# My child's group is closing temporarily. Why?

We never close unless there is a good reason. If a pedagogical assistant is absent, we use the following process:

Is someone from the team available?
And can this person work an extra day or swap days?

And/or can we combine groups at this location?

### YES

We are open as usual.



### NO

Is it acceptable
to ask someone to cover
for the absent
team member?
For example:
will this person
work alongside
another team
member who
knows the
children?

### ls fro

YES

Is someone from the flex pool available?

#### YES

We are open as usual.

#### NO

Unfortunately, we will have to (temporarily) close for the group.



### What is Korein doing to find new team members?



### We collaborate with relevant educational training courses.

For instance, by offering work placements and apprenticeships.



#### Recruitment

On our vacancy sites, through our own networks, on LinkedIn and other social media channels.



#### Big banners at almost every location.



#### Retraining pedagogical assistants

So they can be more versatile in their tasks and roles.



#### Planning far ahead

So that we can anticipate challenges and possibilities as soon as possible.

#### But also:

Recruiting via employment agencies.

Collaborating with various partners, such as PE teachers at the out-of-school care location.

Working with workshop leaders (Mad Science, Qrabbl).



#### Familiar person.

- Pedagogical assistant who knows the child and vice versa.
- At least one familiar face present in the child's group every day.



То

safeguard 3

the well-being of children, the government has set

stipulations with

which childcare

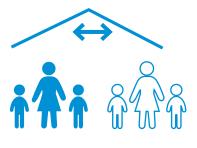
organisations must comply.

Combining groups.
Consider:

- Number of children and team members in the group.
- Number of children per square metre in the room.
- · Children's ages.
- Presence of familiar faces.
- Agreements made with parents about care in 2nd core group.

Would you like to find out more?

Take a look at your location's educational work plan on our website.



### Team members with the right knowledge and skills.

- Qualification requirements: not just anyone can work at a childcare centre.
- Only a third of team members are allowed to be work placement students of professionals in training.



- There are regulations for the number of children that can be looked after by one team member (BKR staff to child ratio).
- This number depends on the ages of the children.
- This number can be calculated using a calculation tool
- The number of children per group is not allowed to deviate from the BKR for more than three hours a day. This only applies to holiday periods and study days. The permitted deviation must be no more than half an hour during school weeks.

### Caring for children at a different location.

This is only possible if contractually agreed with the child's parents beforehand.



#### Compensation.

You are not charged for days your childcare cannot take place due to closure. Please notify the Tax Authorities about this in time. Read more at:

korein.com/en/compensation.





## I have a question, comment or complaint. Who can I contact?

Please send an email to **info@korein.nl** or call **040 - 294 89 89** (on weekdays from 08:30 until 12:30).

