L'Ecole Bilingue Kindercare Society

Parent Handbook

2025/2026

L'Ecole Bilingue Kindercare Society
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Contents

Welcome to Our Space **4**

About the Society **4**

Mission Statement 4

Philosophy 4

L'Ecole Bilingue Kindercare Staff **5**

Enrollment **5**

Fees 2025-2026 ..... **6**

Late Pick-up Penalties **6**

Orientation **7**

Arrival and Departure Procedures **7**

Hours of Operation **7**

Holiday Closures 8

Kindergarten Gradual Entry 8

Professional Development (Pro-D) Days, District Closure Days and School Breaks 8

Unscheduled Closure and Fee Refund Policy **8**

Inclement Weather 8

Other Unscheduled Closures 9

Fee Refund 9

Safety **9**

Missing or Wandering Child 9

Reporting Suspicions of Child Abuse 9

Health and Wellness **10**

Medication 10

Nutrition **10**

Outside Play Policy **11**

Screen Use and Active Play Policies **11**

Screen Use 11

Active Play 11

Guidance **12**

Disciplinary Action 13

Welcome to Our Space

We hope that your child will enjoy our program and that you will be confident that your child will develop fully through the program activities and new relationships.

In order to provide high-quality care, we feel that parents and staff must communicate openly. We will do our best to be available to talk with you and hope you will feel comfortable asking questions, voicing concerns, and sharing ideas with any of the staff. We wish to make this a positive experience for you and your child.

About the Society

Our mandate is to provide quality care for Kindergarten and primary children attending L'Ecole Bilingue Elementary School as space allows. We are committed to providing quality care with the health and well-being of each child foremost in our minds.

L'Ecole Bilingue Kindercare Society was founded in 1990. The Society includes Kindercare and Les Grands Enfants Group Care (school age) programs. In January 2010, the Kindercare program was renamed "New Space" and the Les Grands Enfants program was renamed "Next Space". When the two programs convene, we become "Our Space". For legal, licensing and business purposes, we still operate under the L'Ecole Bilingue Kindercare Society name. As we are a licensed facility, our Licensee name remains the same and our facility name continues as L'Ecole Bilingue Kindercare and Les Grands Enfants.

We are a non-profit society with Charity Status. All parents are members of the Society and **parent participation is mandatory** to continue the operation of the centre. The centre is operated by a board of volunteer parents. All parents are encouraged to be part of the Board and to come to the Annual General Meeting held every October. Parents may request to attend board meetings to keep up with the issues of the centre. Parents are also required to sign up for one of three primary fundraisers that take place throughout the year. From time to time, parents will be asked to take on tasks that will help in the operation of the centre.

If you wish to make a donation to the centre, you will be given a tax receipt as per current CRA rules and regulations.

Mission Statement

We, as a dynamic professional childcare team, are committed to providing a healthy, safe and fun learning environment for the children, families and communities at L'Ecole Bilingue, so that the children in our care, experience a stimulating environment where their physical, intellectual, emotional, social and creative needs are enriched.

Philosophy

Our philosophy is based on a mutual trust and friendship between caregiver and child. It is our intent to foster growth in all areas of a child's development through consistent and clear limits, expectations, and nurturing.

We believe that a sound program is based on:

- A flexible daily routine
- A varied and exciting curriculum in which activities are presented in an age-appropriate and developmentally-appropriate manner
- A coordinated plan which includes strategies and approaches for the day, week, month and year
- A qualified, creative and committed staff
- A connection to and support from the local community

We believe that a caring program is based on:

- Clear, positive and ongoing communication between home and centre
- Individual attention and nurturing by the centre staff
- Explanation and use of positive, consistent and appropriate methods of guidance

L'Ecole Bilingue Kindercare Staff

Our Educators are trained in Early Childhood Education (ECE) and/or hold Responsible Adult Certification. All staff are required to have a valid first aid certificate and a criminal record check. Provincial licensing regulations require a 1:12 ratio for Kindergarten to Grade 1 age groups and a 1:15 ratio for Grade 2 to Grade 3 age groups.

The staff work as a team in providing a balanced program that meets the changing and individual needs of the children.

Enrollment

The centre has a licensed capacity to provide care for 43 children currently attending Kindergarten up to Grade 3. A waitlist is maintained initially by the Kindergarten lottery process and then on a first-come, first-served basis. Confirmation of a child's attendance at L'Ecole Bilingue Elementary School is required in order to be eligible for the childcare program.

When childcare spaces become available in Our Space, they will be offered as follows:

1. Children of active Our Space Board members

2. Children of active Our Space staff members

3. Siblings of children currently enrolled in Our Space

4. Kindergarten children for the upcoming school year by lottery. Spaces will be offered through a lottery of kindergarten children who have been accepted into L'Ecole Bilingue, and who applied to Our Space in accordance with the application process and deadlines. Spaces will be offered in accordance with lottery draw order. Applicants who do not obtain a space through the lottery process will be placed on the general waitlist (see below), together with applicants who apply after the lottery deadline.

5. Children on the general waitlist in accordance with their priority on that list. Children who apply to Our Space outside the kindergarten application process will be placed on the general waitlist.

Part-time (morning only) spaces will be offered to children on the general waitlist in order of priority and are subject to availability. Children attending Our Space part-time are not guaranteed a full-time spot. Full-time spots will be filled in order of priority as set out above.

In circumstances where two children have the same priority in accordance with the above, spaces will be offered on the basis of registration date (for children already registered with Our Space), or waitlist application date (for children on the general waitlist).

Fees 2025-2026

For the 2025-26 school year, Kindercare and Les Grands Enfants (Our Space) monthly fees will be as set out below:

- $**500.00** for full-time care (7:30 am to 9:00 am and 3:00 pm to 5:45 pm)
- $**250.00** for morning-care only (7:30 am to 9:00 am).
- There is a $40.00 fee per day to attend our program during Professional Development (Pro-D) days, district closure days and winter/spring break for children registered for morning-care only.

While we try not to raise fees each year, this represents a 3.0% increase over last year's fees and is necessary as a result of increased labour and operating costs. Please also note that monthly fees are subject to change over the course of the year in the event that we encounter further changes to our operating circumstances.

All fees will be paid by pre-authorized debit payment to "L'Ecole Bilingue Kindercare Society". **At the time of registration/re-registration, a full month deposit is required and will be applied against the monthly fee payable for June 2026.** This fee may be refunded if a child withdraws from the program before March 31, 2026, and one month's prior written notice is given.

For children registered for full-time care, a fee in the amount of $100.00 per family ($10.00 per month for 10 hours per school year) is required for our Parent Participation Program, which may be fully or partly refunded in June 2026, according to volunteer hours and/or donations.

Monthly childcare fees will be paid by pre-authorized debit payment to "L'Ecole Bilingue Kindercare Society" from September 2025 to May 2026. Fees are due by the 1st day of the month. Where this is not feasible, a written request must be made to the Director for alternate payment arrangements. There is a $10.00 late payment fee charged for any amounts not paid by the 15th day of the month, unless alternate payment arrangements have been made in writing with the Director by the 5th day of the month.

If a parent qualifies for funding under the Affordable Child Care Benefit program, they must provide us the benefit plan as soon as it is available. It is the parent's responsibility to apply for, and maintain eligibility for, the Affordable Child Care Benefit program. The balance (if any) of each monthly fee will be paid by pre-authorized debit payment to "L'Ecole Bilingue Kindercare Society" by the 1st day of the month.

One month's prior written notice or one month's fees in lieu of notice must be given if you withdraw your child from the program before March 31, 2026. After March 31, 2026, you must pay the monthly fee for each month remaining in the school year.

Late Pick-up Penalties

Children must be picked up within the hours of operation, prior to 5:45 pm on regular school days and 5:30 pm when the centre is open for full days on non-instructional days, as noted on the Kindercare Calendar. Parents will be given a warning for the first late pick up and charged a fee for subsequent late pick-ups, at a rate of $1.00 for each minute the parent is late, as determined by the centre's clock.

All late pick-ups will be noted in the staff communication book, with the name of the student, date and time of pick-up recorded. The Director will issue a bill the day after the late pick up occurs. The fee is to

be paid within five (5) days of the late pick-up.

Orientation

It is very important for you and your child to feel comfortable with the program. It takes time to build trust in a new and unfamiliar setting. We encourage you to spend time in the program with your child for the first few days to ease this transition. It is an opportunity for you to learn about routines and become acquainted with the staff that will be caring for your child.

Please try to stay a few minutes each day to get to know your child's friends, other parents and staff. We invite you to arrange longer visits when your schedule permits and **welcome and encourage your participation** in the program. We maintain an open-door policy, which we hope will encourage you to feel comfortable dropping in at any time.

Arrival and Departure Procedures

It is mandatory that you bring your child into the centre before saying goodbye. This is to greet you both and help your child become involved in the program. This transition allows staff and parents an opportunity to communicate. Staff and parents may have information they wish to exchange so we can better meet the needs of your child. Always say goodbye to your child.

You must sign the attendance sheet before leaving the centre during arrival and departure times, and **must indicate the time your child is arriving and leaving**. The attendance book is for your child's safety and provides staff with important information.

The staff will not allow your child to leave the centre with anyone other than yourself or a person authorized by you. It is important to keep information on the Child Care Facility Registration Form current. You must note in the attendance book if someone else will be picking up your child, or call (604-739-7200) or email (kindercare648@gmail.com) the centre.

If you are unable (or forget) to inform staff, in advance, of any absences or changes to a typical schedule in which your child regularly attends, staff ask that you always check in at the centre to ensure your child's safety and prevent confusion as to your child's whereabouts. For example, if your child regularly attends morning care and arrives late to school (after the bell rings), please stop by the centre to inform the staff. If your child regularly attends afternoon care and is not planning to attend but attended school, it would be best to allow staff to walk your child to the centre for pick up per the usual school routine where you can pick up your child and staff will be informed of their early departure.

If there is an emergency and you cannot call or communicate with us before the end of the day (per operating hours for regular school days and non-instructional days), staff will call the emergency contacts you have provided. If that person is unavailable, and staff have not heard from you by 6:15 pm, we will notify Emergency Services, Ministry of Children and Families.

Hours of Operation

The centre is open for the entire school year from the first day of school in September to the last day of school in June. Refer to Kindercare Calendar – 2025/2026 for specific dates and hours of operation.

The centre is regularly **open from 7:30 am to 9 am and 3 pm to 5:45 pm, Monday through Friday.** Your child's arrival and departure time will depend on your schedule. Your child will gain a sense of security if these times are consistent on a daily basis. Long hours in a group can be tiring for children, so we ask you pick up your child as early as convenient.

If your child is going to be absent, please call or email to let us know. Please let staff know if you will be arriving at the centre later than usual so that we can welcome you when you and your child arrive. We ask that you let staff and your child know if you will be picking them up later than usual so your child is prepared for the change. It can be difficult for a child when their parents do not arrive at an expected time.

Holiday Closures

The centre is closed for the following statutory holidays:

- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- New Year's Day
- Family Day
- Good Friday
- Victoria Day

The centre is closed for the Christmas period during winter break from Monday, December 22, 2025, to Friday, January 2, 2026.

Kindergarten Gradual Entry

During gradual entry, the centre is open for childcare for kindergarten students from 7:30 am to 5:45 pm. Please inform staff of your care needs during this time in order to provide the appropriate levels of staffing. Even if you are not planning to use the centre at this time, a visit or two if possible can be useful for an easier transition.

Professional Development (Pro-D) Days, District Closure Days and School Breaks

The centre is open for childcare from 7:30 am to 5:30 pm**.**

Unscheduled Closure and Fee Refund Policy

Inclement Weather

In the event of severe weather conditions, such as a heavy snowfall, the centre will follow the same closure procedures as the school. The centre will close if the school is closed.

If there is a school closure due to snow, Vancouver School Board (VSB) will post information on its website (www.vsb.bc.ca) by 6 am and will inform local media stations, including:

- CKNW (980 AM)
- CBC (690 AM, 105.7 FM)
- CJVB (1470 AM)
- CFHG (96.1 FM)
- CKWX (1130 AM)
- BCTV/Global (Cable channel 11)
- CITY TV (Cable channel 13)

Please check the VSB website or listen to the radio/TV stations listed above to learn about school closures. When possible, the centre will indicate on its voicemail if the centre will be closed.

Other Unscheduled Closures

In the event of other unscheduled closures, the centre may be unable to open or may be required to close early. When possible, parents will be notified of a potential closure or if the centre must close earlier than the normal scheduled closing time.

Fee Refund

If the centre is unable to operate in the event of an unscheduled closure, the following refund policies will be in effect:

- There will be no refunds if the closure is limited to 2 days or less.
- Thereafter, refunds of the parent portion of the fee will be given for non-operational days, based on the actual daily rate for the level of registration (daily rates will be calculated based on 20 days per month for full-time and part-time fees and will be pro-rated).

Safety

Staff maintain a safe environment and keep all equipment in good repair. All staff are required to have a valid first aid certification.

Staff practice regular fire drills to be prepared for an emergency. Children and staff evacuate the building and assemble in the northeast corner of the school field. If the immediate area requires evacuation, the designated emergency space will be the Douglas Park Community Centre located at 801 West 22nd Avenue (604-257-8130).

Staff practice earthquake drills and the centre has a supply of food and water in case of such an emergency.

Missing or Wandering Child

If a child goes missing or has wandered away from the centre and staff supervision, immediate attention and priority will be given to safely locate the child, while still ensuring the health and safety of the other children in care. Staff will follow procedures to search the premises, contact outside authorities (if necessary), contact parents and report such an incident to Licensing, as required by Child Care Licensing Regulation.

Reporting Suspicions of Child Abuse

Under Section 13 of the Child, Family and Community Service Act of British Columbia, all staff who have reason to believe that a child has been or is likely to be abused or neglected, or who needs protection, is legally bound to promptly report any suspicions/disclosures to a child welfare worker at the Ministry of Children and Family Development (1-800-663-9122).

Staff are required to report the suspected abuse or neglect to the Director. The Director must

inform the Board of Directors of the report of suspected abuse or neglect, and must file an Incident Report with Licensing.

If the child is in immediate danger, the centre is to call 9-1-1 or the local police department (604-717- 3321).

Health and Wellness

A child must stay at home if he or she has:

- Temperature of 100.4 degrees F/38 degrees C currently or in the last 24 hours
- Reddish eyes and/or yellow discharge
- Rashes that have not been diagnosed by a physician
- Diarrhea and/or vomiting in the last 24 hours
- Severe cold with fever, coughing, sneezing and nose discharge
- Contagious diseases, such as Chicken Pox, German Measles, Mumps Roseola, COVID-19

Parents must inform the centre within 24 hours of:

- Diagnosis of a serious illness or communicable disease in your child
- Exposure of your child to a serious illness or communicable disease in any other member of your family

Colds and flu are frequent among children. In order to prevent other children from getting sick, we do not accept children showing severe symptoms of illness including colds and flu, into the centre. Staff require that if a child needs non-prescription drugs such as Tylenol, Tempra or cough syrup and needs constant monitoring, that child must stay home.

If a child exhibits any of the above while at the centre or becomes ill while at the centre, staff will contact you immediately and make sure your child is comforted and cared for until you arrive. If you are not available, staff will notify the emergency contact stated in your registration form. The parent (or alternate) must come immediately to pick up the child. If necessary, staff will accompany your child to the hospital.

In order to prevent sickness in all children, staff have the right to exclude a child from the centre due to illness. If you are not satisfied with this decision, we will abide by a doctor's certificate. Staff have the right to require a doctor’s certificate if necessary.

Medication

When your child requires medicine, a permission form must be filled out. Please ask staff for this form and provide detailed information about administration of the medicine. Only current prescription drugs will be administered from the original bottle/tube with the instructions from the physician. Staff are not permitted to give children vitamins.

Nutrition

The centre provides a nourishing snack in the afternoon. Allergies are taken into consideration when planning snacks. Some students have nut and egg allergies; staff ask that peanut butter sandwiches, nuts and nut products are not included in your child’s/children’s snacks or lunches.

On school closure/non-instructional days, parents must provide a morning snack. Afternoon snack will be provided. Lunch will sometimes be provided by the centre; parents will be advised of those occasions. Try to provide a variety of foods to allow your child choices. Some healthy lunch ideas are:

- Cheese and crackers
- Fruit and vegetables
- Sandwich
- Yogurt

The centre has a microwave if your child prefers a warm lunch on school closure days. Please ensure any warm ups are stored in microwave safe containers. Space in the fridge is limited, so please provide an ice pack in your child's lunch bag. It is helpful to label your child's lunch. We ask that you do not bring candy to the program.

Please feel free to approach staff for any nutritious lunch ideas.

Outside Play Policy

Regular outdoor activity is enjoyed throughout the school year to support and enrich the physical needs of the children in the program.

Parents are responsible for ensuring their child has appropriate clothing and necessities for outdoor activities rain or shine. Appropriate rain and winter clothing include rubber boots, raincoat, rain pant, hat, mitts, etc. Appropriate summer and sun items include sunscreen, hat, sunglasses, etc. Parents are also responsible for providing their child with a change of clothing to be kept at the centre.

This policy ensures that all children will have a fun and safe time at the centre while participating in outdoor activities.

Screen Use and Active Play Policies

In order to support children's healthy social and physical development, and to meet the requirements of the Director of Licensing Standard of Practice – Active Play, policies regarding screen use and active play have been developed.

Screen Use

The purpose of this policy is to support the social and physical development of the children in the program by reducing screen time on electronic devices, including but not limited to, tablets, smart phones and video games.

The centre may allow a maximum of 30 minutes per day of educational and age-appropriate screen time during Professional Development (Pro-D) days and school closure days.

Active Play

The purpose of this policy is to ensure that the children in the program are supported and encouraged to engage in active play, and develop fundamental movement skills. The centre encourages all children to participate in a variety of daily physical activity opportunities, both

indoors and outdoors, that are appropriate for their age, engaging, safe and fun.

In order to promote physical activity and provide all children with numerous opportunities for physical activity throughout the day, the centre will:

- Incorporate 120 minutes of active play and physical movement into our daily routines and activities
- Provide the children with at least 60 minutes of daily outdoor active play opportunities (provide indoor active play when the weather limits outdoor time)
- Provide a variety of play materials (both indoors and outdoors) that promote physical activity

Guidance

The Society believes that children reach their optimum health in an environment that is safe, secure, predictable, nurturing and supportive. Our program and guidance techniques encourage children to develop self-control, sensitivity, confidence, and most importantly, self-esteem in their interactions with others.

Our techniques are based on the expectations that:

- Children do not hurt themselves
- Children do not hurt others
- Children will respect toys and equipment

No child in the program will be:

- Subjected to shoving, hitting, shaking, spanking or any other form of corporal punishment
- Subjected to harsh, belittling or degrading treatment, whether verbal, emotional or physical, that would humiliate the child or undermine the child's self-esteem
- Confined, physically restrained or kept apart from other children without adult supervision as a form of punishment
- Deprived of meals or rest as a form of punishment

Preventative Techniques – To prevent undesirable behaviour, staff will:

- Model expected behavior at all times
- State expectations in a clear, positive manner
- Establish clear, consistent, realistic limits
- Allow time for children to respond to expectations
- Focus on the behavior rather than the child
- Reinforce appropriate behavior with gestures and words

Intervention Techniques – When undesirable behaviour occurs, staff will:

- Redirect the child when they are unable to resolve a problem
- Acknowledge the child's feelings before stating limits
- Offer real choices that are appropriate
- Acknowledge problems and provide questions and suggestions that encourage children to find their own solutions to problems
- Use natural or logical consequences, which help children identify the outcomes of their behavior
- Establish eye contact (if culturally appropriate) and use a calm voice
- Use proximity and touch (refer to the BC government booklet “Guiding Children’s Behaviour”)

If the previously listed strategies are not successful, staff will limit a child's involvement in the

activity they are having difficulty with. The limit will be explained clearly and an opportunity to try to play successfully later will be established.

In the rare situation where a child loses all control, staff may hold the child with sufficient strength just to protect the child or others.

Parents will be advised of any difficulties their child is having and will be expected to provide support and consistency in working with their child and staff.

Disciplinary Action

In the event of a severe behavioral issue, staff are authorized to implement a behavior improvement plan with clear consequences. In order to provide opportunities for positive growth in social responsibilities and behavior, every effort will be made to meet each individual child's needs. If the expected improvement is not forthcoming and there are repeated occurrences of inappropriate behavior, a suspension may be implemented. Expectations and consequences may vary from child to child due to individuality.

In the case of prolonged or serious misbehaviour, parents and child will be given (in order) a:

1. Warning
2. One-day suspension
3. Three-day suspension
4. Five-day suspension
5. Expulsion

Possible support services within the community may be recommended. All information and discussions regarding a child's behavior between family, child and staff will be kept confidential.