EARLY LEARNING PARENT HANDBOOK



SURREY CHRISTIAN SCHOOL

EDUCATING FOR WHOLENESS

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SCHOOL CONTACT AND PROGRAM HOURS

Director of Early Learning: Ingrid Fritsch
Phone: 604-498-3233. Press 4 for Junior Kindergarten.
Email: ifritsch@surreychristian.com

Junior Kindergarten drop-off begins at 8:45 am Monday to Thursday and 9:15 am on Friday. Parents are requested to arrive no later than 2:20 pm for pick-up to allow adequate time to gather their child and belongings, and to exit the school prior to 2:30 pm, when our Out of School Care program begins.

GENERAL INFORMATION

Welcome

Children are natural learners and creation enjoyers of God's world. Our Early Learning mission is to offer safe, diverse, experiential learning opportunities to recognize the full potential and individuality of each child. We believe each child is created in the image of God and has an important and unique role to play in sharing His redeeming love with the world around them.
We want to thank you for partnering with us, for entrusting your child to us as they begin their educational journey and for allowing us to speak truth and love into your child's life. Our promise to all our parents is to educate for wholeness by engaging God's world in the servant way of Jesus. Our hope is that your child begins to unpack all the gifts that make them completely unique as they become fully alive in God's story.

Your Child's Growth

How do we, as early childhood educators, facilitate your child's growth throughout the year?

- Giving every child unconditional love and respect.
- Nurturing, celebrating and understanding children's differences and uniqueness.
- Creating a safe place and providing limits that are reasonable.
- Offering opportunities to succeed, be responsible, build confidence and self-esteem.
- Offering guidance while children work to problem-solve.
- Providing opportunities to develop children's interests.

Surrey Christian School Early Learning focuses on exploration, discovery, and creativity. Social development is a vital part of your child's emotional growth, and our program is a gentle introduction and transition into this social playground. We foster social/emotional development through free play, group discussion, drama, and a special helper. Our Bible, art, math, science, large-motor, and group-time curriculum is based on teacher- and child-led themes throughout the year, with daily opportunities for children to express themselves and build confidence and self-esteem. Children will be rooted in the knowledge that God loves them and learn that they are called to show and share that love with everyone else.



About Our Staff

Our staff are licensed professional Early Childhood Educators trained in child development and education with up-to-date first aid certification. All staff are required to submit a clean criminal record check every five years. We believe in the importance of early intervention, and our hope is to provide every child with the tools they need to be successful now and as they grow. We work closely with Supported Child Development to provide additional support for children when needed. If you have any questions or concerns about your child's development, our teachers are here to help.

We believe the teacher is the key to a play-centred program. It is the teacher's role to facilitate opportunities for children to engage in creative play while remaining aware of each individual child. Teachers will observe each child's individual developmental needs and meet each child where they are. Teachers will support children's learning by setting up an environment that engages all children. The teacher's role is to expand on a child's interests, needs and abilities, and to provide familiar routines. Teachers will offer comfort to children, form connections with them, and provide a blanket of safety and security while they engage in fun activities.

Throughout the year, we may have students, volunteers and/or support teachers assist in our centre. You will be notified if this occurs.

Open House

We hold an open house session one week prior to the start of school for all families starting in September to visit our center and meet the teachers. Detailed information, including a supply list and teachers' names, will be emailed to you in mid-August.

Admissions

- **Admissions Priority**
    - Returning Junior Kindergarten children – parents must apply by January 31 of the current school year or risk losing their child's placement for the following year.
    - Children who have siblings currently attending the school, children of staff members and children of alumni who are members of a Christian church.
    - Children from families who are members of a Christian church.
    - Children of families that do not fall into any of the above categories.
    - As we have limited spaces, Surrey Christian School will prioritize placement of 4-year-olds (children born in 2023) in all spaces.
    - Tuesdays and Thursdays: 3-year-olds (children born in 2024) will be considered for enrollment in this two-day program.
    - Mondays, Wednesdays, Fridays or all 5 days: Older 3-year-olds may be considered for enrollment in these programs if spaces are available.

- **Junior Kindergarten**
    - Follows the Surrey Christian School calendar, running from September until June.
    - Minimum required age for admission: Children must be aged 3 (born in 2024) by the end of September.
    - Children must be toilet-trained (see toileting policy for more information).

Factors considered in class decisions include, but are not limited to, group size and composition, the number of children in the group who require additional support, the program's ability to meet the

child's needs based on the facilities and resources available, and the staff's ability and availability.

Registration Requirements

Please submit the following. Please note that cash payments will not be accepted:

1. A completed registration form(s).
2. A non-refundable registration fee ($75) payable via PayPal at the time of registration. This is applicable only to families new to Surrey Christian School and does not apply to current Surrey Christian School families with a sibling registering for Early Learning.
3. A copy of your child's birth certificate, Canadian citizenship card or Canadian permit.
4. A copy of your child's immunization record and/or immunization status form
5. A copy of any court order pertaining to your child(ren) if applicable
6. A copy of any medical and/or additional developmental assessment information. For children with allergies or life-threatening conditions, a letter must be emailed to ifritsch@surreychristian.com. Please include as much information as possible, including the allergen, reaction, and treatment plan. Should your child require medication, we will send you the medication forms after we receive the allergy letter. Children will not be able to attend class until all this information is complete.
7. A current close-up picture of your child(ren)
8. Financial Commitment Form
9. A completed Pre-authorized Debit Form with banking information attached (if not already on file)

Once the above registration is complete, the following steps will be taken:

1. Registrations are reviewed.
2. Upon acceptance, you will receive an email with an offer of acceptance along with a welcome letter.
3. You will be contacted by the school's finance department to arrange for payment of your deposit (first month's fee) plus a one-time field trip fee via pre-authorized debit.
    a. Students attending T/Th and M/W/F: $65 field trip fee
    b. Students attending all 5 days: $130 field trip fee
4. Room assignment will be confirmed prior to the start of school in September.

Updating Information in Your Child's File

Early Learning keeps records of attendance, registration, and your child's health information. These must be kept up to date at all times. Kindly inform the director of any changes to information, such as immunization records, address, phone number, medical or health information, custody/authorized pick-up persons, the child's development, supported child development involvement, speech/language or other health development concerns that transpire after you've submitted your registration. We will transfer all information you provide into your child's file.

Parent Communication

Throughout the year, you will receive monthly newsletters and reminders **via email** to inform you of what's happening in our Early Learning program. Paper calendars will be sent home.

In our communication book, the teacher will record any changes to pick-up or drop-off, days your child will be away, or any other information you would like the teacher to know. The teacher will also record minor incidents, such as bathroom accidents, scrapes, and falls.

Be sure to make the teacher 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. If you have used either HiMama or Lillio before and don't receive an email from them, it's likely you're still registered with them.

ACCESS

Program Hours

Our Junior Kindergarten program operates from 8:45 am to 2:30 pm Monday to Thursday, with a late start on Fridays at 9:15 am.

Junior Kindergarten is closed on all statutory holidays, Easter Monday, professional days, as well as Christmas and Spring Breaks.

School Closures

For school closures due to bad weather or emergencies, please check the school website and social media. We will also send an email. We aim to make a school closure announcement by 6:30 am.

*Note: It is not advised to Google "snow day Surrey Christian School" as that may bring up outdated and inaccurate posts from previous years.

There are no refunds or fee reductions for statutory holidays, sick days, snow day closures, power outages, or for family holidays.

Attendance

Please 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.

Arrival and Pickup

- Children enrolled in our program must arrive no later than 9:30 am, as we follow a schedule. If there are extenuating circumstances and the child needs to arrive later than 9:30 am, the teachers must be notified in advance, and an arrival time must be agreed upon between the teacher and the parent/guardian. We ask that parents adhere to drop-off and pick-up times.
- Parents are required to arrive by 2:20 pm to provide adequate time to gather their child and their belongings and exit the school prior to 2:30 pm.

- Parents or other authorized adults must bring in and pick up their child from school and must contact the teacher 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. Our staff will assist in making alternate arrangements if a parent/guardian appears "unable" to safely deliver their child home. If there is concern about the child's safety due to the adult's inability to drive safely, the police will be notified.



- If the parent does not arrive to pick up the child, the teacher will:
  - Contact both parents' work and home numbers and all emergency contacts.
  - Keep trying for two hours, at which time the Ministry of Children and Family (MCF) will be contacted.
- If an unauthorized person attempts to pick up the child, the teacher will:
  - Ask the person to remain outside the classroom until the parent is contacted for consent.
  - Check the person's ID before allowing the child to be released.
- If the unauthorized person becomes confrontational to the teacher's request, the teacher 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 teacher will:
  - Write down the license plate number of the vehicle in question and call the police and MCFD.

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.
- Early Learning must have all copies of custody agreements, restraining orders or court orders denying a parent access.
- If a parent informs Early Learning staff that the other parent no longer has access to the child, the court order must be submitted before access is denied.

Late Pickup Fee

To prevent unnecessary anxiety among children and protect teachers' valuable time, we have implemented a late fee.

Parents/guardians are required to arrive by 2:20 pm to provide adequate time to gather their child and belongings, and to exit the school by 2:30 pm when our Out of School Care program begins. Late fees will be applied promptly beginning at 2:30 pm. A late occurrence will result in 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 $1.00 per minute thereafter. This fee must be paid in cash to the teacher before the child returns to the program.

Termination of Care

Surrey Christian School Early Learning is committed to open communication, and we will work with parents and children to resolve any issues or concerns that may arise. While our goal is resolution, we do reserve the right to terminate care.

Surrey Christian School Early Learning reserves the right to terminate care without notice or refund for any reason, including, but not limited to, the following:

- Non-compliance with policies.
- Inappropriate, disrespectful, abusive, or aggressive behaviour/language by a parent/guardian towards any child, parent/guardian, or staff member.
- Failure to pay any outstanding balance on a family's account.
- Repeated late pick up.
- Failure to pick up a child or keep them home when asked to by staff (i.e. due to illness or injury). Please note that children must be picked up within 1 hour of notification.

PROGRAM FEES

Fee Collection

Parents/guardians are financially responsible for all tuition fees and applicable charges for their child. All payments must be made in accordance with the tuition fee schedule for the current school year.

All families shall pay a non-refundable deposit equal to one month's payment upon acceptance, which will be applied to the first month's payment.

Monthly fee payments must be made by pre-authorized debit. A signed pre-authorized payment form must be provided along with the banking information.

Equal monthly payments will be processed through pre-authorized debit on the 1st of the month. If the pre-authorized debit is rejected by the family's financial institution due to insufficient funds, a stopped payment, funds not cleared, or a closed account, a $50 returned item fee will be charged.

There are no refunds or fee reductions for statutory holidays, sick days, snow day closures, power outages, or for family holidays.

Childcare 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 Benefit (ACCB)

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, or full payment will be required until it is received. In this case, you will be reimbursed for any differences in the amount of ACCB once it is approved, or a credit will be applied to the following months.

Change Fee

Changes to registration for the 2027-2028 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 the end of the month is required for the change to be processed.

Any changes are subject to availability and must be approved by the Director of Early Learning. To request a change, you must complete a change form, which can be obtained by contacting Ingrid Fritsch at ifritsch@surreychristian.com.

Withdrawal Notice

If you wish to withdraw your child from the program, you must provide at least one full calendar month's notice by completing our Withdrawal Form, no later than the last day of the month immediately preceding the notice period. The child's final month of attendance will be the month following the notice period.

For example, if a child's final month of attendance is February, notice must be submitted by December 31. January will serve as the notice period, the child may continue attending through February, and enrolment will end on the last day of February.

If the required notice is not provided, you will be responsible for paying one month's tuition in lieu of notice.

To request a withdrawal form, contact Ingrid Fritsch at ifritsch@surreychristian.com.

Withdrawal Fees and Subsidies

Any withdrawal fee or tuition payable in lieu of notice will be calculated using the full, undiscounted monthly tuition rate, as outlined in the *Early Learning Application Form Fee Guide*.

Government childcare subsidy funding and any applicable government fee reductions will not be applied to, or deducted from, the withdrawal fee or tuition payable in lieu of notice. You are responsible for paying the full amount calculated under this policy.

Reimbursements

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.

CLASSROOM

Gradual Entry

Junior Kindergarten will begin with a two-week gradual entry program, with hours from 8:45 am – 11:45 am (9:15-11:45 am on Fridays). If this is your child's first group experience away from you, the teacher

will help assess their gradual entry needs. If your child is having difficulty adjusting, the teacher will help decide how long your child will stay each day.

Please do not discuss your child's concerns with a teacher when your child is within hearing range.

Separation

We would like the first weeks to be an especially positive and happy experience for each child. Separation can be difficult for some children and parents. We ask that parents:

- Visit the centre with your child in advance to meet the teachers and help your child get comfortable.
- Discuss with your child your intention to leave.
- Reassure the child of your intention to return.
- Make eye contact and say goodbye.

Schedule of the Day

(Routine may be subject to change)

- Outside play
- Welcome and group time: prayer, music, movement, Bible/theme stories, drama, discussion time.
- Wash routine: All children will wash their hands upon arrival, before and after snack/lunch, and any time needed.
- Snack time: Sit down for snack and prayer.
- Free play: Children explore activities in the classroom.
- Clean up: All children encouraged to help.
- Wash routine: All children will wash their hands upon arrival, before and after snack/lunch, and any time needed.
- Snack/lunch time: Sit down for snack/lunch and prayer.
- Quiet time: Quiet/rest time
- Outside play: At least 60 minutes of active play per day.

Active Play

We promote regular physical activity. We are dedicated to spending time outdoors every day unless serious weather does not permit and/or it's unsafe. Children enrolled in our program will spend a minimum of 1.5 hours in active play daily. Please ensure your child has the necessary outdoor clothing at all times to allow them to freely participate in these experiences.

If we are unable to go outside, we will engage in active play in our classroom.



Screens

We are dedicated to providing stimulating, open-ended learning environments for your child during their time in our program. Therefore, we will not offer any screen time.

Toileting

Children need to be confidently toilet-trained to attend our childcare programs with the following expectations:

- They can independently complete the bathroom routine: pull pants down, sit on the toilet, wipe, pull pants up, flush.
- Recognize and can verbalize that they need to use the toilet.
- Have the ability to hold their bladder until we can walk to the bathroom.

Accidents happen, and our teachers will assist when needed. Please ensure your child is confident in their toileting skills.

Should your child have a medical exemption or a care plan with us, they would be exempt from the above requirements.

Napping/Quiet Time

All children must participate in a naptime/rest period. Children are not required to sleep, but they are required to stay on their mats. After 30 minutes, those children who are not asleep will be taken outside to play.

Daily naps and/or rest/quiet time are essential for children under 5 years old. It is often believed that a child who doesn't nap will sleep better during the night. This may not be in the child's best interest. This can often cause negative behaviour when a child is overly tired. Children can become stressed, anxious, irritable, and even overactive, which can then disrupt the bedtime routine. Nap time is very beneficial for children. Having sufficient rest can improve a child's attention span, concentration, and creative thinking. Sleep helps children fight off illness and improves their ability to have positive interactions with others. Our goal is to ensure your child has a positive experience at our program. Children are busy learning and working hard; they are often more tired than we realize.

Clothing



Children should wear comfortable play clothes that allow them to get messy in our program. An extra pair of non-marking, clean VELCRO shoes are required to be worn inside the centre. Children should bring a small backpack or drawstring bag with a complete extra pair of clothing for unexpected accidents. Please also include an extra pair of mittens during cold weather. All personal belongings must be **labelled** with the child's name.

- Rainy days: waterproof gloves/mittens, jacket with a hood, rain pants and waterproof boots (no umbrellas)
- Cold/winter days: waterproof gloves/mittens and toques (no scarves), warm waterproof jacket, pants and boots
- Spring/summer/warm days: hats and footwear for safe outdoor play (no sandals/flipflops). Please apply sunblock prior to class.

Snacks/Lunches

Snacks and lunches are to be provided by parents, and we ask that they be sent in a reusable, labelled container. Work together with your child to pack a nutritious snack and lunch. Water (no juice) should also be sent in a reusable, labelled bottle. Cut foods that may cause choking, such as grapes and hot dogs, lengthwise. We have a microwave to warm up lunches. Children will have access to their water bottles at all times. Do not send baby carrots or popcorn.

* Please note: Our programs are **NUT-FREE, PEANUT-FREE, and JUICE-FREE**.

Birthdays

Birthdays are special and exciting for each child. Children will receive a small gift from their teacher. Your child is welcome to bring in stickers, pencils, cupcakes, etc., for classmates, but this is optional. We will celebrate as close to their birthday as possible. Please check with a teacher if you are planning to bring in a treat. Please no large birthday cakes/pizzas, etc. that are difficult to serve. Any treats that are brought in will be sent home with your child.

Field Trips

We offer a few field trips throughout the year in our program. Parents will be required to bring their own child and supervise them during the field trip. We will meet directly at the location. You have the option to bring your child to school for the remainder of the school day.

Families will be informed via email, and information will be sent home well in advance of our field trips. The field trip fees will be collected along with the first month's deposit. Please note that parents may need to pay their own portion separately.

Photos

Individual photos are taken in the fall, and class photos are taken in the new year. Throughout the year, photos of your children will be taken and shared on the web app "Lillio". You will be invited to join at the

beginning of the year and will have access to pictures of what's happening in your child's class. If you do not wish to have your child photographed for this purpose, please let a teacher know. We ask that you not share pictures on social media.

NUTURING CHILDREN IN A SECURE ENVIRONMENT

Guiding and Caring

Children feel accepted and secure when they know what is expected of them. Each child will be encouraged and supported to develop positive relationships with peers and staff. Instilling a positive, healthy sense of self-esteem, self-control, and a sense of thinking of others is our goal. At times, guidance is needed to protect children from hurting themselves or others. We set limits for your children not only to show them we care, but also to teach them safety and respect for themselves and others. We recognize that growth involves making mistakes, which is a normal and expected part of a child's development. Our practices are based on realistic expectations of children's needs and abilities.

Teachers will:

- Establish clear, consistent and simple limits.
- Offer straightforward explanations for limits and remind children of limits.
- State limits in a positive, rather than negative, way.
- Focus on behaviour without demeaning the person.
- Make statements of expectation, rather than pose questions.
- Allow time for children to respond to expectations.
- Reinforce appropriate behaviour with words and gestures.
- Encourage children to ask for help when in need of assistance.
- Remain calm and kind in tone of voice and body language.
- Acknowledge the child's feelings, validating and labelling them.
- Support child to manage their emotions in healthy ways.
- Redirect children when necessary.
- Offer choices to a child when appropriate.
- Give children the language to use rather than saying "Use your words".
- Prevention, setting up the environment so children can be successful.
- Teach children to problem solve among each other.
- Teach children to take responsibility for their actions.
- Teach through coregulation.

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

- 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 childcare's 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 the necessary use of a toilet.

Inclusion

We welcome all children and are committed to providing developmentally appropriate early learning and development experiences that support the full access and participation of each and every child. We believe that each child is unique and work in partnership with families and other professionals involved in the child's life to provide the support every child needs to reach their full potential.

- **Procedures: Admissions/Waiting Pool:** Children of all abilities are accepted into Surrey Christian School Early Learning community according to our Admissions Priority. A waiting pool may be maintained, and children will be accepted from the list according to our resources.
- **Inclusive Environment:** Early Learning staff use developmentally appropriate practices and consider the unique needs of all children when planning. Staff will make every attempt to make any adaptations or modifications necessary to meet the needs of the children. Schedules, routines, and activities are flexible, and staff will work with therapists, special educators, and other professionals to integrate individual accommodations, modifications, and strategies into classroom routines and activities. Any adaptations will be reviewed with families and other professionals supporting the child.
- **Confidentiality:** Confidentiality applies to all potential, enrolling and previously enrolled children and their families. Confidential information may be written, oral, recorded or contained on tape or on other electronic or mechanical media, but not including such information that is publicly available. All staff will be briefed on the need for confidentiality. Written records will be stored in a secure location with access limited to the Director of Early Learning and the child's teachers. No information will be released about a child and the parent/legal guardian during enrolment or transition to another receiving program or school without first receiving the written permission of the parent/guardian, or as required by law. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect, as outlined in BC law, or when information is subpoenaed by the court.
- **Family Centred Practices:** Surrey Christian School Early Learning acknowledges and respects the priorities each family has for their child. Families are encouraged and supported to collaborate with staff to ensure that each child has an opportunity for optimum success. Our staff communicate with each family daily and has meetings as needed to discuss the child's successes and challenges.
- **Professional Development and Support for Staff:** Ongoing staff training and support is available, and staff are encouraged to attend to ensure that they are comfortable, confident and competent to meet the developmental and educational needs of all children. All staff receive an orientation on inclusion policies and attend training focused on effective inclusion topics

whenever possible. The Director of Early Learning provides additional support and resources as appropriate.

- **Collaboration with Other Professionals:** Many children with disabilities or diverse abilities are supported by developmental and educational professionals such as therapists, teachers and others. We welcome those professionals and work with them to ensure the child's success. The service provider is encouraged to provide services to the child within the early childhood classroom environment. The child's teacher and the service provider collaborate to determine the most effective strategies to support the child in the group setting. Surrey Christian School Early Learning supports the teacher's participation in Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) meetings.
- **Developmental Supports:** If the child's teacher feels that the child would benefit from additional services, they will notify the parents to make recommendations. This may be a speech-language pathologist, therapist, occupational or physiotherapist, or a developmental assessment. We believe that the relationship with families is a vital component, and that if we all work together as a team, we can provide the best possible care for each child and their individual needs. Each child is unique, learning and developing at different times and stages. Sometimes we may need to include another professional in the support of a child's development, setting the child up for success.

Supporting Children with Ongoing Needs

Our program is committed to providing a safe, nurturing and inclusive environment for all children. When a child experiences ongoing challenges, we aim to work collaboratively with families to provide the necessary support and ensure their success in the program. This policy outlines the steps we will take to address concerns and maintain a positive environment for all.

Initial meeting and collaborative plan

If a child is experiencing difficulties, our teachers will arrange a meeting with parents/guardians to:

- Discuss any concerns or observations in a supportive and non-judgmental way.
- Share strategies that have been effective at home or in the program.
- Develop a collaborative plan tailored to meet the child's needs.

This plan will ensure open communication and consistency between home and school, setting the child up for success in their daily routines.

Additional support: partnering for success

If additional support is needed after implementing the care plan, we will work together to explore further solutions, including the possibility of introducing a qualified support worker to assist the child.

- **Qualified Support Worker**: A support worker can help the child participate fully and thrive within the program.
- **Funding Support**: If government-funded support is unavailable, families will have the option to arrange for private funding.

- **Attendance Flexibility**: If support is not available on certain days, your child will not be able to attend. Please note, however, that regular program fees will still apply.

Ongoing communication and documentation

We value open communication and will:

- Keep parents/guardians informed about their child's progress.
- Provide regular updates and documentation.

Ensuring a positive environment for all

Our goal is to create a safe and supportive space for every child. If, despite all efforts, the challenges continue to affect the health and safety of others, we will work with the family to explore the best course of action. In rare cases, this may include transitioning the child out of the program. Parents/guardians are also encouraged to refer to the **Termination of Care Policy** in the handbook for additional details on this process.

Our commitment

This policy reflects our dedication to meeting the individual needs of children while fostering a positive and harmonious environment for all participants. We are here to work together, support each child's development, and celebrate their unique strengths.



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 to obtain a resolution are unsuccessful and the class is deemed a poor fit for the child and/or their family, registration/enrollment may be revoked with no

prior 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.

Reportable Incidents

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.
- 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 (i.e. call 911 if a 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 program 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) that includes a description of any applicable reportable incident that may occur at Surrey Christian School Early Learning Centre. If you 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.

HEALTH AND SAFETY

Absence for 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 (i.e. chickenpox, mumps, measles, hand/foot/mouth, etc. or a parasite like lice), Early Learning must be notified. A child may only return 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.
- If your child becomes ill while in our care:
  - A parent or emergency number will be contacted, and the child will remain under observation and kept comfortable.
  - Please note that children must be picked up within 1 hour of notification.
  - If no contact person can be reached, the child will remain under observation and be 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-free and fever-free without medication for at least 24 hours 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 48 hours
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 48 hours
Hand, Foot, Mouth Disease	Spots on palms of hands, fingers and sometimes feet,	Yes	Yes Until cleared by doctor to return

	mouth, buttocks for 7-10 days		
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 on antibiotics for 24 hours
Nausea/Vomiting		Yes	Yes Until symptom-free for 48 hours
Pink Eye	Thick discharge from one or both eyes, redness or itching of one or both eyes	Yes	Yes Until on treatment plan for at least 24 hours
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, hurt to swallow (could be strep)	Yes	Yes Until on antibiotics for 24 hours and/or throat is not sore anymore
Lice	Live nits and/or eggs in hair	Yes	Yes Until nits/live eggs are removed

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. Children cannot attend the program without their medication (i.e., Epi-Pen, inhaler).

Immunization

All children who attend our Early Learning program are recommended to have completed the standard course of immunizations. According to Fraser Health regulations, each child is required to have their immunization status on file with Surrey Christian School. 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 form.

Medication

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 granted for medication needed in a life-threatening situation, provided a doctor's signed letter is provided. Parents must fill in a Medication Authorization Form to authorize staff to administer medication. 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.

Emergency Drills

Fire and evacuation maps are posted in the classroom and practiced and recorded monthly. Earthquake and lockdown drills will be practiced once per year. All staff, volunteers and other adults will be familiar with emergency and evacuation drill procedures. If we need to evacuate the classroom due to an emergency, we will relocate to the field.

Earthquake Kits

The school keeps on hand an emergency supply containing the following:

- a nut-free granola bar, rice crackers, water, dried fruit
- various activities to keep children busy (books, colouring, 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.

Emergency Response

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 on the Holy Cross School field. We will contact you regarding our circumstances and pick-up procedures.
- No child will be dismissed unless a parent or caregiver or other previously designated adult comes for him/her.
- No child will be released with another person, even a relative or babysitter, unless the Early Learning staff have written permission to do so. 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 sign for their release.
- Parents and alternate caregivers may not pick up the child until all students and staff are accounted for and the teacher approves the release of the students.
- Please do not call Surrey Christian 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.

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 of Early Learning
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.