

Childcare

as a service
for the whole
family



For parents

Our nursery provides care to your children and supports your entire family at the same time. Our way of working is therefore based on **four principles**:



1

Our nursery is a service for your child, but also for you and your other family members.

How will you notice this?

- We will explain anything you don't understand. If you wish, the nursery will help you to sort out the paperwork in order to start.
- Before you start, the nursery will take a look with you at what forms of flexibility your family needs.
- If you unexpectedly need more childcare, our nursery will help you find a solution.
- You are welcome in any part of the nursery where your child goes. If this is not possible, the nursery will organise visiting possibilities to fit in with your schedule.

2

Our nursery builds a relationship with your whole family.

How will you notice this?

- The staff always greet you and your family members. You are all welcome.
- The nursery is also there for your family if you need to do things for other family members.
- If it cannot help you with a childcare request, the staff will always tell you why.

3

You are your child's primary carer, and our nursery supports you in your parenting.

How will you notice this?

- If you are concerned about your child, the nursery staff will listen to you.
- You can count on the nursery staff's support when you're having a difficult day.
- If your child is having difficulties with something, the staff are there to work out with you what can be done.

4

Your life does not only consist of being a mother or father. Our nursery takes this into account.

How will you notice this?

- The nursery staff treat you not only as the mother or father of a child but as an individual with a name and interests.
- The nursery enables you to do things that you consider important

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For staff members

Our nursery provides care to children and supports the entire family by doing so. Our way of working is therefore based on **four principles**:

1

Our nursery is not only there for children, also for their families as well.

What do we do to ensure this?

- We actively look into what information families need, for example about rules, financial allowances, childcare plans, childcare plan deviation days, charges and how the nursery works from day to day. We present this information clearly and help families with the paperwork if necessary.
- We tell families from the start that we want to offer them flexibility, and ask each family what

flexibility they need at the outset.

- If families unexpectedly need extra childcare, we help them find a solution, because we know how many different situations a family may face.
- We ensure that parents can enter the main nursery room when they need to do so. If that is not possible, we regularly organise visiting possibilities or activities that parents are welcome to attend.

2

Our nursery works to build a relationship with the whole family.

What do we do to ensure this?

- We always greet all family members so that they feel welcome.
- We regularly ask families if they still need the same type of flexibility, as families' needs change.
- Conversely, we let parents know that there are limits to our flexibility, because we too like to have time for our family, relatives or friends. Parents need to realise this.
- We also ask what flexibility a family has, for example by swapping childcare days when an

unexpected need arises on the part of another family. Flexibility goes both ways.

- We give families time. When families are reserved, we still seek regular contact, without imposing ourselves.
- We check whether parents experience any barriers in the nursery space. One way to do this is by mapping the routes taken by parents at drop-off or pick-up time. Do parents go everywhere? Where don't they go? Where do they stop? Is there a physical or psychological barrier there?

3

Parents are their child's primary carer, and our nursery supports them in their parenting.

What do we do to ensure this?

- We listen to parents when they have concerns about their child.
- We do not give unsought advice on parenting. We are childcare professionals and the parents are not. This creates a power imbalance that can seem intimidating to parents.
- When parents are in the main nursery room with their child, we watch how they comfort, feed, dress and undress their child, as these things

are hard to describe in words. This can make it easier for us to ensure a child's comfort when his or her parents are not there.

- When children are going through a difficult day or period, we first show parents our support without giving advice, because it is hard to receive advice in a stressful situation.
- When parents tell us that their child is struggling with something, we try to work out together what can be done.

4

Our nursery bears in mind that a parent's life does not only consist of being a mother or father.

What do we do to ensure this?

- We treat all parents as individuals. For example, we ask parents how they like to be addressed: by name, as 'Mr' or 'Mrs' or as the child's mother or father.
- By looking after their child, we help parents not just to work but to do other things that are important too, such as going shopping in peace, catching up with the paperwork or visiting the hairdresser.
- Before we ask parents to give up some time for something, we think about what responsibilities they have and consider when they can make time.

- If parents' approach or attitude surprises us, we don't judge them. There are all sorts of reasons why people do what they do.
- We always bear in mind that parents combine many roles. Because we see the children for many hours a day, we tend to make everything revolve around them. Parents can by no means always do that.
- In our procedures we build in some flexibility in order to take account of all the areas of life that parents combine. For example, there are various different ways of organising the settling-in process.