



## **House Rules**

### **Day Care Centres UGhent**

KDV Corneel Heymans, Stalhof 8 te 9000 Gent

KDV De Sterre, Krijgslaan 281/S37 te 9000 Gent

**April 2024**

## Contents

<b>1</b>	<b>General</b>	<b>4</b>
1.1	Organising Board	4
1.2	Subsidising Board	4
1.3	Ghent University Central Child Care Desk	4
<b>2</b>	<b>Contact details</b>	<b>5</b>
2.1	UGent Child Care	5
2.2	Day Care Centre C. Heymans	5
2.3	Day Care Centre De Sterre	6
2.4	Contact in Case of Emergency	6
<b>3</b>	<b>Target Group Definition</b>	<b>6</b>
<b>4</b>	<b>Intake Policy</b>	<b>6</b>
4.1	UGent Child Care Priority Rules - legal provisions	6
4.2	UGent Child Care Priority Rules – categories (*):	6
4.3	UGent Intake and Child Care Procedure	7
<b>5</b>	<b>Opening days and hours</b>	<b>9</b>
5.1	Opening Hours	9
5.2	Yearly Closing Periods	9
5.3	Parent Access to the Day Care Centre	10
<b>6</b>	<b>Complaints and Comment Processing</b>	<b>11</b>
<b>7</b>	<b>Insurance</b>	<b>12</b>
<b>8</b>	<b>Operating Policy of the Day Care Centres</b>	<b>12</b>
8.1	Pedagogic Policy	12
8.2	Adapting	13
8.3	Collaboration with Parents and Children	14
8.4	External Collaborators	15
<b>9</b>	<b>Mutual Agreements Between Parents and Caregivers</b>	<b>15</b>
9.1	Day care contract and house rules	15
9.2	Day care schedule	16
9.3	Ending Child Care	Error! Bookmark not defined.
9.4	Bringing and Collecting Your Child	19
9.5	Absences of the Child	20
9.5.1	General principles	20
9.5.2	Specific absences	17
9.5.3	School Holidays	18
9.5.4	Illness and resumption after illness	18
9.6	Agreements Concerning Who Collects the Child	Error! Bookmark not defined.
9.7	Visiting Rights to the Day Care Centres for Parents Involved in Divorce Proceedings or Divorced	Error! Bookmark not defined.
9.8	Food	21
9.9	Clothing and Care	22
9.10	Diapers	22
9.11	Photographing and Filming	Error! Bookmark not defined.
9.12	Care of a Sick Child	Error! Bookmark not defined.
9.13	Regulations in Case a Child Gets Ill or Has an Accident in the Day Care Centre ...	Error! Bookmark not defined.
9.14	Alerting Us to an Illness Not Clearly Visible	Error! Bookmark not defined.
9.15	Cot Death Prevention: Sleeping Position	Error! Bookmark not defined.
9.16	Use of Monitors	Error! Bookmark not defined.

9.17	Medication .....	
	Error! Bookmark not defined.	
9.17.1	Medicine .....	23
9.17.2	Antipyretics .....	24
10	Overview of Documents and/or Data to be Submitted .....	
	Error! Bookmark not defined.	
10.1	Registration File .....	29
10.2	Intake File .....	
	Error! Bookmark not defined.	
10.3	Information sheet .....	
	Error! Bookmark not defined.	
10.4	Quality manual .....	
	Error! Bookmark not defined.	
10.5	Procedure for making changes to the House Rules (HR) .....	
	Error! Bookmark not defined.	
10.6	Observation of the Personal Privacy Protection Law .....	
	Error! Bookmark not defined.	
11	Financial Stipulations .....	
	Error! Bookmark not defined.	
11.1	Income-related – price determination .....	27
11.1.1	Recalculation of the contribution .....	27
11.1.2	Financially impossible? Request an individual reduced rate .....	27
11.1.3	Which days are charged and which are not? .....	28
11.2	Reservation fee and security .....	28
11.3	Additional costs .....	29
11.4	Invoicing .....	29
11.5	Tax certificate .....	29
12	Appendix 1: Priority rules day care center Ugent .....	31

## 1 General Information

Ghent University is the organizer of childcare in 6 daycare centers, 2 of which are in own management, C.Heymans Daycare Center and De Sterre Daycare Center in Ghent, and 4 daycare centers, operated by an external partner in Private Public Partnership (hereinafter referred to as the "PPP Partner"), being the daycare centers De Stadskabouter, De Parkkabouter, Het Koetshuis on the territory of Ghent and daycare center De Boskabouter on the territory of Melle.

All these daycare centers are licensed and subsidized by Kind & Gezin.

In addition, Ghent University has a participation in the licensed service for reception families of the PPP partner.

### 1.1 Organising board of childcare UGhent

Ghent University

- public institution with legal personality in line with the special decree of 26 June 1991 (Belgian Official Gazette of 29/06/1991)
- company number 0248 0150 142

Department of Student Facilities  
Office for Personal Social Facilities

Contacts:

- Dominique Van Acker – Director of Student Facilities, Ghent University  
Sint-Pietersnieuwstraat 45  
9000 Gent (Ghent)  
Tel.: 09/264 70 69  
E-mail: [Dominique.vanacker@UGent.be](mailto:Dominique.vanacker@UGent.be)
- Dominique Van Acker – Head of the Office for Personal Social Facilities UGent  
Sint-Pietersnieuwstraat 45  
9000 Gent (Ghent)  
Tel.: 09/264 70 69  
E-mail: [Dominique.vanacker@UGent.be](mailto:Dominique.vanacker@UGent.be)

### 1.2 Subsidising board

Kind en Gezin  
Hallepoortlaan 27  
1060 Brussel  
Tel.: 078/150 100  
E-Mail: [info@kindengezin.be](mailto:info@kindengezin.be)  
Via contact form: [www.kindengezin.be](http://www.kindengezin.be)

### 1.3 Ghent University Central Child Care Desk

For all requests & information about UGhent Childcare you can send an e-mail to:

[Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be)

- Els Pinnoy - UGhent daycare administrative assistant  
Sint-Pietersnieuwstraat 45  
9000 Gent (Ghent)  
Tel: 09 331 24 74

## 2 Contact details

### 2.1 UGhent Child Care

NN – coordinator Childcare UGhent  
Sint-Pieterstraat 45 9000 Gent (Ghent)  
Tel.: ~~0471 58 88 81~~  
E-mail:

### 2.2 Day Care Centres C. Heymans and De Sterre

The daycare centers C. Heymans and De Sterre are daycare initiatives for group daycare, organized and operated by Ghent University and subsidized and licensed by Child & Family in accordance with the Decree 'Childcare for babies and toddlers of 20 April 2012', the decision of the Flemish Government of 22 November 2013 concerning 'The subsidies for childcare' and the decision of the Flemish Government of 22 November 2013 concerning 'The permit conditions and the quality policy for family care and group care for babies and toddlers'.

Both daycare centers in their own operation belong to subsidy group 442-group-Ghent (100951) and are:

**Daycare center C. Heymans** is a Kind and Gezin licensed and subsidized daycare for 84 children aged 0-3 under the approval number 91 000 1756. Daycare center C. Heymans is a service that has been organized by the University of Ghent since 10 September 1973. Daycare center C. Heymans has 6 living groups of which 3 groups form a baby department and 3 groups the toddler department.

**Daycare De Sterre** is a child and family licensed daycare for 50 children and subsidized for 42 children between 0-3 years under the approval number 91 000 1186. Daycare De Sterre is a service that has been organized by the University of Ghent since October 20, 1969. Daycare De Sterre has 3 living groups that are divided into a baby, a crawler and a toddler group.

#### 2.2.1 Childcare center C.Heymans

Address: Stalhof 8 9000 Gent (Ghent)

Tel.: 09/264 7180

E-mail: [Kinderdagverblijf@UGent.be](mailto:Kinderdagverblijf@UGent.be)

Nikita Exsteyl – person in charge

Contact: Monday, Tuesday, Wednesday, Thursday and Friday 10 a.m. till 12 p.m. and 2.30 p.m. till 4 p.m.

E-mail: [Nikita.exsteyl@ugent.be](mailto:Nikita.exsteyl@ugent.be)

Alyssa Waterschoot – social worker

Contact: Monday, Tuesday, Wednesday, Thursday and Friday 10 a.m. till 12 p.m. and 2.30 p.m. till 4 p.m. and Tuesday from 10 a.m. till 12 p.m.

Tel: 09/264 71 87

E-mail: [alyssa.waterschoot@UGent.be](mailto:alyssa.waterschoot@UGent.be)

Ingrid Fostier - nurse

Contact: Tuesday and Wednesday 10 a.m. till 12 p.m. and 2.30 p.m. till 4 p.m.

Tel: 09/264 71 79

E-mail: [ingrid.fostier@ugent.be](mailto:ingrid.fostier@ugent.be)

#### Direct contact with groups

Babies - Group 1: 09/331 2025 - Group 2: 09/331 2024 - Group 3: 09/331 2023

Toddlers - Group 4: 09/264 7184- Group 5: 09/264 7186 - Group 6: 09/264 7188

### 2.2.2 Day Care Centre De Sterre

Address: Krijgslaan 281 S37, 9000 Gent (Ghent)  
Tel.: 09/264.85.58  
E-mail: [kinderkribbe@UGent.be](mailto:kinderkribbe@UGent.be)

Cynthia Castelli, person in charge – nurse

Contact: Monday, Tuesday, Thursday from 9 a.m. till 12 p.m. and 2.30 p.m. till 5 p.m., Wednesday and Friday from 9 a.m. till 12 p.m.

E-mail: [cynthia.castelli@UGent.be](mailto:cynthia.castelli@UGent.be)

Direct contact with groups:

babies: 09/264 8558 – crawling babies: 09/264 8556 - toddlers: 09/264 8555

### 2.2.3 Contact in Case of Emergency

Outside opening hours:

Permanent Center (PerC) UGent: tel. 09 264 71 25

Please only contact this service in exceptional and urgent cases.

## 3 Target Group Definition

The daycare centers provide daycare for children between 0 and 3 years, until they switch to primary school.

The parental contribution is income-related.

## 4 Intake Policy

The UGent child care facilities are open to **all** children, without any kind of discrimination. As the demand is much higher than the number of places available, Ghent University uses a number of priority rules in assigning the places.

### 4.1 Legally mandatory priority rules as determined by Kind&Gezin:

Childcare UGent receives a subsidy income rate from the Flemish government and follows in its reception policy the priority rules as determined by the Flemish government:

We must give priority to families for whom childcare is necessary to work or to receive training for work.

Absolute priority for:

1. Families that in total at least:

- 4/5ths of work
- Follow a 4/5th day class/cursus with the intention to work
- A 4/5th combination of working and daytime class/cursus with the intention to work

2. Brothers or sisters of children who attend the same childcare center at the same time

3. Foster children

When you conclude a contract for childcare, you agree to these conditions. The Growing Up Agency can request evidence of this.

## 4.2 Additional UGent Child Care Priority Rules – categories(\*):

If, after allocation of the free reception places to the aforementioned priority groups, there are more applications than the number of reception places to be allocated, Kinderopvang UGent applies additional priority rules that have been laid down by the Executive Council of Ghent University.

Accredited and subsidised child care initiatives		Independent child care initiatives	
1	AUGent subsidisable students Decree 30/04/2004	1	UGent general staff (AP) and general technical staff (ATP) from function class A and equivalent
2	UGent general technical staff (ATP), function class D, C or B and equivalent	2	UGent general technical staff (ATP), function class D, C or B and equivalent
3	UGent general staff (AP) and general technical staff (ATP) from function class A and equivalent	3	Other parents employed by AUG institutions
4	Other parents employed by AUG institutions	4	AUGent subsidisable students Decree 30/04/2004
5	UZ Ghent staff		
6	Parents not employed by AUGent or UZ Gent		

(\* ) Additional priority rules apply within each of these categories. For the detailed description of the categories and the additional priority rules: see appendix 1.

On the basis of a request for childcare at UGent Childcare and the applicable priority rules, each request will be included on the waiting list, without this, however, creating any right to a childcare place.

## 4.3 UGent childcare admission and allocation procedure

Registration of all applications and management of the available childcare places is done centrally by the Ghent University Central Child Care Desk.

Requesting a place of reception: is done by mail addressed to [kinderopvang@UGent.be](mailto:kinderopvang@UGent.be) with the application form that can be downloaded on:

<https://www.ugent.be/en/facilities/childcare-school/child> :

→ for students and staff of Hogeschool AUGent:

<https://www.ugent.be/en/facilities/childcare-school/child>:

→ for staff Ghent University

Parents who are not registered in the student or personnel database of Ghent University can prove their status on the basis of the necessary supporting documents, by sending them by e-mail to the Central Reporting Point within 14 days after submitting their application form . An application is only admissible if all the necessary supporting documents for the application file have been submitted.

The parents indicate **at least 3 daycare initiatives and 3 entry periods** with their application:

- The reception initiatives for which they want to qualify, stating the ranking order of their choice;
- The entry periods that match the desired starting date of the daycare, these entry periods coincide with the entry times of pre-primary education.

The number of vacant childcare places and the profile of the vacant childcare places is confirmed by the UGent Childcare Selection Committee<sup>1</sup>, on the recommendation of the UGent Childcare Coordinator.

The selection committee determines the ranking of the candidates for each waiting list, taking into account the applicable priority rules and taking into account the profile of the registered children.

The selection committee meets monthly, with the exception of the months of July and August. The child can be cared for either according to a full-time schedule or according to a part-time schedule provided that this includes at least 2.5 full-time days per week and provided that the profile of the requested part-time schedule matches the profile of the vacant childcare places in the daycare.

The parents receive a motivated answer within 14 days after the selection committee meets.

**If the answer is positive**, a childcare agreement is concluded with the parents.

The reserved place of admission will only be definitively granted when the parents will still meet **the conditions for at least 90 calendar days at the start** of the child's admission on the basis of which they have been reserved in the daycare center according to the UGent daycare policy.

For students in their graduation year, the reception location is maintained until the end of the current academic year.

In the childcare agreement, the start and end date of the childcare and the agreements regarding the presence and absences of the child (the childcare schedule) are laid down in consultation with the parents, such that a maximum occupancy of the childcare places can be achieved.

The reservation of the childcare place only becomes definitive when the childcare agreement is signed and as a result the parents are obliged to pay the reservation fee.

The reservation fee must be paid 30 calendar days after the invoice date, otherwise the reservation at the reception location will lapse.

The reservation fee is € 150 per child, or € 50 per child if the joint taxable professional income of the parents is less than € 27,000<sup>2</sup>, which the parents must prove at the latest when the childcare agreement is signed on the basis of the necessary supporting documents.

The reservation fee is not refunded if the child is not started up in childcare, unless in a situation of force majeure.

At the start of the daycare, the reservation fee is automatically converted into a guarantee amount.

The guarantee amount is fully refunded after the end date of the reception agreement and after payment of all outstanding invoices.

Childcare UGent will check the admission file **for this 60 calendar days before the definitive starting date of the daycare** (intake policy) and, if necessary, request the necessary supporting documents from the parents. If the parents no longer meet the conditions, Kinderopvang UGent can decide to cancel the reservation and terminate the childcare agreement. The termination of the childcare agreement will then be notified to the parents in writing.

**In case of a negative answer**, the parents can register on the reserve list for the places that are released unexpectedly.



The same priority rules apply on the reserve list as on the waiting lists. Whoever is called from the reserve list, has 7 calendar days to change its mind, otherwise the place expires.

#### **Reservation of the booked place:**

The daycare center in the daycare center is reserved for the **parents as long as they comply with the priority rules** as laid down in the admission policy approved by the UGent Executive College on 26 June 2008 and which they have taken note of when they request the admission place.

The parents undertake in the childcare agreement to **immediately** communicate **any change** in their situation that may result in a change compared to the priority given to them when reserving the place of admission by e-mail to: [kinderopvang @ UGent .be](mailto:kinderopvang@UGent.be).

As already explained above, the reserved place of admission will only be definitively allocated if, **at the start** of the child's admission, **the parents** will still comply **for at least 90 calendar days** with the conditions on the basis of which they have been reserved a daycare center in the daycare center.

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<sup>1</sup> In agreement with the resolution passed by the meeting of the Board of Governors of 17 December 2003 and the resolution of 26 June 2008, the following people have a seat in the selection board: the Director of Student Facilities; the head of the Department of Personal Social Facilities, the Child Care Coordinator, a delegate of the Department of Personnel and Organisation, a delegate of the Office for Personal Social Facilities (social service for students), a student delegate, a delegate of the employers' organisation and a staff member of the Centre for Gender Studies.

## **5 Opening Days and Hours**

### **5.1 Opening Hours**

The day care centres are open from Monday till Friday between 7.30 a.m. and 6.30 p.m.

### **5.2 Yearly Closing Periods**

The daycare centers annually, no later than 31 December, announce the holiday dates of the following year via a written notification (by e-mail) to the parents.

**Daycare centers C. Heymans and De Sterre** are affiliated with Ghent University and follow the leave days and leave periods at Ghent University.

Additional closing days can be determined by decision of the Ghent University. These additional closing days are then posted as quickly as possible in the daycare centers and communicated to the parents by e-mail.

The following list gives you an overview of the closing periods so far:

- The holidays and long weekends applicable for UGhent;
- The summer closure of the daycare centers lasts 3 weeks and starts with the 'Gentse Feesten' week;
- The week between Christmas and New Year;
- 3 study days (of which 1 is in the spring, 1 summer holiday and 1 in the autumn).

The list with closing days and the holiday period is available from the person in charge of the daycare and on the UGent website:

<http://www.ugent.be/student/nl/meer-dan-steschool/opvang/openingsuren.htm>

→ for students and staff of the Hogeschool AUGent

<https://www.ugent.be/intranet/nl/loopbaan/verlof>

→ for staff Ghent University

### **5.3 Parent Access to the Day Care Centre**

In order to comply with recommendations by Kind en Gezin concerning watchfulness and control of the access to day care centres, and to guarantee optimum child safety, several measures have been taken in day care centres, one of them being an automated entrance control system.

To make access control possible, parents have access to the day care centres only with a personal badge. Using the front door bell is reserved for those who pay incidental visits. At the start of the child care service, the staff will request an entrance badge for the parent(s) from the Department of Infrastructure and Facility Management, valid for the length of the child's stay at the day care centre.

**THIS BADGE IS STRICTLY PERSONAL. IT MUST NEVER BE PASSED ON TO THIRD PARTIES FOR SECURITY REASONS.**

**YOU MUST ALSO BE AWARE OF THAT NO THIRD PARTIES ARE ENTERING.**

**EVERYONE SHOULD TAKE ITS RESPONSIBILITY IN THIS RESPECT, EVEN IF IT DOESN'T HAVE ANY SYMPATHIC OR EXPERIENCE THEREFORE.**

Parents and the persons designated by the parents to regularly bring and/or pick up the child must therefore always have their badge with them.

Ringling is only done by visitors who are unknown to the day care center or who come by irregularly. **SO ALWAYS USE THE BADGE TO GIVE YOU ACCESS TO THE CHILD'S DAY CARE.**

#### **General:**

Parents have access to all areas where the children are cared for.

Before entering the rest rooms, parents must first turn to the supervisor so that sleeping children are not unnecessarily disturbed.

## 6 Complaints and Comment Processing

Those who are not satisfied with an aspect of the reception can:

- use the report letter, available in the entrance hall of the daycare center.
- submit a complaint (orally/by telephone) to the responsible party
- submit a complaint by telephone, letter or e-mail

Complaints about:	Address to:	How?	Response:
- what happens in the group	- the attendant - the person in charge of the day care centre	- verbally: Daycare Heymans: 09/264 71 80 Daycare De Sterre: 09/264 85 58  - email: Daycare Heymans: <a href="mailto:kinderdagverblijf@uGent.be">kinderdagverblijf@uGent.be</a> daycare De Sterre: <a href="mailto:kinderkribbe@uGent.be">kinderkribbe@uGent.be</a>	within 7 calendar days after receipt
- attitude of a staff member - the organisation	- the person in charge - the child care coordinator	- verbally: Daycare Heymans: 09/264 71 80 Daycare De Sterre: 09/264 85 58  - email: Daycare Heymans: <a href="mailto:kinderdagverblijf@uGent.be">kinderdagverblijf@uGent.be</a> daycare De Sterre: <a href="mailto:kinderkribbe@uGent.be">kinderkribbe@uGent.be</a>	within 7 calendar days after receipt
- management of the day care centre - management of UGent Child Care	- the child care coordinator - the Head of Department	- phone: - - e-mail: <a href="mailto:kinderopvang@UGent.be">kinderopvang@UGent.be</a>	within 7 calendar days after receipt
- government policy	Kind en Gezin	- phone or letter: K&G complains service Hallepoortlaan 27 1060 Brussel 02 533 14 41 - email: <a href="mailto:klachtendienst@kindengezin.be">klachtendienst@kindengezin.be</a>	
- maintain and/or process personal data	- UGhent	<a href="mailto:privacy@UGent.be">privacy@UGent.be</a>	
	- Flemish Monitoring Commission for the processing of personal data	- verbally: 02 553 50 47 - email: <a href="mailto:contact@toezichtcommissie.be">contact@toezichtcommissie.be</a>	

Every complaint is registered, processed and answered.

Any complaint that the complainant has the impression that it is not adequately answered can also be submitted to the Kind&Gezin complaint service, Hallepoortlaan 27, 1060 Brussel.

Tel. 02 / 533.14.14 or e-mail: [klachtendienst@kindengezin.be](mailto:klachtendienst@kindengezin.be)

## 7 Insurance

The day care centres have:

- Physical accidents insurance for the children with the insurance company Ethias, Prins-Bisschopssingel 73, 3500 Hasselt, with policy no. 45.422.140
- Civil Liability insurance for staff and children with insurance company AC Insurance, Boulevard Emile Jacqmain 53; 100 Brussel, with policy no. 99.661.964.

For more information about the content of these policies you can contact:

UGent Legal Affairs Department, Sint-Pietersnieuwstraat 25, 9000 Ghent.

e-mail: [insurances@UGent.be](mailto:insurances@UGent.be)

Claims are reported to the person in charge of the daycare within 24 hours of the facts. The person in charge of the day care center then informs the insurance institution.

Kinderopvang UGent is not responsible for stealing, loss or damage of personal goods (clothing, jewelry, buggies, etc.), except when this is due to a gross error by Kinderopvang UGent itself.

## 8 Operating Policy of the Day Care Centres

### 8.1 Pedagogic Policy

#### 8.1.1 Values of the pedagogical policy

1. Diversity
2. Unique child
3. Growing up together
4. Attachment
5. Well-being & involvement
6. Independence
7. Get used to it

#### 8.1.2 Values involvement & participation of the families

1. Adapting
2. Warm welcome
3. Exchange information daily
4. Free access
5. Accessibility
6. Satisfaction surveys
7. Parent participation

The child's well-being is the prime concern of the UGent day care centres.

The daycare centers of Kinderopvang UGhent want to be a daycare environment in which **every child** can feel good and can develop further in his own way.

Professional staff, child-oriented spaces, growing up in a group and the company of other adults than the child's own parents make the day care centre an independent and valuable educational environment that adds values supplementing those of family life.

Childcare is more than care and care. The daycare center is responsible for raising the child with the parents.

The daycare centers of Kinderopvang UGhent strive to be a full partner in the process of transferring norms and values, the formation of the child's personality and the stimulation of his/her development.

In order to be able to take care of the upbringing together, good and open communication between the parents and the daycare is required as daycare.

This is a communication based on mutual trust and respect.

In group-based child care, children get the opportunity to build relationships with other children of the same age and with adults. They learn how to cope with differences in abilities, norms and values, cultures, languages, rules, taking others into account, ... They get the **opportunity to live in a group** and to experiment with social skills.

The guidance in daycare centers is aimed at giving the development and emancipation of **each individual child** a place within the boundaries of the group and the available space. It is a constant challenge for supervisors to maintain a balance between the well-being of the individual and the well-being of the group.

In interaction with their environment, children discover and develop themselves as unique people in relation to others. An important condition here is that they can **feel good** about themselves and feel challenged by their environment, giving them opportunities to grow into competent personalities and unique individuals.

The daycare centers therefore strive to offer every child optimal development opportunities, **taking into account their own personal rhythm and ability.**

The staff is expected to engage themselves optimally towards the realisation of this common project while observing a number of fixed procedures and agreements. We appeal to their professional competence and attitude to give this project shape. A respectful attitude, smooth communication, taking responsibility, making and complying with agreements, flexibility in case of internal or external changes, willingness to question oneself, getting and giving feedback and willingness to attend training courses are considered most important.

The children stay **in fixed living groups**. Depending on the daycare where they are staying, this will be a living group where the child will stay from admission to the end of the stay or in a living group limited to a certain age.

## 8.2 Adapting

Adaptation is the gradual progression of the transition from the child's home environment to the daycare location where extra attention is paid to the interaction between children, families and the childcare workers and exchange.

Adaptation policy includes **adaptation** to the start, the transition to another community and after a long-term absence (depending on the age and development of attachment of the child). Adaptation moments take place in the presence of parent (s) and are free.

Before the effective start of the daycare, we invite the parents and the child for a conversation with the person in charge of the daycare and a first visit to the community, followed by three adaptation moments.

After all, the first days in daycare are stressful for most children: new people, new sounds, new smells, etc. It is also a big step for parents.

Adaptation moments ensure that the transition from home care to childcare is gradually built up so that stress can be avoided or limited.

It has a positive influence on the well-being & involvement of the child and the parents.

Parents can get an insight into the daily operation. They can exchange information with the supervisor on nutrition, sleeping, comforting, activities or on what the parents consider important to ensure that their childcare goes smoothly from the start.

These moments ensure that our childcare workers are better informed of the parenting habits and the approach.

At the transition to the next living group, adaptation moments are also provided with the supervisors of the next living group. The daily schedule, sleeping and eating habits and play activities in a toddler group are different than in a baby group.

After prolonged absence there is the possibility to support the adaptation of the child. In consultation with the responsible person and the childcare workers, it is agreed how this will be tackled.

Adaptation moments in the presence of the parents are not charged.

### **8.3 Collaboration with the parents**

A good relationship between the daycare center and the parents relies on trust. That is why Kinderopvang UGent attaches great importance to daily consultation and the exchange of information between the daycare center and the parents.

Parents are encouraged, when they bring their child to the day care center, to take a moment to be in the community. The day care centers strive to give parents and children a welcome feeling in the day care center and to receive a warm welcome.

Also when picking it up, it is important that a parent can be present in the community for a while so that they know what their child does during the day, how he feels, what and how he eats, how he sleeps, what the child likes and also which the child likes less.

At these moments, the parent and the daycare supervisors can also communicate about the child's independence, cleanliness, language development, eating habits, etc.

Parents have access to the community at any time of the day and can always obtain information about their child by telephone. The older children are asked to respect the break. Entering the sleeping rooms is only possible in consultation with the supervisors of the day care center. The daycare center does not function as a visiting room (eg in the event of divorce).

In addition to making agreements about the parenting principles and habits, it is also important to make practical agreements, such as about bringing and collecting the child, how to say goodbye to the child, what is brought from home, etc.

You can read more about the operation of Childcare UGent on the Ghent University website.

We make a written agreement with each parent about the care of your child.

All data concerning the health & safety of the child, as well as the persons to be contacted in case of illness or in case of late collection, are noted on an information sheet of the child and in the admission file of the child.

To know the satisfaction of the parents about the childcare, we ask shortly after the start of the care how this start went for the parents and we ask the parents to complete a satisfaction survey after the transition from the living group and at the end of the stay of every child.

#### **8.4 Collaboration with external parties**

By participating in the Ghent Childcare Local Consultation, Kinderopvang UGent keeps in touch with what is going on within the local initiatives.

Childcare UGhent is a member of VVSG, Steunpunt Kinderopvang, a supporting organization that closely monitors current affairs with regard to childcare and supports and guides Childcare UGhent in the concrete application of legislation in childcare.

Childcare UGhent cooperates with schools and guides students from the childcare programs, childcare supervisor, educator and nursing during their practical internships. UGhent childcare is open to students' assignments as part of their education, including observing children in various fields.

Childcare UGent is supported by pedagogical counseling services in order to ensure maximum achievable quality in the care of the children, in the working conditions of the childcare workers and in the comfort of the parents.

### **9 Mutual agreements between parents and the shelter**

The mutual agreements between the parents and the UGent Childcare are laid down in a childcare agreement, of which these rules and regulations form part, and of which each party receives a copy.

The reception agreement is drawn up in the cases as mentioned above under point 4.3.

If the child's parents are separated and both parents wish to make use of the childcare, then two childcare agreements will be drawn up, which may be different with regard to childcare plan, childcare price, etc.

#### **9.1 Starting date and end date of the reception**

The reception agreement runs from the date of signature until the end date of the reception provided in the reception agreement.

**If the child is not yet born at the time of the signing of the childcare agreement,** the planned start and end date of the childcare will be provisional dates.

The definitive start and end date will then be determined in consultation between the parents and the day care center **within 30 calendar days after the birth of the child.**

The parents must communicate the effective date of birth of the child to the day care center within 14 calendar days after the birth of the child.

For this purpose, they submit a birth certificate, being a (copy of the) birth announcement card or a copy of the birth certificate extract, preferably by mail to [Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be) or at UGent Childcare, Sint-Pietersnieuwstraat 45 in 9000 Ghent.

The definitive starting date of the daycare can **only be brought forward** with respect to the provisional starting date of the daycare if and to the extent that the occupation of the daycare allows this, based on the occupancy standards set by Kind&Gezin.

The definitive starting date of the reception can be **postponed by a maximum of 30 calendar days in relation to the provisional starting date of the reception.**

If the reception cannot start within 30 calendar days after the provisional start date, the reservation of the reception place will lapse and the reservation fee will be withheld, without prejudice to the possibility of requesting a motivated deviation from this to the Selection Committee, which will judge on the basis of objective and attested criteria (for example, a serious illness of the child that requires temporary postponement).

If the parents do not communicate the date of birth of the child to the day care center or if they do not request an adjustment of the planned provisional start and end date within a period of 30 days after the (expected) birth (date) of the child, the provisionally recorded starting date - and end date of the childcare considered the final start and end date.

## **9.2 Early termination (cancellation arrangement)**

The parties may terminate the reception agreement early **taking into account a cancellation period of 90 calendar days, starting the day after receipt of the written cancellation.**

Parents must communicate this early cancellation by e-mail with acknowledgment of receipt addressed to [Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be).

UGent childcare must communicate this early cancellation by registered letter addressed to the parents' domicile address.

If the early termination of the childcare agreement by the parents does not take place by e-mail and at the latest 90 calendar days before stopping the childcare, the parents owe **a termination compensation** equal to the family contributions they owe for a period of 90 calendar days or for the duration of the non-respected cancellation period. The basis for the calculation is the family contribution that is payable in accordance with the defined withdrawal plan.

No cancellation period applies and/or no termination compensation is payable by the terminating party if the early termination by one party is the result of:

- A decision by Kind&Gezin to cancel the UGent Daycare license
- Force majeure due to a calamity such as fire, flooding, as a result of which the closing of the daycare is inevitable;
- Force majeure on the part of the parents

## **9.3 Termination of the reception agreement**

The parties may unilaterally terminate the reception agreement if the other party does not comply with its obligations under the provisions of the reception agreement and/or the rules of procedure, notwithstanding the following written notice of default:



- 1 °: a first written notice of default with a description of the violation;
- 2 °: a second registered written notice of default with a description of the violation.

If the above notice of default is not given a suitable follow-up within the period specified in the notice of default, the terminating party will unilaterally terminate the reception agreement by registered letter, stating the reason for termination as well as the date on which the reception agreement is dissolved.

In addition, the defaulting party will owe compensation to the other party that is budgeted at that time and must be in proportion to the damage suffered.

No cancellation period applies and / or no cancellation compensation is payable by the terminating party if the early termination by one party is the result of a serious error in the execution of the reception agreement by the other party

#### **9.4 Daycare schedule**

The daycare schedule is laid down in the reception agreement. This daycare schedule is binding, both for parents and for UGent daycare.

The day care schedule is an individual schedule developed in consultation between the parents and the person in charge of the day care centre. We try to find a balance between the child care needs of the parents and the maximum capacity of our day care centres. This enables us to offer a place to a larger number of parents and increases the financial viability of our day care centres. This means it is impossible to meet all of the parents' requests and expectations, but we nevertheless try to deal with this in a reasonable manner.

The parents bring and pick up the child on the dayparts as stated in the daycare schedule.

In the interest of the attachment and well-being of the children in the group day care and to be able to offer the necessary pedagogical stability, the day care plan must consist of at least 2.5 days per week.

To optimally occupy the reception places, Kinderopvang UGent only works with fixed and not with flexible reception plans.

The daycare schedule can be adjusted once per calendar year in consultation between the parents and UGent daycare. To this end, the parents send a written (e-mail) reasoned request by e-mail to [Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be).

Possible modifications include:

- 1 ° an adjustment of the daycare schedule to more or fewer days per week, whereby the presence of the child must be at least 2.5 days per week.

OR

- 2 ° a suspension of the reception agreement and this at most once per calendar year for a maximum of 6 consecutive weeks. Such a suspension makes it possible for parents, for example, not to take the child to daycare during a longer school holiday or in the event of a short absence due to a stay abroad for professional purposes.

A change to the daycare schedule must be requested in writing (by e-mail) from UGent Childcare **no later than 90 calendar days before the date on which the change is requested to commence.**

- Any change to the daycare schedule is agreed between the contract holder and UGent, a change in the number of childcare days per week is recorded in writing in an addendum to the childcare agreement after consultation between the parents and the UGent Childcare Center
- the approval of a suspension of the reception agreement for a maximum of 6 consecutive weeks is confirmed in writing (by e-mail) by UGent.

Changes to the daycare schedule can only be allowed if the occupation of the daycare allows this on the basis of the occupancy standards set by Child and Family.

An adjustment or suspension in the schedule plan cannot be used as a notice period in the event of early termination of the reception agreement.

The daycare schedule is based on the principle "**childcare reservation = childcare payment**" as determined in accordance with the Decree of 20 April 2012 on the organization of childcare for babies and toddlers.

This principle means that parents pay for all the days they have recorded in the daycare schedule, as well as for any additional days that they have agreed with the day care center on top of the daycare schedule.

You never pay for:

- the day care centre's collective closing days; see item 5.2
- a reserve of 18 justified days of absence, hereinafter called respite days, in case of a full-time day care schedule for an entire calendar year. If you have a part-time day care schedule or the intake takes place in the course of the calendar year, you are entitled to a proportionate amount of respite days. Any respite days you did not use cannot be transferred to a subsequent calendar year. Respite days cannot be used as notice period.

For clarification: (see also point 9.6.1.)

**Justified days of absence, also called respite days**, are child care days booked under the day care schedule on which the child may be absent **regardless** of the reason (e.g. a day off, illness, a day with grandma) and for which you do not have to pay provided that you inform the day care centre in time,

**Unjustified days of absence** are child care days booked under the day care schedule on which the child is absent when:

- the reserve of 18 respite days has been used up
- the reserve of 18 respite days has not been used up, but the day care centre has not been informed in time of the absence in line with the set modalities,

Unjustified days of absence are charged to the parents in the following manner:

- if the reserve of 18 respite days has been used up and the parents have informed the day care centre in time (see item 9.5), you will pay the normal daily rate for that day of absence increased by € 10, with a maximum of € 23 for a full day and € 14 for a half reserved day (60%);
- if your child is absent and you have not informed the day care centre in time (see item 9.5), you will pay, even if you have not yet used up your reserve of 18 respite days, € 23 for a full day and € 14 for a half day (60%);

These amounts that are charged for unjustified absences, compensate the subsidy amount that UGent Childcare of Kind&Gezin misses in the absence of the child on a reserved day. These amounts are indexed annually in accordance with the legal provisions.

## 9.5 Appointments regarding bringing and collecting times

The day care centres are open from 7.30 a.m. till 6.30 p.m.

- Babies and crawlers can be brought or collected at any time.
- Toddlers are brought before 10 am so that they can participate in the activities and can be collected from 2.30 pm. It is requested that the older children do not disturb the common afternoon rest time.

The child must in any case always be picked up at 6.20 pm so that the parents can be informed in a calm manner about the day's course of the child.

If the child cannot be picked up in time, the parents must notify the day care center as soon as possible. In the meantime, the child remains under the supervision of the staff present at Kinderopvang UGent.

In the event of late collection, an amount of € 15 per started quarter will be charged to compensate for the wage cost for the overtime of the supervisory staff member<sup>3</sup>. Repeated collection after 6.20 pm can lead to the termination of the childcare, as stated under point 9.3.

Both when **bringing and picking up the child, the exact time of arrival and collection of the child (accurate to the minute) must be entered by the parents on the attendance sheet** that is available in each living group. This is important for a **constant update of the number of attendees and for a smooth evacuation in an emergency situation**.

The parents must sign the attendance sheet every week to confirm the presence of the child in the previous week.

For safety reasons, the parents must always inform the attendant of the daycare when they leave the daycare.

When collecting, the daycare centers entrust the children only to the persons explicitly mentioned by the parents in the admission file.

A child cannot be picked up by a person under the age of 16.

The daycare must be notified in advance when someone other than the parents comes to fetch the child, preferably by e-mail, in the event of an unexpected situation this can exceptionally be done by telephone. The daycare center will record the personal details of this person.

Except in exceptional cases, in order not to disturb the peace of the children, no children can be picked up between noon and 2 pm.

If there is a change in the parental authority or in the right of residence or visitation of the child (eg in the event of divorce) during the term of the childcare agreement, and (one of) the parents wants the daycare center to take this into account, the childcare center must take this into account. parent the document from the authentic deed (court order or notarial deed) in which the arrangement is described with the date of the deed to the daycare to transfer.

After submission to the daycare center of the aforementioned extract, the information sheet and the childcare agreement will be adjusted accordingly.

The parent can only come by on those days and hours that are assigned in the judgment and this in function of the delivery and collection time and passing on information from the day of care.

## 9.6 Absences of the Child

### 9.6.1. General principle

The child is expected to be present in the day care centre on the booked days specified in the day care schedule.

An absence can concern **justified** or **unjustified days of absence** depending on the number of respite days the parents still have; see item 9.4.

#### **Absences are always reported to the day care centre in time!**

Not informing in time = not justified absence = this day must be paid, see point 9.4, even if they still have enough respite days!

How to report?

- no later than the day before the start of the set part of the day (before 8.30 a.m. in the morning before 12 noon, so only present in the afternoon)
- by mail addressed to: [kinderopvang.afwezig@UGent.be](mailto:kinderopvang.afwezig@UGent.be)
- stating the start and end date of the absence period

### 9.6.2 Specific absences

Suspension of the day care contract for absences of the child for a maximum of 6 successive weeks is to be requested at least 90 calendar days prior to the start of the absence by e-mail to [Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be) ; see item 9.4. Such a suspension can only be requested once every calendar year.

For absences of more than 6 consecutive weeks in the context of (study) professional assignments, the parent must contact the person in charge of the daycare at least 90 calendar days before the start of the absence who will submit a motivated question to the next childcare selection committee. For such a question, the selection committee makes a motivated decision based on the individual file and communicates it to the parent within 14 calendar days. In such an absence, Kinderopvang UGent can decide to unilaterally terminate the childcare agreement. The termination is then notified to the parents in writing (by e-mail).

Parents are allowed 1 family holiday per calendar year for a maximum of 2 consecutive weeks for which they do not have to rely on their grace days. This family holiday must be requested at least 60 calendar days before it starts via email to [Kinderopvang@UGent.be](mailto:Kinderopvang@UGent.be) . The family holiday cannot be used as a notice period in the event of early termination by the parents of the childcare agreement.

Unjustified absences of 1 or more days, for reasons other than those due to illness or due to (study) professional assignments, which repeat themselves structurally within a period of 90 calendar days, are considered as non-compliance with the rules of procedure. In such a case, the day care center can ask the parents to adjust the agreed daycare schedule and, if this question is not answered, can unilaterally terminate the childcare agreement as set out in point 9.3.

### 9.6.3 Illness and resumption after illness

#### Disease:

Absence due to illness must be reported by the parents to the day care center at the latest on the **first day of absence** of the child **before the start** of the recorded part of the day, **respectively before 8.30 am so present in the morning and before 12.00 so only present in the afternoon.**

This is done by mail to: [kinderopvang.afwezig@UGent.be](mailto:kinderopvang.afwezig@UGent.be) with a clear indication of the start and end date of the absence period.

- Sickness days are, subject to timely notification of the day care center, deducted from the remaining grace days for the child (as described in Article 9.4 - care plan - of these regulations).
- In the event of late notification of the day care center, or if there are no grace days for the child, the sick days in question will be charged to the parents as unjustified days off as stated in point 9.4. of these regulations.

In the event of a long-term illness of the child, parents can request a deviation from the above arrangement by sending a motivated email to [kinderopvang@ugent.be](mailto:kinderopvang@ugent.be). The UGent Childcare Selection Committee will take a motivated decision and confirm this to the parents.

#### Resume after illness:

Resumption after illness must be communicated by the parents to the daycare center at the latest **on the last working day before resuming** childcare at the daycare center before 8:30 am. This is done via email to [kinderopvang.afwezig@UGent.be](mailto:kinderopvang.afwezig@UGent.be)

Timely reporting the resumption is important so that the daycare center can provide the necessary meals for the child.

## **9.7 Food**

Depending on the time and duration of the child's presence, the daycare center provides the appropriate meals, taking into account the fact that the child needs to have breakfast at home.

The weekly menu is available for viewing at the daycare center.  
You can choose between the standard menu or the alternative menu.

If the meal concerns bottle feeding for the child, the parents deliver to the daycare center per feeding:

- on the one hand a container containing the milk powder to be used (in the correct quantity, per bottle), on which the name of the child and the name of the milk powder are stated, and
- on the other hand a baby bottle containing the water to be used (in the correct quantity, per bottle), on which the name of the child and the name of the milk powder are stated.

Mothers of infants can come and breastfeed in the daycare. There is also the possibility of having pumped breastfeeding provided by the daycare center. **The bottle with the expressed milk shows the name of the child, the date & time of pumping and possibly the date of freezing.**

The parents are responsible for the daily hygiene of the containers and teats;

Dietary food can only be offered on prescription from a doctor, to the extent that it is possible in accordance with food safety legislation and to the extent that this is feasible for the kitchen of the day care center. With dietary food, an additional rate may be requested in accordance with the positive difference between the actual cost price of the diet meal and the actual cost price of the meal offered by the day care center, based on the purchase invoice. The dietary allowance regulation and the additional individual costs that will be charged for this are included in the reception agreement.

To ensure food safety in the day care center, no food from outside the day care center may be brought to the day care center, with the exception of bottle feeding, as explained above, and in the case of the child's birthday, in which case the following arrangement applies:

If you wish to provide a treat for the child's birthday, then you must provide it covered and cooled to the daycare center, provided with a label with the following information:

- Name of the parent issuing this
- Name of the food with indication of the allergens
- Date of preparation of the food.

For further information, questions or problems with nutrition, you can go to the nurse, whose contact details can be found under points 2.1 and 2.2 of these Rules and Regulations.

## **9.8 Clothing and Care**

The child's morning toilet is done at home. The child is washed and brought to the day care center dressed.

The children receive all necessary care during the day in the daycare center. Only if the child needs special care products, these should be delivered by the parents to the daycare center.

The parents must provide spare clothing for the child to the daycare center. Every child has its own cupboard to store personal items.

A (light) sleeping bag is also needed for the babies. To this end, 2 named pieces must be provided so that the child always has sufficient reserve.

If the child uses a pacifier, 2 pacifiers must be provided for the daycare center, on which **the child's name is clearly stated**.

Pacifier holders are not allowed in the daycare center.

For safety reasons, the child cannot wear any jewelry (necklace, bracelet, earrings, etc.) or hair clips or hair clips during the stay in the day care center.

## **9.9 Diapers**

The use of disposable diapers is deliberately chosen in daycare centers.

The disposable diapers are provided by the daycare center itself and charged to the parents with a lump sum payment per full/half day (see 11.3).

This price also includes care products, diaper wipes, waste storage and waste processing.

In case of allergic reactions to the diapers of the daycare center, own diapers can be used provided that a certificate from the dermatologist is presented.

The use of reusable diapers is possible after consultation with the day care center and under the conditions set by the day care center.

When using your own disposable diapers (on medical indication from a dermatologist), reusable diapers or when you are toilet trained, the rate proposed by Child & Family will be charged.

## 9.10 Child's illness

### General:

This disease policy is dictated by:

- the best interests of the child,
- the interest of the other children in the daycare
- the importance of the daycare staff

Parents should assess the general health status of the child as objectively as possible, taking into account the risk of infection for other children.

In case of doubt or in case of discussion with the parents, the responsible person can seek the medical advice of a doctor appointed by the daycare center (general practitioner, youth health care doctor, pediatrician). In the interest of the child and the other children and staff present, this doctor will make decisions binding on all parties that consist of:

- referring the child (back) to the treating physician;
- the child's admission to childcare;
- refusing the child in childcare.

### 9.10.1. Ill before the start of the day:

A child who is not too sick can go to the day care center on the condition that the day care center agrees (even if a doctor's certificate can be presented clearly stating that the child may come to the day care center).

In this case, the parents must provide the daycare with information about any medication and care and **always be available by phone**.

### The childcare may refuse a sick child in the following cases:

- The child is too sick to participate in normal daycare activities.
- The sick child requires too much attention and care so that the childcare can no longer guarantee the safety of the other children.
- The child has an infectious disease, where the child or the other children are at risk. For more information about infectious diseases, symptoms, treatment, etc., see [www.kindengezin.be/ Gezondheid-en-vaccineren/ziek](http://www.kindengezin.be/Gezondheid-en-vaccineren/ziek)
- The child has one or more of these symptoms:
  - Diarrhea: change in bowel pattern with 3 watery stools in the last 24 hours for a child who is too sick to stay in the shelter.  
Exception: when the diagnosis of "toddler diarrhea" is made, the child may come to daycare.
  - Vomit
    - Blood fractures
    - 2 or more times during the last 24 hours
    - When there is a risk of dehydration
    - When an infant is younger than 6 months
  - Breathing difficulties, whooping cough or breathlessness
  - Fever (see: [http://www.kindengezin.be/ Gezondheid-en-vaccineren/koorts/default.jsp](http://www.kindengezin.be/Gezondheid-en-vaccineren/koorts/default.jsp) and <https://www.kindengezin.be/img/flowchart-koorts-091019.pdf>)

- Skin rashes in combination with fever in a child who is too sick or a change in behaviour
- Mouth ulcers with a sick child
- Persistent abdominal pain of 2 hours or more
- The child has an infectious disease in which the child or the other children are at risk.

A child who is too sick cannot be taken to daycare during his period of being sick.

If the child has or has had a fever of more than 38°C, we expressly ask that the child be rested at home. A child must be fever-free for 24 hours before returning to childcare.

Most health insurance funds have a "Care of the sick child at home" service. Inform what your health insurance fund does.

### **9.10.2. The child becomes ill or has an accident during a day at the daycare center**

#### **Daycare measures in the event of illness:**

If the child becomes ill during the day of a daycare at the daycare center, the daycare center contacts the parents of the child in question. Together we will look for a suitable solution. Usually it is best for the child that it is picked up by the parents as quickly as possible.

If the parents are not available, the daycare center will, if urgent, call upon a doctor or emergency service of their own choosing. The costs associated with this are at the expense of the parents.

In the event of a fever (body temperature from 38 ° C), clear discomfort of the child and in consultation with the parents who must have given their explicit permission for this via the admission file, the daycare center can administer a single antiperspirant to a child. In this case, only acetaminophen, in particular PERDOLAN, will preferably be in syrup form according to the body weight of the child and exceptionally in the form of a suppo (in case of vomiting or febrile convulsions)

#### **Daycare measures in the event of an accident:**

If, in the course of a day of care, the child becomes the victim of an accident in the daycare center, the daycare center will immediately call for a doctor and / or the emergency services. Subsequently, the parents are informed. The cost, after a physical accident of the child, of a transport to a hospital necessary for the care of the child, with a means of transport adapted to the nature and severity of the injuries, and admission of the child to this hospital, is insured within the conditions and limits of the aforementioned physical accident policy (see point 7).

### **9.10.3 Infectious disease**

In the case of a contagious disease (whether or not from the FPS list) the parents can always be asked to submit a certificate of treatment and / or a certificate of healing, based on the type of infection.

- To determine whether or not a child is admitted to childcare, the Child & Family advice is followed as available on the K&G website.



- If a child has **an infectious disease that appears on the "list of infectious diseases to be reported" FPS Public Health** - see regulations determined by MB 19 June 2009 - [http://www.zorg-en-Gezondheid.be/notifiable\\_infectious\\_diseases](http://www.zorg-en-Gezondheid.be/notifiable_infectious_diseases) where the child or the other children are at risk, the daycare center will:
    - inform all parents involved so that you know that your child may have come into contact with an infection. To protect the privacy of the parents and their child involved, these warnings are always anonymous;
    - ask the parents of the child concerned to submit a certificate of treatment and / or a certificate of healing if necessary on the 1st day of return (following K&G advice).
- ! This certificate is submitted to the supervisor the moment the child returns to the daycare.

The responsible and / or nurse can contact the treating doctor of a child to guarantee the well-being & safety of children and staff.

### 9.11 Signal not clearly visible condition

Disorders of the child that are not clearly visible must be signaled at the daycare, when this requires special vigilance of the daycare

### 9.12 Cradle death prevention: sleeping position

Sleeping in the prone position poses an important risk of cot death. The greatest risk of prone placement is when the child cannot yet turn around. Childcare UGent ALWAYS follows the recommendation to put babies to sleep on their backs.  
The Kind&Gezin guidelines for safe sleep are also followed.

### 9.13 The use of monitors

A monitor can only be based on a medical prescription. The monitor, which the parents make available, must follow both the respiratory function and the heart function and must have a memory function.

### 9.14 Medication

#### 9.14.1 Medicines

**The day care center does not administer any medicines or homeopathic remedies to the children in the day care center**, unless a medical certificate from the treating doctor or pharmacist is submitted stating the need for the condition that the child is currently suffering from.

A medical statement can take the form of:

- a doctor's prescription or a note from the doctor in the back and forth book
- an automatically printed label from the pharmacist with the necessary information stuck on the package of the prescribed medicine.

This statement must state the following:

- date of statement declaration
- name of the person who issues the statement
- name of the child

- name of the drug
- the delivery date
- dosage of medicine and the method and time of administration
- the end date or duration of treatment
- method of storage

#### Specific: aerosol

If, subject to a medical statement as set out above, a child in the daycare must be given a medicine using an aerosol device, this can only be:

- be administered by a childcare worker with a puff / dry aerosol with a dressing room
- administered separately by the parents of the child in one of the living groups with a dry aerosol with a dressing room. Nebulizers are not allowed due to the high risk of infection.

### **9.14.2 Antiperspirants**

In the event of pronounced discomfort, the childcare center may provide a one-off dose of antipyretic syrup, if the parents agree.

## **9.15 Medication**

Childcare UGhent provides safe childcare. With the bi-annual risk analysis, Kinderopvang UGent estimates the risks, and tries to prevent and eliminate them.

Childcare UGhent follows the rules of food safety (FASFC-HACCP), access control, fire safety, safe terrain & playground equipment.

Childcare UGhent is prepared for a danger situation, a procedure records the steps and the method of communication in the event of a crisis. Child 1 family will be notified of the crisis as soon as possible.

Cross-border behavior is not tolerated. To this end, procedures have been written that are known to the employees of the daycare centers.

Travel with the children outside the domain of the daycare centers is extremely exceptional and only takes place after the individual's prior permission of the parent for the child.

Parents have the choice whether or not to let their child go on a trip. Parents can go as a volunteer and receive extra guidance.

A planned trip can only continue if sufficient supervision is guaranteed.

## **10 Required documents / data to be handed over**

### **10.1 Application file:**

The application file contains the completed application form referred to in art. 4.3. of these regulations, as well as the following additional documents, which must be submitted by the applicant in the attachment to this application form to UGent Central Childcare Reporting Center via email at [kinderopvang@UGent.be](mailto:kinderopvang@UGent.be).

- If (one of) the applicant (s) is a student, registered at UGent:
  - Base number
- If (one of) the applicant (s) is a student, registered at a partner institution of AUGhent, other than UGhent:
  - Recent registration certificate

- Study curriculum (diplomas already obtained and curriculum last 5 years)
- If (one of) the applicant (s) concerns a staff member of UGent or an equivalent:
  - Personnel number UGhent
- If (one of) the applicant (s) is a staff member of a partner institution of AUGhent, other than UGent:
  - Copy of employment contract
- If (one of) the applicant (s) is a staff member of Ghent University Hospital:
  - Copy of employment contract

## 10.2 Recording file:

The admission file contains information about the habits and peculiarities of the child, accessibility of the parents, overview of closing days, a form for certain permissions, application form for access badge (KDV C. Heymans and De Sterre), and a separate medical component.

For all children, the parents must request a child code **no later than 30 calendar days before the start date via the Child & Family website: [www.kindengezin.be](http://www.kindengezin.be)** (see more explanation in Chapter 11). As soon as the child code has been received, the recipient must deliver it to the daycare center.

**The file must be fully arranged during the adaptation visits of the child** to the daycare center. **Important: the child can only start after the parents** have a child code and have provided it to the childcare. This child code remains valid for the total duration of stay.

## 10.3 Information sheet and attendance register

An information sheet is kept for each child in the daycare center, based on the data from the admission file. This sheet is always available for inspection by the parents in the day care center.

The sheet includes:

- identification data of child and parents
- accessibility data for parents and / or persons designated by parents
- contact details (telephone number and address) of the treating physician
- specific points of attention with regard to health, manner of handling
- name of the persons who may pick up the child

For the safety of every child it is important that the information contained herein is complete and up to date.

Parents must therefore immediately report changes in (one of) the above-mentioned data.

The information sheet can be consulted at any time by:

- the organizer
- the person in charge of the daycare
- the childcare worker who guides the child in the daycare center
- the supervisors for checking compliance with the permit conditions.

The daycare center also provides a attendance register, which consists of attendance sheets hanging in the entrance of the community.

**On this attendance sheet, the parent must correctly enter the start and end time of the daycare of his child on arrival & departure and sign for confirmation every week.**

The presence sheet serves as an evacuation list in an emergency and is also the basis for invoicing.

#### **10.4 Quality manual**

The daycare centers of Kinderopvang UGent have a quality manual.

The quality manual describes how the daycare centers work. You will find their objectives for educational policy, the involvement of parents, the complaints procedure, the crisis procedure, the working methods, the organizational structure, the improvement plans, etc.

Parents can view the quality manual in the daycare center upon request.

#### **10.5 Procedure for changing the Rules of Procedure (HHR)**

Any change to this HHR to the disadvantage of the family is notified in writing (by e-mail with acknowledgment of receipt) at least 2 months before the adjustment takes effect.

Parents who do not protest within a period of 2 months after receiving this notice are deemed to tacitly agree with the amended regulations.

#### **10.6 Compliance with General Data Protection Regulation (EU) 2016-679 and respect for privacy**

The daycare needs different personal details of your child and your family for the daycare activities.

Purpose of processing personal data: used in the context of customer administration, invoicing, developing the childcare policy of the organizer and compliance with the licensing and subsidy conditions of childcare.

Legal basis: Decree 20/4/2012 art.24 concerning the organization of childcare for babies and toddlers, which states what information is needed.

For the processing of other data, permission is requested that the parent can withdraw or change at any time.

Data and processing register: this contains more information about how and which data is processed (paper, digital and internet). Retention periods are also stated here. The data will be destroyed once the legal retention period has expired.

Right of the family: As a parent you have the right to information and access to administrative data. You can ask to view this information and to improve it by sending an email to the person in charge of the daycare. You can request a copy of the personal data. You can contact the person in charge of the daycare centers.

Retention period: as long as necessary for the application of the regulations and according to permission obtained.

Confidentiality: The childcare organizer guarantees the security and the confidential nature of the use of the data by both daycare workers and potential subcontractors. This processing is done in accordance with European privacy legislation, the General Data Protection Regulation of 25/5/2018.

If it is necessary, your personal data will be passed on to Child & Family or to the Health Care Inspectorate.

The processing of personal data is done under the supervision of the UGent information security consultant.

#### PHOTO, MOVIES, IMAGE MATERIAL:

In the daycare, photos and / or videos are made of the children. This material is only used inside the daycare center to provide information about the activities and operation. Pictures of the child are used to indicate the individual.

We request your permission using a separate form to use these images.  
The parent may refuse this and may revise his decision at any time.

We protect the privacy of every child and his family.

We do not use Facebook and do not store any images or data in the cloud.

We explicitly ask parents not to take photos or images in the daycare.

Our employees do not share information about the children, or their stay in the day care center, with third parties. They exercise the necessary discretion in this regard.  
The staff members are bound by professional secrecy, the childcare workers are bound by the duty of discretion.

## 11 Financial provisions

### 11.1 Income rate - pricing - child code

The UGent daycare centers work income-related (IKG), that is, the parent contribution, hereinafter referred to as the income rate, that one pays for the daycare depends on the income. These rates are determined by law.

**Included** in this income rate are:

- food (with the exception of dietary food and the requirements for bottle feeding such as milk powder, bottled water, porridge bottles and teats)
- care,
- staff etc.

**Not included** are:

- supplies for bottle feeding such as milk powder, bottled water, porridge bottles and teats
- spare clothing.
- the extra costs stated in the Extra costs section point 411.3.

The calculation of the income rate is requested 2 months **before the start of the daycare** via "mijnkindengezin.be" or via the Kind&Gezin helpline 078 150 100 by requesting the "income rate certificate". The certificate stating the income rate and child code will be sent to the applicant.

**See also Appendix 2 to these rules and regulations.**

Each certificate of income rate has an end date.

If incorrect information is provided to the childcare center, Kind&Gezin will re-determine the

rate and possibly ask for compensation.

The income rate certificate must be submitted to the daycare center **at the latest** on the day of the start-up. A certificate is required for each child in the daycare.

If the child alternately stays with family A and B and both make use of the income rate, then 2 income rate certificates are required: 1 from the situation of family A and 1 from the situation of family B.

If parents go to live separately after they have already used childcare with an income rate, one parent can adjust the certificate (by recalculating via Mijn Kind&Gezin) and the other parent can request a new one.

The income rate is calculated on the basis of the jointly taxable professional income stated on the most recent Belgian "assessment notice for personal income tax and additional taxes".

The income rate is proportional to the length of stay of the child in the daycare:

Full day (> 5 hours) = 100% of the income rate

Half day (<5 hours) = 60% of the daily rate

The income rate is determined at the start of the daycare and is only changed as a result of indexation or a change in the family situation.

More information about the rates and child code can be found on the Kind&Gezin website.

#### What if there is no tax bill?

If the applicant does not have a tax assessment notice for the valid year, an "income rate certificate" can only be requested via the Kind&Gezin line: 078 150 100.

The income rate is determined on the basis of wage sheets or proofs from official bodies of the month before the start of the reception or the fictitious wage established by the National Aid Fund for Social Insurance for the Self-employed.

More information about the income rate and the child code can be found on the website of Kin&Gezin: [www.kindengezin.be](http://www.kindengezin.be)

! With the first and also with the later calculations one must always enter the email address of **his daycare center** in the appropriate box. For example, the respective daycare center will also receive a notification by e-mail about the creation of the certificate:

KDV C.Heymans: [kinderdagverblijf@UGent.be](mailto:kinderdagverblijf@UGent.be)

KDV De Sterre: [kinderkribbe@UGent.be](mailto:kinderkribbe@UGent.be)

The income rate is recalculated in the event of a change in the family situation (marriage, cohabitation, divorce), when the number of dependent children increases; when the awarded certificate expires.

You can request a new certificate via [mijn.kindengezin.be](http://mijn.kindengezin.be) or the helpline.

The new rate is valid from the first day of the month after the recalculation.

A lower rate is awarded if you have more than one dependent child or if you have one or more multiple dependent children.

#### **! The parents themselves are responsible for having recalculations made.**

Parents must request a new certificate in time, before the end date of the current certificate is exceeded.

As soon as you receive the new rate, you inform the childcare center.

As long as the day care center is not in possession of the certificate with the new rate, the income rate certificate that the day care center already has in possession remains valid.

### 11.1.1 Individual reduced rate

- ✓ The granting of an individually reduced rate (formerly known as the social rate) is possible in (one of) the following cases: care for a foster child who goes to daycare
- ✓ a decreased income of more than 20% for more than 3 months
- ✓ one of the parents receives a living wage  
→ ask Child & Family for an individually reduced rate.
- ✓ Moeilijke a difficult financial situation  
→ ask the OCMW for an individually reduced rate.

The calculation of this is done via mijn.kindengezin.be and via the OCMW.

### 11.1.2 Individual reduced rate

The subsidized childcare works according to the principle "**order childcare is pay childcare**". This means that for the days that you have reserved in your daycare plan and for any additional agreed days you have to pay the income rate, as laid down in the certificate that you have received from Kind&Gezin.

- You do not pay the collective closing days of the daycare (see point 5.2)
- You are entitled to 18 justified days of absence (respite days) per full calendar year for a full-time reception plan; you do not have to pay for these days of absence (see point 9.4.). If you do not have a full-time reception plan or you start during the course of the calendar year, this number of days will be reduced proportionally.
- You can request a family holiday once per calendar year, outside your grace days, for a maximum of 2 consecutive weeks, you do not pay for this (see point 9.6.2.)
- You can request a suspension of your daycare plan once a calendar year for a maximum of 6 consecutive weeks (min. 90 calendar days in advance) (see point 9.6.2.). You do not have to pay for this period, nor is it deducted from your grace days for this period.

All other days off are considered unjustified days off. For these days you will be charged the daily price that you would normally pay for that day + € 10, with a maximum of € 23 euros / day (14 euros / half day).

## 11.2 Reserevation fee and guarantee amount

The reservation of the reception place only becomes definitive when the reception agreement is signed and after payment of the reservation fee. The reservation fee must be paid 1 month after the invoice date, otherwise the allocation will expire (see point 4.3).

The reservation fee is automatically converted into a guarantee amount at the start of the daycare until the end of the stay.

After the end date of the reception agreement, the deposit will be refunded if the following conditions are met:

- 1) Complying with the written reservation of the childcare place
- 2) Paying the invoices
- 3) Complying with the cancellation provisions

If the reception cannot continue, the reservation fee will only be reimbursed in a situation of force majeure, in all other cases no reimbursement can be claimed.

The reservation fee is € 150. For families with a joint taxable income that, for the deductible expenses, is less than € 27,000<sup>3</sup>, this is € 50. The parent applies for the reduced rate himself and provides proof.

### 11.3 Extra costs

An additional rate is charged for the following items as follows:

- Diapers, care products and waste processing: full day:	€ 2,00 / day
- Diapers, care products and waste disposal: half a day:	€ 1,20 / day
- Own diapers, care products and waste processing: full day:	€ 0,85 / day
- Own diapers , care products and waste processing: half a day	€ 0,51 / day
- Reusable diapers, care products: full day	€ 0,40 / day
- Reusable diapers, care products: half a day	€ 0,24 / day
- Administration and invoicing:	€ 4.20 / month
- Child picked up too late:	€ 15 / started quarter
- Absences not notified on time: full day:	€ 23 / day
- Absences not notified on time: half a day:	€ 14 / day
- Loss or damage of access badge	actual costs
- Loss or damage to other daycare material	actual costs
- Dietary food on doctor's advice included in daycare agreement	actual additional costs an ordinary meal

### 11.4 Invoicing

Childcare UGent sends a detailed invoice every month. Payment must be made within 30 calendar days after the invoice date:

- Transfer of the amount due to account no. BE59 3900 9658 0026 from Ghent University with reference to the structured statement on the invoice. The payment can also be made by direct debit.

Every expired and unpaid invoice will be automatically and without prior notice increased with a delay interest. The amount of the unpaid invoices will, by way of compensation, be legally increased by 10% with a minimum of EUR 25, from the day following the due date of the invoices, without prior notice of default and on top of the principal sum, delay interest

#### 11.4.1

In the event of a violation by Kinderopvang UGent of the obligation as stipulated in art.9.4 (fixed daycare plan), or 9.5 (opening hours) of these house rules, as well as in the event of late repayment of the guarantee after the end of daycare in which all parent invoices are settled, Kinderopvang UGent owes the parents a lump sum compensation amounting to 10% of the parental contribution per individual infringement, without prejudice to the parents' right to prove their higher damage or to use other legal remedies available to them under Belgian law.

### 11.5 Invoicing

The costs for childcare up to the age of 12 are tax deductible  
Every year the parents receive a tax certificate for all paid childcare. This certificate states the



amount that the families actually paid for the care of their children in the previous year, not the invoice amounts. Additional costs that are charged may not be stated on the tax certificate.

## 12 Appendix 1: Additional priority rules for UGent childcare - Executive Council 26 June 2008

### Appendix 1 to the House Rules of the UGent Accredited and Subsidised Day Care Centres – Priority Rules of UGent Child Care

Subsidised Child Care Initiatives				
Category		priority rules		care period
AUGent Students <sup>1</sup>	1	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	foreign students temporarily staying in Belgium to study, lacking structural support and lacking familiarity with the local child care facilities	
		3	Belgian students, provided they are not in their graduation year	
		4	Belgian students in their graduation year	until end of academic year
UGent staff and equivalent function class D - B <sup>2</sup>	2	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	every other UGent staff member or equivalent belonging to category 2	
UGent staff and equivalent General Staff (AP) and General Technical Staff (ATP) level from function class A <sup>3</sup>	3	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	foreign doctoral students and guests temporarily staying in Belgium because of an UGent assignment, lacking structural support and lacking familiarity with the local child care facilities	
		3	every other UGent staff member or equivalent belonging to category 3	
Parents employed by AUGent institutions and who do not belong to categories 1, 2 or 3 <sup>4</sup>	4	1	foreign students temporarily staying in Belgium to study, lacking structural support and lacking familiarity with the local child care facilities and not belonging to category 1	quarter 3 years
		2	brothers and sisters attending together for at least 3 months	
		3	students enrolled under a diploma contract for less than 27 credits	
		4	AUGent staff	
UZ Gent staff <sup>5</sup>	5	1	brothers and sisters attending together	quarter 3 years

Unsubsidised Child Care Initiatives				
Category		priority rules		care period
UGent staff and equivalent	1	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	foreign doctoral students and guests	
		temporarily staying in Belgium because of an UGent assignment, lacking structural support and lacking familiarity with the local child care facilities		
General Staff (AP) and General Technical Staff (ATP) from function class A <sup>3</sup>		3	every other UGent staff member or equivalent belonging to category 1	
UGent staff and equivalent function class D - B <sup>2</sup>	2	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	every other UGent staff member or equivalent belonging to category 2	
Parents employed by AUGent institutions <sup>4</sup> and who do not belong to categories 1, 2 or 4	3	1	foreign students temporarily staying in Belgium to study, lacking structural support and lacking familiarity with the local child care facilities and not belonging to category 4	quarter 3 years
		2	brothers and sisters attending together for at least 3 months	
		3	students enrolled under a diploma contract for less than 27 credits	
		4	AUGent staff	
AUGent students <sup>1</sup>	4	1	brothers and sisters attending together for at least 3 months	quarter 3 years
		2	foreign students temporarily staying in Belgium to study, lacking structural support and lacking familiarity with the local child care facilities	
		3	Belgian students, provided they are not in their graduation year	
		4	Belgian students in their graduation year	until end of academic year

			for at least 3 months	
		2	Every UZ Gent staff member	
Parents not employed by AUGent or UZ Gent	6	1	AUGent students not belonging to categories 1 or 4	quarter 3 years
		2	AUGent alumni students and former AUGent staff	
		3	others	

Resorting under this category:

<sup>1</sup> AUGent students:

Students who according to the Flemish Community decree of 30/04/2004, article 61, concerning student grants and student facilities in higher education are entitled to selective facilities:

§1. Student facilities can offer selective facilities to students who meet all of the following conditions:

1° the student meets the nationality requirements set down in article 12 of the decree of 30/04/2004;

2° the student is enrolled at an officially registered institution, as mentioned in article 7 of the Structural Decree, and has concluded a diploma contract with the institute;

3° the student belongs to one of the following specific target groups:

a) student of limited means, whether or not entitled to a Flemish Community student grant;

b) student one parent of which was born in a developing country included in the first part of the list of the Development Assistance Committee of the Organisation for Economic Cooperation and Development;

c) student with a functional constraint or chronic disease;

d) student from a newly-composed communal unit;

e) student with a study certificate of secondary vocational training;

f) single students supporting children.

§2. In contravention to §1, student facilities can offer selective facilities to foreign students who participate in programmes of higher education at an officially registered institution as part of the programmes of the General Board for Development Assistance (DGOS) as set down in article 7 of the Structural Decree.

§3. In contravention to §1, non-structural help can be given to any student in an emergency situation.

and who are simultaneously:

1) enrolled for training that resorts under the pedagogical conditions which entitle one to a Flemish Community student grant, even if the student does not meet these pedagogical conditions at the time their child is taken into the day care centre, or enrolled for 2° master training (2° Master of 1° Master-after-Master) taken directly after having obtained a 1° master certificate;

2) enrolled for a minimum of 27 credits, graduation year excepted.

The 27 credit limit is the limit within which the student keeps his/her socio-legal student status for all branches of social legislation.

<sup>2</sup> UGent  
staff:

- staff with a statutory appointment at the UGent, or who have concluded an employment contract with the UGent;
- staff of legal entities with which the UGent has an agreement stating that they can use student facilities just like UGent staff;
- provided that the person involved will be employed by the UGent for at least 3 more months

<sup>3</sup> UGent  
staff:

- staff with a statutory appointment at the UGent, or who have concluded an employment contract with the UGent;
- staff of legal entities with which the UGent has an agreement stating that they can use student facilities just like UGent staff;
- doctoral students enrolled as doctoral students at the UGent, doctoral scholarship students, recipients of a Dehousse scholarship or those holding an appointment as a teaching/research assistant at the UGent;
- postdoctoral scholarship students and foreign guests of the UGent;
- provided that the person involved will be employed by the UGent for at least 3 more months, unless it concerns temporary child care

<sup>4</sup> Parents employed by  
AUGent  
institutions:

provided that the person involved will be employed by the institute for at least 3 more months at the time of intake

<sup>5</sup> UZ Gent staff:

provided that the person involved will be employed by the institute for at least 3 more months at the time of intake

The priority rules can be waived in case of an emergency, to provide child care limited in duration to the time needed to find a solution for the emergency.

In contravention of the priority rules, parents in an unfavourable social situation may be given priority within the category to which they belong, based on an individual review of their file carried out by the Student Social Service or by the Department of Personnel and Organisation.

Parents who still owe UGent Child Care money will only be eligible for a new place in day care after a positive recommendation by the Student Social Service or the Department of Personnel and Organisation, unless an extended payment schedule has been agreed to and is being followed strictly.

## 13 Appendix 2: Calculate your income rate 'child care' and ask your certificate

In the child care nurseries UGent you pay a daily rate based on your income, you have to do the calculation yourself.

### Why is the calculation important?

When you do the calculation, you will receive immediately from Kind&Gezin by e-mail a 'certificate & Family Child income rate', this certificate (or a copy of it) you deliver **as soon as possible to your Child Care**, because:

child care can be formatted on this basis your invoices with corresponding tax certificate

child care on the basis of the kindcode on the certificate the presences of your child must report to child and family.

You can forward this email to:

- **Child care C.Heymans** : [kinderdagverblijf@UGent.be](mailto:kinderdagverblijf@UGent.be)
- **Child care De Sterre**: [kinderkribbe@UGent.be](mailto:kinderkribbe@UGent.be)

### Warning!

**When you don't do the calculation, you have to pay the maximum price per day.**

### How does it work?

1. Step 1: register on 'Mijn Kind&Gezin' <http://www.kindengezin.be/toepassingen/kindcode-aanvragen.jsp>  
[What do you need? Your e-ID-cart, your federaal token, your pincode, a cardreader and a email adres.](#)
2. Step 2: Calculate your income rate and request a certificate to, after you received the mail 'entrance control ', 2 months before the start of the reception.
  1. Go to 'My Kind en Gezin' on the home page of Kind en Gezin.
  2. click on the ' calculate your income rate' and ask your certificat.
  3. Sign in with your e- ID or your token.  
For parents without e- ID or federal token contact the day care center
  4. By registering your household and your income data automatically registered and your rate is automatically calculated.
  5. When you have gone through all the steps, you will receive a certificate via email
3. Step 3: Send your certificate as soon as possible to your Child care

### Good to know:

- The certificate is only valid for the child that is listed on the attestation
- The certificate can be used in all child care locations that work with a parental contribution according to income, so in all nurseries UGent
- Change your household or the number of dependent children, then you should immediately do a new request on 'mijn Kind en gezin'
- Errors in the calculation can be passed up to 2 months after the application. Do this through the Kind en Gezin-lijn

### More questions?

- **Call Kind en Gezin**

## **14 Appendix 3: Glossary**