Information Package

Last Update: Juli 2025

Welcome to Teddy Kids!

Dear Parents,

We would like to give you a warm welcome to Teddy Kids!

Thank you for choosing us as your child care centre.

A little about us: We are an international daycare in Leiden that runs a first class daycare for children, aged from 0-12 years old. We are a warm, inviting and comfortable daycare with personality that values flexibility. Our varied background and years of experience allow us to accommodate the needs and customs of children and parents alike. We strive to make children and parents feel at home here.

Our directors, managers, teachers, interns, students and supporting staff, work hard everyday to deliver on the Teddy Kids Promise:

1) **Flexibility!** We stride to provide a childcare schedule that works for your family and that's easy to change whenever something comes up. We are also open-minded when it comes to embracing our families' many cultures and customs.
2) **High quality teachers.** Our pedagogical staff are trained, energetic, creative, loving and 50% of them are permanent staff! They design a full educational and entertaining program for our children.
3) **The best nutrition** through warm, balanced lunches, healthy snacks, and table manners, too!
4) **International culture** complete with native Dutch and English pedagogical staff in every group.

This Welcome Packet will give you some more basics about Teddy Kids and how to prepare for your child's first days with us.

We're always ready to go the extra mile to ensure that parents and caretakers get the assistance they need, when they need it. Feel free to contact us at any time: *info@teddykids.nl*.

We can't wait for your child's first day!

Your Teddy Kids Family



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Teddy Kids Promise

Hello! We are Teddy Kids “The” International Daycare, we want to provide you with the best possible childcare experience for your child(ren) & of course you, as parents! An experience that alines with your agenda and current circumstances. The Teddy Kids Promise means that we provide all of this and more:

1. Flexibility

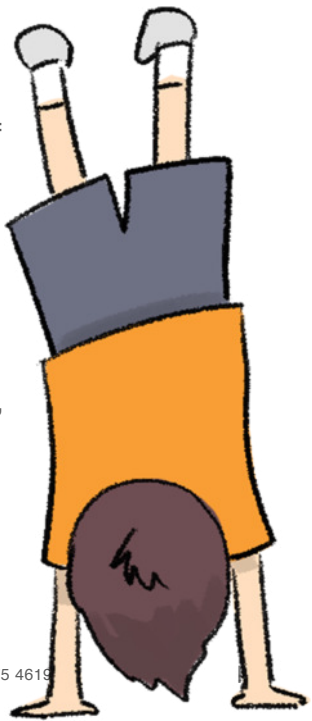
2. Qualified, fun-loving & experienced pedagogical staff

3. Nutritious meals

4. An international environment in which we celebrate our many cultures. More than 33 nationalities walk through our doors each day.

We deliver on our **first promise of unmatched flexibility as follows**:

- **Daily Schedule**: Our drop off and pick up times are never strict to the minute. Our standard contract is for 7:30 – 18:30, but we offer the possibility to extend these times if needs be.
- **Booking extra days**: Would you like to book an extra day? No worries! All you need to do is send a request through Kidskonnect (so long as we have space in the group, of course).
- **Bonus Voucher or Bonus cash back**: If you mark your child absent on time, you may receive a voucher bonus or a new cash back bonus.* It’s pretty cool.
- **Contract**: It’s easy to change your contract with Teddy Kids, with no penalties or extra administrative fees. (Who wants those?) Changes can go in effect that very day to suit your family’s needs.
- **Nutrition**: We happily cater to your child’s dietary requirements, offering gluten-free, nut- free, dairy-free, halal and vegetarian options. If there is anything else we need to keep an eye out for, you let us know.
- **Customs from home**: As an international daycare, we embrace, with big hugs if you'd like, different beliefs and customs, be they large or small, and work to make you and your child feel at home here. *Gezellig*, as the Dutch say.
- **Languages**: At Teddy Kids, every group has one Dutch-speaking



teacher and one English-speaking teacher. We ensure maximum language exposure for the children, enabling each other to get to know families from the Netherlands and around the world.

- **Open communication**: If there are any improvements you think Teddy Kids can make, we want to hear from you. We are always open to feedback, suggestions... We're all about creating a warm, supportive environment for and with the Teddy Kids Community.

We deliver on **our second promise of quality qualified, experienced, caring pedagogical staff.** More than half of our teaching staff is permanent staff. That's remarkable for this industry! And we're proud to set the standard in the region and in the country. We believe children should recognise their teachers, and in turn, our staff should know and mentor the children nearly as their own, growing and learning from each other every day.

In addition, our international team come to us with their respective qualifications, but Teddy Kids goes above and beyond with trainings and continuing education for them. Their professional and personal development means a lot to us. Like, a lot! We witness the difference in the quality of care and curriculum that flourishes with these AMAZING and dedicated humans. So proud!

We deliver on **our third promise of the best nutrition** as we lay the foundation for a healthy start in life, including warm lunches made by a local company from Utrecht, Moekes Maaltijd. Moekes prepares 100% natural, fresh and organic lunches for children at daycares and schools. The children enjoy complete meals and seasonal snacks from the local farmer's markets. (Yes, the children *do* eat their cucumbers!)

We deliver on **our fourth promise by growing and supporting an international environment.** We embrace our many cultures by, for example, joining in each other's celebrations, from Chinese New Year to American Independence Day; French Bastille Day to the Indian Diwali Festival of Lights; Dutch King's Day, and of course, International Day... to name but a few! Our curriculum, activities and staff are all built around a respectful multi-cultural atmosphere to prepare our children to become inspired, empathic citizens of the world.

The cherry on top!

Beyond these commitments, the Teddy Kids package includes—at no additional cost—these awesome services for our children and our community:

- Our own **in-house child development specialist** who designs age-appropriate sensory activities, readings, and lessons to develop children's cognitive, language, motor and social skills.
- Child activity specialists who lead weekly **dance lessons, music lessons, yoga lessons, plus drama AND cartoon drawing lessons AND tennis lessons** for the after school care program!

- Additional child development specialists such as **speech therapists** who observe the groups and provide assessments to the parents (only at parents' request, of course), AND train our teachers in their expertise.
- **In-house expert carpenters** who design and build fun, safe, original and creative play equipment and furniture for every group. Look around at any location and you'll see their fine craftsmanship everywhere. Literally building the Teddy Kids difference, with love, right on our premises.
- **The Teddy Community**, to welcome and introduce our families, get to know each other, get to know the Leiden area, the Netherlands, and to debate the best way to get children out of the house on time in the morning. (What's your secret?)

Although these services may be considered 'extra' at other daycares, we include them the standard offer. The way childcare should be.

So, dear parents, this is how we come to our prices and our planning policy. To fulfil our promises, to maintain our high standard of curriculum and care. One that has delicately and expertly flourished more than 3,050 children in Leiden over the past 20 years.

We aim for transparency and coherency with all our families. Let us know if you have any questions about our policies or anything else, even how to get your toddler to eat her vegetables. We're here for you! Write to us at info@teddykids.nl.

*There's a nice list of rules about absent days, changing days and bonuses are in the amazing document below. Read on! 😃

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Contracts



Types of childcare contracts

Daycare (KDV)

Teddy Kids offers three types of contracts where you choose from:

- Full day: 07:30 – 18:30
- Half Day - Morning: 07:30 – 13:00
- Half Day - Afternoon: 13:00 – 18:30

A daycare contract will be created based on full or half days, and the number of days in the week you plan for your child to attend.

After School Care (BSO)

For after school care, Teddy Kids offers a full-year contract which includes school holidays.

The hours for after school care are as follows:

- Regular school days: 15:00 – 18:30 (*depending on school hours)
- During school holidays: 07:30 – 18:30

Your choice of days

Flexibility is number 1 at Teddy Kids! We allow various combinations of contracts, including contracts for 3, 4 or 5 days a week, depending on the location. Booking only half days is also possible.

Let us know what you need. We're happy to create a schedule that works best for your family, so long as space is available.

All locations require a minimum of 2 full days, except if you only want to take Wednesday and Friday.

Flexible drop off and pick up times

Teddy Kids offers flexibility for your drop off and pick up times. Some days you need to come a little earlier or a little later. We understand! We can extend your hours by 15-minute blocks so you can drop your child off as early as 7:00 or pick them up as late as 19:00.

Parents are kindly requested to discuss extended hours in advance so we are well prepared for your child.

Contract days for daycare

Contract days are the days of the week that your child regularly attends Teddy Kids, which is agreed upon once your contract starts.

For example, you may request full days for Mondays, Tuesdays and Wednesdays. These three days are considered your contract days and therefore every Monday, Tuesday and Wednesday of the month are considered booked for your child.

You may also have a contract for five days a week, in which case your child's space is guaranteed for every day we are open. We have room for your child whenever you need it!

In most instances, Teddy Kids requires a minimum of two days per week (on the slow days Wednesday and Fridays) and minimum of 3 full days on the busy days for daycare, depending on the location. Contact us to see if we are able to accommodate your needs. Flexibility is number 1 at Teddy Kids and we will do our best to design the contract that's right for you!

Contract days for after school care

For after school care (BSO), Teddy Kids offers a full-year contract, school holidays included (That's 52-53 weeks depending on the calendar year) The hours for after school care are as follows:

- Regular school days, Monday – Friday, 15:00 – 18:30 (depending on school hours)
- Days that your school is closed, 7:30 – 18:30

Important points about after school care contracts

- **Full-year contracts only**

  The Teddy Kids contract for after school care covers all weeks of the year, including school holidays. Teddy Kids is open every week of the year, excluding national holidays and Leids Ontzet (3 October).

  It is our policy to offer a full-year program to ensure a full curriculum and care—designed by trained, qualified and dedicated staff—for all families all year round. It is our vision that all Teddy Kids families have a place to call home at any time of year.

  In addition, we remind parents that more than half of our pedagogical staff is permanent staff, meaning our teachers are compensated for all weeks of the year (that's 52-53 weeks depending on the calendar year), including vacations, sick days, and standard benefits, as well as professional development courses, according to the rules by the CAO for childcares. We also choose to offer more courses to maintain the high standard of care and curriculum that our Teddy Kids Community has come to know, to love, and to expect.

- **Full days only**

  When school is out of session, for a public holiday, study day, teacher strike, summer holiday or other reason, Teddy Kids after school care offers only full- day

care. No half days are available for after school care when school is closed.

- **School holidays**

You will be billed for school holidays, even times when you are away on vacation. This enables us to offer a full curriculum and care to all children all year round. Finally, this policy ensures your child has a space at Teddy Kids.

Families who do not require childcare for such special days are asked to mark those days as absent to receive your bonus option. Changes made in Kidskonnect in time will receive a fabulous bonus options (notice must be given at least 30 days prior).

- **Study days and Teacher strikes**

When school is out of session, for a teacher strike or study day, Teddy Kids offers only full-day care. These days special days are automatically booked for your child.

Families who do not require childcare for such special days are asked to mark those days as absent to receive your bonus option. Changes made in Kidskonnect in time will receive a fabulous bonus options (notice must be given at least 30 days prior).

- **Extra time**

You may notice that additional hours are added to the total number of hours, on top of the contracted hours.

For example, a regular day at the After-School Care (BSO) lasts 3.5 hours, but your total working hours may extend by an extra 1.5 hours. These additional hours are based on the closing time of the earliest closing school, which serves as the BSO's opening time. Starting from that moment, the additional costs can be billed to all parents, even if their child's school closes later. Additionally, you will become eligible for childcare allowance from that moment onwards.

Contracts for Before School Care (VSO)

We also offer an optional before school care program (VSO) from 7:30 - 9:00 (during regular school days). Please inquire with us which schools are available.

FYI! We do not offer bonus options or vouchers for VSO-hours.

Changes to your contract

We are happy to make changes to your contract at any time with no penalties. Please contact us as soon as you know you need to change your child’s contract days. Write to info@teddykids.nl.

Remember that cancelling days or booking an extra day on an ad-hoc basis is possible without any changes to your contract. Changes to the contract are for permanent amendments.

Ending your contract

At Teddy Kids, we strive to make your experience as pleasant as possible. Invoices are generated starting from the 10th of the month. Before this date, you can make changes free of charge. However, if the cancellation is made after the 10th, it becomes final, and you can only make changes for the following month.

Remember, with the termination of your contract, your child's reserved spot will also be canceled.



Cost for daycare at Teddy Kids

Daycare (KDV) price: €12.83 per hour (as of 2025)

Full day = 11 hours

Half day = 5.5 hours

Cost for after school care at Teddy Kids

After school care (BSO) price: €11.98 per hour (as of 2025)

Afternoon = ± 4.5 hours*

Full day = 11 hours

*After school care totals are based on and not limited to:

- hourly rate
- planning teacher schedule
- teacher time to design our full pedagogical program
- transportation methods
- reserved hours depending on the specific school (elementary school opening hours vary considerably; Teddy Kids accounts for these differences)

Important points about after school care hours

- **'Extra' time**

You may notice that additional hours are added to the total number of hours, on top of the contracted hours.

For example, a regular day at the After-School Care (BSO) lasts 3.5 hours, but your total working hours may extend by an extra 1.5 hours. These additional hours are based on the closing time of the earliest closing school, which serves as the BSO's opening time. Starting from that moment, the additional costs can be billed to all parents, even if their child's school closes later. Additionally, you will become eligible for childcare allowance from that moment onwards.

Discount for a third child

Teddy Kids offers a discount for a third child once a family has accumulated at least 72 months of usage for two or more children during their time at Teddy Kids. After this accumulation of usage, a discount becomes available for a third child while that child attends daycare. Please enquire with management about applying this discount when you register your third child for daycare.

The following rules apply for the third child discount:

- This discount only becomes available if there are no outstanding invoices.
- This discount is only applicable for a third child in daycare, not a third child attending after school care.

Payment is due the 25th of the month.

Please be reminded that payment for Teddy Kids is due by the 25th of each month, and automatic incasso is mandatory for registration. If payment is received five days late, the Teddy coin will be removed from the profile and extra days cannot be requested.

Absent Days

At Teddy Kids, we're flexible! We want to create a childcare schedule that works for your family. If your child needs to miss a day, let us know as soon as possible.

The following rules will apply when your child is absent:

Absent days

A day marked "absent" is a day your child does not attend a booked contract day, for whatever reason, including illness, vacation, personal circumstances, etc. These are days you, the parent, will mark absent for your child in Kidskonnect.

Marking days absent

You have the power with KidsKonnect! Parents can and should make your own schedule changes through your Kidskonnect account. We ask that parents be responsible for marking days absent and for booking extra days in Kidskonnect as soon as possible.

Whenever possible, please do not ask the teachers to change your schedule for you. The children are the teacher's first priority. Thanks a lot!

Notification for absent days

Parents must mark children as absent through your Kidskonnect account.

After confirming absence

After confirming your child's absence in Kidskonnect, this day becomes available to other parents. This means that you forfeit your right to use that day.

If a mistake has been made, no worries! Please let us know as soon as possible that day so we can reset the information.

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Extra days

Teddy Coins or Cashback

For missed days, you will automatically receive a **Teddy Coin**. This Teddy Coin can be redeemed **within 2 months**.

If you have a **4- or 5-day contract** and your child is away for **longer than 4 weeks**, you are eligible for the **cashback option**, which gives a **5% discount**.

Parent App by Konnect

You can download the **Ouderportaal (Parent Portal) app**. It is available in both the **Apple App Store** and **Google Play Store**.

Search for **"OuderApp van Konnect"** to find it.

After installing the app, you will need to enter three pieces of information to log in to the Parent Portal via the app:

1. **Portal URL**: enter teddykids.ouderportaal.nl
2. **Username**: this is your **email address**, the same one you receive invoices on
3. **Password**: enter your password here. (If you forgot it, you can request a password reset to receive a new one.)

Changes to your contract

Remember, we're flexible! Booking an extra day here and there is no problem. If you need to book extra days on a permanent basis, however, then you must request a change to your contract by sending an email to info@teddykids.nl. We're happy to create the schedule that best suits your family.

Public Holiday/Vacation/School closures

Continued payments

Teddy Kids is open every week of the year, excluding national holidays and Leids Ontzet (3rd of October).

It is our policy to offer a full-year program to ensure a full curriculum and care—designed by trained, qualified and dedicated staff—for all families all year round. It is our vision that all Teddy Kids families have a place to call home at any time of year.

In addition, we remind parents that more than half of our pedagogical staff is permanent staff, meaning our teachers are compensated for all weeks of the year (that's 52-53 weeks depending on the calendar year), including vacations, sick days, and standard benefits, as well as professional development courses, according to the rules by the CAO for childcares. We also choose to offer more courses to maintain the high standard of care and curriculum that our Teddy Kids Community has come to know, to love, and to expect.

We ask for an advance to be paid for the following month. Paying in advance reserves your child's space at Teddy Kids and enables us to offer you unmatched flexibility for your child's schedule.

After school care policy

- **Full days only**

When school is out of session, for a public holiday, study day, teacher strike, summer holiday or other reason, Teddy Kids after school care offers only full- day care. No half days are available for after school care when school is closed.

- **School holidays**

A contract for after school care at Teddy Kids covers all the weeks of the year, including school holidays. The payment obligation continues during school holidays.

Families who do not require childcare for such special days are asked to mark those days as absent in Kidskonnect.

- **Study days and teacher strikes**

When school is out of session, for a teacher strike or study day, Teddy Kids offers only full-day care. These days special days are automatically booked for your child.

‘Kinderopvangtoeslag’ in The Netherlands

In most cases, the Dutch government reimburses a substantial portion of the cost of childcare through the childcare subsidy called *kinderopvangtoeslag*.

How the childcare subsidy works

If both parents work or study in the Netherlands, then 99% of the time you are eligible for childcare subsidies. You can make a sample calculation here.

Once your application has been approved and the amount has been calculated, you will receive monthly benefit payments (usually on the 20th of every month).

Applying for the childcare subsidy

To apply for the childcare subsidy, visit the Dutch government page on benefits.

Teddy Kids cannot apply for the subsidy on your behalf, but we are happy to talk with families applying for the first time with any questions you may have. We help where we can!

Important! You must apply for the childcare subsidy within 3 months after the month your child first attends a childcare centre.

Annual average of hours

Fluctuations in your child’s contract or attendance do not have an effect on the childcare benefit; the government looks at the total average number of hours for the year. You still receive your normal benefit payments even for times when you are on vacation or your child is sick and does not attend childcare, for example.

Record-keeping

You are not required to submit invoices to the Dutch government; they communicate directly with all childcare centres to confirm contracts, etc. Every once in a while the tax office may check in with you about hours booked and payments made to Teddy Kids. You can collect all usage records and relevant information from Kidskonnect whenever you need it.

LRK

Zeemanlaan:	205183438
Rijnsburgerweg:	467490533
Lorentzkade:	222936113
RB3 BSO:	304133553
RB3 (KVD):	427624885
RB5	156389368

Before the first day at Teddy Kids

Registration

We are delighted that your child will be joining the Teddy Kids family soon! To register your child at Teddy Kids, please provide the following information in an email to *info@teddykids.nl*:

- Child's name
- Date of Birth (or expected)
- Start Date
- Which days
- Parents' names
- Birthday parents
- Address
- Parents' email adresses
- IBAN(for automatic incasso)
- Vaccination Yes/NO

We will register you with an account in Kidskonnect +-6 weeks before the starting date, you will automatically receive an email with your login details for your account.

Meeting the Teddy Kids team

During the guided tour of the premises, you will have the chance to meet with some of the pedagogical staff (group teachers). We'll be happy to answer any questions you may have about the care your child will receive at Teddy Kids and the experience of our dedicated staff, you may find a lot of information on our website www.teddykids.nl or ask the head teacher of your location.

All staff have a valid certificate of conduct (VOG) and are registered in our staff files.

Instruction language Code of Conduct

Teddy Kids is an international daycare and one of our main concepts is to focus on language. From birth, we offer bi-lingual upbringing for our children. Our international team ensures that your child learns both the Dutch and English languages throughout their time at the daycare. In your child's group, there is always one Dutch speaking pedagogical staff member and one English speaking pedagogical staff member, each conducting all activities such as reading, playtime, and feeding, in their respective language. The children are then able to learn the languages in the best manner possible.

During our job interviews we thoroughly screen the language and communication proficiency of applicants. Dutch is officially the main language, but English is used extensively. The language

skills of all Teddy Kids pedagogical staff are tested before they begin working with us. By law it is required that teachers speak a minimum level B2 Dutch and/or B2 English.

If your family is from a country where English or Dutch is not the first language, you can always ask our pedagogical staff to direct you to parents that are from the same country (we have more than 33 nationalities!) who can share their experiences and help you to fit into our daycare and to the Netherlands, or even just give you a feeling of home.

Settling in at Teddy Kids

To make the start for new babies at Teddy Kids as smooth and comfortable as possible, we have redesigned our settling-in process. This way, we build trust step by step between the child, the parent, and the team.

Planning the settling-in moments

- **One month before the start date**, parents will be called to schedule the first visit.
- The **first settling-in moment** is with the parent and child together. The parent may stay for a maximum of **1 hour** in the group.
- This visit is scheduled on a **quiet day and time**, selected by the group teacher.
- The goal is for the parent and child to explore the group together and become familiar with the pedagogical staff.
- The **second settling-in moment** takes place **without the parent** and lasts **1 to 2 hours**. The child will stay independently in the group (without sleeping), allowing them to get used to the new environment.
- This is followed by **two half settling-in days**, from **9:30 AM to 12:30 PM**.

With this structure, we hope to support a gradual and loving transition for the baby, with as little stress as possible.

Settling-in requirements

To ensure the settling-in process goes smoothly, it is important that the child:

- Can **sleep independently in a crib**, and
- Can **drink well from a bottle**.

If this is not yet fully possible, we will discuss this in advance with the parent and determine together what is needed for a successful start.

0 to 1 year

For babies aged 0 to 1 year, daily routines can change quickly. That's why we stay in close contact via **WhatsApp**, where we keep each other informed about feedings, sleep, and diaper changes.

1+ Group

At Teddy Kids, we no longer base the transition to the next group solely on age. Instead, we look at the child's development and whether they are ready to make the move.

What do we consider when moving up?

To ensure a smooth and positive transition to the 1+ group, it is important that a child can:

- Eat small pieces of food (preferably practiced at home),
- Fall asleep independently in bed,
- Be less reliant on bottle feeding,
- Crawl and move around on their own.

When does the transition happen?
The move to the next group usually takes place **between 1 and 1.5 years**, depending on the individual child.
It is completely normal if a child does not meet all the criteria by their first birthday. In that case, they may stay a little longer in the baby group to continue developing at their own pace.
This approach ensures that both the child and the group feel comfortable with the transition.

Things to bring to Teddy Kids

On the first day, we will ask you to bring a few items for your children. You will find the checklist of things to bring at the end of the Welcome Packet in the Appendices.

The pedagogical staff will do their utmost to handle items with care, but we cannot guarantee that everything will be returned in its original state. We would like to ask you to refrain from giving your child valuable items as Teddy Kids cannot be held responsible for your child's belongings. If you do bring items for your child, we would like to remind you to label all items with your name and phone number in advance. In case something goes missing, this helps to identify and return the items to their rightful owners.



The First Day

On the first day, the pedagogical staff of your group will phone you in the afternoon to inform you about the progress of your child. Please feel free to call us if you have any concerns or just want to hear how your child is doing.

Building security

To ensure the safety of all children at Teddy Kids, we use a fingerprint scanner at the entrance of each location. Every parent or caretaker will have his or her fingerprint scanned on the first day, which allows you to open the doors to Teddy Kids.

General information/ House rules Teddy Kids

During the day

During registration, you will have made arrangements regarding which days and how many days your child will come to Teddy Kids. You will also have made a choice between whole days or half days. Groups are planned according to the number of applications we receive. The child-to-teacher ratio is as follows:

- Age group 0 - 1 are allowed 3 children per teacher
- Age group 1 - 2 are allowed 5 children per teacher
- Age group 3 - 4 are allowed 8 children per teacher

- Age group 4 - 8 are allowed 10 children per teacher
- Age group 8 - 10 are allowed 12 children per teacher

Head Teachers

Every Teddy Kids location is led by a head teacher. The head teachers are:

Lorentzkade: Antonella Falcone

Rijnsburgerweg 3: Pamela Pradenas Farias

Rijnsburgerweg 5: Pamela Pradenas Farias

Rijnsburgerweg 35: Jessica Koel

Zeemanlaan: Meral Demirbas-Akdeniz

Head teachers are on location to answer any questions from pedagogical staff and parents. They are also the substitute teacher when a regular pedagogical staff member is sick or on holiday. This way we prevent introducing too many new faces to the group.

Pedagogical coaches & policy officer

At Teddy Kids we have four pedagogical coaches: Tess van Overbeeke, Zina Abdullah en Marilia Kazolia. Their function is to better guide and further develop the pedagogical skills and methods of the teachers.

Tess van Overbeeke is responsible for the pedagogical policy at Teddy Kids. She trains the employees and further develops our pedagogical approaches. Want to know more about the Teddy Kids pedagogical policy? Send an email to *tess@teddykids.nl*.

Assistant teachers/ activity teachers/BBL students

Teddy Kids is a certified training company. We employ assistant pedagogical staff and activity pedagogical staff. They are always rostered in to assist the pedagogical staff working on the group.

Currently we also have BBL students (*Beroeps Begeleidende Leerweg*, or vocational learning path). After a trial period we determine when and how often the students may be in the group working as a pedagogical staff member.

Teddy Kids also works with EVC students (*Erkenning Verwoven Competenties*, or recognition of previously acquired competences). These are students with previous professional experience, training and/or certification working at a daycare, usually in another country. (Not all foreign certifications are sufficient to meet the Dutch daycare employment requirements.)

Interns

Teddy Kids is a certified training company, which means that we have interns at every location to learn our amazing profession. Interns are never allowed to lead the group alone; they are always under the supervision of a certified teacher.

Interns may pick up children from school once they are fully integrated and have obtained approval from their supervisor, and of course have the confidence in themselves to do so.

Opening hours

We kindly request that you come to Teddy Kids during the following hours:

KDV

Day Type	Drop off	Pick up	Special request
Half day : 7:30 - 13:00	7:30 - 9:30	12:00 - 13:00	Open from 7:00
Half day : 13:00 - 18:30	13:00 - 14:00	16:30 - 18:30	Open until 19:00
Full day: 7:30 - 18:30	7:30 - 9:30	16:30 - 18:30	From 7:00 - 19:00

BSO

Day Type	Drop off	Pick up	Before School Care
School Day	N/A	17:00 - 18:30	7:00 / 7:45
Half Days	N/A	17:00 - 18:30	7:00 / 7:45
Holiday/Days off	7:30 - 9:30	17:30 - 18:30	7:00 / 7:45

In case you are inconvenienced and are not able to pick up your child in time, please let us know as soon as possible. We will charge extra for being late, seeing as we must then pay pedagogical staff overtime.

Would you like to pick up your child earlier than the above schedule? Please inform us in advance, so we can make sure everything is ready by the time you arrive.

Adaption to the new environment

When you bring your child to Teddy Kids for the first time, we would like to know if there are any issues or anything we might need to pay attention to. In the first two weeks, the transfer to a new environment will be extensively monitored, in order to give you a clear picture of how our pedagogical staff do things. Unfortunately, we are unable to do this all the time. Your child is under our care and we would like to focus as much of our attention as we can to their care and wellbeing. If you would like to have a more in-depth discussion, please make an appointment with the pedagogical staff or head teacher of your location.

Every children's group has a WhatsApp group for parents to watch videos, see pictures and read stories about the children's day. You will also receive the menu for the warm lunch. Brengen / Ophalen kind(eren)

During the bringing and picking up times, there will be time to discuss the events of the day with a pedagogical staff member. We would like to ask that you do not walk into the group during these times, as this can cause unrest with the rest of the children, which in turn can lead to unsafe situations. Teddy Kids would like to remind you that you are responsible for your children during the drop-off/pick-up times. If your child is picked up by someone other than yourself, you are required to inform us in a timely fashion. Children will never be allowed to leave with a third party, unless permission is given.

Illnesses

If your child is ill, we ask you not to bring him or her to Teddy Kids. A sick child requires extra care and attention, and that is better offered at home. We ask that you inform the pedagogical staff of any illness.

Teddy Kids defines illness as follows:

- Fever (above 38*c see appendices below for rules)
- Diarrhea
- Contagious illness (see appendices below)

If your child is ill or not feeling well, please inform the teachers in the morning. We ask you not to give your child paracetamol in the morning. If the medicine wears off during the day we will have to ask you to pick you up your child.

Should your child get sick at Teddy Kids, we will contact you by phone to discuss when the child will be picked up and whether paracetamol is to be administered.

Both your private and work addresses should be made available to our staff. Additionally, we need the details of an emergency contact who is allowed to deal with emergency situations. Any changes in your contact information should be passed on to Teddy Kids.

If your child needs medication, you must fill out a medical form for each day the child attends daycare, to prevent any issues with administering the medication.

In case of an outbreak of a contagious illness, we will inform you immediately, so always read the information signs. In the case of child illnesses, we maintain the standards of the Municipal and Regional Health Service of the Netherlands (*Gemeentelijke Gezondheidsdienst*, or GGD).

Important! In the Appendices you will find the most common illnesses for children and the Teddy Kids Policy for Attendance. We request that all parents refer to these policies if your child is ill.

Picking Up Children in Special Circumstances

At Teddy Kids, we do everything we can to offer children a happy, safe, and comfortable day. However, there may be times when a child is not feeling well in the group or shows behavior that affects the group dynamics. In such cases, it may be necessary to ask a parent to pick up their child. We always handle this with care and understanding.

Prolonged distress and inconsolable crying
If a child cries continuously for more than one hour and cannot be comforted despite all efforts, it may be in the best interest of both the child and the group for the child to go home.
Our experienced staff will try everything to comfort the child and help them enjoy their day. If this is not successful, we kindly ask parents to pick up their child **within a reasonable time (ideally within one hour).**

Frequent biting that causes injury
If a child bites others frequently and causes injury, it may also be necessary to have the child picked up temporarily.
Of course, we do **not** send a child home after the **first biting incident**. We always try several supportive strategies first, such as:

- Offering a teething toy,
- Creating a calmer environment (e.g. a quiet activity at the table),
- Providing closer supervision by the teacher.

If the biting continues despite these efforts, we may ask the parent to pick up their child (also within one hour), to protect the group's safety and atmosphere.

Working together with parents
After such incidents, we always invite parents to have a conversation with the teachers. We share our observations, offer tips, and are open to hearing what works well at home.
This policy is **not meant as a punishment**, but as a way to support the well-being of all children in the group. We strongly believe in open communication and teamwork between parents and staff.

Safety

For each location we have drawn up a Health and Safety Policy. This policy contains points that we discuss with our teachers on a monthly basis.

In this policy we investigate any possible dangers for a child. Accidents can happen everywhere, which is why we make agreements with each other to minimize the chance that something can go wrong. This health and safety policy can be found in a central location at every Teddy Kids location : just check the information board about where to find it. We can send you the Health and Safety policy for your location along with the information package or you can look into them upon request.

Vaccination

Teddy Kids International Daycare strives to provide loving, safe, and high-quality childcare to all our children. The health of our children and staff is our highest priority. Through deliberate and careful efforts, we offer an environment that helps them achieve a state of complete well-being, starting with their physical health.

Therefore, it is our stance that all children attending our childcare and after-school programs must be vaccinated against life-threatening diseases. We wholeheartedly agree with the assessment that childhood vaccines are crucial for maintaining healthy communities, as stated by the Dutch National Institute for Public Health and the Environment (Rijksinstituut voor Volksgezondheid en Milieu, or RIVM), the European Centre for Disease Prevention and Control, and the World Health Organization.

As childcare professionals, we believe that making vaccinations mandatory according to the schedule with the currently available vaccines while attending our childcare is absolutely the right choice for all our children. For more information, you can inquire at info@teddykids.nl."

Religious and political matters

We’re a diverse international daycare with a variety of religious beliefs and political opinions. Teddy Kids respects everyone’s choice and takes a neutral stance on any religious or political matters.

Photo and video recordings

After registering with Kidskonnect, you will see a button to press whether or not you give permission whether or not photos and videos can be taken of your child. These recordings can be used for internal purposes such as growth booklets, parent meetings, advertising purposes and the video on International Day. We will aways ask you before using a picture outside the daycare.

Activities outside of Teddy Kids

In our After School Care, we take trips to museums, playgrounds, theme parks, forests and libraries during school holidays and long afternoons. We will always inform you of these trips.

Privacy

Teddy Kids keeps a register of your personal details, in order to provide the best care to your children. This register is subject to Dutch law (*Wet Bescherming Persoonsgegevens*). This law contains rules about registration, the administration of these details, the people allowed access to these files, and your right of inspection of these details. The administration will not retain any more details longer than absolutely necessary.

Communication and Respect for Our Teachers

At Teddy Kids, we follow clear behavioral guidelines, with a strong emphasis on **respectful communication**. Our teachers are incredibly valuable – they care for the children every day with dedication. They change diapers, lead activities, put children to bed, handle household tasks, and create a safe and warm environment that feels like a second home. And they do all of this for multiple children at once.
That's why we find it essential that **all communication with our staff is respectful and considerate**. Parents and caregivers play an important role in supporting a positive environment. When our teachers feel appreciated and supported, they can continue their work with love and patience – even on busy days.
We do **not tolerate disrespectful behavior** toward our team. If a teacher feels unsafe due to the actions or words of a parent or caregiver, we reserve the right to **terminate the childcare agreement immediately**.
Together, we create a safe, respectful, and positive atmosphere – for the children and for our staff

Daily schedule at Teddy Kids

Your child will enjoy so many fun activities at Teddy Kids. We will always try to keep you informed about everything we do. You will receive most of the information at the end of the day when the teachers write a short evaluation that provides an overview of the day. Every month we post pictures and stories on the Teddy Kids website www.teddykids.nl. To give you an impression of what a day at Teddy Kids looks like, see the schedule below.

Schedule for our babies ages 0 - 1.5 jaar

Babies between 0 and 1.5 years old generally do not have a fixed schedule. Sleeping and feeding schedules differ per baby and so we let the parents decide this completely. The teachers will always do their best to follow what you do at home.

We engage the babies in many different activities during activity time, among them:

- Tummy time
- Learn to roll over
- Learn to crawl
- Learn to stand and take their first steps!
- Singing songs
- Story time
- Finger painting
- Hand painting

Growth Book

Every baby has a personal Teddy Kids growth book. In it we keep track of the following:

- A painted hand/foot print in every group
- Drawings the child made in each group
- A personal message from the teacher about your child
- Milestones such as the first steps, first words and sentences

Schedule for our children ages 1.5 - 4

Time	Schedule Ages 1.5 - 4
7:30	Welcome to Teddy Kids
8:45	Activity
9:45	Fresh fruits every morning!
10:15	Activities in/outside
11:45	Time for warm lunch!
12:45	Bedtime/rest time
14:45	Snack time
15:30	Activities in/outside
18:30	Tot morgen! Good Bye! Ciao! Auf Wiedersehen! Poka! Adios! Au Revoir!

Program for our children ages 1.5 - 4



Dance lessons and Music lessons



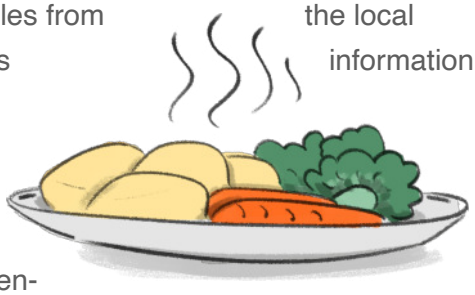
We offer dance lessons and music lessons at every location.This activity is performed by Esther. She is a professional teacher who is also working for the Leidse Ballet school in Leiden.

Activities Teacher

Teddy Kids children benefit from their daily care with our pedagogical staff and also from our multiple activity teachers who organise and lead various activities with the children. We offer children an educative entertainment program that includes elements of music, dance, song, movement and children's yoga that is always tied to the child's real world experiences.

Warm eten

During lunch time the children eat a warm lunch which is frequently customary in the international community. The food is provided by a local company from Utrecht, Moekes Maaltijd *www.moekesmaaltijd.nl*. Moekes prepares 100% natural and fresh lunches for children at daycares and schools, providing organic foods from sustainable farming as much as possible. For example, the free-range meats come from Palmensteyn; the fish from Jan van As; the eggs from Maartens Marktkraam; and all the grains from Korenmolen de Zandhaas in Santpoort. The children enjoy a variety of foods with everything from fish, chicken, different types of meats, but also potatoes, rice and pasta. The children also get seasonal fresh vegetables from the local farmer's markets. The menu for the week is on your locations information board.



At Teddy Kids we hold your child's nutrition to a high standard and we are willing to accommodate special dietary requirements. Teddy Kids makes adaptations for gluten-free, dairy-free, nut-free and halal diets. If your child has another specific dietary need or an allergy, then we ask parents to please provide the appropriate foods.

Potty Training



At Teddy Kids we start potty training when the child indicates he or she is ready and training has already begun at home. We do encourage the parents to begin as early as possible. From the age of 2.5 we advise and motivate the child to start using the potty or toilet as often as possible with frequent toilet visits. We make sure not to burden the child, and with every successful use of the toilet the children are rewarded with a sticker for extra motivation.

How we potty train at Teddy Kids:

- We stimulate each child to join his classmates during toilet time.
- We have multiple fixed toilet moments during the day to create rhythm, which includes all the children, whether or not they are already potty trained.
- During toilet time the teachers guide the child
- When it’s time to wipe, the teachers encourage the child do as much as possible, then ensure he or she is clean.
- Sometimes a child has an accident, but after 3 accidents we put the nappy/diaper back on and try again another day so as not to pressure the child and to avoid interrupting the group’s daily routine.
- Each child has their own sticker list for a successful visit to the toilet.
- If a child is not potty trained by the age of 3, we ask if the child can be without a nappy/diaper as often as possible so as to help let go of that custom and become more aware of when he or she needs to go. We will never force this, but will work with the parents to come to a solution together.

After School Care

Schedule for our children ages 4+

Time Vakantie		VSO	Long Day BSO	Short Day BSO	Schedule Ages 4+
7:30	X	X			Before school
8:15	X	X			Bring the children to school
9:00	X				Morning Circle
10:00	X				Fresh Fruit!
10:15	X				Activity - Theme/Free time/ Playground/Museum/Park The activity depends on the number of children, the weather and transportation logistics.
±12:00			X		Children arrive from school
13:00	X		X		Warm lunch
14:00	X		X		Activity - Theme/Free time/ Playground/Museum/Park The activity depends on the number of children, the weather and transportation logistics.
14:30	X		X	X	Children collected from school
16:00	X		X	X	Circle Time
16:15	X		X	X	Healthy Snack
17:00	X		X	X	Activity - Theme/Free time/ Playground/Museum/Park The activity depends on the number of children, the weather and transportation logistics.
17:15	X		X	X	Fresh Fruit!

After School Care Activity: Country Theme

At after school care we offer our older children a truly international experience by studying different countries and their cultures. Every month we choose a new country and culture and study the following facts:

History: Every country has their own interesting facts such as past kings and queens or famous paintings.

Language: The children learn some simple sentences, counting and greetings from the country.

Music/ Dance: We take a look at what cultural music originates from the country we are learning about and if there is a famous dance, they learn the basics.

Food and Drink: Every country has something delicious and the children learn to make something special!

Customs: We explore different customs, what they are and how they originated, such as the traditional tomato fight from Spain called *Tomatina*.

Clothing: MeThe children learn about traditional clothing a country has so they know what to look for when they visit the different countries.

Swimming Lessons

Starting from the age of 4.5, we offer swimming lessons on Wednesdays at Poelmeer swimming pool. Payments for the lessons are handled directly via Poelmeer, while taxi costs will be invoiced through our regular billing system.

We’re thrilled to have your child join our swimming lessons! Here’s what you need to know:

• **Fees**: €62.50 per month, automatically debited after registration.
• **Lesson Adjustments**: Missed lessons due to pool closures will be deducted from the next month's fee.
• **Taxi Service**: €5.00 per lesson, invoiced quarterly. Upcoming invoices: May 1st (for Feb–Apr) and August 1st (for May–Jul).
• **Swimming Pass**: No registration fee, but a one-time €10 fee is required for the pass.
• **Absences**: Fees apply even if your child misses a lesson. Want to cancel the taxi without charge? Please notify us **before 9:00 AM** on the day.
• **Long-term Illness**: If your child is sick for more than 2 weeks, we can pause the subscription.
• **Holidays**: No charges during school holidays.

Invoicing for Taxi and Moekes Childcare
The costs for taxi services (e.g., for swimming lessons or school pickups) and Moekes childcare are invoiced **quarterly** according to the schedule below:

- January 1, 2025: for November and December 2024
- April 1, 2025: for January, February, and March 2025
- July 1, 2025: for April, May, and June 2025
- October 1, 2025: for July, August, and September 2025
- January 1, 2026: for October, November, and December 2025

Note: Invoices are sent after the end of each quarter.

Fun, Educational and Entertaining After School Care

Every month we treat the children to a wide variety of activities including visits to museums, libraries and the many different parks among them; Naturalis, Museum van oudheden, Volkenkunde, Boerhave, Bibliotheek en de Burcht.

On vacation days we also visit attractions such as Avifauna, De Olmenhorst, Boerderij het Geertje, Bowling Sport City and Bubbel Jungle.

On nice summer days we bring the children to one of the playgrounds in the area such as Roomburg or Zuiderkwartier. Playground Zuiderkwartier is sponsored by Teddy Kids and all of Teddy Kids children are welcome free of charge if they are wearing a Teddy Kids t-shirt or body warmer.

Special Days

Every year Teddy Kids organises some extra special activities for the children such as:

Grandparents Easter Breakfast (2.5 - 4 years)

In March we host Grandparents Breakfast, where the children ages 2.5 - 4 welcome their grandparents to join in for a lovely Easter breakfast. The children show their grandparents their classrooms and perform dances and other activities together.

Sinterklaas Party

Every year we celebrate the national holiday “Sinterklaas" with all the children at Teddy Kids. The children join in many activities planned throughout the day including dancing with the “Pieten” and enjoying a puppet show. At the end all children receive a present from Sinterklaas that they can take home!

Christmas Breakfast

The first Monday of Christmas break we organise a special lunch. All children may come in their pyjamas and join in on an early lunch. (Don’t forget to bring a set of clothing for the rest of the day.)

School Photo Day

Once a year we invite a professional photographer to come and take an action photo and a portrait photo of all the children. Every year we have a different photographer for a cool new twist! You may order your photos for a small fee to keep as a memory. (You are by no means obligated to purchase photos if you so choose.)

International Day

Once a year Teddy Kids organises its most important party: International Day. All children, parents, and family are welcome to join the festivities. Everyone brings their national dish to the party. We all dig in and enjoy the different cultures of the world. We ask parents to dress their children up in their national clothing. The best outfit wins a prize.

During the International Day video you can see all the funny moments and amazing activities the children have done throughout the year. After the party the video is made available online so you can share it with your friends and family.

Questions, complaints and suggestions

Contacting Teddy Kids

At Teddy Kids we do our utmost to accommodate everyone's wishes. If you have a question, complaint or suggestion, we're always here to listen and to help. We kindly ask that you send an email to us so that we may provide a written answer. We will notify you within 10 days of receiving your email. You may also send an email to the head teacher of your location:

Lorentzkade:	Antonella@teddykids.nl
Rijnsburgerweg 3:	*pamela@teddykids.nl*
Rijnsburgerweg 35:	*jessica@teddykids.nl*
Zeemanlaan:	*meral@teddykids.nl*

Bijlagen

About Teddy Kids

Teddy Kids International Daycare Leiden opened its very first location at Herenstraat in 2004. Now 20 years later, we have grown to family owned and operated organisation with daycares in 4 different locations and 2 after school care locations. Spread out over these locations are more than 50 highly qualified permanent teachers of varying nationalities and backgrounds. We pride ourselves on how we have evolved into our signature multicultural atmosphere.

Leiden has a large and diverse international community that is attractive for both work and studies. Places likes the LUMC, University of Leiden and Webster University or the BIO science park, among others, make it an attractive expat hub. It makes Leiden a great place for both Dutch and international communities, and that's also why we moved here in the 1990s.

When we first moved to the Netherlands, and Leiden in particular, we were impressed by the international orientation of schools and the community, but we felt that there was a big gap for working expats to have their children attend international daycare, as well as a lack of bilingual opportunities for Dutch children. As a result, we decided that we could make the transition to Dutch life smoother, while providing a gateway to other cultures for Dutch families. Building on our own experiences as expats, we built a company on the principle that Dutch and international children can learn and grow together.

We still believe that principle lays the foundation for a more globally aware and culturally sensitive society, and we do everything in our power to make that happen. That's what makes us who we are and that what makes Teddy Kids a perfect choice for parents and children who want to broaden their horizons and bridge the divide between cultures and countries.

Contact Information



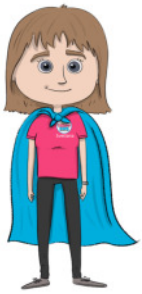
Artem Tolmachev

Managers / Head Teachers



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LRZ



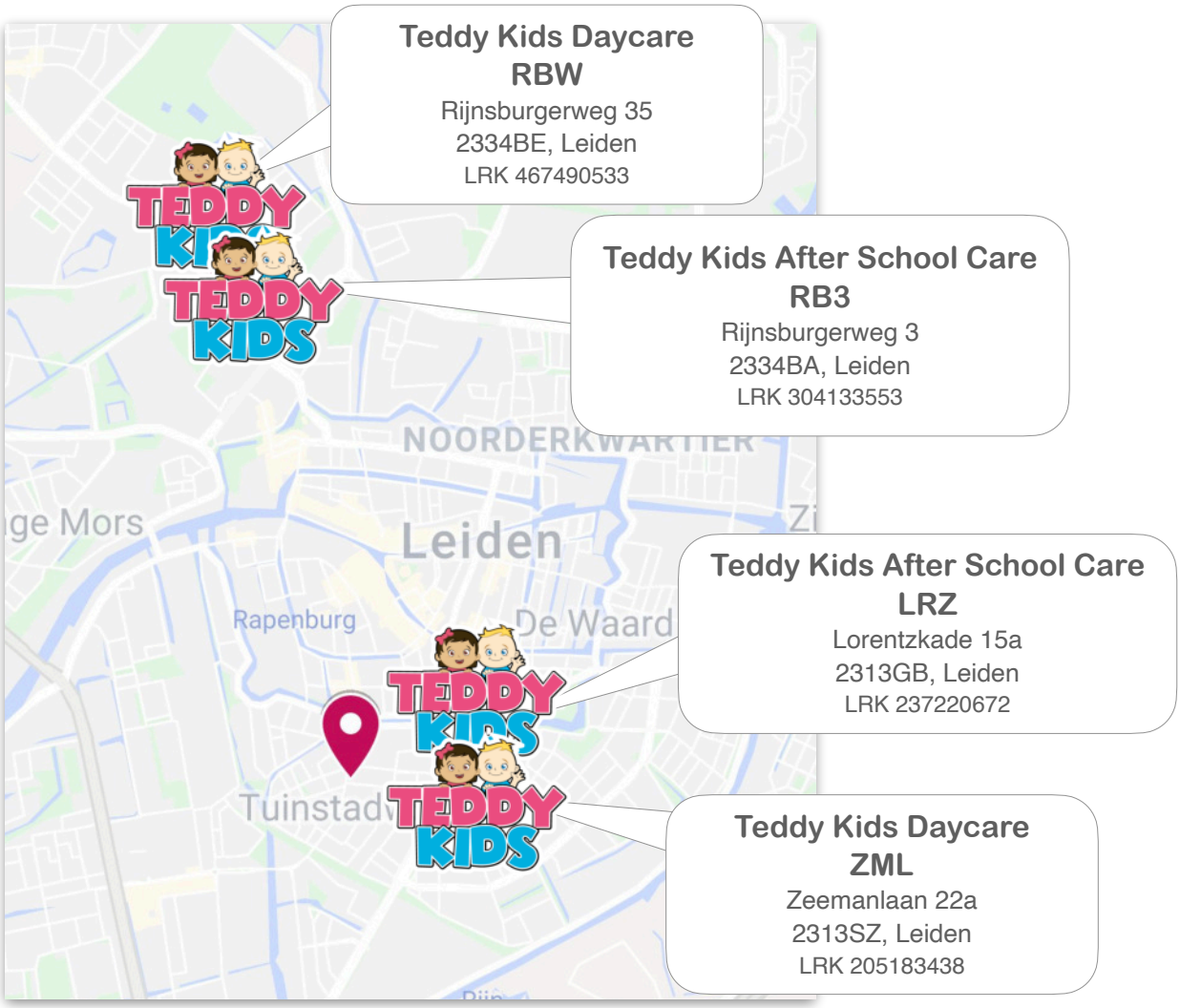
Antonella
Falcone
06 43457460

RB3& RB5



Pamela
Pradenas Farias
06 39 00 45 14
Pamela
@teddykids.nl

Our Locations



Find us online: | | Instagram: @teddykids.nl | Facebook:

Child's Belongings Checklist

What to bring	Age 0 - 1.5	Age 1.5 - 4	Age 4 - 8
Extra underwear		x	x
Extra trousers / pants	x	x	x
Extra shirt	x	x	x
Extra romper / onesie	x	x	
Extra socks	x	x	x
Sleeping bag	x	x	
Inside shoes	x	x	x
Pacifier	x	x	
Bottle	x		
Notebook	x		
In winter: Warm clothing In summer: Swim suits	x	x	x

Friendly reminder: Label your belongings with your child's name, in case anything goes missing.

Closed days - Teddy Kids 2025

Teddy Kids is open Monday through Friday throughout the year. We are closed or have early dismissal on the days listed below.

Celebration	*2025*
Nieuwjaarsdag/New Year's Day	*1 Januari 2025*
Paas maandag/Easter Monday	*1 April 2025*
Bevrijdingsdag/Liberation Day	*5 Mei 2025*
Hemelvaartsdag/Ascension Day	*29 Mei 2025*
Tweede pinksterdag /Whit Monday	*9 juni 2025*
Oktober feest leiden/Leiden's October Festival	*3 oktober 2025*
Kerstavond/Christmas Eve	*24 December 2025 vanaf 16:00*
1ste Kerstdag/Christmas Day	*25 December 2025*
2de Kerstdag/Boxing Day	*26 December 2025*
Oudjaarsdag/New Year's Eve	*31 December 2024 vanaf 16:00*

Illness Protocol – Teddy Kids

1. Scarlet Fever (Scarlatina)
Symptoms:
- Sore throat
- Fever
- Red rash starting on the chest and spreading
- 'Strawberry tongue'
- Headache
- Nausea or vomiting

Policy:
Children without fever may attend.
Scarlet fever is contagious **before** visible symptoms appear.
If the child has a fever or seems generally unwell, they must stay at home.

2. Hand, Foot and Mouth Disease
Symptoms:
- Fever
- Blisters in the mouth, on palms and soles
- Reduced appetite
- Sore throat
- Rash on buttocks or legs

Policy:
Children may attend **if they do not have a fever and feel well**.
The illness is highly contagious **before** symptoms appear, so staying home has limited preventive effect.

3. Fifth Disease (Erythema Infectiosum)
Symptoms:
- Red cheeks (‘butterfly-shaped rash’)
- Slightly elevated temperature
- Mild sore throat or cold prior to rash
- Rash on torso, arms and legs

Policy:
Children may attend **if they feel well**.
Important: parents will always be informed, as this illness can pose risks to pregnant women.

4. Influenza (Flu)
Symptoms:
- High fever (>38°C)
- Headache
- Muscle pain
- Fatigue
- Cough and/or sore throat

Policy:
Children with fever over 38°C must stay at home.
They can return once fever-free and feeling well.

5. Stomach Flu (Gastroenteritis)
Symptoms:
- Diarrhea
- Vomiting
- Abdominal pain
- Fever

Policy:
Children who vomit must be picked up.
If a child has **3 diarrhea episodes in one day**, they must also be sent home.

6. Conjunctivitis (Pink Eye)
Symptoms:
- Red eyes
- Pus or mucus in the corner of the eye
- Eye stuck shut after sleeping

Policy:
Children with conjunctivitis must stay at home.
It is highly contagious.

7. Ear Discharge (Ear Infection with Drainage)
Symptoms:
- Ongoing discharge of pus from the ear
- Mild fever may be present
- Hearing loss

Policy:
If pus continues after cleaning once, the child must be picked up.
Highly contagious.

8. Oral Thrush (Candida Infection)
Symptoms:
- White spots on tongue, palate or inner cheeks
- Difficulty drinking or eating
- Irritable behavior in infants

Policy:
Children may attend **if they have no fever and eat/drink well**.
Good hygiene is essential.

9. Teething
Symptoms:
- Drooling
- Biting on objects
- Red cheeks
- Slight temperature
- Irritability

Policy:
If the child has **fever and noticeable discomfort**, they must stay at home.
A slight temperature (up to 38°C) without other symptoms is allowed.

10. Impetigo (Contagious Skin Infection)
Symptoms:
- Red spots that develop into blisters
- Yellow crusts around the mouth, nose or elsewhere
- Itchy or irritated skin

Policy:
Children may **not** attend while blisters or crusts are still wet.
Impetigo is highly contagious through direct contact.
Return is allowed when the spots are completely dried out or a doctor confirms it is no longer contagious.

11. Chickenpox (Varicella)
Symptoms:
- Spots that become itchy blisters
- Fever
- Blisters dry out into crusts after a few days
- Fatigue or irritability

Policy:
Children **may attend**, as chickenpox is contagious before symptoms appear.
If the child is very uncomfortable (severe itching, fever, lethargy), they must stay at home.

12. Head Lice
Symptoms:
- Itchy scalp, especially behind ears and neck
- Visible lice or nits (eggs)
- Scratching

Policy:
Children with lice must **go home immediately**.
They may return **only when all lice are removed**.
Parents are requested to check their child's hair daily during outbreaks.

13. Cold Sore (Herpes Simplex Virus)
Symptoms:
- Tingling or burning around the lips before blisters appear
- Small fluid-filled blisters on or around the lips
- Blisters dry out into crusts after a few days
- Possibly mild fever or sore throat at first infection

Policy:
Children with an active cold sore may **not attend**.
The virus is spread through contact and saliva and can be dangerous for young babies or children with weakened immunity.
Return is allowed **only when the blisters are fully dried out**.

14. Measles (Morbilli)
Symptoms:
- Sudden high fever
- Cold-like symptoms: cough, runny nose, red eyes
- White spots inside the mouth (Koplik spots)
- A blotchy red rash starting on the face and spreading

Policy:
Children with measles **may not attend** and must be quarantined, as it is highly contagious through the air.
Most children and staff are vaccinated (MMR), but we remain alert.
Parents are always notified in case of a confirmed measles case.

15. Whooping Cough (Pertussis)
Symptoms:
- Starts like a cold: runny nose, sneezing, mild fever, dry cough
- After 1–2 weeks: severe coughing fits followed by a "whooping" sound when inhaling
- Vomiting may occur after coughing
- In infants, whooping cough can be life-threatening (risk of apnea)

Policy:
Children with (suspected) whooping cough must **stay at home** for the entire contagious period.
That is:
– Until **5 days after starting antibiotics**, or
– **3 weeks after the cough began** if no antibiotics are used.
Highly contagious through airborne droplets.
Parents are always informed if there's a confirmed case in the group.
Most children and staff are vaccinated (DTaP), but babies under 6 months are still at risk.

16. Roseola (Sixth Disease – Roseola Infantum)
Symptoms:
- Sudden high fever (often 39–40.5°C), usually lasting 3 days
- Child may still appear fairly well despite fever

- Once fever subsides, a light red rash appears on the torso, neck and possibly arms
- Sometimes mild sore throat or swollen lymph nodes

Policy:
Children with fever **may not attend** Teddy Kids.
Once the fever is gone and the child feels well, they may return – even if the rash is still visible.
The illness is mainly contagious **before** the rash appears, so keeping children home with only the rash is not effective.

🦠 General Illness Rules – Teddy Kids

- Wash hands regularly in the group.
- During outbreaks: clean extra thoroughly, especially door handles and surfaces.
- Children with fever may **never** be put to bed at the center.
- When **3 or more cases** of a contagious illness occur, a **warning sign** will be posted for parents.
- Children without fever (after a sick day) may return to Teddy Kids if they feel well.
- Children may **not attend** after being given paracetamol (acetaminophen), as it can mask fever and increase the risk of febrile seizures or hide serious symptoms.
- Parents must arrive **within 30 minutes** when asked to pick up their child. Late pickups may lead to unsafe situations.

Official Childcare Complaints Procedure

(as outlined by the Dutch Foundation for Consumer Complaints Board)

1. The parent/parents committee must first submit the complaint with the company.
2. In the event that no solution is reached, then the complaint must be submitted within 12 months from the date that the parent or parents committee originally submitted the complaint, in writing or another form to be determined by the Consumer Complaints Board.
3. Complaints can be submitted to the Consumer Complaints Board by both the parent/parents committee and the organisation.
4. If the parent/parents committee submits a complaint to the Consumer Complaints Board, then the organisation is bound to the decision of the board. In the event that the organisation chooses to submit the complaint, then the parent or parents committee must agree in writing. The organisation must then announce that after the conclusion of the aforementioned period of time, the organisation is free to submit the complaint to the courts.
5. The Consumer Complaints Board makes its decision in compliance with the provisions of its regulations. The regulations of the Consumer Complaints Board are available via www.degeschillencommissie.nl/english and can be sent upon request. Payment of a fee is required in order to receive a decision about a complaint by the Consumer Complaints Board.
6. Only the above-mentioned Consumer Complaints Board or the court is authorised to make decisions in the event of complaints or disputes. Geschil artikel kinderopvang Klachtenregeling.

Complaints Procedure

Teddy Kids is always working to improve our ways to make your time with us as pleasant as possible. There is always a possibility that your aren't satisfied with our services. This document explains what actions to take.

Submit a Complaint

In the event that are unable to or prefer not to contact the pedagogical staff or head teacher directly, then we request that you submit your complaint formally in writing by sending an email to *info@teddykids.nl*. The complaint will be received by the management team and handled appropriately.

External Complaints

Before using the external complaints procedure at the Disputes Committee, the complaint must first be submitted via the internal complaints procedure. This is a condition of the Disputes Committee.

If a complaint is not resolved to your satisfactory or within the stipulated period, you can submit the complaint to the Disputes Committee. Making it an external complaints procedure. In some cases a complaint may be submitted directly to the Disputes Committee, for example in the case of a complaint about harassment. The conditions for submitting a complaint (dispute) and the procedure of the Disputes Committee can be found at www.degeschillencommissie.nl.

For advice, information and mediation, please contact the Childcare Complaints Desk (www. Complaints Desk Childcare.nl). At the complaints desk, it is checked whether the complaint can still be resolved before it is officially submitted to the Disputes Committee.

Internal Complaint Procedure

Who for?

The complaints procedure, as described in this document, is only intended for customers and parent committees of Teddy Kids

Where can I go with a complaint?

With the pedagogical staff (teachers)

If you are not satisfied with the care of your child or the daily functioning of your child's group or the facilities, then you can share your concern or complaint with the pedagogical staff directly. She (or he) is always your first point of contact. Depending on the severity of the complaint, you can either discuss it during the drop-off/pick-up times, or you can request an appointment with them.

Or with your locations head teacher

In the event that you are unable to discuss your complaint with the pedagogical staff for any reason, then you can make an appointment with the head teacher of the relevant location. You are welcome, of course, to contact the head teacher at any time at the following phone numbers:
Zeemanlaan: 06-39004512
Rijnsburgerweg: 06-39004513
Lorentzkade: 0612360444
Rijnsburgerweg BSO: 0639004514

Financial/Administrative Complaints

If you have questions or are in any way dissatisfied with invoicing policies and procedures, then please contact our Financial Department:

Artem Tolmachev : 0614663033

Submit a written complaint

KIn the event that are unable to or prefer not to contact the pedagogical staff or head teacher directly, then we request that you submit your complaint formally in writing by sending an email to *info@teddykids.nl*. The complaint will be received by the management team and handled appropriately.

The steps following the submission of a written complaint

1. The management team receives the complaint and ensures that the complaint is directed to the manager responsible. The manager can or may assign the complaint to another employee. In that case, the employee responsible for handling the complaint will keep the manager informed for the duration of the process.

2. The manager or employee responsible for handling the complaint will request a meeting with you. This meeting will be set within three working days of the complaint. The purpose of this meeting is to resolve the complaint to your satisfaction. During this meeting both parties will attempt to come to a solution. In the event that a satisfactory solution cannot be reached, then both parties will determine what preventive measures can be taken so that the event does not happen in future.

3. The employee handling the complaint will produce a summary of what was agreed upon during this meeting. The letter will also contain what (preventive) measures will be (eventually) taken. In the event that during this meeting no satisfactory solution can be reached, then the employee handling the complaint will provide the following in a written response:

    - A short summary of what was discussed in the meeting;;
    - A declaration by the employee handling the complaint to take specific actions in order to come to a satisfactory solution;
    - The date or period of time by which the employee handling the complaint will return with a response. By this date (or as early as possible) the employee handling the complaint will detail which (preventive) measures will be taken for the solution, and by which date such (preventive) measures will be taken.

    In the case where understanding are reached orally, then the employee handling the complaint will submit said understanding in writing.

    In the event that the employee handling the complaint finds the complaint to be unfounded, then that employee will provide that feedback both in written and oral responses, explaining the reasons why this complaint is considered unfounded.

    A copy of this letter will be sent to the complaints coordinator for administrative purposes.

4. In the event that the complaint has not been handled by a manager, a manager will check whether the complaint was handled properly by the employee.

5. Complaints that are not resolved to the client's satisfaction will be directed to the Teddy Kids management team. If a resolution still cannot be reached, then the management team will advise following the External Complaints Procedure.

6. The manager assigned to the complaint and (eventual) result will present the case at a team meeting where new agreements may be formed or points will be highlighted for further attention. Head teachers will also present the case to the parents committee of the relevant location.

7. The management team conducts an annual inventory of all complaints, on which further improvements may be made organisation-wide. Monitoring of the complaints procedure is done by the complaints coordinator.

8. The duration of the process for resolving a complaint will be a maximum of six weeks.

External Complaint Procedure

In the event that you are not satisfied with the final decision by Teddy Kids management and/or employees, then you can submit your complaint with the Dutch Foundation for Consumer Complaints Board (*De Geschillenscommissie* in Dutch). You can find the terms and conditions for filing a complaint with the Consumer Complaints Board on their website www.geschillencommissie.nl.