



EMMANUEL
DAYCARE

POLICIES & PROCEDURES HANDBOOK 2025-2026

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Updated June 2024

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Daycare Quick Reference

Please see the Daycare Policies & Procedures Handbook for more detailed information

- If your child will be absent, text the Daycare staff before 9:30am, at **250 896 7154**.
- Please have your child **be in attendance by 10am**. This is when our program starts.
- 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 (eg. Snow closures, holidays) then Daycare will not be open. Please listen to radio stations or go to the School District website: www.sd61.bc.ca .
- If you wish to withdraw your child from the Daycare 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 for 2025-2026:
For 3 – 5 year olds: \$1039/month, but with the Child Care Fee Reduction Initiative applied, it will actually be **\$494.00/month. Due on the first of the Month. For September it will be \$394 due to the application of the Registration Fee.**
For 35 month olds: \$1039/month, but with the Child Care Fee Reduction Initiative applied, it will actually be **\$200.00/month. Due on the first of the Month. For September it will be \$100 due to the application of the Registration Fee.**

- Other Fees:
\$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 “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.

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.
- We provide developmentally appropriate programming.

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

Manager's contact Email: daycare@emmanuelvictoria.ca

Administrator's contact Email: ingrid@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 Licencing Office.
- We also operate under the Ministry of Education and Child Care.

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 staff are certified Early Childhood Educators (ECE), Assistants (ECEA), and Responsible Adults (RA) as required by Childcare Licensing Authorities.
- Each staff member holds a valid First Aid/CPR Certificate and has undergone a criminal record check.
- 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.

HOURS OF OPERATION & HOLIDAYS

PROGRAM	FOR CHILDREN	OPEN WEEKDAYS FROM-TO
Group Daycare Program (September to July)	3 and 4 years old	7:45am—5:15pm

- Daycare is closed on all statutory holidays including: Truth and Reconciliation, Easter Monday, Christmas (Winter) Break, and the month of August.
- The daycare will close for staff meetings at **3:30pm** on the last Monday of every second month beginning in September.

GROUP DAYCARE RATIO

- We maintain a ratio of 8 children to 1 ECE. For 9 to 16 children, we maintain 1 ECE and 1 ECEA based on Island Health Licensing standards with a consistent Early Childhood Educator as their primary caregiver.

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.
9:35	9:45	Clean up
9:45	10:10	Washroom break and Snack Time
10:10	10:30	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.
10:30	10:45	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. **Please have your child at Daycare by 10am.*

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:
- A complete change of clothes in a clear, sealable, labelled bag in case a change is required for any reason.
- 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.
- 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 sent home at the end of each week.
- They must be washed and returned to daycare the next day your child attends.

- 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. Suggested: a one or two-piece waterproof suit; boots or snow boots.

EMERGENCY COMFORT KITS

- Each child should have an Emergency Kit containing emergency supplies as suggested by Licensing.
- Extra Emergency supplies are stored in the Church Emergency Shed. Our staff will communicate with the church coordinator who is responsible for the emergency shed.
- **Please bring the following in a large zip-lock bag, labelled with your child's name:**
- A small toy or stuffy
- A family photograph
- A comfort note – to let your child know you will pick them up as soon as you can and/or other words of comfort
- Two or three packaged snacks
- A small tetra pak drink (such as a bottle of water or juice)
- A small flashlight
- A 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 Emergency Comfort Kit. 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.

NUTRITION, SNACK & LUNCH

- Parents must make staff aware of any food allergies.
- 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.
 - c. 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 snacks/lunch.
- 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 daycare without a completed Medication/Allergy form.
- Forms must be updated regularly (minimum once a year).
- The child's name will be put on the allergy list that is able to be quickly accessed by staff.

GRADUAL ENTRY

- The first 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.
- September entry is gradual for the new children that join our program: half of the children attend one day, the other half the next day, both from 9am to 12pm.
- Returning children start full time.
- Later in year entry is gradual as well. The first two days of attendance are from 9am to 12pm.
- For both starting times, 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.
- Unless the parent and the teachers consider your child may need a longer transition time, the children can attend for the full day.
- We want your child to have a good experience in their transition to Daycare, therefore, if your child is unable to settle, staff will call the parent to come and pick up their child.
- This helps the child to be secure that their parent will return.

REST TIME

- 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, staff 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, children who are awake are taken into the main classroom where quiet activities such as reading books and colouring will be introduced.
- If you do not require your child to nap, they will do quiet activities in the main classroom.
- This will ensure your child has a healthy, happy, restful day at daycare.

ABSENCE

- a. If your child will be away or late, please alert staff **by 9:30am** through texting; text **250 896 7154**.
- b. Please explain why the child will be absent (e.g., illness, appointment, vacation) as this needs to be reported on the child's attendance record to meet Government requirements.
- c. If your child will be away on Vacation, please alert staff to this well before the absence.

NOTICES & REMINDERS

- The staff at Emmanuel Daycare believe that every child deserves a quality program. It is important to have open and ongoing communication with all parents/guardians.

- 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.

NEWSLETTERS

- A monthly newsletter will be sent via email, as well as handed-out to families by the end of the first week of each month with a calendar of events for the following month.
- 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 hallway or in front of the children or other parents.
- If your concerns are not addressed to your satisfaction, make an appointment with the manager or the administrator.

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, equipment, tables, and chairs are cleaned/disinfected on a weekly basis.
- Children's dirty clothing is sent home daily.
- Blankets are sent home weekly for washing.

TOILETING

- **It is expected that your child will be fully toilet trained (no pull-ups or diapers) before attending daycare except for children with special needs who are receiving one-on-one support.**
- **If it is an issue for your child, we will require your child be removed from the program.**

ILLNESS

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

- Please keep them home if your child is suffering from one for 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 (pink eye) 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 (*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 the day, 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 Daycare 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 a child to Daycare 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 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 Daycare who appears ill (see symptoms above), 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, 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 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, 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/immunization shot can attend Daycare only as long as they are able to participate in the regular Daycare program and are not having adverse effects.

MEDICATION

- If your child needs prescription medication administered at daycare, 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 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 daycare, staff will quickly assess the situation to decide what action/attention is required.
- Outlined below are three procedures that may be followed:
- If first aid treatment is required, our staff will provide first aid and inform parent at the end of the day.
- If medical attention is required, our staff will immediately contact the parents to arrange transportation and care.
- If emergency medical attention is required, our 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:
 - a) Call 911 and be with child to the Hospital Emergency
 - b) Call authorized Emergency Contacts listed on Registration Form.
 - c) Continue to call parent 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 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.

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 staff 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.
- Have it labeled with your child's name.
- The staff 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

- 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 gets too hot in the classroom, staff will call parents to pickup their child.
- If a child shows signs of heat illness, staff will contact parents to pickup 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 AND EARTHQUAKE DRILLS

- There are established emergency procedures posted on the walls.
- Fire drills are practiced every month.
- The earthquake drill is practiced every year.
- Staff maintain written records of all drills.

EMERGENCY DAYCARE CLOSURE

- 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, 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.
- Due to Licensing requirements, if a staff member is late or does not show up for their shift, we cannot legally take any more children (please refer to ratios on page . You will be asked to wait until a staff member arrives or come back when you are contacted that we now have sufficient staff to accommodate our usual capacity.
- 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.
- 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, daycare will not open until the situation returns to normal.
- Please listen to radio Newscasts to ascertain if schools, and therefore daycare, 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: @sd61shcools
- 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: Daycare will meet in the Back Parking lot.
- 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 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 the daycare with contact 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.
- 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 priority!
- **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.
- **Privileges taken away:** Depending on the regularity of the infraction, loss of privileges may be used for the disciplinary action.
- **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

- 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 in place to maintain a safe and non-threatening environment for everyone.
- After three times a child has exhibited aggressive/unusual behaviour, the Daycare 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 the Daycare to make changes to make sure this behaviour is not continued.
- If this behaviour continues despite the implementation of the Care Plan and the Licensing requirements, Daycare will terminate service and give not less than one week's notice of termination.

STAFF/ PARENT SUPERVISION

- When a parent signs in a child, then the child will remain under the direct supervision of the staff.
- The staff supervise the children to keep them safe and happy inside and outside the facility.
- **Staff will:**
- Establish and teach simple safety rules with repetition.
- Be stationed to have clear views of children in all settings.
- Assess each child's abilities to have safe play.
- Be aware of potential safety hazards.
- Focus on the positive rather than the negative.
- Direct and attend to children during transition, bathroom, snack and lunch times.
- Use the buddy method for any walks outside of the Church grounds with staff members in the front, middle and back of the line.
- Have their attention focused on the children.
- Not use personal cellphones while on duty.
- When a parent signs out a child, then the child will be under the direct supervision of the parent.

RELEASE OF A CHILD FROM DAYCARE

- Parents are not to remain in the playground once they have signed-in or signed-out their child due to a Licensing requirement.
- 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 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 of pick-up.
- 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 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.
- 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.
- If a **court order** exists within a family, a copy of the order should be included in the registration form, and 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 the Teachers at **250 896 7154** as soon as possible when your child will not be picked up by the end of the scheduled program at 5:15pm.
- This also applies to our 3:30pm closing when we have our staff meetings.
- You will still be charged a late fee, but it will avoid involving social services.
- If a parent or guardian has not picked up their child or called Emmanuel Daycare by the end of the scheduled program, 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 pickup, within a 30-day period, the charge increases to \$3.00/minute.
- 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.

INCLUSION

- 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.”
- 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.
- If the staff or the parents feel that a child may require additional support, we will give references to the parents to outside service providers.

MISSING CHILD

- If a child becomes lost when under our supervision, the teachers will immediately inform the church office to activate a search.
- We will secure remaining children with a staff member and begin a vicinity search.
- If the search is unsuccessful after 10 minutes, staff will contact the police to report the missing child.
- 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.

ABUSE

- 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 adult 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, sexual abuse or neglect, whether it has occurred inside or outside daycare to Licensing and the Ministry for Children and Family Development.
- The legal responsibility to report takes precedence over the privacy of staff or families.
- If the abuse occurred in daycare, the manager or Administrator will inform the parents.

- If the abuse occurred outside of daycare, the manager or Administrator will **not** notify the parents unless directed by a 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 administrator 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 REQUEST AND FEE

- Once an email is received seeking a placement in the Daycare, you will receive a current brochure and Request Form.
- If you are a new applicant, you 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. \$494 - \$100 Reg. Fee = \$394.
- 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 (applied to September's Fee) with the Request Form at the time of Re-registration for the following school year.

REGISTRATION

- Please note that children who attend Emmanuel Baptist Church or already have a sibling attending in Daycare or After School Care will be given placement priority.
- Registration forms must be completed in full (signed, dated, and an Immunization Record included) 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.**
- 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.

MONTHLY FEE PAYMENT

- 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 **Daycare** on the Memo Line.
- There is a charge for Not Sufficient Funds returned by the bank.
- 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 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 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.
- If there are Fee increases, they are applied at the start of the school year, September 1st.

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 FOR 2025-2026

- We are opted-in to the Government Child Care Fee Reduction Initiative (CCFRI).
- \$1039/month is the actual Fee.
- With the Child Care Fee Reduction applied:
- \$200/month for 30-35 months old
- \$494/month for ages 3-Kindergarten
- \$30/every 15 minutes for Late Pick-up Fee or \$2.00/minute.
- \$45/every 15 minutes for Late Pick-up Fee if more than 2 times/month or \$3.00/minute.
- If you are continually late, we will ask you to withdraw your child.
- \$20 Late Payment charge
- \$30 NSF charge

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

- Families are required to provide a written notice to the manager before the 1st 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 29); 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 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.

TERMINATION

- Parents are expected to abide by the Policies and Procedures in this Handbook.
- Signing the Registration Form is your acknowledgement to us that you have read and agree to the Policies and Procedures outlined in the Handbook.
- If Policies and Procedures are not adhered to despite staff or manager's communications, it will be documented.
- After two times of not adhering to Policies and Procedures and not responding with adherence to staff and manager 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 AND 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 or 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.

TOYS & PERSONAL ITEMS

- Toys, books, and treasures sometimes come to visit us. They are better kept at home as they may be lost or damaged.
- 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.
- 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.
- If you are planning a party for your child, please hand out invitations outside daycare.
- Staff cannot be responsible for handing out invitations.

VOLUNTEERS

- Throughout the year, the staff 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 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 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.

SCREEN TIME & ELECTRONIC DEVICES

- 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.

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...
- 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.