Daisy Chain
PLAYGROUP
English-speaking playgroup · The Hague

Health and Safety Policy

Our policy for safety and health (beleid veiligheid en gezondheid), including our risk assessment

Document	Health and Safety Policy, including the risk assessment, hygiene, illness, first aid, fire and evacuation, outdoor play, hot and cold weather, missing and uncollected child, outings, medication, allergies and food
Version	11 (r2, 9 November 2026: references to other policies and forms updated only; content unchanged)
Date	7 November 2026
Review date	7 November 2027. The risk assessment (Appendix A) is also repeated every September and after any serious incident, change to the rooms or change in the law.
Prepared by	Serlene Stockton, Administrator, for the Daisy Chain team, based on Version 7 written by Mrs S.L. Stockton
Approved by	Serlene Stockton, Administrator
Supersedes	Version 10 (FINAL, 7 November 2026), Versions 8 and 9 (drafts, November 2026), Version 7 (amendments up to 11 May 2026, including the "Hot Weather and Heatwave Management Policy: Version 1"), Annex 1 Health and Safety Risk Assessments (2015-16), the Annex re Annual Safety Check (September 2016) and all earlier versions. Older versions must no longer be used or shared.

Contents

1. About this policy
2. Who is responsible
3. Keeping this policy alive
4. Risk assessment and daily safety check
5. The building: room by room
6. Security, arrival and collection
7. Staffing, supervision and the four-eyes principle
8. Preventing transgressive behaviour and safeguarding
9. Teaching children about small risks
10. Hygiene and cleaning
11. Nappy changing and toileting
12. Illness and infectious diseases
13. Allergies, medication and medical needs
14. Food and drink
15. First aid and accidents
16. Recording incidents
17. Fire safety and emergency evacuation
18. Outdoor play
19. Outings to the playground
20. Hot weather and heatwaves
21. Cold, wet and icy weather
22. Missing child
23. Uncollected child
24. No smoking
25. Records we keep

Appendix A: Risk assessment checklist (room by room)
Appendix B: Emergency contacts
Parent summary (one page, for the website)

1. About this policy

At Daisy Chain Playgroup, the health and safety of children comes first. We make our setting a safe and healthy place for children, parents and staff. We aim to protect children from serious risks, to teach them to deal with small risks, and to make children, parents and staff aware of health and safety.

Where	Church hall of the Anglican Church of St John and St Philip, Riouwstraat 2c, 2585 HA Den Haag (entrance on the corner of Timorstraat and Riouwstraat)
Children	One group of at most 16 children aged 2 to 4
Staff	Two permanent pedagogical staff, both present during all opening hours: Serlene (Team Leader) and Emmalene (assistant teacher)
Opening hours	Monday, Tuesday, Thursday and Friday, 09:00 to 12:00 (no Wednesday or afternoon sessions)
Contact	admindaisychain@gmail.com · +31 6 41 93 64 07 (also the number for reporting sickness)
Registration	Landelijk Register Kinderopvang (LRK) 143927164 · KvK 40413707 · inspected by GGD Haaglanden

What the law asks of us

The GGD inspection report of 2 October 2025 sets out the legal requirements for this policy (Wet kinderopvang and Besluit kwaliteit kinderopvang, article 4). In short, we must:

- have a written, up-to-date safety and health policy and work according to it every day;
- describe the main risks with serious consequences for children's **safety** and **health**, and the risk of **transgressive (boundary-crossing) behaviour** by staff, trainees, volunteers, other adults and children;
- have a plan of action saying which measures we take, by when, and what we do if a risk happens (Appendix A);
- describe how children learn to deal with small risks (section 9);
- involve the staff in writing, carrying out, evaluating and updating the policy as a continuous process (section 3);
- make the policy and its evaluations available to staff, volunteers and parents (section 3);
- organise our work so that a member of staff can always be seen or heard by another adult: the four-eyes principle (section 7);
- make sure at least one adult qualified in child first aid is present at all times (section 15).

We hold public liability insurance with Steijnborg. The policy is current and is renewed every year.

2. Who is responsible

Role	Health and safety responsibilities
Team Leader	Overall responsibility as the holder (houder) and lead teacher. Carries out the daily safety check, leads the yearly risk assessment, keeps this policy up to date, informs parents of changes, reports notifiable diseases to the GGD, and leads in any emergency, missing-child or uncollected-child situation. "Team Leader" replaces the older titles "Lead teacher", "Staff leader", "Room Leader", "Manager" and "TL".
Assistant teacher (Emmalene)	Follows this policy, helps with the daily check and the risk assessment, reports hazards and incidents to the Team Leader straight away, and takes over the Team Leader's tasks if she is dealing with an emergency.
Administrator (Serlene Stockton)	Keeps the health and safety records, the policy documents and the website up to date.
The church (St John and St Philip)	Responsible for the building: maintenance, cleaning, cleaning chemicals, electrical and gas safety, smoke detectors, fire-fighting equipment and the fire safety risk assessment for the building. Concerns are passed straight to the church office.
Independent supervisor	Reviews this policy and is told about serious incidents (missing child, injury needing a doctor, death).
Pedagogical coach	Advises on the policy, coaches the staff and comments on proposed changes.

3. Keeping this policy alive

A continuous process with the staff

- **Every September** the staff carry out the full risk assessment (Appendix A), including the fire risk check.
- **As part of their ongoing training**, the staff study this policy, together with our other policies, on the Wednesday study days. They observe it in practice and record minutes, actions and dates in the Policy Study & Implementation Tracker.
- **After any incident, near miss, change to the rooms or change in the law** we look at the relevant section again.
- The Team Leader regularly asks staff to read the policy and suggest changes or new ideas, and makes the changes.

Telling and involving others

Daisy Chain has a parents' committee. Before a change is made, the proposal is shared for comment with the staff, the independent supervisor, the pedagogical coach, the parents' committee and all parents. We make clear that parents can ask questions and give advice, as the GGD expects. The parents' committee acts as a go-between between parents and staff, suggests activities and sits in on policy meetings. Parents can approach the parents' committee directly when they drop off or collect their children, or via the staff. The committee is new and has not yet set up any email or WhatsApp route; it is independent of the playgroup's administration. Agreed changes are announced in the Daisy Chain WhatsApp group,

verbally and in the newsletter, and the website (Policies page) is updated. New parents are added to the WhatsApp group by the Team Leader once they agree.

Induction of new staff and volunteers

Before starting, every new member of staff or volunteer:

- receives this policy and the other policy documents by email, including the Meldcode documents, and confirms by email that they have read and understood them (or asks for clarification);
- is shown the building, the fire exits, the first aid box and the daily checks, and is told about safe lifting, safe places for hot drinks and soup, and the storage of dangerous substances;
- goes through the main points with the Team Leader in a question-and-answer session.

4. Risk assessment and daily safety check

The yearly risk assessment

Every September we assess the risks room by room, including the outdoor area and the playground we visit, using the checklist in **Appendix A**. For each area, it lists the main risks, the measures we take, and a column for actions, who will do them and by when; this is our plan of action. The assessment for 2026 is carried out on Monday 9 November 2026, and the completed and signed checklist is stored in the Daisy Chain Playgroup folder.

The daily safety check

Before the children arrive, staff check the playroom and the areas we use: floors, windows, doors, sockets, furniture and equipment. We look especially for equipment left out by other groups, spills and slippery floors, and dangerous rubbish such as broken glass. We check the toilets and, before use, the outdoor area. Children come into the playroom only when the Team Leader is satisfied it is safe. Checking continues throughout the session.

A shared building: "common ground"

We rent the main hall and use the toilets. The church also rents the hall to other users at other times; we do not hold details of these users. The church makes sure the hall is cleaned after they have left. The church organises and supervises maintenance and cleaning of the whole building. The parents' waiting area, paths, garden and other parts of the building are the church's responsibility, but for safety we treat them as "common ground" and check them too. We share our plans with the church and pass any concerns straight to the church office: for example, sand for icy paths, shrubs that need trimming, a dirty bin area, poor lighting, or signs of a bee or wasp nest or animals.

5. The building: room by room

The checklist in Appendix A follows the same areas. These measures apply at all times.

Playroom (main hall)

- Floors are checked daily: clean, dry, even, undamaged and free of anything hazardous.
- Low windows are made of safety material or are made safe.

- We take precautions so that children's fingers are not trapped in doors. Children never open a door without a member of staff.
- Electrical and gas equipment meets safety requirements. The church maintenance staff carry out routine checks, and they also organise and supervise any mandatory checks by outside contractors. The switchgear and meter cupboard are out of children's reach. Heaters, sockets, wires and leads are guarded; there are enough sockets to avoid overloading, and children are taught not to touch them.
- The layout lets adults and children move safely and freely between activities. Lighting and ventilation are adequate everywhere, including storage areas.
- Toys and equipment are checked before purchase to make sure they suit the ages and stages of the children, and are checked regularly for cleanliness and safety. Anything dangerous is removed at once, then repaired or thrown away.
- Hot drinks and soup: staff add some cold water before taking them into the playroom, never leave them unattended and keep them out of children's reach.
- Staff keep bags, coats and other personal items in the toy storage room during the session; mobile phones go on the high table against the wall.

Storage rooms

- Resources and materials are kept in a separate storage room, stored or stacked so they cannot fall or collapse. The doors of both storage rooms, the toy storage room and the furniture storage room, are kept locked.
- Adults are shown how to store, move, lift and set up large equipment safely, and use proper steps to reach high shelves or change light bulbs.

Toilets and changing area

- Checked before the children arrive: clean, no bleach or other cleaning products left behind (these are taken to the church office at once), and enough soap, paper towels and toilet paper. Spare clothes are kept for accidents.
- Staff control the temperature of hot water to prevent scalds.

Kitchen

- Children cannot get into the kitchen.

Stairs, corridors and entrance

- Stairs are kept dry and have anti-slip strips and a child-height rail. Children are always accompanied by an adult on the stairs.
- When it rains, we make sure the entrance is not slippery.

Parents' waiting area

The waiting area is not part of our rented space, but we check it before anyone arrives. While waiting, parents are responsible for their own children, and children must not climb on chairs, tables or desks. If a child is hurt there, staff give first aid, move the other children away under supervision, make notes and inform the church office.

Chemicals, materials and animals

- The church keeps all cleaning chemicals in their original containers in a separate room in the church building.
- All materials we use with children, including paint and glue, are non-toxic.
- No animals are allowed in the playgroup or the waiting area, and parents are reminded of this.
- All warning signs are clear and in the appropriate language.

6. Security, arrival and collection

- Parents are responsible for their own child until a member of staff admits the child to the playroom, and again at collection.
- Before and after the session, staff do not let a child enter or leave the playroom unless the parent or an authorised adult is there. No child is released to anyone we do not know or who is not authorised by the parents.
- Staff close the playroom doors as soon as parents have left at the start of the session, and keep them closed. Anyone leaving the playroom closes the door behind them. At the end, doors are opened only when the first parents are in the hall. Everyone entering or leaving the building closes the outside doors.
- Children cannot open the playgroup door without help from staff. From the playroom, we can watch the approach to the main door.
- Fire exits are never blocked and can always be opened easily from the inside without a key, including the garden doors and the main entrance, which are locked during the session.
- **Locked doors:** the doors to the garden play area are kept locked, and the other outside door of the building is locked once the children have arrived. The inner door to the hall is kept closed; the children cannot reach its handle, and this area is screened off from the children until it is time for their parent or nominated adult to collect them. Both storage rooms, the toy storage room and the furniture storage room, are kept locked (section 5).
- Personal belongings of staff and volunteers are stored securely during sessions.
- Work in our area by contractors is scheduled outside opening hours. Visitors who teach or entertain the children (for example musicians, police or the fire brigade) are arranged in advance, and parents are told beforehand.

7. Staffing, supervision and the four-eyes principle

- Children are always supervised by adults. Whenever children are present, there are at least two adults: our two permanent staff are both present during all opening hours (confirmed by the GGD in October 2025).
- The group has at most 16 children, and we keep to the legal staff-child ratio (beroepskracht-kindratio), which can be calculated at 1ratio.nl.
- Everyone who works at or is regularly present in the playgroup (staff, volunteers and the holder) must be registered in the Personenregister Kinderopvang (PRK) with a valid Verklaring omtrent het gedrag (VOG), and be linked to Daisy Chain in the register **before** they start. The register then screens them continuously (Wet kinderopvang, articles 1.48d and 1.50, as set out in the GGD report).

- Volunteers are screened in the same way as staff, are never left alone with children, and do not change nappies or help with toileting without a member of staff present.
- Physical play is always supervised. Adults do not stay in the building alone, or leave alone, after dark.

The four-eyes principle (vierogenprincipe)

The law requires us to organise our work so that a member of staff, trainee or intern can only work with children while being seen or heard by another adult (Besluit kwaliteit kinderopvang, article 4(4), as quoted in the GGD report). In practice at Daisy Chain:

- two staff are always present and work in the same room, so each can see or hear the other;
- nappy changes are never done behind closed doors: the other member of staff can see or hear what is happening;
- When children go to the toilet, the door stays open so staff can observe;
- staff watch each other's dealings with the children and speak up about anything that worries them;
- During group activities, all attention is on the children.

The GGD confirmed in October 2025 that our work is organised in this way.

8. Preventing transgressive behaviour and safeguarding

Unacceptable behaviour includes sexual, physical and psychological breaches of the professional, parental and moral standards expected of anyone with a duty of care. We prevent it through the four-eyes principle, VOG and PRK screening, open doors, clear rules and talking openly about it as a team. Full details are in:

- the **Protocol "Child abuse and domestic violence" (2024)**: the Meldcode we follow and study. The GGD found it meets the legal requirements and that both staff know its five steps;
- the **Protocol on unwanted behaviour, sexual harassment, abuse and safeguarding (2025)** and the **Quick Guide** to the steps for sexually inappropriate behaviour between children;
- the **Positive Behaviour and Bullying Policy** (Version 2, approved 8 November 2026), for hurtful behaviour and bullying between children.

All are listed on the Policies page of our website. Concerns about a child are handled under the Meldcode, which includes consulting and, where needed, reporting to Veilig Thuis (the advice and reporting centre for domestic violence and child abuse): Veilig Thuis Haaglanden, 0800 2000 (free) or 070 346 97 17 (Appendix B).

Duties of staff and the holder

- Staff must immediately tell the holder if they learn that anyone working for the playgroup may have committed a sexual offence or abuse against a child in our care.
- If staff learn that the holder (or the person ultimately responsible) may have done so, they can contact the confidential inspector for childcare and, if there is a reasonable suspicion, report it to the police immediately.
- If the holder learns that someone working for the playgroup may have done so, she must first consult the confidential inspector (overlegplicht). The confidential inspector then advises whether the matter must be reported to the police.

Confidential inspectors of the Inspectorate of Education (vertrouwensinspecteurs): 0900 111 3 111 (www.onderwijsinspectie.nl).

9. Teaching children about small risks

We do not try to remove every small risk: children learn by playing, climbing and trying things. We protect them from serious risks and teach them to handle small ones through talks, planned activities and our daily routines.

- Every lesson plan includes a safety step: equipment is checked for condition, hygiene and suitability, and we think about how many children are in the group and how much supervision the activity needs.
- Small risks in an activity are explained so children know what is allowed and why: for example, bikes and toy cars only in the agreed area, all going the same way and not too fast, and never where other children walk or play.
- We explain why we wash our hands before and after eating, and why we eat slowly, carefully and in small bites.
- We always tell children: if anything happens, tell a grown-up straight away.

10. Hygiene and cleaning

Daily hygiene

- Everyone washes their hands before snack time and after using the toilet, with soap and paper towels. Children are given time to wash properly and may play a little with the water and soap.
- Noses are wiped with paper tissues; children learn to put a hand in front of their mouth when they cough or sneeze.
- Tables are cleaned between activities.

Cleaning routine

- The cleaning of the playroom and toilets is carried out by the church's cleaning staff before we arrive, with a high standard of hygiene in the toilet area. If we find anything that needs cleaning during our check before opening, we put it right ourselves or ask the church's cleaning staff to clean it again before the children arrive.
- Toys, resources, dressing-up clothes and furnishings are cleaned regularly. Sand is clean and suitable for play.
- No paper or rubbish is left in the playroom bins; they are emptied into the large bins outside (this also reduces fire risk).

Body fluids (blood, urine, faeces, vomit)

Viruses such as HIV and hepatitis A, B and C spread through body fluids, so we take the same precautions for everyone:

- wear protective gloves and, where needed, protective clothing;
- clean spills with a mild disinfectant solution and a mop; bag the cloths used;

- clean tables, furniture, furnishings or toys affected by body fluids with a disinfectant;
- rinse soiled clothing and bag it for parents to take home.

Head lice

Head lice are not normally a reason to keep a child at home, although in exceptional cases we may ask a parent to do so until they have cleared. When head lice are found, all parents are told and asked to check and treat their child and family.

Keeping up to date

We keep a file of GGD health information at the playgroup and regularly check the advice of the GGD, the government (www.rijksoverheid.nl) and VeiligheidNL (www.veiligheid.nl). GGD Haaglanden's childcare inspection page is https://www.ggdhaaglanden.nl/professional/professionals/toezicht-en-inspectie/inspectie-kinderopvang/, and our inspection reports are published in the Landelijk Register Kinderopvang, https://www.landelijkregisterkinderopvang.nl.

11. Nappy changing and toileting

- No child is excluded because they still wear nappies. Parents provide nappies, wipes and a change of clothes.
- Toilet training is a self-care skill children learn with the full, non-judgemental support of adults. If parents ask for our help with toilet training, we give it, unless there are medical or developmental reasons not to.
- Staff check nappies regularly and change them after every snack time, or sooner if needed.
- Depending on the size of the child, children are changed either on a changing table or on a changing mat on the floor in a warm area. On the mat, a child cannot fall, which also suits children who do not like heights.
- Changes are relaxed and gentle. Staff do not pull faces or make negative comments about nappy contents, and never make inappropriate comments about children's bodies.
- Every change follows the four-eyes principle (section 7) and our hygiene rules (section 10). Nappies and pull-ups are bagged and put in the bin; wet or soiled pants are rinsed and bagged for parents.
- Older children use the toilet when they need to and are encouraged to be independent, under supervision.

12. Illness and infectious diseases

We care for healthy children and help prevent the spread of infections. Our separate **Sickness Policy** is written for parents: it sets out, in one place, what parents must do when their child is ill and how to tell us. It uses the same rules as this section.

Keeping children at home

- We may refuse entry to a child who is unwell if they are considered a possible source of illness to the other children, for example a child who has a temperature, is being sick, has diarrhoea or has a contagious infection or disease.
- After diarrhoea, children stay at home until 48 hours after the last episode of diarrhoea.

- Children also stay at home if they have a cough, a sore throat, thick nasal discharge, red or discharging eyes, or a cold or flu, until all symptoms have cleared, and if they have vomited within the last 48 hours.
- Children who have been prescribed antibiotics stay at home for the first 48 hours.
- Parents phone +31 6 41 93 64 07 to tell us their child is ill and what the illness is (see the Sickness Policy).

If a child becomes ill at playgroup

- If a child seems unwell, for example, a temperature, vomiting, diarrhoea, or pain, especially in the head or stomach, the Team Leader calls the parents and asks them to collect the child or send a known carer.
- While waiting, a child with a temperature is kept cool (top clothing removed, head sponged with cool water) and away from draughts.
- In an emergency, the child is taken to the nearest hospital and the parents are told immediately (section 15).

Notifiable diseases

Parents must tell us if their child, or an adult, is diagnosed with a notifiable disease. When we learn of a notifiable disease, the Team Leader informs the GGD and follows its advice: GGD infectious diseases, 070 353 72 40, infectieziekten@ggdhaaglanden.nl.

Staff illness

If staff illness means we cannot open safely with two staff, the playgroup closes, parents are told as soon as possible, and the day is not charged (as stated in the Pedagogical Policy).

13. Allergies, medication and medical needs

Allergies

When a child starts, parents tell us about any known allergies on the application form and on the Emergency Medical Care and Medical Information Form. This form is our medical form: it is the one place where we keep each child's emergency phone numbers and health details. If a child has an allergy, we complete an allergy risk assessment form with the parents, recording:

- the allergen (for example, nuts, eggs, bee stings, cats);
- the reaction (for example, rash, reddening, swelling, breathing problems, anaphylactic shock);
- what to do, including any medication and how to give it;
- how we prevent contact with the allergen, and when the form will be reviewed.

The form is kept in the child's file. Staff keep an up-to-date list of all children with allergies and the medicines they use. Parents train staff to give any special medication for an allergic reaction. **Daisy Chain is nut-free:** no nuts or nut products are allowed, and parents are reminded of this, for example before parties.

Medication

- Staff only give medicine that is set out in the forms we hold for the child (the allergy form and the Emergency Medical Care and Medical Information Form); this may include a range of treatments, because each child's needs are different. No unprescribed medication is ever given to children, parents or staff. If a doctor prescribes new medication, the parents tell us and complete a new medication form before staff give it; if it is urgent, the parents' written approval by text message or similar is enough until the form is completed. Doctors may speak to each other about a child's treatment, but the parents are always kept informed, and staff act only on the parents' instructions.
- We cannot accept children who need invasive treatments (for example, rectal diazepam for epilepsy) or help with tubes for everyday living (for example, breathing apparatus, tube feeding, colostomy bags).
- Daisy Chain accepts children who may need an adrenaline auto-injector (EpiPen). Their parents instruct the staff on how to use it, and it is given as agreed in the child's allergy form.

14. Food and drink

Snack time is a social part of every session and helps children learn about healthy eating. Children bring their own healthy snack and drink, so that they only eat food that fits their dietary needs and their parents' wishes.

- Before a child starts, we ask parents (on the application form) about dietary needs and allergies.
- No sweets, nuts or anything known to cause an allergic reaction in any child in the group. Parents are told what is allowed in the food they send. If parents bring birthday party bags, they give them to the staff, who then give them to the parents, so that each parent decides what their own child receives.
- We encourage healthy snacks such as crackers, multigrain bars, sandwiches with a healthy filling, pasta, rice, fruit and vegetables, and discourage crisps, processed food, cakes, biscuits and sweet drinks. We tell parents which food containers are suitable.
- Fresh drinking water is available throughout the session; children know they can ask for water at any time.
- Children wash their hands before eating and do not share or swap food, to protect children with allergies.
- Staff sit with the children, who eat seated, slowly and in small bites, to prevent choking.
- Staff are sensitive about diets and allergies and never make a child feel singled out or labelled because of them.
- Snack time builds independence: children make choices, serve themselves and feed themselves.

15. First aid and accidents

- Both permanent staff hold the Het Oranje Kruis certificate Eerste Hulp aan kinderen (first aid for children), valid until 12 April 2028, and are present throughout opening hours, so at least one qualified adult is always present in the building and on outings, as the law requires (GGD report, October 2025).
- Before a certificate expires, the training provider sends instructions for the training and the recertification exam, and tests the staff.

- The first aid box is easy for adults to reach and out of children's reach. Its contents are checked every four weeks, and the check is recorded.
- When a child starts, parents sign the Emergency Medical Care and Medical Information Form. On it, they give consent for staff to take their child to the nearest emergency department to be examined, treated or admitted if necessary, on the understanding that parents are told as soon as possible.

When an accident happens

1. Give first aid. One member of staff stays with the injured child; the other takes the rest of the group calmly away.
2. In an emergency, call **112**.
3. Tell the parents: immediately if it is serious; otherwise at collection the same day.
4. Record it in the Incident Book: date, time, what happened, who was involved, first aid given, who was told.
5. Tell the independent supervisor about any injury that needs treatment by a GP or hospital doctor.
6. Look at what caused the accident and update the risk assessment if needed.

16. Recording incidents

We keep an **Incident Book** for accidents and for incidents such as:

- a break-in, burglary or theft, or an intruder getting into the premises;
- fire, flood, gas leak or electrical failure;
- an attack on a member of staff or a parent on or near the premises, or any racist incident;
- a terrorist attack or threat (we follow the emergency services' advice on evacuation, first aid and contacting families, and our fire procedure; the incident is recorded once the threat is over);
- the death of a child or adult (call 112 immediately, follow the emergency services' advice and inform the independent supervisor);
- any other dangerous occurrence or near miss.

For each entry, we record the date and time, what happened, who was affected, what was done and whether it was reported to the police, plus any follow-up or insurance claim. The Incident Book is kept safe; every member of staff can access it and knows how to complete it, and it is reviewed once a term to spot hazards.

Concerns about a child's welfare and behaviour incidents between children are **not** recorded in the Incident Book; they follow the safeguarding protocols (section 8). Emergency numbers, including the police and the church, which is responsible for the premises, are kept to hand (Appendix B).

17. Fire safety and emergency evacuation

We keep a high standard of fire precautions. Where needed, we ask a competent person, such as the fire brigade or a fire safety adviser, for advice.

- Staff carry out a fire risk check every September as part of Appendix A. The church's fire safety risk assessment for the building is held in the church office, about three minutes from the playgroup, and we contribute to its reviews.

- Fire doors and exits are never blocked and are easy to open from the inside.
- Smoke detectors, alarms and fire-fighting equipment are fitted in the right places, meet Dutch standards and are checked as the manufacturer specifies (the church is responsible). Fire extinguishers are working and maintained, and all staff know how to use them.
- Fire training is no longer mandatory, but both permanent staff have attended fire training courses in the past.
- Flammable rubbish is removed (see bins, section 10).

Our evacuation plan

The evacuation procedure is explained to new staff and volunteers and practised periodically; each practice is recorded.

Question	Our answer
How do children learn the sound of the alarm?	The children hear the alarm during our evacuation practices, so they learn what it sounds like and to follow the staff's instructions. The staff know the sound of the alarm and act on it straight away.
Where are the fire exits?	The fire exits are clearly marked: the garden doors, the main entrance and the entrance to the church house.
Where is the assembly point?	We gather the children outside the exit used and check that everyone is there, then go to the main assembly point: the grassed area next to the church.
Who leads the children out, and who checks the toilets and storage rooms?	The Team Leader leads the children out; the assistant teacher checks the toilets and storage rooms and follows.
How are the children counted, and by whom?	The Team Leader takes the day's register and counts at the assembly point.
Who calls 112, and when?	The Team Leader, as soon as everyone is out (in a real fire).
How long does it take?	Timed and recorded at each drill.
How are parents contacted?	By phone, using the emergency contact list taken out with the register.

18. Outdoor play

Children play outside when the weather allows, in the church's enclosed outdoor area (garden) next to the hall.

- The outdoor area is fenced, with no gaps in the fence, and the gate is closed and locked while we are outside.
- Before use, staff check that it is safe and clear away rubbish. We watch for poisonous plants, weed killers and pesticides.
- All outdoor play is supervised by staff; children are never left outside alone.
- Climbing over the fence is unlikely because of close supervision. Because a child could get through the hedge, one member of staff stands between the hedge and the children to turn back any child who comes too close.

- Bikes and toy cars are used only in an agreed area, separate from where children walk and play.
- The sand pit is made of two plastic shells, one of which is the base. After each use the sand is emptied out, and fresh, clean sand is put in before it is used again.
- All equipment is brought inside after outdoor play, so it stays clean and dry.

19. Outings to the playground

Our only outing is to the Sandplayground, Ary van der Spuyweg 1, 2585 JA Den Haag, opposite our premises, across the street. We use it on days with nice weather, as part of our planned activities. We do not go to any other location.

- The road is very quiet, and we only go when there is no commuting traffic. One member of staff leads, the children walk in a line, and the other member of staff walks at the rear.
- Parents give their consent through the separate Sandplayground Visits: Permission Form (Version 2026, approved 8 November 2026). There is no general consent for outings at registration, so a child only goes if this form has been signed.
- There is a written risk assessment for the outing, reviewed every September (Appendix A), and staff do a verbal risk check before each outing.
- We only go if 8 or fewer children are present, and always with at least two staff.
- Each member of staff is responsible for named children, so that every child is supervised, no child goes astray, and no unauthorised person can get near the children.
- Staff take a mobile phone, the emergency contact list (taken from the Emergency Medical Care and Medical Information Forms) and a first aid kit.

20. Hot weather and heatwaves

Young children dehydrate and overheat quickly. This section replaces the separate "Hot Weather and Heatwave Management Policy: Version 1" (May 2026); it is now part of this policy and is reviewed with it.

We monitor indoor and outdoor temperatures, act before it gets too hot, encourage drinking, adapt activities, provide shade and cooling, watch children for signs of heat illness, make sure staff know what to do in an emergency, and consider closing only if we cannot keep the setting safe.

Action levels

Indoor temperature	What we do
Below 25 °C	Routine monitoring; water available
25-27 °C	More drink breaks; limit strenuous activity; check temperatures more often
28-29 °C	Move activities to shaded or cooler areas; closer supervision
30 °C and above	No vigorous outdoor play; Team Leader reviews the day; close monitoring
Unsafe conditions	Consider moving rooms, closing early or closing

The action levels refer to the indoor temperature, which staff read on the thermostat on the wall.

What staff do on hot days

- **Rooms:** check temperatures during the session; close blinds or curtains before the sun comes in; use outside shading where available; air rooms while it is cooler; use fans if available, never blowing straight at children; move activities to a cooler place if needed.
- **Outside:** use shaded areas and do not go out in the hottest part of the day. Children wear a hat and sun cream (provided by parents).
- **Drinks:** water always available and offered often, with extra drink breaks; watch for children drinking less than usual; offer water-rich snacks where suitable.
- **Clothing:** we ask parents for light, loose, light-coloured, breathable clothes and fewer layers.

Hot weather daily checklist

Check	On arrival	About 10:30
Weather forecast checked	☐	☐
Indoor temperature recorded (°C)	____	____
Outdoor temperature recorded (°C)	____	____
Blinds / shading in place	☐	☐
Drinking water available; extra drink breaks given	☐	☐
Outdoor activities reviewed; shade available outdoors	☐	☐
Fans working (if used)	☐	☐
Children observed for overheating	☐	☐
Both staff briefed on hot-weather measures	☐	☐
Date: _____ Completed by (initials): _____		

Signs of heat illness and what to do

Signs	What staff do
Early overheating: less active, tired or listless, flushed, sweating a lot, dry mouth, fewer wet nappies or toilet visits	Move the child somewhere cool, let them rest, offer cool water, remove extra clothing, keep watching, tell the Team Leader.
Suspected heat exhaustion: very listless, dizzy, sick, fast breathing or pulse, heavy sweating, weak	1. Stop the activity. 2. Move to the coolest place. 3. Remove extra clothing. 4. Offer cool water. 5. Apply cool, damp cloths. 6. Tell the Team Leader. 7. Stay with the child. 8. Call the parents. 9. Record it in the Incident Book.
Suspected heat stroke: MEDICAL EMERGENCY: collapse, fainting, unconscious, getting much worse, or not improving after cooling	1. **Call 112.** 2. Tell the Team Leader. 3. Move to a cool place. 4. Remove extra clothing. 5. Apply cool, wet cloths. 6. Stay with the child all the time. 7. Call the parents. 8. Record it in the Incident Book.

Heat incidents are recorded in the Incident Book (date, time, symptoms, action taken, parents told, whether 112 was called, completed by, reviewed by the Team Leader). This section is also reviewed after any serious heat incident or when guidance changes.

21. Cold, wet and icy weather

- In cold weather, we aim for an indoor temperature between 18 °C and 22 °C, and we check it on the thermostat on the wall. This follows GGD advice that the ideal indoor temperature is between 18 °C and 22 °C, and the RIVM advises at least 18 °C in group rooms during cold periods.
- In icy weather, we check the path to the playgroup and ask the church office to grit it; in the dark months, we check the path lighting. When it rains, we keep the entrance free of slippery patches.
- Children play outside only when the weather is suitable, and we suggest that parents send warm and waterproof clothing. We also give this advice in the newsletter in the weeks before the colder months.

22. Missing child

Our arrival and departure routine, closed doors and outing rules are designed so that no child can leave unnoticed. If a child does go missing, we act at once.

In the building or garden

1. The member of staff who notices tells the Team Leader immediately.
2. The Team Leader informs the church office and searches the building and garden thoroughly; the other member of staff checks that no other child is missing and stays with the group.
3. Doors and gates are checked to see how a child could have got out.
4. If the child is not found, the parents are called, and the child is reported missing to the police within 5 minutes (**112**).
5. The Team Leader finds out when and where the child was last seen and writes this down.
6. The Team Leader informs the independent supervisor, who investigates and may come straight away.

On an outing to the playground

1. The Team Leader gathers and counts the children and stays with them; the assistant teacher searches the immediate area.
2. If the child is not found within five minutes, the Team Leader calls **112** and reports the child missing.
3. The Team Leader calls a parent, asks them to come to the playgroup and keeps them updated.
4. The Team Leader takes the children back to the playgroup; the assistant teacher stays in the park in case the child returns, unless the police advise otherwise.
5. The Team Leader informs the independent supervisor.

Afterwards

- Staff stay calm and reassure the other children; the incident is not discussed in front of them, and their questions are answered honestly and reassuringly.

- The Team Leader and the independent supervisor speak with the parents. An angry or distressed parent is always met by two people. Aggression or threats against staff are not tolerated, and the police may be called.
- The Team Leader writes an incident report: date and time; which staff and children were present; when and where the child was last seen; what has happened since; the estimated time the child went missing; and how the breach of security happened. The independent supervisor takes written statements from the staff.
- If the police investigate, staff co-operate fully and the police lead the investigation, including interviewing staff.
- The insurer is informed, and the independent supervisor is informed if disciplinary action may be needed. Staff under investigation are treated fairly and supported; counselling is offered where needed.
- Staff do not discuss the incident with the press without taking advice.

23. Uncollected child

If a child is not collected at the end of the session, the child stays with a qualified member of staff they know, and we keep it as calm as possible for them. We tell parents about this procedure so that, if they are unavoidably delayed, they know their child will be well cared for.

Information we keep

- On the application form: home address and phone number, mobile numbers, who has parental responsibility, and at least one other emergency contact (for example, a neighbour or close relative).
- If someone else will collect, parents give us that person's name, address and phone number in advance.
- Parents who cannot collect on time must phone us on +31 6 41 93 64 07, so we can start our back-up arrangements.

What we do

1. If we have heard nothing, we phone the parents (home, mobile and work). Staff write down the time of every call they make, and who they spoke to or tried to reach.
2. If at any point there is reason to think that the child may be at risk, or that a parent may have had an accident, we call **112** straight away rather than waiting.
3. If we cannot reach them, we phone the other adults authorised on the application form.
4. We keep trying all reasonable ways to reach the parents or authorised adults. The child never leaves with anyone not named on the application form or authorised by the parents.
5. If no one has collected the child **one hour** after the end of the session and no one can be reached, we contact Veilig Thuis first, on 0800 2000 (free, 24 hours a day, 7 days a week), and then act on their advice, so that we comply with the rules and regulations in force. The child stays with staff at the playgroup until collected by the parents, or until we have acted on the advice of Veilig Thuis.
6. Both members of staff stay with the child at the playgroup until the matter is resolved. Staff never go out to look for the parents.
7. A full written report is put in the child's file. The independent supervisor may be informed.

Depending on the circumstances, we may charge parents for the extra time worked by staff.

24. No smoking

Daisy Chain is a no-smoking setting, indoors and outdoors, and staff and parents are told about this. This includes vapes (e-cigarettes), pipes and any other way of smoking. Staff who smoke or vape do not do so during working hours or in the presence of children at any time. Smoking inside buildings such as ours is also against Dutch law.

25. Records we keep

Record	Kept where / by whom
Risk assessment (Appendix A), signed, every September	Policy file: Team Leader
Incident Book (accidents, incidents, heat incidents)	Playgroup: both staff
Evacuation drill log; first aid box checks (every four weeks)	Playgroup: both staff
Allergy risk assessment forms; application form; Emergency Medical Care and Medical Information Form (our medical form); Sandplayground Visits: Permission Form (Version 2026, approved 8 November 2026); other consent forms	Child's file: digital file kept by the administrator; paper copy at the playgroup only where needed
First aid certificates (Eerste Hulp aan kinderen)	Staff file: Team Leader
Policy study minutes and actions	Policy Study & Implementation Tracker

Records with personal information are kept securely and only as long as needed, as described in our Privacy Statement. Digital files are kept securely by the administrator at home. Paper copies are kept at the playgroup only where they are needed: the administrator prints them, and Serlene takes them to the playgroup. When a new version of a form or policy is approved, the old printed copies are replaced and shredded. The Filing and Retention Routine (draft) sets out the details, including the retention periods. At the playgroup, paper copies are kept in a locked storage cabinet in a locked room.

Appendix A: Risk assessment checklist

Use this checklist every September, on study days and after any change. Walk through each area together, tick OK or Action, and write each action with who will do it and by when. The completed checklist is our plan of action. The measures come from sections 4 to 21 of this policy.

Date:		Completed by (initials):	

Area	Main risks	Measures in place	OK / Action	Action, who, by when
Entrance, path and waiting area	Slipping (rain, ice); poor lighting; wasps or animals; child leaving unnoticed; children climbing furniture	Checked before arrival; church asked to grit, trim or repair; parents supervise their own child until admitted; outside doors closed	☐ OK ☐ Action	
Playroom (main hall)	Trips and falls; trapped fingers; sockets and leads; hot drinks; equipment left by other groups; choking on small objects	Daily sweep; door precautions; guarded sockets and heaters; cold water in hot drinks, never unattended; checked, age-appropriate toys; faulty items removed	☐ OK ☐ Action	
Toy storage room	Falling stacks; children entering	Safe stacking; door locked; staff belongings stored here	☐ OK ☐ Action	
Furniture storage room	Heavy furniture falling; children entering	Door locked; safe lifting; steps for high shelves	☐ OK ☐ Action	
Toilets and changing area	Infection; slipping; scalds; cleaning products left out; unobserved care	Checked before arrival; soap and paper towels; hot water controlled; changing table or mat on floor; door open; hygiene rules	☐ OK ☐ Action	
Kitchen	Burns; sharp objects; chemicals	Children cannot enter the kitchen	☐ OK ☐ Action	
Stairs and corridors	Falls	Dry; anti-slip strips; child-height rail; children always accompanied	☐ OK ☐ Action	
Snack time	Choking; allergic reaction; cross-infection	Seated, supervised eating; nut-free; allergy list checked; hand washing; no sharing food	☐ OK ☐ Action	
Outdoor area (church garden)	Getting through the hedge or gate; climbing the fence; poisonous plants; rubbish; bike collisions; sun and heat; ice	Fence and locked gate; staff between hedge and children; checked and cleared before use; separate bike area; hats, sun cream, water, shade; equipment brought in	☐ OK ☐ Action	
Outing: Sandplayground across the street	Crossing the road; child going astray; strangers; equipment	Nice weather only; no commuting traffic; one staff in front, children in a line, one staff at the rear; signed Park Playground forms; written and verbal risk check; 8 or fewer children; 2 staff; named children; phone, contact list, first aid kit	☐ OK ☐ Action	

Area	Main risks	Measures in place	OK / Action	Action, who, by when
Whole building: fire	Fire; blocked exits; unclear assembly point	Exits clear and openable from inside; extinguishers maintained; drills recorded; bins emptied; church fire risk assessment	☐ OK ☐ Action	
People and safeguarding	Transgressive behaviour by adults or children; unauthorised adults	Two staff always; four-eyes; VOG/PRK before starting; volunteers never alone; Meldcode and protocols	☐ OK ☐ Action	
Health	Infectious illness; heat; body fluids; head lice	Sickness rules; GGD notification; heat action levels; hygiene and body-fluid routine	☐ OK ☐ Action	

Signed (Team Leader): _____ Signed (assistant teacher): _____

Appendix B: Emergency contacts

Who	Number/details
Emergency (ambulance, fire brigade, police)	112
GGD Haaglanden: infectious diseases	070 353 72 40 · infectieziekten@ggdhaaglanden.nl
Veilig Thuis Haaglanden	0800 2000 (free, 24 hours a day) · 070 346 97 17 (direct landline). Also our first contact for an uncollected child (section 23)
Confidential inspectors (vertrouwensinspecteurs)	0900 111 3 111
Church office (St John and St Philip)	070 355 5359 · churchoffice@stjohn-stphilip.org
Nearest hospital emergency department (SEH)	HMC Westeinde, Lijnbaan 32, 2512 VA Den Haag (Bronovo has no emergency department)
Daisy Chain Playgroup	+31 6 41 93 64 07 · admindaisychain@gmail.com

Daisy Chain
PLAYGROUP
English-speaking playgroup · The Hague

Health and safety: a quick guide for parents

Summary of our Health and Safety Policy, Version 11 (November 2026). Suitable for the website. The full policy is available on request.

Your child's safety and health come first. Our two qualified staff, Serlene and Emmalene, are both with the children every session (Monday, Tuesday, Thursday and Friday, 09:00 to 12:00), with at most 16 children aged 2 to 4, in the church hall at Riouwstraat 2c, 2585 HA Den Haag.

How we keep children safe

- We check the hall, toilets and outdoor area every morning before children arrive, and do a full risk assessment every September.
- Both staff are trained in child first aid. There are always two adults with the children, and staff can always see or hear each other (the "four-eyes" principle).
- Everyone who works with the children is screened (VOG certificate and the national childcare register).
- The outside doors are locked once the children have arrived, and we only hand your child over to you or to someone you have authorised.
- We practise fire evacuation regularly.
- Children play outside in the fenced church garden, always supervised. On hot days we use shade, water, hats and sun cream (please provide a hat and sun cream).
- On days with nice weather we also visit the Sandplayground across the street, but only with your signed Sandplayground Visits: Permission Form (Version 2026, approved 8 November 2026).

Health and hygiene

- Daisy Chain is **nut-free**. Please send a healthy snack and drink; we discourage sweets, crisps and sweet drinks.
- Tell us about any allergy or medical need on the Emergency Medical Care and Medical Information Form. Staff only give medicine that is set out in your child's forms, as agreed with you in writing. If a doctor prescribes new medication, please tell us and complete a new medication form (if it is urgent, a text message will do until then).
- Please keep your child at home when they are ill (see our Sickness Policy) and phone us on +31 6 41 93 64 07. If your child becomes ill at playgroup, we will call you to collect them.
- Please tell us if your child has an infectious (notifiable) disease. We follow the GGD's advice.

If something happens

- We give first aid, tell you the same day (straight away if it is serious) and record it. In an emergency we call 112 and may take your child to hospital: we will contact you at once.
- If you are delayed at pick-up, please phone us. Your child will stay with staff they know. If we cannot reach you or your emergency contacts within an hour, we contact Veilig Thuis and act on their advice.
- If we are ever worried about a child's safety, we follow the national reporting code (Meldcode).

Questions? Email admindaisychain@gmail.com or talk to Serlene. We are inspected every year by GGD Haaglanden (LRK 143927164).