



**OUT OF SCHOOL CARE & SUMMER CARE
PARENT HANDBOOK**



SURREY CHRISTIAN SCHOOL
EDUCATING FOR WHOLENESS

CONTENTS

Welcome 2

About Our Staff 2

Program Hours 2

Registration Requirements 3

Program Times and Fees 3

Arrival and Pick Up 3

Attendance 4

Parental/GUARDIAN Access 4

Late Fees 4

Health and Illness 5

Illness in Childcare – A Quick Guide 6

Updating Information in Your Child’s File 6

Life threatening conditions 7

Medication Policy 7

Immunization 7

Guiding and Caring 7

Parent Communication 8

Conflict Resolution 8

Screen Policy 10

Cell phone Policy 10

Active Play Policy 10

Emergency Drills 10

Earthquake Kits 10

Disaster Planning 10

REPAYMENT AGREEMENT 11

CHILD CARE FEE REDUCTION INITIATIVE (CCFRI) 11

Affordable Childcare Subsidy Program 11

OUT OF SCHOOL CARE 12

Morning Program 12

Afternoon Program 12

Observations 12

Withdrawal 12

Change Fees	13
SUMMER CARE.....	14
Field Trips.....	14
Withdrawal and change fees	14

WELCOME

Each child made in the image of God is special and deserves to be treated with love and respect. Our Out of School Care and Summer Care programs encourage the development of Christ centered relationships and respectful communication among peers, staff and families.

- Safety and security within a licensed facility provided by qualified and responsible staff.
- Supervised opportunities to play, explore, create.
- Daily physical exercise through games, sports, outdoor play.

ABOUT OUR STAFF

Our staff are required to meet the following standards, following licensing regulations governed by Fraser Health Authority:

- Applicable work experience and 20 hours or more of workshops/classes pertaining to the guidance, discipline and/or health of young children and/or ECE certificate.
- Emergency First Aid Certificate.
- Criminal Record Check (renewed every five years or less).
- Resume and three written references.

PROGRAM HOURS

Before School Care: 7:00 - 8:35 am (7:00 - 9:10 am on Friday mornings)

After School Care: 2:50 - 6:00 pm

Summer Care: 8:00 am - 5:00 pm

We are **closed** on all statutory holidays, plus Easter Monday, full day Learning Conference days and professional days as well as Christmas and Spring Break, the first day of school in September, the day after the last day of school in June (Friday).

Please note our Summer Care program operates for 6 weeks following the end of the school year and requires a separate registration.

REGISTRATION REQUIREMENTS

Students registered at Surrey Christian School for the 2025-26 school year are eligible to register. Please complete the online registration form. Your registration should include:

1. A copy of your child's immunization record, if available, and/or immunization status form.
2. A copy of any court order pertaining to your child(ren) if applicable.
3. A copy of any medical and/or additional developmental assessment information.

Yearly Registration Requirement

Please note that registration **does not automatically roll over** into the next year. Families are required to complete a new registration form annually to ensure up-to-date information and secure placement for the upcoming school year.

**Please see the [Observations](#) section below for Early Learning observations.*

PROGRAM TIMES AND FEES

Please refer to www.surreychristian.com (Campuses tab).

ARRIVAL AND PICK UP

- Parents or assigned substitute must bring in and pick up their child from the Out of School Care room and must make contact with the supervisor upon entry. Staff will sign the children in and out of the program.
- Children will only be allowed to leave the facility with parents, guardians or persons specified on the registration form or a person who has written or verbal permission from a parent. The supervisor will assist in making alternate arrangements if a parent/guardian appears "unable" to safely deliver their child home. If there is a concern for the safety of the child due to the adult's ability to drive safely, the police will be notified.
- If the parent does not arrive to pick up the child, the supervisor will:
 - Contact both parents work and home numbers and, if needed, all emergency contacts.
 - Keep trying for two hours at which time Ministry of Children and Family (MCF) will be contacted.
- If an unauthorized person attempts to pick up the child, the supervisor will:
 - Ask the person to remain outside the classroom until the parent or guardian is contacted for consent.
 - Check the person's ID before allowing the child to be released.
- If the unauthorized person becomes confrontational to the supervisor's request, the supervisor will:
 - Notify the manager and ask him/her to talk with the person.

- Attend to the children in her care including the child in question.
- If the unauthorized person forcefully removes the child, the Out of School Care staff will write down the license plate number of the vehicle in question and call the police and MCF.

ATTENDANCE

- In all our programs no credit on tuition is given for scheduled days we are closed as our fees have been amortized over 10 months (September through June). Out of school care will be closed for all statutory holidays, SCS school closures and professional days. Sick days or family holidays taken throughout the year is also included in this.
- For school closures due to bad weather or emergencies, please check the school website and social media. We will also send an email and text message. We aim to make a school closure announcement by 6:30 am. Please note our programs do not give refunds for these unforeseen closures as well.

PARENTAL/GUARDIAN ACCESS

- A notice will be posted on the door to indicate the group's location if they are in a different area of the school.
- Both parents maintain equal access rights and responsibilities unless otherwise stipulated by a Court Order or a Parenting Agreement
- The program must have all copies of Court Order or a Parenting Agreement denying a parent access.
- If a prohibited individual arrives to pick up the child or visit, the police will be notified immediately and asked to intervene. The other parent or guardian will be contacted and asked to pick up his/her child.

LATE FEES

Due to unnecessary anxiety created in children as well as the valuable time of the teachers, we have implemented a Late Fee.

Parents/guardians are required to pick up their children promptly at the end of their day. Late fees will be applied promptly beginning at 6pm. One late occurrence will be a warning. The second and consecutive late occurrences (if any) will result in a flat late fee charge of \$10.00 for the first five minutes and \$1 per minute thereafter. This fee must be paid to the teacher before the child returns to the program.

Please note that repeated late pick-ups may impact your child's continued enrollment in the program. If you're experiencing challenges, feel free to reach out so we can explore possible solutions together.

Thank you for your understanding and cooperation!

HEALTH AND ILLNESS

- Our school is committed to providing a safe and healthy place for each child. We continue to provide increased opportunities for handwashing and increased cleaning.
- Parents must check their children daily for symptoms of communicable illnesses such as cold, flu, COVID-19, pink eye, or gastrointestinal illness. Children should stay home until they are well enough to participate in regular activities without the use of medication. Please carefully note the following:
 - Parents must text through the Lillio app, email a teacher or the director, or call the school if your child will be absent and provide the reason for their absence.
 - Children must be kept home if not able to participate in indoor or outdoor play.
 - If a child has been exposed to any contagious disease (ex. chickenpox, mumps, measles, hand/foot/mouth etc. or a parasite like lice) the centre must be notified. A child may only return to the centre when free of symptoms for 24 hours.
 - Children must be fever free and have stopped vomiting/diarrhea for a 24-hour period (without the use of medication) before returning to school.
 - If your child becomes ill while in our care:
 - A parent or emergency number will be contacted, and child will remain under observation and kept comfortable.
 - If no contact person can be reached, the child will remain under observation and kept comfortable until parents arrive.

ILLNESS IN CHILDCARE – A QUICK GUIDE

Disease	Symptoms	Infectious?	Remove from Centre
Chicken Pox	Fever Blister type rash	Yes, 5 days after onset	Yes, from when spots first appear and until spots are scabbed over
Cold with Fever	Runny nose, clear or green low appetite, severe cough, tired, fever	Yes, before and during symptoms	Yes, until symptom and fever free without medication for at least 24 hrs and is able to play outside
Common Cold	Runny nose, clear, low appetite, slight cough	Yes, before and during symptoms	Yes, until symptom free and is able to play outside
Diarrhea #1	Runny stools. If no other problems, check with parent It could be normal or diet related	No	Yes, if child needs to be bathed or doesn't have a change of clothes
Diarrhea #2	Runny stools, fever, bad smell, fussy, cranky, pain and/or vomiting	Yes	Yes, until symptom free for 24 hours without medication
Ear Infection	Fever, clear discharge from nose, cranky, pulls on ear	No	Yes, until fever free for 24 hours without medication
Flu	Fever, cranky, in pain, may have runny nose, nausea vomiting	Yes	Yes, until symptom free for 24 hours without medication
Hand, Foot, Mouth Disease	Spots on palms of hands, fingers and sometimes feet mouth, buttocks for 7-10 days	Yes	Yes, until cleared by a doctor to return
Cold Sore	Fever blister or sore around mouth	Yes	Yes, until spot is scabbed over
Impetigo	Crusty oozing rash/spots mostly on face, arms or legs	Yes	Yes, until cleared by a doctor to return
Nausea/Vomiting		Yes	Yes, until symptom free for 24 hours
Pink Eye	Thick discharge from one or both eyes, redness or itching of one or both eyes	Yes	Yes, until cleared by a doctor to return
Rashes	Red spots anywhere: could be measles, allergies, chicken pox, impetigo	Yes	Yes, until cleared by a doctor to return
Sore throat	Fever, red throat, hurts to swallow (could be strep)	Yes	Yes, until on antibiotics for 24 hrs and/or throat is not sore anymore
Lice	Live nits and/or eggs in hair	Yes	Yes, until nits/live lice are removed

UPDATING INFORMATION IN YOUR CHILD'S FILE

Information about your child needs to be kept up to date. Please inform the supervisor of any changes of information such as immunization records, change of address/phone number/email, changes in custody or authorized pick-up persons etc. We will transfer all the information you provide into your child's file.

LIFE THREATENING CONDITIONS

If your child has a life threatening condition, this needs to be disclosed on the registration form and brought to the attention of staff. This includes, but is not limited to diabetes, anaphylaxis, acute asthma, respiratory conditions, and seizures.

You will be required to fill out a form, write a care plan and include any medication which will be kept well out of reach of children. A child will not be permitted to attend the program without their medication (i.e., Epi-pen, inhaler).

MEDICATION POLICY

The centre keeps basic first aid supplies on site. No medication will be administered by any staff member, prescription or over the counter. An exception will be given for medication that is needed in a life-threatening situation with a doctor's signed letter. Parents must fill in a "Permission to Give Medication" form to authorize staff in this situation Verbal consent will not be accepted. Medication will be kept out of reach of all children.

Children taking prescription medication orally may only return 24 hours after the start of the medication.

IMMUNIZATION

Each child is required to have their immunization status on file at the centre. Please submit a photocopy of your child's immunization schedule and/or a completed immunization status form. If you have chosen not to immunize your child, please indicate on the registration status form.

GUIDING AND CARING

Caregivers who are committed to nurturing and guiding young children create an atmosphere which fosters trust, security and comfort. We commit to using the following techniques to promote a calm, safe environment:

- **ACT Model**: Acknowledge the feeling, Communicate the limit, Target the alternatives.
- **Redirection**: Guiding the child into an acceptable activity when they are engaged in an unacceptable activity.
- **Choices**: Appropriate choices are given, and children are encouraged to choose for themselves.
- **Logical and natural consequences**: Children will be made aware of the results of their action.

There are also some harmful actions that are not permitted and will not be tolerated in the program:

- Shoving, hitting or shaking by a teacher or another child, or confinement or physical restraint by another child.
- Confinement or physical restraint by a teacher, except as authorized in a child's care plan if the care plan includes instructions respecting behavioural guidance.
- Harsh, belittling or degrading treatment by a teacher or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect.
- Spanking or any other form of corporal punishment.
- Separation, without supervision by a responsible adult, from other children.
- As a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.

PARENT COMMUNICATION

- Throughout the year you will receive emails with reminders and information about the program.
- A communication book will be kept by the supervisors. The supervisor will record any pickup/drop off changes, days your child will be away, minor injuries, or any other info you would like the supervisor to know about.
- Be sure to make the supervisor aware of any events or problems that may affect your child's behaviour, whether it be his/her health or just a matter of "getting up on the wrong side of the bed".
- When your child begins, you will receive an email invitation to join the Lillio app. We use this app as the main means of communication between staff and parents for day-to-day happenings.

CONFLICT RESOLUTION

When a parent has a concern, grievance, or complaint it must first be directed to the teacher or parent involved in a manner of open dialogue with the intention of resolving the problem. If a resolution does not occur due to tension, lack of communication, etc., the director will be notified, and both parties shall meet with the director to restore a healthy situation. If a satisfactory resolution is still not made, the concern will be brought to the principal and superintendent.

If there are concerns with a child's behaviour or concerns with a parent's/guardian's behaviour, all efforts will be made to resolve these matters. Resolution steps will include meetings between parents/guardians and teachers. If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked with no given notice. Such circumstances are a last resort for cases involving support needs, aggressive and/or abusive behaviour (by either child or parent/guardian). Surrey Christian School reserves the right to refuse admission without notice.

INJURY PROCEDURE/REPORTABLE INCIDENT POLICY

We are required to have policies and procedures in place for documenting minor accidents and illnesses, as well as reportable incidents that will be reported to our Licensing Officer.

Some examples of reportable incidents are:

- A child goes missing or is unaccounted for while in the care and supervision of Out of School Care staff
- A child's aggressive behaviour causes injury to another child
- A parent takes their child to a doctor or hospital for an injury that occurred during school.
- A child is diagnosed with a communicable disease
- A child has sustained a serious injury at school
- Facility evacuation due to fire, flood, etc.

If a reportable incident occurs, the staff will:

- Address the immediate safety of children in care (ex: call 911 if child is missing or seriously injured)
- Notify the child's parent/guardian immediately if their child becomes ill or injured, or is involved in a reportable incident while under the care of our Staff
- Notify Licensing within 24 hours (Immediately if a child is missing or seriously injured)

All minor injuries and illnesses that do not require medical attention and are not reportable incidents are to be recorded in the Minor Incident Book.

In all circumstances, parents will be notified of the injury or incident.

We hope and pray that all children attending our centre are growing up in a secure and loving environment. However, should a situation arise in which a staff member has reasonable grounds to believe that a child is abused or neglected, that staff member is morally and legally obligated to file a report immediately with Child Protection Services. We will maintain a daily log (bound book) which will include a description of any applicable reportable incident that may occur at Surrey Christian School Early Learning Centre. If you should suspect abuse in the center, you are required by law to report it to the Fraser Health Authority (1-800-663-9122 at any time of the day or night) within 24 hrs. If the child is in immediate danger, call 9-1-1. If there is a case of abuse within the center, it will also be recorded and reported to Fraser Health Authority.

SCREEN POLICY

We are dedicated to providing stimulating, open-ended learning environments during your child's time at our centre. Therefore, screen time will be very limited within our program. Once per week we may show a G-rated movie.

CELL PHONE POLICY

If your child has a cell phone please ensure that you read the Surrey Christian School cell phone policy in the [SCS Student/Parent Handbook](#) and review it with your child. Out of School care and Summer Care are to be considered as being in school, so the same policy applies.

ACTIVE PLAY POLICY

We promote regular physical activity and time spent outside daily for a minimum of 60 minutes. We are dedicated to spending time outdoors every day unless serious weather does not permit and/or it's unsafe. Alternatively, we will utilize the gymnasium or outdoor covered area for the same amount of time.

EMERGENCY DRILLS

Evacuation drills are practiced monthly. Earthquake and lockdown drills will be practiced once per year. All staff, volunteers and other adults will be familiar with these procedures.

EARTHQUAKE KITS

The centre will provide each child with an earthquake kit. It will contain the following:

- a nut free granola bar, rice crackers, dried fruit, water
- various activities to keep children busy (books, coloring, small toys etc.)

You are invited to add a family picture and/or note. If your child has any allergies to the above items, please provide your own items in a labelled Ziploc bag.

DISASTER PLANNING

In the event of a major emergency:

- If we are unable to return to our building, we will go to our area of refuge at the corner of the school property or across the street at Holy Cross School. We will contact you regarding our circumstances and pick up procedures.
- No child will be dismissed from the center unless a parent or caregiver or other previously designated adult comes for him/her.
- No child will be released from the center with another person, even a relative or babysitter, unless the center has written permission to do so. With this in mind, please ensure that you have provided us with an up-to-date contact list.

- All parents, caregivers or designated parties who come for the child must provide government issued photo identification so that staff can release them to their care. .
- Parents and alternate caregivers may not pick up child until all students and staff are accounted for and the supervisor approves the release of students.
- Please do not call the school. We must have all the lines open for emergency calls.
- Help us protect your child during a disaster, please be patient with the student release procedure.

REPAYMENT AGREEMENT

Surrey Christian School will provide refunds or reimbursements only in the case of client overpayments or if we are unable to provide care in extenuating circumstances.

CHILD CARE FEE REDUCTION INITIATIVE (CCFRI)

The CCFRI is a subsidy program in which the provincial government allocates funds to approved licensed childcare providers. These funds aim to lower the monthly childcare expenses for families. Rather than applying directly, parents benefit from this subsidy through automatic deductions from their fees when they enrol their child in an eligible childcare program.

AFFORDABLE CHILDCARE SUBSIDY PROGRAM

The ACCB is a program implemented by the provincial government to assist families in the cost of childcare. This is an income-based benefit and you must apply for it. Please go online to the following website for eligibility and application: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-benefit>

A parent who qualifies for the ACCB is responsible for any difference between the fee and what is covered by this incentive – this is referred to as the Parent Portion. ACCB approval must be received before your child begins attendance in our Junior Kindergarten program or full payment will be required until it is received. In this case you will be reimbursed any differences in the amount of ACCB once it is approved or a credit will be applied to following months.

OUT OF SCHOOL CARE

MORNING PROGRAM

All children attending our morning program will be given an opportunity to eat their packed breakfast from home. Please ensure healthy choices are sent with your child. We are a **NUT-FREE** centre, please keep your child's food free of nuts and nut products. We also ask that you send water only, in a recyclable container, as we are also a **JUICE-FREE** centre. There will also be time for physical activity outside as well as table games and activities around the classroom etc. When the bell rings, they will be dismissed to go to their grade classrooms. Staff will sign children out.

With signed permission, children grades 4-7 will be dismissed to join their class line-up outside at 8:15am Monday through Thursday and at 8:50am Friday, when school supervision begins. Staff will sign children out at the start of school.

AFTERNOON PROGRAM

Children will walk to the Out of School Care Program after school from their classrooms. Kindergarten students will be picked up from their classrooms until they get used to the routine when they will start walking themselves to Out of School Care. Staff will sign children in. Children will be encouraged to get a snack from their lunch bag; please be sure to pack an extra snack or two if your child tends to eat a big snack after school. Our afternoon program will also provide daily opportunities for children to get outside, as well as crafts, table games etc.

OBSERVATIONS

Each child will be observed for the first two months in attendance to assess the centres' ability to meet his/her needs. A decision will be made between both parent and teacher if the child does not seem ready for a positive transition into childcare. **Children who have an IEP and additional EA support at school will be assessed to determine our ability to meet his/her needs. A decision will be made by Surrey Christian School to confirm whether we would be able to meet your child's needs.**

WITHDRAWAL

If during the course of the school year you intend to withdraw your child, one month's notice at month's end is required, or you must pay one month tuition in lieu of notice. **The withdrawal fee is calculated based on the full monthly tuition rate as outlined in the Out of School Care application form fee guide. Subsidy funding and the government fee reduction are not applicable to this fee.** Please email the Director of Early Learning to give notice of withdrawal: ifritsch@surreychristian.com.

CHANGE FEES

Changes to registration for the school year can be made up until July 31. Any changes to a child's registration thereafter (i.e., number of days/hours attending) will be subject to a \$75 change fee. One month's notice at month's end is required for the change to be processed.

SUMMER CARE

Our Summer Care program is offered at the Elementary Campus only (8888 162nd street).

Students entering grades 1-5 this fall are eligible to register. Summer Care has limited spaces. Current Out of School Care families have priority however, waitlists will be available.

Registration is for a five day week, Monday to Friday. Please sign up for each week individually.

Children who have a diagnosis and require support during the school day will also require support in our program. Parents will be required to inform us of this need at the time of registration. A suitable support staff will need to be found and parents are responsible to pay for their wages unless the support is preapproved by Supported Child Development.

FIELD TRIPS

We strive to have two field trips per week. Field trips are tentative and subject to change. Surrey Christian School reserves the right to make changes to this schedule depending on availability, Public Health guidelines and/or weather conditions.

WITHDRAWAL AND CHANGE FEES

You may withdraw or make changes to your Summer Care registration without penalty up until May 1, 2025. After May 1, 2025 any addition to, or swapping of weeks of care will have a \$75 change fee applied. Any cancellation of care will be subject to a withdrawal fee, equal to the cost of care. **The withdrawal fee is calculated based on the full monthly tuition rate as outlined in the Summer Care application form fee guide. Subsidy funding and the government fee reduction are not applicable to this fee.**

We hope this handbook will help you and your child to adjust readily and happily at this important time in their life. We look forward to sharing many fun and meaningful experiences with you and your child.

Sincerely,

Ingrid Fritsch, Director, Early Learning Programs

ifritsch@surreychristian.com

*Surrey Christian School reserves the right to make changes to this handbook at any time throughout the year. Any major changes will be communicated to parents/guardian.