

CompaNanny

Welcome!



After-School Care



After-School Care



CompaNanny's After-School Care is a cosy place where children feel at home and are challenged to discover the world around them. Each child can relax in their own way and is given the space to explore where their interests lie. What's more, our After-School Care is adapted to the specific needs of children of different ages.

Dedicated and professional

Our Nannies are personally and fully involved with everyone. At our After-School Care we provide a calm and safe environment for children aged 4 to 12 years. We give each child the specific attention and play materials they need and stimulate them in their development. Your child is challenged in degrees and learns to discover for themselves what they can do and what they want. We are open when school is closed and offer children a cosy environment with spacious gardens where they can play

and run to their heart's content. When children start school, it is a period in their life that takes some adjusting to. They need to get used to a different environment, unfamiliar faces and having to learn many new things. Which is why it's so important that, after school, your child is well cared for and can relax in a familiar environment.

Trips

During the school holidays we regularly take the children out. Sometimes we go with the whole group and sometimes the Junior and Club groups go separately. We enjoy going to the playground, park, zoo, petting zoo, cinema, a museum, the theatre, puppet

theatre, library, and so on. Activities are adapted to the children's ages and needs. We always make sure that we leave after 10:00 am and always try to be back around 4:30 pm.



CompaNanny's Pedagogic Vision



CompaNanny strives to provide both children and parents/guardians with added value. To be able to do this as effectively as possible, we continuously work on optimising our pedagogic policy. This policy is supported by the ideas of Reggio Emilia and the How2Talk2Kids communication method.

Attention to emotional safety

The Nannies always carefully watch and listen to the children to see what they are talking about and what is going on within them. Every child has their own personality and wants to be recognised and respected. To help children process impressions, we offer them, among other things, lots of different – mostly recycled – craft materials to be able to express themselves creatively. For example, every After-School Care location has a craft cupboard with assorted bottle caps, ice-lolly sticks, shells, wool, toilet rolls, etc. At CompaNanny, we don't focus on creating a beautiful item, but on the process in which the child experiences their senses.

CompaNanny's After-School Care opens your world!

At CompaNanny we think it is important that children spend a lot of time outside, are challenged and can explore and investigate things in their own way. In our spacious and green gardens, we have climbing equipment, a water table and all sorts of items for sports and games activities. And when they are indoors, the children are also able to explore their talents and interests in a playful manner thanks to the games and play equipment available. Using themes and specific activities, we stimulate the children's curiosity and encourage them to discover the world around them. As true explorers, we investigate different themed worlds and experience adventures inside and outside the After-School Care centre.



Our Nannies organise daily activities that encourage research, and experts in the relevant themes come to the After-School Care to share stories, carry out experiments or perform a show. This is how we encourage research, creativity, adventure and the ability to invent games. This challenges the children to develop all kinds of skills that are of value both now and in the future.

Communicating with Children

By following the How2Talk2Kids method in the way we work, we communicate with the children in a very considered and respectful manner. The emotions a child experiences are recognised, allowing the child to be themselves and feel safe. From this safe footing, we can set boundaries if necessary and inform the child about things that they might eventually encounter.

The Pedagogic Coach

The Pedagogic Coach is responsible for implementing CompaNanny's Pedagogic Vision at the branch. By coaching Nannies in the group, the Pedagogic Coach ensures that our vision is implemented in the way they work within the group. Furthermore, the Pedagogic Coach is also in close contact with the team of pedagogues at our head office. This enables the coach

to discuss any questions that have arisen from the daily practice and to continue to inspire the Nannies with new pedagogical developments. The Pedagogic Coach works within different groups during the week so that they get to know and observe all the children. The coach also spends one day at a week working in the office, which enables them to be available to parents/guardians to answer any questions and hold parent/guardian meetings. The coach also meets with the branch management team on a weekly basis to discuss how everything is going with the children and the Nannies. In addition, they send out a quarterly newsletter on a specific pedagogic topic and support the Nannies by writing observations of the children. You can contact the Pedagogic Coach for any questions you may have about the raising and development of your child, for example about eating & sleeping, setting boundaries and communicating with your child.

Observations

CompaNanny's Pedagogic Vision is actively implemented on a daily basis in various ways. As parents/guardians you will come across this in, among others, the observation reports of your child and during conversations with the Mentor Nanny. We observe how your child develops certain skills and discuss this during the



parent/guardian meetings, where we also discuss how the Nannies stimulate the development of these skills.

[A Mentor Nanny for every child](#)

At CompaNanny, every child receives a mentor who will closely follow the child during their time at CompaNanny. You can find out who your child's mentor is by asking the Nannies in the group. The mentor will observe your child during the days that they are at CompaNanny. An observation report is made once a year (around the birthday of your child). You will be invited for a meeting in which this report is discussed.

[Pedagogic Policy Plan](#)

You can read more about our mission and our pedagogic approach in our Pedagogic Policy Plan. The plan explains more about how we help create a sense of emotional security in children and how we support and challenge children in their development. The Pedagogic Policy Plan can be found on our website and in the CompaNanny Parent Portal.

[Childcare Inspection](#)

The quality of childcare is determined not only by pedagogy, but also by safety, hygiene and the actions of the Nannies. These quality requirements are laid down in the Childcare Act. Every year, an inspector from the GGD comes to supervise whether and how the policy is being pursued. The most recent inspection reports for each branch are available on our website.



The Nannies



Our people are our great strength. They ensure you feel at home and make the difference between a regular nursery and CompaNanny childcare. Every day! From our Nannies and Group Team Leaders to the Pedagogic Coaches and the Branch Management: our people are all driven, positive professionals. Well-educated and constantly trained in order to be able to support your child as well as possible in their development and progress.

The Ideal Combination to Guarantee Quality

Our people are thinkers and doers. Fifty percent of our Pedagogic Staff has an MBO background, and 50% has an HBO background. We consciously choose this combination because both groups can learn a lot from each other; it's an ideal mix that guarantees quality in every area!

Our Nannies have completed a social pedagogy, creative or sports education at a minimum MBO level, such as Pedagogical Work (MBO), PABO (HBO), ALO, CIOS, or Pedagogy (HBO).

We also have pedagogical trainees (PMIO) working at CompaNanny. These employees qualify within two years through a development plan and guidance from CompaNanny. They have,

at the very least, an MBO-3, HAVO or VWO diploma. There is a maximum of one Nanny in training per two groups. This trainee is supervised by the Group Team Leader. Interns also regularly work at CompaNanny, and they usually spend a few days a week at CompaNanny and are always there as an extra (surplus) employee within the group.

CompaNanny works according to the legal guidelines for the ratio of Nannies per children within a group:

- 1 Nanny per 10 children aged 4-7 years
- 1 Nanny per 11 children aged 4-13 years
- 1 Nanny per 12 children aged 7-13 years

Teamwork

At CompaNanny, the Nannies of two adjoining groups work together a great deal. This means that Nannies from one group can work within the other group for a day if, for example, one of those Nannies has a day off. In this way, there is less need for stand-in Nannies in the group. The children see fewer different/new faces, which contributes positively to the sense of emotional security. The Group Team Leader is responsible for two or three groups (one corner) and is, alongside the Nannies of the group, the parents'/guardians' point of contact. All our Nannies receive support from a large team. Each branch has the following professionals, who are available as much for the Nannies as they are for you: Branch Manager, Deputy Branch Manager, Group Team Leaders, Pedagogic Coach and a Household Employee. A fresh group of enthusiastic people with a passion for their work.



Practical Information



At Compañanny, we are here for the whole family. We want to make it as easy as possible for parents/guardians to be able to combine a busy work life with having a family. We do so by providing various services and extended opening hours until 8:00 pm.

The Compañanny Parent Portal

The Parent Portal is a one-stop-spot where you can arrange administrative matters concerning the care of your child and get an impression of what your child is experiencing at Compañanny. And it enables you to do all this whenever and from wherever you want. For example, you can request additional days or exchange days, report the absence of your child or send a message to your child's group. You can also view pictures of your child at Compañanny, as well as announcements and news items that have been posted. The information in the Compañanny Parent Portal

complements your daily handover discussion with the Nannies in the group.

If your child will be absent from Compañanny because of, for example, an illness, a day at home or visiting elsewhere, we ask you to inform us in advance via the Parent Portal. If the decision that your child will not be coming in is only made/known on the day itself, we ask you to contact your branch as soon as possible by telephone to let them know. This is very important as we work

with attendance lists that we take with us in case of emergencies/evacuation, and therefore we must know which children are there and which are not. If you have informed us that your child will not be there, we will take this into account in the planning. We also ask you to inform us of your holiday dates as soon as possible, so that a different child may come and play in the group on that day/days. Compañanny After-School Care is open from the moment your child's school ends until 8:00 pm. During school holidays, it is open from 7:30 am until 8:00 pm, and the hours between 6:30 pm and 8:00 pm fall under the 'extended childcare'.

Requesting Extra Days

It is possible to request extra days. You can apply for an extra childcare day via the Compañanny Parent Portal. These days can only be confirmed if the planning of the group allows for it. You can find an explanation of how to request an extra day in the Parent Portal manual, which can be found in the Parent Portal itself.

As well as the possibility of requesting and benefiting from an extra day, another additional service Compañanny offers is the option to exchange a day. However, due to the group's planning, it is not possible for this to happen frequently, which means that unfortunately requests cannot be approved that often. However, we do still provide it as a possible option as we find flexibility important for parents/guardians, and wish to offer as many opportunities as we possibly can and do whatever we can to ensure that it works! You can find out exactly how applying for an exchange day works in the Parent Portal manual.

Administration

Changes to personal details can be passed on to our Customer Care team via 020 417 0117. You can also contact them with regards to requests for changes in the childcare arrangements (more, fewer, other care days or another type of childcare service) or terminating the contract. We will then contact you as soon as possible. Compañanny follows a one-month notice period (per the 1st or the 16th of the month). For full details, please see the General Terms and Conditions.





Closed Days

CompaNanny is closed on the following days: New Year's Day; Good Friday; Easter Monday; King's Day; Ascension Day; Whit Monday; Christmas Day; Boxing Day. In addition to these public holidays, CompaNanny is closed for a maximum of two days per year for staff training days. These days will be announced at least two months before they take place.

Childcare during school holidays

CompaNanny's After-School Care is open all day during school holidays. We offer a varied activity programme, with activities taking place both at the After-School Care centre as well as beyond – think trips to a museum, a playground or even helping out at a farm for a day, for example. Because the days are longer (we are open from 7:30 am) we have even more time to enjoy this to the max. And we also offer the option for your school-aged child to attend the After-School Care solely during the school holidays.

The strip ticket

The strip ticket is part of your contract and it gives you 50 extra hours of childcare per school year. This includes teacher training days at school and any extra days you would like to bring your child to CompaNanny during normal school weeks and holidays. The strip ticket was created to offer parents/guardians extra flexibility by being open during each school's teacher training days. By integrating this into the fixed monthly costs, CompaNanny can guarantee it is always open on these days. The Parent Portal keeps track of how many strip ticket-hours you have used. You will receive a new strip ticket on the 1st of September of each year.

Parent Advisory Committee (PAC)

Each Compañanny branch has a Parent Advisory Committee (PAC). The purpose of the PAC is to support and advise Compañanny when it comes to providing responsible childcare. The PAC provides Compañanny with (non-binding) advice on matters such as the Pedagogic Philosophy, nutrition, safety, health, opening hours, and so on. The PAC determines its own working method and consists of at least two members.

When an existing PAC member leaves, the PAC will select new members from a list of candidates. These candidates will always be parents/guardians of children from the branch itself. A PAC election will take place no more than once a year. The working method of the PAC is laid down in the 'PAC Regulation', which is available for perusal at the branch. If you would like to collaborate with the team at your Compañanny branch, support them and give advice on decisions that affect the day-to-day childcare, then please do not hesitate to let your Branch Manager know.

Nutrition



At Compañanny we also pay attention to the physical development of children. That is why we ensure that your child gets a great deal of fresh food such as fibre, vegetables and fruit. We are well-informed of the latest research regarding healthy food and have, on the basis of this, developed our own vision and procedure.

Healthy snacks

When the children finish school, the first thing that happens is that they are given something to eat. These are snacks such as cherry tomatoes, cucumbers, bell peppers, carrots, wholegrain crackers and organic spelt crackers with toppings such as humus, organic chicken slices or cheese. The children can also opt for organic semi-skimmed yoghurt, possibly with honey and fruit. We naturally take any allergies into account. On Wednesday afternoons, we have sandwiches and sometimes a warm

lunch is offered. During the school holidays, in addition to the aforementioned snacks in the afternoon, the children receive fruit in the morning and sandwiches or a warm lunch at noon. What's more, during the school holidays we will occasionally eat something 'special', for example pancakes, an egg, a bread pizza, sausages and, every now and then, an ice cream.

Communication



Handover and the Child Card

At the end of the day there is the option of a verbal handover, which is when we tell you everything about your child's day. If there was anything particular that happened at school, we will also inform you of this when you come to pick up your child. We place any letters from the school into the children's bags. During the initial Intake Interview, we go through the digital 'Child Card' that we set up for each child together with parents/guardians, which contains the most important information (such as emergency numbers). You can make changes to this information yourself via the Parent Portal.

News

In order to keep you informed of developments within Compafnanny, news items and updates are regularly sent via the Parent Portal. You will receive an email as soon as a new message is posted, and you will find the news items on the homepage of the Parent Portal.

Information on the Board in the Hall

On the notice board positioned next to your child's group, you will always find information about which Nannies are present that day. But also, for example, about the monthly theme that the group are working with, any childhood illnesses that are prevalent in the group, and the children's and Nannies' birthdays and holidays.

Health & Safety



Compañanny finds safety and health of utmost importance within the childcare centre. In order to guarantee this, we have a comprehensive policy with regards to health & safety. During team meetings, we discuss possible risks and draw up an action plan to limit risks as much as possible. Below are important points that we want to inform you of as parents/guardians, and with which you can contribute to the safety and health of the children.

Important points for the safety of the children

- **Access to the branch.** Compañanny has an access control system for the childcare centre. This records who is in the building and who is not. We therefore ask you not to keep the door open for each other as this ensures that only parents/guardians who have genuine access can enter. Could you also please take care that children do not get their fingers caught between the doors when the door closes automatically.
- **No running.** To prevent falls and accidents, we have agreed that children are not allowed to run within the group.
- **Being respectful.** At After-School Care, we believe it is important that children do not make any statements / carry out any actions that could harm or threaten to harm other children (in word and/or gesture). Furthermore, we treat things with care.

- **Watch your bag.** Always make sure you do not leave your bag somewhere where children can get to it. This is in connection with them possibly getting hold of things such as medicines, cigarettes and other items that can be of danger to children from the bag.
- **Don't let other children leave.** When dropping off and collecting your child, please make sure that no other children go outside without supervision or permission from the Nanny or the Branch Manager (even if it is with you).
- **Areas other than the groups are prohibited.** Within the childcare centre there are other areas besides the groups, such as the laundry room, provisions room, storage space and office. These rooms are closed (or someone is present inside), but we still ask parents/guardians to ensure that children do not enter these rooms.

Important points for the health of the children

- **Illness and medication.** Compafanny uses an illness policy that has been drawn up using the guidelines of the GGD. The GGD is also our advisory body when it comes to information about a syndrome. At Compafanny we use medicine-administration and sleeping-position forms, which we ask you to fill in if your child uses medication or self-care products. You will receive this form, if applicable, during the Intake Interview.

Under no circumstances do we administer paracetamol because we believe paracetamol suppresses the symptoms of an illness and the child may need other care than we can offer.

- **What to do in case of illness.** If a child falls ill while they are at Compafanny, it is determined on the basis of the illness policy whether the parents/guardians are called. If your child has been diagnosed with an illness by a doctor, we also ask you to let us know as we are obliged in some cases to inform other parents/guardians.
- **Allergies.** During the Intake Interview, you will be asked to specify any allergies your child may have. If, after a while, there is a change in your child's allergies, we ask you to inform the Nannies of the group.
- **Wounds.** If your child has a wound, we ask you to cover it properly in connection with hygiene.
- **Clothing.** It is preferable if your child wears clothes that can get dirty, sturdy shoes and clothing that corresponds with the weather (forecast). For the younger children it is useful if there are some spare clothes at the After-School Care centre, so that we can quickly solve accidents.
- **Smoking.** Smoking is not permitted anywhere in our childcare branches.
- **Pets.** Under the Childcare Regulation, pets are not permitted in our childcare branches.





C R E A T I N G T O M O R R O W