type: none"> – Reduced appetite – Reduced activity – Discomfort – Pain – Crying – Changed sleeping pattern 	<p>After consultation with you, the childminder can give one dose of an anti-fever agent per period of illness in case of fever (38°C or higher) and signs of discomfort. You'll be asked to pick up your child at the childcare centre.</p> <p>As a parent, you may or may not give permission for this at the start of childcare. Your decision on this will be included in an appendix to the written agreement.</p> <p>You provide the anti-fever agents yourself. As a parent, you are responsible for the choice of medication, monitoring the expiry date, and passing on your child's weight.</p> <p>In case of doubt, a decision may be taken not to administer anti-fever agents.</p>
4	<p>Warning signs (regardless of age):</p> <ul style="list-style-type: none"> – Dehydration (sunken fontanel (cranial soft spot), less urine production, dry mucous membranes) – Grey or pale skin – Less efficient breathing (groaning, fast, shallow or difficult breathing) – Excessive crying (high-pitched or weak crying) – Drowsiness, confusion, difficulty waking up – Accelerated heart rhythm – Low blood pressure – Convulsions 	If you are unable to pick up your child to consult a doctor, or if you cannot be reached, the childminder will personally contact the doctor. In case of warning signs and if the doctor cannot be on site quickly, the childminder will alert the emergency services.

II.8.1 ABSENCE OF THE CHILD

Booking childcare means paying for childcare. But what if your child is absent for a day? Our organisation works with a system of “subsidised absence days”. A “subsidised absence day” is a day you reserved in your care plan, but on which your child did not come to the childcare centre, and for which you do not have to pay. Of course, this is not unlimited. You are entitled to a certain number of days of absence or subsidised absence days for your child during the time of childcare. This number is calculated on the basis of your care plan and the number of months your child is in childcare. An entire year, for example, looks like this:

The overview of the number of subsidised absence days can be followed up monthly via the invoice.

Non-paying absences outside the allocated subsidised absence days are:

- Absence of your child due to illness, accompanied by a certificate, which you must send to us by e-mail or in person by the second working day of the month at the latest;
- Technical or temporary economic unemployment of parent(s), subject to attestation (max. 10 working days per child/per year);
- You do not have to pay subsidised absence day when the childcare centre closes.

COLLECTION PLAN ^{1,2}	NUMBER OF SUBSIDISED ABSENCE DAYS
5 days/week	20 days
4 days/week	16 days
3 days/week	12 days
2 days/week	8 days

All other absences of your child will be deducted from your remaining subsidised absence days. As soon as these subsidised absence days are used up, the daily price will be used for each subsequent absence (with the exception of the above).

Regardless of the days on which your child is allowed to be absent, you must inform the childminder in advance. If, as a parent, you do not report an absence (due to holiday or illness) to the childcare centre before the normal starting time, a fine may be charged.

Day off or holiday? A day off should preferably be reported one week in advance, a holiday of one week or longer (according to the care plan) one month in advance.

Is your child sick, or is your child not coming when he/she is expected to? Report this to the childminder before the planned starting time of the childcare centre at the latest and preferably before 9 o'clock.

III.6.1 TERMINATION PROCEDURE FOR PARENTS

If you wish to withdraw from the childcare centre, you must inform the childminder in writing at least four weeks in advance. If you do not do this, we will charge you a fine (see addendum 1: surcharges and fines). Only in exceptional cases will this surcharge not be charged.

III.6.2 TERMINATION PROCEDURES FOR THE ORGANISATION

The organiser may unilaterally suspend or terminate the childcare if you do not comply with the regulations or the written agreement, if you do not comply with verbal and written warnings, and in cases of non-payment of invoices. Notice of termination or suspension shall be given by registered letter stating the reason and the start date. An equivalent termination procedure of four weeks (as in the termination procedures for parents) is used.