

Dear Parent(s),

On Monday the 19th of April, we can reopen the doors of our after school care locations. We are very happy that we can receive your children again. Your child will be welcome with us from upcoming Monday on their regular contract days at your own location.

Safe daycare

Additional measures have already been taken to ensure a safe opening of our after school care facilities in addition to daycare and primary schools. For example, our pedagogical staff receive priority when testing for Covid-19 and children from 4 to 12 years old with cold complaints are not allowed to go to after-school care.

Just like at school and day care, we also take measures at our locations to limit mixing between different children and employees as much as possible. The cluster manager of your location will inform you about this later this week, through the Op Stoom App, about the additional measures that apply to your location.

In order to protect you, your child and the employees as well as possible, it is important to follow our measures. Furthermore, we still urge you to keep 1.5 meters away from our employees and to wear a mouth mask when bringing and collecting your child(ren).

When can your child come and when not?

At our locations we follow our protocol and your child can only come under the conditions of our protocol. If in doubt, this [Decision Tree](#) can be consulted. The latest version of our protocol can be found at www.stoom.nl/coronavirus

Is your child not coming on the 19th of April?

You might not yet want to bring your child or your child may be ill. Please sign him or her off through the Op Stoom app. We would like to explicitly ask you to unsubscribe, because then we can properly plan our staff on the number of children that will actually come.

Reimbursement by Op Stoom

Part of the invoiced childcare costs (period from 16 Dec 2020 to 1 March 2021) has been reimbursed to you by Op Stoom. Read more about this in [our email](#) that you received from us on the 9th of March, 2021.

You will also receive a full refund of the childcare costs invoiced from the 1st of March to the 16th of April, if you have not used the emergency care. Op Stoom will pay you back the difference between the maximum hourly rate and the hourly rate that we charge you.

You will receive the amount that we refund you in **May 2021** on your account. The condition is that all invoices have been paid in full by you.

Did you make use of our emergency daycare during the period of the closure? Then you will not receive any reimbursement from Op Stoom, but you will receive reimbursement from the government up to the maximum hourly rate.

Reimbursement from the government

The government reimburses the personal contribution up to the maximum hourly rate. More has now become known about the payout date. You will automatically receive a letter from the government at the beginning of June stating how much compensation you will receive. You will receive the money in your account in June. This applies for daycare, toddler care and after school care.

The SVB has set up [a special page](#) on its website with all information about the compensation scheme for the personal contribution. Here you will also find information about the reimbursement if you do not receive a childcare allowance. It states, among other things, that you can apply for the compensation yourself around mid-May.

See you soon!

We are very happy that we are back and that we can continue to have great days with your child(ren) again!

Kind regards,

Gerda Laan
Director Kinderopvang Op Stoom