



POLICIES & PROCEDURES HANDBOOK 2025-2026

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After School Quick Reference

Please see the After School Policies & Procedures Handbook for more detailed information

- If your child will be absent, text the After School Care Program Director, Sung Kim, before 12pm, noon at **250 213 5363**.
- If your child is not well enough to participate in the regular program (see Illness section). They may return when symptoms have been absent for 24 hours or they are no longer contagious.
- If you will be late to pickup your child, text the above number. Please note that if you are 15 minutes late you will be charged a fee even if you call.
- If public schools are not open due to snow closures, holidays, emergencies, etc. (please listen to radio stations or go to the SD61 website: www.sd61.bc.ca) then After School Care will not be open, except for Pro D Days when you will need to sign up ahead of time.
- If you wish to withdraw your child from the After School program, you must send a written notice before the first day of your child's last month of attendance to the Child Care Manager. Please ask for a Withdrawal Form. You must state the date of the last day your child will be attending. This is a Licensing requirement. Please note that verbal notice is not accepted.
- Fee Structure and Program Fees for 2025-2026:
For Grades 1 – 5: \$482/month, but with the Child Care Fee Reduction Initiative applied, it will actually be **\$424.50/month. Due on the first of the Month.**
For Kindergarten: \$482/month, but with the Child Care Fee Reduction Initiative applied, it will actually be **\$341.00/month. Due on the first of the Month.**

Program Fees:

\$40/day – Professional Development Days (Pro D Days)

\$10/hour – Early Dismissals before 1:30pm

\$185 – Spring Camp (only 1 week offered)

\$30/every 15 minutes or \$2.00/minute – Late pickup after 5:30pm

\$45/every 15 minutes or \$3.00/minute – Late pickup after 5:30pm if more than twice in 30 days

\$8 – No notice for absent child

\$20 – Late payment charge for Monthly Fee and Monthly Program Fees

\$30 – NSF (not sufficient funds)

- 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 “After School Care” 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.

WELCOME TO EMMAMUEL AFTER SCHOOL CARE

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 parent feedback.

Our After School program are 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 endeavor to maintain a daily routine that eventually eases all children into comfortable and familiar habits. This routine accounts for 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:

Manager's contact info: afterschool@emmanuelvictoria.ca ;Phone: 250-598-0573 | Fax: 250-592-4646

Administrator's contact: ingrid@emmanuelvictoria.ca

Program Leader contact info: 250 213 5363 afterschoolleader@emmanuelvictoria.ca

- Emmanuel Baptist Church Child Care operates under the Community Care and Living License issued by Island Health and we follow all requirements and policies set by the BC Licensing Office.
- We also operate under the Ministry of Education and Child Care,

MISSION STATEMENT

We will provide a nurturing childcare 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 endeavor to draw out the unique strengths and abilities in their character.

OUR STAFF

- Our staff are certified as Responsible Adults as required by Child Care Licensing.
- Each staff member holds a valid First Aid/CPR Certificate and has undergone a Criminal Record Check.
- They adhere to Emmanuel After School’s mission statement and strive to provide children with the best care and support.
- Our staff consists of our After School Care Program Director and After School Leaders.

AFTER SCHOOL CARE RATIO

After school care is available for children Kindergarten to Grade 5 and maintains a ratio of 12children:1 adult. Our Staff are Responsible Adults (RAs) and have completed a course for their certificates.

HOURS OF OPERATION & HOLIDAYS

PROGRAMS	FOR CHILDREN	OPEN WEEKDAYS FROM-TO
After School Care (September to June)	Kindergarten—Grade 5	2:30pm—5:30pm 8:30am—5:30pm Pro-D Days

- After School Care is closed on all statutory holidays including: Truth and Reconciliation, Easter Monday, Christmas (Winter) Break, Spring Break, July and August.
- We offer a one-week Spring Break camp.

EARLY DISMISSALS, PRO-D DAYS & 1 WEEK SPRING BREAK CAMP

- For Early Dismissals, we will pick up your child from school.
- Please note that Pro-D Days and Spring Break camp will only operate if we have at least 12 children.
- Spring Break Camp operates for the first week of Spring Break.
- To attend these days, we will need prior confirmation through sign-up sheets.
- Extra charges will apply to all the above.
- Children who have an Affordable Child Care Benefit Plan have one Pro-D Day covered per month.

A TYPICAL DAY AT AFTER SCHOOL CARE

- Your child will have the opportunity to interact with peers and participate in various activities.
- Some of those activities include crafts, puzzles, games, fieldtrips, outdoor time (sports/playground), and STEM (science, technology, engineering, and mathematics) experiments.

FROM	TO	SCHEDULE AND ROUTINE
2:30	3:00	School pick-up and arrival at After School Care.
3:00	3:20	Snack Time/Quiet Time
3:20	4:30	Outdoor play and sometimes gym time
4:30	5:20	Centres (crafts, toys, reading, drawing) and structured activity
5:20	5:30	Clean up

**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; it allows us to accommodate for special events such as presentations, weather changes and seasonal activities.*

TRANSPORTATION

- After School Care uses the Emmanuel Baptist Church bus and serves Campus View and Frank Hobbs Schools, as well as is used for field trips.
- The vehicle and driver have adequate insurance, and each driver receives proper training.
- Pre-trip inspection is done on a per trip basis prior to transporting students.
- The driver and staff ensure that the proper ratio is maintained.
- All children are properly seated and buckled in appropriate car seats as required by ICBC.
- Each driver and staff will deliver children to After School Care and field trip destinations while always ensuring their safety.
- Children will never be left alone in the vehicles.
- Drivers and staff will inspect the interior of the vehicle at the end of each trip to ensure that no child and/or belongings are left behind.

SPECIAL NOTE:

- There will be **NO** bus pick up for Kindergarten students of Campus View and Frank Hobbs during their gradual entry days/weeks at their respective schools.
- Once they are attending full-time class, they will be picked up for After School Care.

THINGS TO BRING

- On the first day of School, please send along the following items:
- Shoes to change into for indoors. We do play outdoors as required by Licensing.
- An Emergency Comfort Kit.

EMERGENCY COMFORT KITS

- 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 will not be permitted to attend After School Care until it is provided.
- Please include the following items for your child in a large zip-lock bag marked with your child's name:
- One or two healthy packaged snacks
- A small tetra pak drink of juice or water

- Family photo
- A comfort note
- Small flashlight
- Small toy or stuffy
- A survival blanket (foil emergency blanket from a hardware or First Aid Supply store, Canadian Tire or Amazon).
- These will be returned to you in June.
- Our staff will communicate with the church coordinator responsible for the extra emergency supplies in the emergency shed to ensure that there are ample emergency supplies, and monitor expiration dates on all supplies.

NUTRITION, SNACK & LUNCH

- After School Care does not provide snacks or lunches.
- Due to specific health concerns, restrictions, and preferences, we ask that parents provide well-balanced lunches (Early Dismissal and Pro-D Days), snacks, and/or prepared water bottles that **do not need warming or refrigeration** for the time that your child is at After School Care 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.
- 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 safe drinking water is available to children.
- A licensee must ensure that food and drink are not used as a form of reward or punishment for children.

ALLERGIES

- We are a “NUT AWARE ZONE”. Please do not pack any peanuts or other nuts in your child’s lunch/snack.
- All known allergies must be listed on the Registration Form and a Medication/Allergy Form must be completed for all allergies needing medication. Please ask the manager for the Form.
- The Forms will always be carried with their medication.
- We will not hold any medication at After School Care without a completed Medication/Allergy Form.
- The allergy forms must be updated regularly (minimum once a year).
- The children’s names will be put on a confidential allergy list that is posted in a place where the staff have easy access.

ABSENCE

- If your child will be away on a regular School Day, please alert the After School Leader **by 12 PM (noon)** through text to **250 213 5363**.
- 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.
- If your child will be away on Vacation, please alert staff to this well before the absence.
- If your child will be away on a Pro D Day that they have signed-up for, please alert the After School Leader as soon as you know or by the night prior to the day at the latest.

NOTICES & REMINDERS

- It is important to have open and ongoing communication with all parents/guardians.
- Inside the entrance of the classroom is a bulletin board where notices of interest, upcoming events, and the most recent newsletter and monthly calendar will be posted throughout the year.
- Notices will be posted well in advance, so please refer to the bulletin board regularly.

NEWSLETTERS

- A monthly newsletter and calendar will be sent via email.
- Please contact the manager if you are not receiving your monthly newsletter.
- A copy will be posted on the bulletin board along with other important notices and reminders.

COMMUNICATION & PARENTAL CONCERNS

- Communication between parents and staff is vital for a caring program.
- If you have a concern(s) regarding your child or the program, please feel free to make an appointment to discuss this with the staff.
- Staff use the utmost level of confidentiality in discussing your concerns.
- The staff will not discuss issues in the After School room or in front of the children or other parents.
- If your concerns are not addressed to your satisfaction, please make an appointment with the manager or administrator.

HYGIENE

- Toys and equipment are cleaned/disinfected on a weekly basis.
- A bathroom time is scheduled before and after meals, snacks, and outside play.

ILLNESS

- Our goal is to promote good health and safety by providing a clean, well-maintained, safe environment.
- A child needs to be well enough to take part in the regular After School Care program, including outdoor play.
- This is for the child's comfort.
- After School's ability to look after an unwell child.
- If your child is not well enough, please keep them home or seek alternative care arrangements.
- After School 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.

Parents are to keep their children at home or to seek alternative care arrangements for the following conditions:

- 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 (pink eye) or an undiagnosed rash.
- Unexplained diarrhea, nausea, vomiting, or stomach-ache (keep child home 24 hrs.).
- Headache and stiff neck.

- Severe itching of body due to scabies.
- Head lice (*see Lice Policy).
- Children with known or suspected communicable diseases.
- If your child is on antibiotics, please keep them at home if they have taken it for less than 72 hours.
- If your child becomes ill during their time at After School Care, we will contact you.
- If you are unavailable, we will try to reach your emergency contacts.
- It is expected that your unwell child will be picked-up as soon as possible.
- We will provide a quiet resting area and close staff supervision until you, or one of your emergency contacts can pick up your child.
- Your child can return to After School Care when they can participate in the regular program and when symptoms have been absent for 24 hours or they are no longer contagious.

LICE

- Do not send your child to After School Care if they have contracted head lice.
- If live lice are found, parents will be called for immediate pick-up.
- If nits (eggs) are found, we will notify the parents at the end of the day.
- A child is expected to receive treatment and parents should make every effort to remove nits before the child's return.

RIGHT OF REFUSAL

- If a child arrives at After School Care who appears ill (see symptoms in "Illness"), or has returned too soon from an illness, staff have the right to refuse entrance.
- This is for the safety and health of all the children and staff.

IMMUNIZATION

- For everyone's protection, After School Care strongly recommends that all children receive immunizations (as recommended by Island Health) before attending, 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 a 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, After School Care 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/immunization shot can attend After School Care only as long as they are able to participate in the regular program and are not having adverse effects.

MEDICATION

- If your child needs prescription medication administered at After School Care, you must adhere to the following guidelines:
- Prescription medication for chronic conditions such as allergies, asthma, etc.: Parent to complete a Medication/Allergy form.
- Other prescription medication: Parental consent is required (sign a Medication/Allergy Form).
- Staff will not administer non-prescription medication.
- Medications must be in the original container with proper directions for use.
- It will be administered only when absolutely necessary and as clearly directed by the physician's authorization.
- These medications must always be accompanied by parental consent on the Medication/Allergy Form.
- All medication will be stored in an appropriate accessible locked location.

MEDICAL EMERGENCY

- If your child is injured or becomes ill while at After School Care, staff will quickly assess the situation to decide what action/attention is required.

Outlined below are three procedures that may be followed:

- I) If first aid treatment is required, staff will provide first aid and inform the parent at the end of the day.
- II) If medical attention is required, staff will immediately contact the parents to arrange transportation and care.
- III) If emergency medical attention is required, staff will immediately call 911, contact the parents, and administer first aid until ambulance attendants arrive. They will accompany the child until the parents arrive to be with the child.
 - If the parent cannot be reached, staff will do the following:
 - Call 911 and be with child to Emergency.
 - Call authorized Emergency Contacts listed on Registration Form.
 - Continue to call parents and Emergency Contacts.

INCIDENTS WILL BE REPORTED

- Non-reportable incidents are noted in the Incident Book and Licensing inspects this book.
- Reportable Incidents are reported to Licensing within 24 hours through the Island Health Community Care Facilities Licensing Incident Report Form.
- Please inform the staff and the manager 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.

HEAT PREPAREDNESS

- During a heat wave, parents and staff will 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 plenty of water available and ice to keep children hydrated.
- There will be frequent rest and water breaks.
- Physical activity will be planned for cooler parts of the day, before 10am and after 4pm.
- Fans are in the classroom to help keep 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 gets too hot in the classroom, staff will call parents to pick-up their child.
- If a child shows signs of Heat Illness, staff will contact parents to pick-up their child as soon as possible.
- 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 & EARTHQUAKE DRILLS

- There is an established emergency procedure posted on the walls.
- Fire drills are practiced every month.
- Earthquake drills are practiced once a year.
- Staff maintain written records of all drills.

EMERGENCY AFTER SCHOOL CARE CLOSURE

- After school 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 After School care hours.
- Some examples of these types of emergencies include fire, earthquake, disease outbreaks, heat domes, blizzards, ice storms and power outages, and not having enough staff to operate in accordance with ratios.
- If any of these emergencies occur within operating hours, we will attempt to contact parents or their authorized emergency persons to immediately pick up their children.
- If a widespread emergency occurs and there is a communications failure, it is the parent's responsibility to come to After School care as soon as possible.
- Each child will have their Emergency Kits as provided by parents. (See Emergency Kits section).

- If an extreme emergency occurs outside of normal operating hours, after school care will not open until the situation returns to normal.
- Please listen to radio newscasts to ascertain if schools, and therefore After School Care, are open.
- Other sites to check for information:
- School District website: www.sd61.bc.ca
- Social media channels:
- Twitter (X): @sd61schools
- Facebook: Greater Victoria School District, @sd61schools
- Instagram: @sd61schools
- There will be no fee reduction or repayment for closures lasting less than one week.

EMERGENCY DISASTER PLAN

- A head count is taken in class and proceed to the meeting place.
- Meeting Place: Parking lot at the corner of Cedar Hill X Road and Henderson Road.
- Attendance is taken to ensure all are accounted for.
- 911 will be called.
- Staff will double-check all are accounted for.
- If a covered shelter is needed, staff will escort children to an alternate building:
- Henderson Recreation Centre, 2291 Cedar Hill X Road, 250 370 7200.
- Emergency Contact Numbers: Each parent to provide local contact numbers as well as a number outside the province (if possible) The numbers are recorded on the child's Registration Form and Emergency file.
- Parents are informed from After School Care with these numbers on file.
- Extra Emergency supplies are stored in the Emergency Shed on the Church grounds.

GUIDANCE & 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.
 - Every staff member is 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!
- Redirection:** If a child is having difficulty behaving in an area of the After School room, the staff will redirect the child to another area of play and get the child involved in a new activity.
 - Privileges taken away:** Depending on the regularity of the infraction, loss of privileges may be used as a disciplinary action.
 - Quiet time:** When a child loses self- control, the staff may take the child aside and find a quiet place within the room to allow them some time to regain composure.
 - Staff document all incidents, injuries, illnesses, and unusual events in a logbook.

AGGRESSIVE BEHAVIOUR

- If a child intentionally hits/strikes another child or one of the staff, 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.
- 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, and a Care Plan will be put into place to maintain a safe and non-threatening environment for everyone.

- After three times a child has exhibited aggressive/unusual behaviour, After School Care will send an Incident Report to Licensing as per Schedule H of the Community Care and Assisted Living Act Child Care Licensing Regulation. At this point Licensing will take an active role in requiring After School Care to make changes to make sure this behaviour is not continued.
- For a new child to the After School program: if the aggressive behaviour occurs and continues to occur within the 8 weeks of the probationary period, the parents will be given a one week notice of withdrawal from the program.
- For children already in the program, if this behaviour continues despite the implementation of the Care Plan and Licensing requirements, After School Care will terminate service and give not less than one week's notice of termination.

EMMANUEL AFTER SCHOOL CARE & PARENT SUPERVISION

- Each child will remain under the direct supervision of the staff.
- Staff will:
 - Establish and teach simple safety rules with repetition.
 - Station themselves to have a clear view of children in all settings.
 - Be aware of potential safety hazards.
 - Focus on the positive and not the negative.
 - Have their attention focused on the children.
 - Not use personal cell phones while on duty.
- 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, then sign their child out .
- At this point, the child falls under the supervision of the parent.
- Once a child is signed-out, the parent assumes full responsibility for their child.

FIRST DAY PROCEDURE FOR NEW CHILDREN

- **For children grades 1-5:** On the first day of attendance to the After School Care program, we ask that your child go to the school office and wait for the staff to come to pick them up.
- **For kindergartners:** The staff will pick your child up at their Kindergarten room. Please make sure to inform the manager of what class they are in before the first day of pickup.
- The names and photos of staff who will be picking up your child are sent to Campus View and Frank Hobbs schools.

ARRIVAL & PICK UP

- Children will be checked in by the After School staff at the school when they are picked up.
- On a Pro-D Day, the parent will sign-in their child.
- The parent or authorized person(s) must sign-out the child upon pickup.
- Children who have not attended school, and therefore have not been picked up by After School Care, may **not** be dropped off at After School Care later by the parents unless it has been planned prior with the After School program director.

RELEASE OF A CHILD FROM AFTER SCHOOL CARE

- After School Care will only release a child to an authorized individual as established by the parent in the Registration Form. They must be at least 18 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 they pickup the child.
- Authorized persons' information must be included on the registration form.

- If an unauthorized person (not on the Registration Form) arrives to pick up a child, one of the staff members will call the parents.
- The child will remain under the supervision of the 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 staff.
- If necessary, the staff may need to phone the police for assistance.
- If any person attempts to remove a child from After School Care 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.
- 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:
 - Offer to call a relative or friend to pick-up the person and the child and/or
 - Contact the Ministry for Children and Families.
- If a **court order** exists within a family, a copy of the order should be included in the registration form; the instructions will always be followed by staff.
- Families need to inform staff and the manager of court order changes.
- If a parent who is not authorized by court order tries to take the child, staff will call the police and the authorized parent will be notified immediately.

LATE PICKUP

- Please send a text to **250-213-5363** as soon as possible when your child will not be picked up by the end of the scheduled program time at 5:30pm.
- 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 After School Care by 5:30pm, you will be charged \$2.00/minute.
- Staff will try to contact the family first then alternative persons from the authorized pickup list on the Registration Form.
- If 15 minutes has passed after closing and there has been no contact made or pickup arrangements made, staff are required to contact the Ministry of Children and Family Development at 1 800 663 9122.
- 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.
- For more than two instances of late pick up within a 30-day period, the charge increases to \$3.00/minute.
- There is a 5-minute grace period.

INCLUSION

- After School Care ensures that children with special needs have access to quality inclusive early childhood education programs.
- Children with special needs may require additional support to fully participate in the program and may receive support through the Supported Child Development Program through the Queen Alexandra Centre for Children's Health.

- 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 the childcare space.
- Please contact the Supported Child Development Program directly for assistance.
- Our staff will adapt the environment and routines as necessary to meet the needs of the children enrolled. Please note After School Care does not have wheelchair access.
- 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 After School Care will work collaboratively with parents and outside service providers to ensure that the needs of the children are met.

MISSING CHILD

- If a child becomes lost when under our supervision, a staff member will immediately inform the church office to activate a search if the child has gone missing while in the After School Care facility.
- We will secure the safety of the remaining children with a staff member and begin a vicinity search.
- If the search is unsuccessful after 10 minutes, staff will contact the police.
- Staff will contact the parents and let them know the procedures taken and any update on the progress of the search.
- Island Health Licensing will be contacted and the manager will submit a serious incident report.
- When the child is found, staff will contact parents as soon as possible.
- The manager and administrator will receive a clear evaluation of the event and Licensing will require implementation of appropriate changes to reduce the likelihood of a similar situation occurring.
- Staff will teach the children what to do if they become lost or are approached by an unfamiliar adult or child who asks them to leave the facility or the playground.
- Staff are trained and aware of their roles and responsibilities prior to a child becoming lost.

ABUSE

- The management of After School Care ensures that a child in care is not, while under the care or supervision of the After School Care staff, subjected to neglect, emotional, physical, or sexual abuse, 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 in the facility or outside the facility, to Licensing and the Ministry of Children and Family Development.
- The legal responsibility to report takes precedence over the privacy of staff or families.

- If the abuse occurred in the facility, the manager or administrator will inform the parents.
- If the abuse occurred outside of the facility, the manager or administrator will not notify the parents unless directed by the child protection worker.
- If the abuse occurred in the facility, 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 the facility, the manager or administrator will not inform the offender as this would impair the investigation.
- The management of After School Care will conduct close documentation of the incident if the incident occurred at the facility.
- All documentation will be signed and dated, and the information will be written in an objective manner.

REGISTRATION REQUEST & FEE

- Once an email has been received seeking a placement in After School Care, you will receive a current Brochure and Request Form.
- New applicants will pay the non-refundable \$100 Registration Fee only when we can offer you a space. This Fee is applied to the first full month of attendance; e.g. \$410.50 - \$100 Reg. Fee = \$310.50.
- You will be offered to come for a tour of the facility.
- Once you have made the Registration Fee payment, you will be sent a Registration Package.
- Returning children will pay the Registration Fee with the Request Form at the time of Re-registration for the following school year.

REGISTRATION

- Registration forms must be completed in full (signed, dated, and an Immunization Record included) before a child may attend.
- If your information changes during the time your child is attending After School Care, you must give the new information to the manager.
- This is for contact, Licensing requirements, and for emergency situations.
- 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.

MONTHLY & PROGRAM FEE PAYMENTS

- Monthly fees can be paid by Pre-Authorized Direct Electronic Fund Transfer (DEFT; please ask the manager for a form), exact cash, e-transfers, or cheques, all **due on the 1st of the month**.
- All payment is to be paid in exact amounts owing.
- Cheques are to be post-dated to the first of the month. Include cheques for the year.
- Make cheques out to **Emmanuel Baptist Church** with **After School** on the MEMO LINE.
- There is a charge for Not Sufficient Funds returned by the bank.
- Any late payment of Fees will be charged.
- Any additional charges for late pickup should be paid by e-transfer.
- A notice will be sent to families after 15 days of non-payment.
- Payment will be required by the end of the month.

- If a family is having difficulty in keeping their account up to date, they must speak to the manager who will review with the Child Care 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 After School Care.
- After School issues an annual receipt for income tax purposes at the beginning of every year.
- If there are Fee increases, they are applied at the start of the school year, September 1st.
- Program Fees such as Pro-D Days, Early Dismissals, Late Pick-up, Late Payment, No Notice for Absent Child, Spring Break Camp and Not Sufficient Funds are due within 30 days of the invoice.

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 “After School” and what the funds are for (monthly fee, late payment, late pickup, etc.).
- There is no password required and the funds are deposited immediately into the church’s bank account for a nominal Interac fee.

FEE STRUCTURE FOR 2025-2026

- We are opted-in to the Government Child Care Fee Reduction Initiative (CCFRI).
- \$482/month is our actual Fee.
- With the Child Care Fee Reduction applied:
- \$341/month for Kindergarten
- \$424.50/month for Grade 1 – 5
- Program Fees:
- Are invoiced to you the beginning of the next month, for example September’s Program Fees Invoices are sent out in October.
- \$40/day for Professional Development Days
- \$185 for Spring Camp (runs for 1 week)
- \$10/hr for Early Dismissals before 2:30pm
- \$30/every 15 mins. for Late Pickup Fee after 5:30pm or \$2.00/minute.
- \$45/every 15 mins. for Late Pickup Fee after 5:30pm or \$3.00/minute if more than twice in 30 days.
- \$20 Late Payment Charge for Monthly Fee and/or Program Fees after 30 days.
- \$8 for No Notice of Absent Child
- \$30 for NSF Funds

AFFORDABLE CHILD CARE BENEFIT (Subsidy)

- The Affordable Child Care Benefit (ACCB) is available from the BC government to help families with the cost of childcare.
- 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 do not have the ACCB in place, the parent is responsible for the full Monthly Fee amounts until the ACCB is active.
- Once ACCB is in place, what has been paid while waiting will be used as a Credit.
- 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.
- It is the parent's responsibility to complete and renew ACCB Plans before the current ACCB Plan ends.

WITHDRAWAL

- Parents are required to provide a written notice to the manager before the first day of the child's last month of attendance if they decide to withdraw their child or pay one month's fees in lieu of notice.
- For example, if a child's last day will be February, write the last actual school day of attendance (say February 29th); the written notice needs to be submitted on or before January 31st.
- Ask the manager for a withdrawal form.
- The form **must state the last day that the child will attend.**
- **Verbal notice given to After School staff 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 the After School 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 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 after school care 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 or not there is a waitlist. If this situation arises, it will be evaluated at that time by the manager.
- Emmanuel After School Care also reserves the right to terminate the agreement if a child and/or family is not suited for our program and/or policies of After School Care or if the terms of agreement are not complied with.
- **There is an 8 week probationary period for all newly registered children within the program.**
- Parents will be consulted and not be given less than one week's notice for the withdrawal of the child from After School Care.
- In the unlikely event that After School Care is no longer able to provide care, we will provide all attending families with two months' notice of our closure.

TERMINATION

- Parents are expected to abide by the Policies and Procedures in the Handbook.
- Signing the Registration Form is your acknowledgement to us that you have read and agree to the Policies and Procedures in this Handbook.
- If Policies and Procedures are not adhered to despite staff or manager's communications, there will be termination of our service to your child and you will be given not less than one week's notice of termination.
- There will be no refund of payment for the month the termination occurs.

CHANGES IN POLICIES & PROCEDURES

- Changes and/or additions to Policies and Procedures generally occur in January to be sent out with Registration Packages for the following year and take effect in September.
- From time to time, changes and/or additions may occur during the school year as we realize the need for amendment for due to Licensing requirements. In this case, we will give a time frame of 3 weeks before the changes and/or additions are put into effect.

PERSONAL ITEMS & TOYS

- All items brought from home to After School care should be labeled with your child's name.
- After School Care is not responsible for any lost, stolen, or destroyed personal property.
- Toys, trading cards, books, and treasures are better kept in your child's backpack as they may be lost or damaged.

BIRTHDAYS

- We celebrate all birthdays within a month on the last program day of that month.
- Summer birthdays are celebrated at the end of September.
- Birthday children are provided cards, and a treat will be provided for all children by Emmanuel After School Care.

SMOKING/VAPING

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

PHOTOS

- As per childcare licensing 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 parent's permission.
- Please let the staff know if you are agreeable to have your child in photos that would be on a Newsletter.
- If there is more than just your child in the photo, we ask that you do not transmit the photos due to privacy issues.

SCREEN TIME & ELECTRONIC DEVICES

- To promote socialization and physical activity, all electronic devices (phones, iPads, handhelds (Switch), etc.) must be left in the children's backpacks while at After School Care.
- The children will not watch videos during usual After School hours except for DVDs only on some Pro-D Days.

ACTIVE PLAY POLICY

- The staff at After School Care 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 that:
- Children participate in a minimum of 60 minutes of active play daily using 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.
- Staff will routinely identify opportunities to engage children, educate and promote appropriate physical activity skills and active play.