



EMMANUEL
DAYCARE

Emmanuel Daycare

PARENT' S HANDBOOK

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WELCOME TO EMMANUEL DAYCARE

We hope this year will be a happy and rewarding year for your child and the whole family. We are glad that you have chosen to spend this time with us. We have many exciting opportunities for your child to participate in and are continuing to enhance our programs to meet families' needs.

- We value each child as special and precious in God's eyes.
- We value children as unique and competent individuals.
- We value children's opinions.
- We value children learning through play.
- We value parent feedback and participation.

Emmanuel Daycare program is committed to nurturing and guiding children. We provide an environment that fosters trust, security, and comfort. We strive to provide a balance of activities that help children to progress in spiritual, social, emotional, physical, and cognitive development.

We respect and value differences; we recognize that children are individuals and that every child is unique.

Our program provides a safe, secure, and stimulating environment for all children. It provides time and opportunity for children to explore and investigate their world and to communicate with other children and adults. The environment promotes an accepting, tolerant, and flexible attitude towards others and respect for the natural world.

We understand parenting can be a difficult task, and we strive to work together with families to promote positive child-rearing principles. We will value, not judge or criticize, parenting efforts and will work towards meeting the needs of children and parents through realistic expectations and ongoing communication.

We endeavour to maintain a daily routine that eventually eases all children into comfortable and familiar habits. This routine considers the dynamics of the children as well as their ages and stages of development. Our program is well balanced between structured activities and free play, social and quiet times allowing ample opportunities for creative exploration and learning through play.

We appreciate that you have taken the time to go through this handbook, which we hope will answer most of your queries; however, should you have any questions, please feel free to contact us at:

Phone: 250-598-0573 | Fax: 250-592-4646

Email: daycare@emmanuelvictoria.ca

MISSION STATEMENT

We will provide a nurturing daycare environment, committed to building confidence and encouraging creativity in the context of Christian love. We respect each child as an individual created by God, and in cooperation with the family, we will endeavour to draw out the unique strengths and abilities in their character.

OUR CURRICULUM

The Emmanuel Daycare curriculum supports the core principles of British Columbia’s Early Learning Framework (2008). Our staff provides a continuum of play-based learning activities across the five areas of development: (1) aesthetic and artistic development, (2) emotional and social development, (3) intellectual development, (4) physical development and well-being and (5) the development of social responsibility. The classroom environment is set up to include a variety of developmentally appropriate and accessible materials and activities that encourage independence, stimulate curiosity, and nurture creativity in the context of Christian love.

OUR STAFF

Our teachers are certified Early Childhood Educators (ECE), Assistants (ECEA), and Responsible Adults (RA) as required by Childcare Licencing Authorities. They are educators who adhere to Emmanuel Daycare mission statement and strive to provide students with the best care, support, and education--- intellectually, socially, physically, and spiritually. Each staff member holds a valid First Aid/CPR Certificate and has undergone a criminal record check.

HOURS OF OPERATION & HOLIDAYS

PROGRAM	FOR CHILDREN	OPEN WEEKDAYS FROM-TO
Group Daycare Program (September to July)	30 months—5 years old	7:45am—5:15pm

- The daycare is closed on statutory holidays, Easter Monday, Christmas Break, and August.
- **The daycare will close for staff meetings at 3:30pm on the last Monday of every second month (September, November, January, March, and May).**

GROUP DAYCARE RATIO

We maintain a ratio of 8:1 with a consistent Early Childhood Educator as their primary caregiver. Please note we can only have 2 children between 30 and 36 months due to Licensing requirements.

A TYPICAL DAY AT EMMANUEL DAYCARE

FROM	TO	SCHEDULE AND ROUTINE
7:45	9:20	Art Projects, table activities, and free play – All areas open i.e., blocks, cars/trucks, dress-up, books, math manipulatives, puzzles, sensorial, etc.
9:15	9:45	Washroom break and Snack Time
9:45	10:15	Morning circle, according to the monthly theme. Daily lesson includes calendar, weather, greetings, etc. and will include stories, songs, open-ended discussions, etc. through the week. *Helper of the Day: Scheduled 3x/wk starting Oct. – Teacher will provide children’s schedule.
10:15	10:20	Transition time, change to outdoor shoes
10:20	11:45	Outdoor/indoor physical activities (depending on weather), e.g., Playground, biking on Wed., go for a walk on Tues. Thurs. & Fri.; Henderson Park, Finnerty Gardens, or gym time.
11:45	12:00	Transition time, change to indoor shoes and wash hands
12:00	12:40	Lunch time
12:40	12:50	Transition time, washroom
12:50	2:20	Nap/Rest Time *1:30 Non-nappers get up 1:30-1:50 Quiet activities 1:50-2:30 Table activities/ Floor activities 2:20 Get-up time
2:20	3:00	Afternoon activities: Art, Math, Science, Fine & Gross Motor Skills, Music, Literacy
3:00	3:30	Washroom break and Snack time
3:30	4:00	Transition for end of Day, Washroom, outdoor shoes & jacket, pack bags
4:00	5:15	Outdoor/indoor physical activities (depending on weather), Goodbye until tomorrow!

**Please note that our schedule is not a strict regimen but instead an outline of each day that provides our children with the consistency and structure they need to feel secure and confident in their environment. Our daily schedule may change according to the needs of the children and teachers and allows us to accommodate for special events such as presentations, weather changes and seasonal activities.*

THINGS TO BRING

Please dress your child in practical and comfortable clothing recognizing children get dirty. On the first day of school, please send along the following items with your child, all labelled with the child’s name or initials:

1. A complete change of clothes. Kept in a clear labelled bag at daycare in case a change is required for any reason.
2. A pair of rubber-soled shoes to leave at daycare. Closed toe and back preferred. When choosing your child’s clothing or shoes, please try to make them easy to put on and take off as we do encourage independence in this area.
3. Durable, weather-appropriate outdoor clothes and footwear. The children will have outdoor activities and excursions whenever the weather permits, so please make sure they are dressed for the weather on that day.
4. A blanket and a fabric blanket bag. Children will have a place where they can rest/nap each day. The blanket will stay at daycare during the week and will be sent home at the end of each week. They must be washed and returned to daycare the next day your child attends.
5. Emergency kit. See **Emergency Kits** section.

NUTRITION, SNACK AND LUNCH

Parents must make staff aware of any food allergies. Due to specific health concerns, restrictions, and preferences, we ask that parents provide well-balanced meals and snacks and prepared water bottles that do not need warming or refrigeration for the time that your child is at daycare each day. Water will be provided throughout the day as needed and requested. Please label all containers and bottles clearly. Children will always be supervised while eating and drinking during lunch and snack time.

Nutrition is an important part of your child's development, so we encourage you to pack healthy food.

We promote healthy eating and nutritional habits through teaching in our Circle Time:

- A licensee must ensure that children are not:
 - a. forced to consume any food or drink, or
 - b. left unsupervised while consuming food or drink
- A licensee must ensure that food and drink are not used as a form of reward or punishment for children.

GRADUAL ENTRY

The gradual entry process looks different for different ages, but generally, the first few weeks of the program are directed towards setting a positive tone and atmosphere of fun within the classroom. Time is spent going over the procedures and guidelines, introducing children to their new classroom and getting to know one another. We want to ensure that each child begins the school year positively.

The first few days can begin with a gradual entry of new children. This enables the teachers to spend time bonding with each child; any fear or anxieties a child may experience could be reduced when this special kind of attention is given. Our staff will inform you of the process if and when it is required.

September entry is gradual for the new children that join our program, and returning children start full time.

ALLERGIES

We are a nut-free daycare. All known allergies must be listed on the registration form and a medication /allergy form must be completed for all allergies needing medication. These medication forms must be updated regularly (minimum once a year). The children's names will be put on the allergy list that is posted in daycare and care plans will be always carried with their medication. We will not hold any medication at daycare without a completed medication/allergy form.

REST TIME POLICY

Due to the hours of operation for Emmanuel Daycare, all children will have a rest period between 12:50 and 2:30pm. Children are encouraged to rest and/or nap. A cot is provided for each child, and if necessary, teachers may rub their backs, read stories, or play soothing music. Parents are responsible for their children's blankets.

No child will be made to lie on their cots for more than 30 - 40 minutes after trying to sleep or having slept and awakened. After the 30 - 40 minutes mark, quiet activities such as reading books and colouring will be introduced. They may be offered quiet activities on their cots during rest time. This will ensure your child has a healthy, happy, restful day at daycare.

ABSENCE

- a. If your child will be away, please alert Teachers by 10 am via email to teachers@emmanuelvictoria.ca. or call or text **250 896 7154**.
- b. Please explain why the child is absent (e.g., illness, appointment, vacation) as this needs to be reported on the child's attendance record to meet Government requirements.

COMMUNICATION, NOTICES & REMINDERS

The teachers at Emmanuel Daycare believe that every child deserves a quality program. It is important to have open and ongoing communication with all parents/guardians. We are a licensed facility, and we follow all requirements and policies set by the BC Licencing Office. If you have a concern regarding your child or the program, please feel free to talk to the manager or teachers. The staff will use the utmost level of confidentiality in discussing your concerns.

Outside the entrance of the classroom is a bulletin board where notices of interest, upcoming events and the most recent newsletter will be posted throughout the year. Notices will be posted well in advance, so please refer to the bulletin board regularly.

PARENTAL CONCERNS PROCEDURE

Communication between parents and staff is vital for a caring program. Please make an appointment to discuss with the staff any concerns that you may have regarding your child. If your concerns are not addressed to your satisfaction, make an appointment with the manager or the administrator.

NEWSLETTERS

A monthly newsletter will be sent via email and handing to families a copy by the end of the first week of each month with a calendar of events for the following month. Please contact the head teacher if you are not receiving your monthly newsletter. A copy will be posted on the bulletin board along with other important notices and reminders. Please be sure to check for updates in your child's program regularly.

HYGIENE

The health and well-being of the child is always our number one priority. A bathroom time is scheduled before and after meals, snacks, and outside play. Children are supervised during bathroom times. During bathroom times, children are reminded to flush the toilet, wash their hands with soap and water, and dry their hands with a paper towel.

Toys and equipment are cleaned/disinfected on a weekly basis. Children's dirty clothing is sent home daily, and blankets are sent home weekly for washing.

TOILETING

It is expected that your child will be toilet trained **before** attending daycare except for children with special needs who are receiving one-on-one support.

If your child consistently has accidents, we expect your child to stay home until he/she is fully potty trained. If it is an issue for your child, the teachers and parents will consult it together.

ILLNESS

Emmanuel Daycare will ensure a safe and comfortable environment that will accommodate the abilities of all children. Our goal is to promote good health and safety by providing a clean, safe, and well-maintained environment.

Please keep your child home or seek alternative care arrangements if your child is not well enough to take part in the regular Daycare program or is suffering from one or more of the symptoms shown below:

- Pain – any complaints of unexplained or undiagnosed pain
- An acute cold
- Sore throat or trouble swallowing
- Runny nose (especially if yellow or green) and eyes
- Difficulty with breathing, wheezing or persistent cough
- Fever over 100°F or 38°C (keep child home for 24 hours)
- Infected skin or eyes or an undiagnosed rash
- Unexplained diarrhea, nausea, vomiting, or stomach ache (keep child home for 24 hours)
- Lethargic and needing to rest/sleep
- Headache and stiff neck
- Severe itching of body due to scabies
- Head lice (must have hair treatment, all lice and nits destroyed/removed)
- Children with known or suspected communicable diseases
- Teachers/staff will consult with one another to determine if a child who has been sent to school unwell should be requested to be taken home by the parent/guardian. Each case is unique, for example: children with allergies or asthma

If your child is on antibiotics, please keep them at home if they have taken it for less than 72 hours. Emmanuel Daycare is designed to meet the needs of children who become ill while in our care but is unable to provide constant medical supervision in cases of predetermined illness. If your child is not well enough to participate in Daycare routines and activities or is unable to go outside on the playground, then your child should not attend on that day.

If your child becomes ill during the day, we contact you. If you are unavailable, we will try to reach your emergency contacts. We will provide a quiet resting area and close staff supervision until you, or one of your emergency contacts can pick up your child.

IMMUNIZATION

For everyone's protection, Emmanuel Daycare strongly recommends that all children receive immunizations (as recommended by Island Health) before attending daycare, unless your child's doctor has deemed it to be contra-indicated (i.e., a likelihood of allergic reaction). By law, immunization dates must be indicated on the registration form or by including an Immunization Record of Immunization.

When a child's immunization is not up to date, or parents have chosen not to have their child immunized, in the event of a communicable or infectious disease outbreak in the community, Emmanuel Daycare will request the child not attend during the period the risk exists or until your child is cleared by medical staff. A child who receives a flu shot can attend Daycare as long as they are able to participate in the regular Daycare program.

MEDICATION

If your child needs medication administered at daycare, you must adhere to the following guidelines:

- a. Prescription medication for chronic conditions such as allergies, asthma, etc.: Parent to complete a medication/allergy form
- b. Other prescription medication: Parental consent is required (sign a medication form)

Medications must be in the original container with proper directions for use. It will be administered only as clearly directed by the physician's authorization and when absolutely necessary. These medications must always be accompanied by parental consent on the medication/allergy Form.

All medication will be stored in an appropriate locked location.

MEDICAL EMERGENCY

If your child is injured or becomes ill while at daycare, staff will quickly assess the situation to decide what action/attention is required. Outlined below are three procedures that may be followed:

- a. If first aid treatment is required, our staff will provide first aid.
- b. If medical attention is required, our staff will contact the families.
- c. If emergency medical attention is required, our staff will administer first aid until ambulance attendants arrive.

All incidents will be reported!

Please inform the head ECE teacher within 24 hours of diagnosis of or exposure to serious illness or communicable disease. The manager will notify the Medical Health Officer/Licensing Officer of a reportable communicable disease.

SUNSCREEN

- As the heat increases in the spring and summer months, it is advised that your child should come to daycare with sunscreen already applied to their exposed skin for their protection.
- The teachers will need to re-apply it during the day for times of outside play.
- Please provide your child with a bottle of suitable sunscreen with UVA and UVB protection. Please make sure it is one their skin will not react to.
- The teachers will wash their hands and use a sanitizing wipe to clean the bottle before and after each use.
- If you do not wish to use sunscreen on your child, please make sure that they have on clothing to prevent sunburn, e.g., long-sleeved shirts, sun hats and long-legged pants.
- We recommend that all children have a hat for sun protection.

HEAT PREPAREDNESS POLICY

- During a heat wave, parents and staff need to watch for Public Alerts through Public Weather Alerts for British Columbia-Environment Canada as well as Emergency Info BC. These will alert you to Heat Domes.
- Indoor temperatures will be monitored regularly.
- Children will be frequently checked during hot days for signs of Heat Illness.

- We will have available plenty of water and ice to keep children hydrated.
- There will be frequent rest and water breaks throughout the day.
- Physical activity will be planned for cooler parts of the day, before 10am and after 4pm.
- Direct sunlight into the classroom is blocked by black-out curtains.
- Fans are in the classroom to help keep the temperature down and to help airflow.
- NOTE: at 32.2 degrees Celsius (90 degrees Fahrenheit) fans will not prevent heat-related illness. High humidity levels also factor in.
- If the temperature in the classroom is 28 degrees Celsius, then the staff will take the children into a room that has air conditioning.
- Symptoms of Heat Illness:
 - Changes in behaviour (sleepiness or tantrums)
 - Dizziness or fainting
 - Nausea or vomiting
 - Headache
 - Rapid breathing and heartbeat
 - Extreme thirst
 - Decreased urination with unusually dark yellow urine

FIRE AND EARTHQUAKE DRILLS AND POLICIES

There is an established emergency procedure posted on the walls. Fire drills are practiced every month, and the earthquake drill is practiced every year. Staff maintain written records of all drills.

EMERGENCY DISASTER PLAN

Meeting Place: Back Parking lot

Emergency Contact Numbers: Each parent to provide a local number and a contact number outside the province (if possible). The number is recorded on the child's Registration form and Emergency file.

Parents are informed from daycare with contact numbers on file.

Emergency supplies are stored in the emergency shed.

EMERGENCY KITS

- Daycare has emergency bags (supplied by families) containing emergency supplies as suggested by licencing. Our staff will communicate with the church coordinator responsible for the emergency shield for the extra emergency supplies.
- **Please bring the following in a large zip-lock bag:** A packaged snack, small tetra pak drink (such as a bottle of water or juice), family photo, small flashlight, small toy or stuffy, and survival blanket (foil emergency blanket from a hardware, first aid supply store, Canadian Tire, or Amazon).
- On the first day of daycare, please send along an earthquake kit in case of emergency. This is mandatory to aid in the wellbeing and comfort of your child. Let's be prepared!
- If a kit has not been provided by the end of the second week of school, your child may not attend daycare until it is.

EMERGENCY DAYCARE CLOSURE

- a. Daycare may experience extreme weather conditions, natural disasters, or other emergencies. During these events we may not be able to open, or we may need to close during daycare hours. Some examples of these types of emergencies include fire, earthquake, disease outbreaks, heat domes, blizzards, ice storms, and power outages. If an emergency of this magnitude occurs within operating hours, we will attempt to contact all parents to arrange early pick up of their children. If a widespread emergency occurs and there is a communications failure, it is the parent's responsibility to come to daycare as soon as possible.
- b. If an extreme emergency occurs outside of normal operating hours, daycare will not open until the situation returns to normal. Please listen to CFX 1070 to ascertain if schools, and therefore daycare, are open.
- c. There will be no fee reduction or repayment for closures lasting less than one week.

GUIDANCE AND DISCIPLINE

The goal of guidance and discipline is to assist children in developing respect, self-control, self-confidence, and sensitivity in their interaction with others. Staff members are expected to treat the children with respect, honour, and love.

Children are informed of our general discipline guidelines, which are clear and consistently enforced. The safety of the children is always our first priority!

- a. **Redirection:** If a child is having difficulty behaving in an area of daycare, the staff will redirect the child to another area of play and get the child involved in a new activity.
- b. **Privileges taken away:** Depending on the regularity of the infraction, loss of privileges may be used for the disciplinary action.
- c. **Quiet time:** When a child loses self-control, the teacher or assistant may take the child aside or find a quiet place within the room to allow the child some time to regain composure.

AGGRESSIVE BEHAVIOUR

- a. If aggressive or destructive behaviour is a recurrent problem, parents will be asked to meet privately with the staff to discuss how the child's behaviour will be addressed.
- b. If this behaviour continues to occur, parents may be asked to withdraw the child until a plan acceptable to both parents and staff can be put in place to maintain a safe and non-threatening environment for everyone.
- c. If a child intentionally hits/strikes another child, the parents will be given a warning; if it occurs a second time, the parents will be advised that their child cannot attend the next program day.

EMMANUEL DAYCARE AND PARENT SUPERVISION

When a parent signs in a child, then the child will remain under the direct supervision of the staff.

When a parent signs out a child, then the child will be under the supervision of the parent.

RELEASE OF A CHILD FROM DAYCARE

Parents are not to remain in the playground due to a Licensing agreement.

Emmanuel Daycare will only release a child to an authorized individual as established by a parent/guardian in the registration form. They must be at least 16 years old. If driving, the individual must have an "N" in the BC Graduated Licensing system. All pick-up persons must show photo identification the first time of pick-up.

If an **unauthorized person** arrives to pick up a child, one of the staff members will call the parents. The child will remain under the supervision of daycare staff. The staff will explain the policy that written authorization from the parent/guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children, and the staff. If necessary, the staff may need to phone the police for assistance.

If any person attempts to remove a child from daycare while seemingly impaired, the staff will explain that driving while under the influence of drugs or alcohol is against the law. The staff will offer to call a friend or relative to pick up the child. If the presumed impaired person chooses to get in the car with or without the child, the staff will notify the police immediately.

The staff will call the Ministry for Children and Families if they believe that a child may be at risk and in need of protection.

If a court order exists within a family, a copy of the order should be included in the registration form, and the instructions always followed. Families need to inform staff of court order changes. If an parent who is not authorized by court order tries to take the child, the police will be called and the authorized parent notified immediately.

It is the staff's legal responsibility, to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If a staff member believes that a child will be at risk, the staff in charge will:

- a. Offer to call a relative or friend to pick up the person and the child and/or
- b. Contact the Ministry for Children and families.

INCLUSION POLICY

The Canadian Charter of Human Rights and Freedoms states that all individuals must be treated equally "without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability." Daycare ensures that all children with special needs have access to quality inclusive early childhood education programs. Young children require meaningful opportunities to maximize their growth and development physically, intellectually, emotionally, and socially. It is no different for children with special needs. Children who receive quality inclusive early childhood education have increased opportunities to develop their social and cognitive skills and are better prepared to attend elementary school.

Children with special needs may require additional support to fully participate in the program and may receive support through the Supported Child Development Program. This program assists the family and childcare providers to develop and implement an individual plan to meet the child's needs. The government may pay for the cost of support while the parents pay for the cost of daycare space. Please contact the Supported Child Development Program directly for assistance.

Emmanuel Daycare staff will adapt the environment and routines as necessary to meet the needs of the children enrolled. They develop flexible programming that can be adapted as needed. All staff are aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence. Emmanuel Daycare will work collaboratively with parents and outside service providers to ensure that the needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we or the parents feel that a child may require additional support.

SPECIAL NEEDS CHILDREN

1. We will register a child with Special Needs who require one-on-one support if they have confirmed support from Queen Alexandra (Island Health) or another agency.
2. For children being assessed:
 - a. We will register children who have mild special needs for mornings only for a 4-8 week probationary period. At the end of that period, we will assess if they need support or can function without one-on-one support.
 - b. If they do not need one-on-one support, they will be able to attend for the full day.
 - c. If they do need one-on-one support, we may not be able to have them remain in daycare.
 - d. Please note the Parent will pay the full monthly fee.

MISSING CHILD POLICY

If a child becomes lost when under our supervision, the teachers will immediately inform church office to activate a search. We will ensure the safety of the remaining children. If the search is unsuccessful, staff will contact the police and the parents. Island Health will be informed through a serious incident report.

The manager or pastoral liaison will receive a clear evaluation of the event and may implement appropriate changes to reduce the likelihood of a similar situation occurring.

ABUSE POLICY

The management of Emmanuel Daycare ensures that a person in care is not, while under the care or supervision of daycare staff, subjected to emotional abuse, physical abuse, sexual abuse, or neglect, defined as follows:

Emotional Abuse: any act, or lack of action, which may diminish the sense of well-being of a person in care, such as verbal harassment, yelling, and confinement.

Physical Abuse: any physical force that is excessive for or is inappropriate to a situation involving a person in care and perpetrated by a person not in care.

Sexual Abuse: any sexual behaviour directed towards a person in care by an employee, a volunteer, or any other person in a position of trust, power, or authority.

Neglect: the failure of a care provider to meet the needs of a person in care, including food, shelter, care, or supervision.

As childcare providers, we have the legal responsibility to report child abuse or neglect, whether it has occurred inside or outside daycare to licencing, a child protection worker, the police, or the Ministry for Children and Family Development.

If the abuse occurred in daycare, the manager or pastoral liaison will inform the parents. If the abuse occurred outside of daycare, the manager or pastoral liaison will **not** notify the parents unless directed by the child protection worker.

If the abuse occurred in daycare, the offender will be informed of the implementation of the health and safety plan and how it will affect them pending the outcome of an investigation. If the abuse occurred outside daycare, the manager or pastoral liaison will **not** inform the offender as this would impair the investigation.

The management of Emmanuel Daycare will conduct close documentation of the incident (if the incident occurred at daycare). All documentation will be signed and dated, and the information will be written in an objective manner.

REGISTRATION

Registration forms must be completed in full before a child may attend.

When a child is enrolled after the beginning of the month, the first month's fee will depend on which day the child begins.

If there is less than half a month remaining, a daily rate will be applied. If there is more than half a month remaining, half of the fee will be applied, plus a daily rate for any additional days.

There is an 8 week probationary period for all newly registered children within the program.

REGISTRATION FEE

There is a one-time (non-refundable) registration fee of \$100.00 per child, which is due at the time of registration. This deposit is applied towards the monthly fee of the student's first month of attendance. If we cannot offer you a space, then we will refund it.

LATE PICKUP

Please send an email to teachers@emmanuelvictoria.ca or call or text **250 896 7154** as soon as possible when your child will not be picked up by the end of the scheduled program

You will still be charged a late fee, but it will avoid involving social services.

- A. If a parent or guardian has not picked up their child or called Emmanuel Daycare by the end of the scheduled program, staff will try to contact the family first then alternative persons from the authorized pickup list.
- B. If that person is unavailable and the parent has not contacted the staff by 5:45 pm, we are required to notify the Ministry for Children and Families who will send a worker to collect your child.
- C. If late pickup is an ongoing problem, and reasonable effort has not been made to solve it, notice of termination of services may be given.
- D. There is a late pickup charge is for every 15 mins starting at 5:15pm.
- E. For more than two instances of late pick up within a 30-day period the charge increases for every 15 minutes starting at 5:15pm.
- F. There will be a 5-minute grace period if it is the first time your child is not picked up by the end of their scheduled program.

FEE PAYMENT

Monthly fees must be paid by Pre-Authorized Direct Electronic Fund Transfer (DEFT; please ask the manager for a form), exact cash or e-transfers due on the 1st of the month.

There is a charge for any DEFTs and/or cheques returned by the banks due to insufficient funds. Any additional charges for late pick-up should be paid by e-transfer.

Any late payment of fees will be charged.

A notice will be sent to families after 15 days, and we will require payment by the end of the month. If a family is having difficulty in keeping their account up to date, they must speak to the daycare manager who will review with daycare executive. If alternate arrangements cannot be made, then the child will need to be withdrawn from the program.

There will be no refunds for vacation days taken, sick days, or any days that your child is away from daycare.

Emmanuel Daycare issues an annual receipt for income tax purposes at the beginning of every year.

PAYMENT INSTRUCTIONS FOR ETRANSFER

Log onto your banking site. Click on the "Interac e Transfer" tab.

Click on "send money to". If Emmanuel Baptist Church has not already been entered as a contact, add it using the email address: preschool@emmanuelvictoria.ca

Enter the amount. In the "Message" window, indicate that the funds are going to "Daycare" and what the funds are for (e.g., monthly fee, late payment, late pickup).

There is no password required and the funds are deposited immediately into the Church's bank account for a nominal Interac fee.

FEE STRUCTURE

We are opted-in to the Government Child Care Fee Reduction Plan.

\$980/month is the actual Fee. With the Child Care Fee Reduction applied:

\$220/month for 30-35 months old

\$435/month for ages 3-Kindergarten

\$30/every 15 minutes for Late Pick-up Fee

\$40/every 15 minutes for Late Pick-up Fee if more than 2 times/month after 5:15pm

\$20 Late Payment charge

\$25 NSF charge

AFFORDABLE CHILD CARE BENEFIT (Subsidy)

- a. The Affordable Child Care Benefit is available from the BC government to help families with the cost of childcare.
- b. Their website: gov.bc.ca/affordablechildcarebenefit
Or call the Service Centre at 1-888-338-6622 to see if you are eligible. Please try to have this done by September if possible. The process can take a while.
- c. If you are eligible or not, the parent is responsible for all amounts payable to Emmanuel Daycare.
- d. All required supporting documents must be uploaded with your application. Please ensure your childcare provider/manager has completed their sections on the Child Care Arrangement Form (CF2798) before you begin your application. Once started, you will have 60 days to complete your application.

WITHDRAWAL

- Families are required to provide a written notice to the manager before the 1st day of the child's last month if they decide to withdraw their child or pay one month's fees in lieu of notice. Ask the manager for a withdrawal form. **The form must state the last day that the child will attend.**
- **Verbal notice given to Daycare staff or the manager will not be accepted as giving notice.**
- DEFT payments will be processed until notice has been given to the manager.
- Parents who withdraw their child in September are exempt from providing one month's notice if we can fill the space.
- If your child is unable to continue attending daycare for medical reasons, the one month's notice is waived. If applicable, a refund will be issued for the remainder of the days in the month your child is unable to attend.
- If your child is unable to attend due to an extended family vacation or other reason, your child's space in daycare will be guaranteed for one month and the fee must continue to be paid. If your child will be away longer than one month, your child may need to be withdrawn from the program depending on whether there is a waitlist. If this situation arises, it will be evaluated at that time by the manager.
- Emmanuel Daycare also reserves the right to terminate the agreement if a child and/or family is not suited for the programs and/or policies of daycare or if the terms of agreement are not complied with. **The first 8 weeks is a probationary period for all newly registered children within the program.** Parents will be consulted and be given not less than one week's notice for the withdrawal of the child from daycare.
- In the unlikely event that Emmanuel Daycare is no longer able to provide care, we will provide all attending families with two months' notice of our closure.

TOYS

Toys, books, and treasures sometimes come to visit us. They are better kept at home as they may be lost or damaged. However, please talk to the teacher about a special treasure or toy that your child would like to share with us on show-and-tell days.

PERSONAL ITEMS

All items brought from home to daycare should be labeled with your child's name. Emmanuel Daycare is not responsible for any lost, stolen, or destroyed personal property.

BIRTHDAYS

We will decorate the classroom, sing birthday songs, and have special activities together. This is a way that your child can share with the class and honour their birthday. If you are planning a party for your child, please hand out invitations outside daycare. Teachers cannot be responsible for handing out invitations.

VOLUNTEERS

Throughout the year, the teachers may need some assistance with a special activity. If any parents have some time to spare and would like to help us out, please let us know.

SMOKING/VAPING

Daycare is a smoke-free environment. Smoking or vaping of any kind are not permitted anywhere in or on the property.

PHOTOS

As per childcare licencing requirements, we must keep a photo of every child in our confidential records and files. Photos will be updated every September. We will not post children's photos for publicity purposes unless we have parents' permission. If there is more than just your child in the photo, we ask that you do not further transmit the photos due to privacy of others' children.

ACTIVE PLAY POLICY

The staff at daycare acknowledge the importance of active play and physical activity that contribute to good health and overall wellbeing. Active play is about moving and doing with the inclusion of vigorous movement that increases the heart rate. Active play promotes healthy growth and development in children. It helps build self-esteem and confidence and improves balance, coordination, and motor skills.

Staff will ensure...

- a. Children participate in a minimum of 60 minutes of active play daily using outdoor parks and indoor gym.
- b. Play equipment is adaptable and moveable, to encourage change and challenge children.
- c. Play experiences are inclusive of the diversity and abilities of all children.
- d. Staff will engage with children in active play and physical activity.
- e. The importance of active play and physical activity is part of the educational program through discussion, group games, stories, music, and movement.
- f. Staff will routinely identify opportunities to engage children, educate and promote appropriate physical activity skills and active play.

SCREEN TIME & ELECTRONIC DEVICE

Our programs limit screen time (TV, computer, electronic games) to an average of 30 minutes or less per day. Computers are used as an educational tool and teaching aid as well as for physical activities such as dancing videos, etc.