

2021-2022 Emmanuel Day Care Policies

Updated May 17, 2021

REGISTRATION AND FEES

- The annual registration fee will go toward your first Month's Fee if you do not withdraw before September. It is non-refundable unless we cannot offer you a space.
- The Monthly Fees can be paid by the following: Cheque, eTransfer or DEFT (Direct Electronic Funds Transfer) and are due on the first of the Month.
- Cheques must be made-out to Emmanuel Baptist Church with Day Care written on the Memo Line.
- The DEFT Form will be distributed at the beginning of September to those who choose this option. DEFT will be dated for the first of the month, October to July, for the specified amount.
- The September fee can be paid by eTransfer or cheque. The DEFT form will be processed to be used for the remaining months (October to July).
- eTransfer directions:
 1. *Log onto your banking site.*
 2. *Click on the "Interac eTransfer" tab (usually on the left-hand side) of the bank's website.*
 3. *Click on "send money to" If Emmanuel Baptist Church has not already been entered as a Contact, add Emmanuel Baptist Church as a Contact using email address:*
preschool@emmanuelvictoria.ca
 4. *Enter the amount.*
 5. *In the "Message" window, indicate who the funds are going to "Day Care" and **what the funds are for** (eg. Monthly Fee: specify Month; Late Payment, Late Pickup Fee or Late Payment Charge)*
 6. *There is no Password required and the funds are deposited immediately into the Church's bank account for nominal Interac Fee.*
 7. *Click "send".*

Please note that the name of the Contact (Emmanuel Baptist Church) should be spelled exactly for the transfer to work.

- **Registration forms must be completed in full before a child may attend.**
- When a child is enrolled after the beginning of September, 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 of \$45 per day will be applied. If there is more than half a month remaining, half of the fee will be applied, plus a daily rate of \$45 per day for any additional days.
- There is a service charge of \$25 for NSF (Not Sufficient Funds).
- There is a \$20 Late Payment Charge for the Monthly Fee if not paid by 30 days.
- There is a 4-8 week probationary period for all newly registered children within the program.

INCLUSION

- Day Care is inclusive as we promote and celebrate diversity among our children. Every effort will be made to integrate children with diverse abilities into day-to-day activities.
- Day Care reserves a space for one Special Needs child. If there is a space available, we will accept a second Special Needs child. We accept a maximum of two Special Needs children.

SPECIAL NEEDS CHILDREN

- We will register a child with Special Needs who needs one-on-one support if they have confirmed support from Queen Alexandra (VIHA) or another agency.
- 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.
- If they do not need one-on-one support, they will be able to attend for the full day.
- If they do need one-on-one support, they may remain in mornings-only option.
- Please note both scenarios will pay the full Monthly Fee.

AFFORDABLE CHILD CARE BENEFIT (Subsidy)

- The Affordable Child Care Benefit is available from the BC government to help families with the cost of Child Care.
- 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.
- If you are eligible or not, the parent is responsible for all amounts payable to Emmanuel Day Care.

NOTICE OF WITHDRAWAL/REPAYMENT

- There are no refunds for sick days or vacation days.
- Withdrawal notice must be given to the Manager by submitting a Withdrawal Form in the Day Care red mailbox by the art room door or you may choose to send an email to the Manager **before the first day of the child's last month of attendance, or pay an additional month's instalment in lieu of notice. It must be dated and indicate the last day the child will attend.**
- Payment may be waived if we can fill the space.
- Verbal notice given to Day Care staff is not considered to be notice. DEFT payments will be processed until written 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 a child is unable to continue attending the Day Care program 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 the child is unable to attend.
- Any other appeals for refunds must be made in writing to the Manager/Emmanuel Baptist Church Child Care Committee and may be granted only under special circumstances, after the next meeting of the Committee.
- If a child is unable to attend due to an extended family vacation or other reason, the child's space in the class will be guaranteed for one month and the fee must continue to be paid. If your child will be away longer than a 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. Any possible arrangements to accommodate extended absences will be made at the discretion of the Manager.
- In the unlikely event that Emmanuel Day Care is no longer able to provide care, we will provide all attending families with two month's notice of our closure.

SNACKS & ALLERGIES

- Please provide a nutritious snack for your child twice every day for morning and afternoon.
- Please also provide a nutritious lunch for your child.
- Send all food in a reusable container with a lid, so that uneaten portions can be sent home.
- Instead of juices or other drinks, we ask that you send water along with your child.
- We are a **nut-free program** due to the frequency of nut allergies among children. Please do not send your child with nuts or any products containing nuts. However, parents of allergic children should be aware that we cannot guarantee the Day Care environment will be completely free of nuts or traces of nuts, as it is impossible to enforce the cooperation of everyone who may use this facility.

- **If your child has severe allergies and/or uses an epi-pen, you must provide the staff with instructions regarding what to do in the event of an allergic reaction. Please request an Allergy Information Form from the Manager.**

- On days where the children do special baking activities, all ingredients will be listed in a prominent location for parents to view. Where possible, special attention will be paid to using ingredients that are considered less allergenic.

ILLNESS

- Please be considerate to other children and their families and evaluate your child's health before attending Emmanuel Day Care.
 - If your child exhibits the following symptoms, please advise a staff person that your child will be absent: diarrhea and/or vomiting within 24 hours of Day Care time; high fever (38.8 C. or higher), or any communicable illness (i.e. pink eye, strep throat, hand foot & mouth disease, etc.
 - If a staff person feels your child is not well enough to attend, you will be asked to take them home.
 - If your child develops an infectious disease (i.e. chicken pox, whooping cough, impetigo, etc.) or lice, we ask that you inform the Staff and Manager **within 24 hours.**
Parents will be notified of the disease. After a suspected or confirmed infectious disease, a child may only return to Day Care with written medical consent.

IMMUNIZATIONS

- For everyone's protection, Emmanuel Day Care strongly recommends that all children receive immunizations (as recommended by Island Health) before attending Day Care, unless your child's doctor has deemed it to be contra-indicated (i.e. a likelihood of allergic reaction). By law, dates of all immunizations must be indicated on the Registration Form.
- When a child's immunizations are 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 Day Care will request the child not attend during the period such a risk exists or until your child is cleared by medical staff.

MEDICATIONS

- Before staff can administer medication, the parents must complete a **Medical Consent Form**. **Please obtain the form from the Manager**. This form is to be signed by the doctor and parents and must indicate the full name of the medication, dosage and frequency, situation for administering, any contraindications or possible side effects.
- Bring the necessary medication to Emmanuel Day Care and discuss with staff how and when to administer.
- All medication must be in its original container with the child's name, doctor's name, date, expiration date, and dosage information.
- Children taking prescription medication may return to Day Care 24 hours after the start of taking the medication as long as the child does not have adverse reactions to that medication.
- Children with Pink Eye or Impetigo may return to Day Care 48 hours after starting medication as long as the eyes have no discharge and the Impetigo lesions are dry.

TOILETING

- It is expected that your child will be toilet trained **before** attending Day Care.

GUIDANCE AND DISCIPLINE POLICY

- Children require and seek guidance and discipline as they grow and mature. To help children develop confidence and self-control necessary to move toward self-discipline, Emmanuel Day Care will:
 - Make every effort to understand and appreciate the uniqueness of each child
 - Encourage desired behaviour, and structure time and space to assist children to behave appropriately.
 - Set clear and simple limits in a positive manner.
 - Allow appropriate time for children to adjust to the routines and to respond to stated expectations.
 - Constantly circulate and scan the children, anticipating potential difficulties. If necessary, guide the child toward an appropriate resolution, while acknowledging the child's feelings and need for acceptance.
 - When the behaviour exceeds the limits, move closer to the child and establish eye contact. When simple reminders are ignored, natural or logical consequences are to be used.
 - Redirect to another activity if necessary.
 - If a child's behaviour requires ongoing intervention, it may be recommended to the parent to have the child assessed for behavioural issues in order that appropriate supports can be put in place.

AGGRESSIVE BEHAVIOUR

- 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.
- If aggressive or destructive 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, in order that a safe and non-threatening environment can be maintained for all concerned.

CLASSROOM VOLUNTEERS

- Before Emmanuel Day Care accepts volunteers, the volunteers are required to submit to a criminal record check, two references, a work history related to child care and an Immunization Status Record (these are requirements of Government Licensing).

HOLIDAYS and Planned Closures

- Day Care will be closed for two weeks at Christmas.
- Day Care will be closed weekends and Statutory Holidays.
- The last Monday of every third month (September, January and April) the Day Care will end at 3:30pm to accommodate Staff Meetings and training.
- Day Care will be closed for the month of August for Staff holidays and for maintenance.

ADDRESSING PARENT CONCERNS

- Staff will be pleased to meet with parents at a mutually agreed time but are not free to discuss issues during hours of operation.
- Parents who have concerns about their child's experience at Emmanuel Day Care are requested to follow the following protocol:
 - 1) Call Emmanuel Day Care and request a meeting with staff.
 - 2) If the issue is not satisfactorily resolved, write a letter explaining your concerns to the Manager, and leave it in the red mailbox by the Day Care art room door.
The Manager will contact you to discuss your concerns.
 - 3) If you are still not satisfied, write a letter to the Emmanuel Baptist Church Child Care Committee, directed to the attention of the Committee Chair, or Pastoral Liaison.

EMMANUEL DAY CARE and PARENT SUPERVISION

- When a parent is present during Emmanuel Day Care hours, each child will remain under the direct supervision of the staff.
- If the parent wishes to take their child home or out of the room before closing time, that parent must advise a staff person first. At this point, the child falls under the supervision of the parent. For example, if the parent takes the child into the hallway for a time, staff must be notified and staff is no longer responsible for supervision of that child. If the parent and child return, it is the parent's responsibility to inform staff that their child is back again.
- Do not come into the playground area when picking up your child. This makes a clear transition of Teacher to Parent responsibility.

ABSENCE

- If your child will be away, please alert Teachers by 9:30 am by sending them an email, teachers@emmanuelvictoria.ca.
- Please explain why the child is absent (eg. Illness, appointment, vacation) as this needs to be reported on the child's attendance record to meet Government requirements.

LATE DROP OFF

- Please have your child here by **9:30 am**.
- Inform the Day Care before 9:30 am if your child will be absent or late (please see ABSENCE section of Policies) as planned activities start shortly after 9:30 am. The class may leave on an outing to the park and there will be no staff present to watch your child.
- The parent or authorized person(s) must sign-in the child(ren) upon arrival and sign-out their child(ren) upon pickup.

LATE PICKUP

- Please call as soon as possible when you are going to be later than your usual pickup time. You will still be charged a late fee, but it will avoid involving Social Services.
- If a parent or guardian has not picked up a child or called Emmanuel Day Care by 5:30 pm, staff will try to contact the family first, then alternative persons from the authorized pickup list.
- If that person is unavailable and the parent has not contacted the Staff by 6:00 pm, we are required to notify the Ministry for Children and Families who will send a worker to collect your child.
- 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.
- The late pickup charge is \$20/child for every 15 mins. after 5:30 pm.
- For more than two instances of late pick up within a 30 day period the charge increases to \$30/child for every 15 mins. after 5:30 pm.

UNAUTHORIZED PICKUP

- Parents/guardians are required to notify Emmanuel Day Care staff in writing or by email if someone else will be picking up their child. If the person picking up the child is not known to the staff, information about the person will need to be provided (name, phone number, physical description). The person will be asked to show photo identification. **(They should be listed on the “Persons Authorized to Pick-up Child” on the application form).**
- If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the staff. A staff member will speak to the individual and explain the policy that no child will be released without written authorization from the parent or guardian.
- If difficulties arise, all reasonable efforts will be made to ensure the safety of the child and other children. If necessary, police will be called for assistance.

ALLEGED IMPAIRED PICKUP

- To the extent that it is possible, it is the staff’s responsibility not to release a child to an authorized person who is unable to adequately care for that child. If the staff believes that a child may be at risk, they will offer to call a relative or friend to pick up the person and the child or offer to call a cab to pick them up.
- If the person is driving a vehicle, staff will explain that driving a vehicle while under the influence of drugs or alcohol is against the law and that staff are obligated to ensure the safety and well being of the child. If the presumed impaired person chooses to get in the car with or without the child, staff will immediately notify the police and provide a description of the car and geographic vicinity.
- If the staff believes that a child may need protection, they will call the Ministry for Children and Families.

CUSTODY and RELATED COURT ORDERS

- If any court orders exist with defined custody, guardianship, or other parenting terms, a copy of any such order must be placed in the child's file. The parent or guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child. Without an order on file, staff cannot deny access to the non-enrolling parent.
- If the non-enrolling parent is not listed on the authorized pickup list, the policy on unauthorized persons will be implemented. The enrolling parent must provide all consents.

SCREEN TIME

- In order to promote socialization and physical activity, all electronic devices (phones, ipads, nintendos, etc.) must be left at home.
- The children will not watch TV during Day Care hours.

EMERGENCY DAY CARE CLOSURE

- Day Care 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 Day Care hours. Some examples of these types of emergencies include fire, earthquake, disease outbreaks, blizzards, and ice storms. If an emergency of this magnitude occurs within operating hours, we will attempt to contact all parents and make arrangements for the 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 the Day Care as soon as possible.
- If an extreme emergency occurs outside of normal operating hours, Day Care will not open until the situation returns to normal. Please listen to CFAX 1070 to ascertain if schools and therefore Day Care are open.
- There will be no fee reduction or repayment for closures lasting less than one week.

SMOKING

- Day Care is a smoke-free environment. Smoking of any kind is not permitted anywhere in or on the property.

ACTIVE PLAY POLICY

- The Staff at Day Care acknowledge the importance of active play and physical activity that contribute to good health and overall wellbeing.

What is Active Play?

- 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.

Procedures

Staff will ensure...

- Children participate in a minimum of 60 minutes of active play daily using outdoor parks and indoor gym.
- Play equipment is adaptable and moveable, to encourage change and challenge children.
- Play experiences are inclusive of the diversity and abilities of all children.

- Staff will engage with children in active play and physical activity.
- The importance of active play and physical activity is part of the educational program through discussion, group games, stories, music, and movement.
- Staff will routinely identify opportunities to engage children, educate and promote appropriate physical activity skills and active play.

PHOTOS

- As per Child Care Licensing requirements, we must keep a photo of every child in our confidential records and files. Photos will be updated every September.

PERSONAL ITEMS

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

Emmanuel Baptist Church Child Care
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