

Education & Academic Success Institute (EASI)

Junior Kindergarten Program



Parent Handbook



Welcome to EASI JK Program

We are an educational program operated under Great Light Healing Community Services Society (GLHCSS), which is a licensed non-profit, and is situated on the property of Great Light Healing Ministries Int'l: City of Faith (GLHMI).

This handbook provides detailed information of the policies, guidelines, expectations, procedures and responsibilities of the EASI JK program and how we aim to work together with you to meet the learning and developmental needs of your child while they are with us.

Contact Information

Education & Academic Success Institute (EASI): JK Program

Great Light Healing Community Services Society

12057 88 Ave, Surrey, BC V3W 3J3

Phone: 778-328-7729

Email: easi@glhcommunityservices.org

Website: <https://glhcommunityservices.org/easi-programs/>

****Please call the centre when your child will be absent or
send us an email immediately.**

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Our Goals



At EASI JK Program, we aim to:

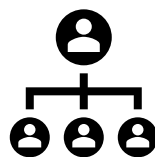
- provide quality education for junior kindergarten kids ages 4, using a tailored strength-based curriculum
- foster a smooth transition for 4 years into senior kindergarten
- develop a solid literacy foundation for success in their later academic years
- provide a safe and stimulating environment that leads to improved learning and development
- work in partnership with parents/guardians for the developmental of their child

Who Runs the EASI JK program?

EASI JK Program has been operating under Great Light Healing Ministries Int'l: City of Faith since 2014 as a part of the Nursery & Children's Department. It is now operated under Great Light Healing Community Services Society (GLHCSS) since its incorporation in 2020.

The day-to-day running of this program is handled by coordinators from the Centre for Arts, Education and Language Services who report directly to the Director of Programs and Services. You can visit our website for more details:

<https://glhcommunityservices.org/programs-and-services/>



Our Current Staff Members:

NAME	JOB TITLE	QUALIFICATIONS
Martha Gaudreault	Program Coordinator & Teacher	M.Ed. in Special Education
Lanette Shaw	Program Assistant Coordinator & Teacher	B.Ed. in English Language & Literature
Joshabelle Suman-Chineye	Program Assistant	Masters in Social Work
Mercy Shareen Francis	Program Assistant	Family Services Professional

This program will see more members (teachers, assistants and volunteers) as the program grows and more opportunities become available.

Operating Schedule



Our EASI JK Program runs part-day during the school year from **September to June**. Our program operates **Monday, Tuesday & Thursday from 4:00 PM – 6:00 PM** during the regular school system calendar.

Any changes to our hours of operation will be informed to you in writing with as much notice as possible.

Our telephone lines are open for general inquiries from 8:30PM – 5:00PM Monday – Friday. You may also send us an email to: easi@glhcommunityservices.org and one of our program coordinators will get back to you as soon as possible.

Closures



Holiday closures

The program is closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day
- New Year's Eve



Emergency closures

For emergency situations that put the health and safety of children and/or staff at risk, the centre will not be opened. These situations include outbreaks of diseases, bad weather, natural disasters, etc. We will inform the parent or caregiver when such a step is to be taken and when the program will resume operation. You are also required to check the website for closures. However, refunds will not be issued for such emergency closures. If you change your contact information, please be sure to update it with us.

Registration



How to Enroll your Child

Step 1: Complete the [Enrollment Form](#) and submit it along with the following forms. These can be emailed to us directly or submit them in person:

- Birth Certificate of Child
- Government issued photo ID of parent/guardian

Step 2: After reviewing your Enrollment Form, you will receive an email indicating date and time for a virtual interview with one of our program coordinators.

Please note that this does not guarantee your child's acceptance into the program, as we have limited capacity. If our program is full, your child will be put on a wait list and you will be contacted once a space becomes available.

Step 3: Once we are able to offer your child a placement, you are required to:

- pay the non-refundable registration fee of \$50 and tuition deposit of \$150, to confirm enrollment. You can pay tuition and fees by cash or e-transfer to info@glhcommunityservices.org
- read through the information provided in this Parent Handbook, as you will be required to sign a form to this effect.
- submit all necessary documents to complete your child's file.
 - Parent Handbook Acknowledgement Form
 - Media Release Form
 - Permission to Administer Medication Form, if necessary

These can be emailed to us at easi@glhcommunityservices.org or dropped off at our centre during office hours 8:30 AM – 5:00 PM, Monday - Friday.

Step 4: Once we receive payment and documents, we will send you a “Welcome Email” to the email address you provided on the enrollment form, outlining the schedule and procedure for the first week of the start of the program.

Our Teaching Approach & Curriculum



Through a balanced **strength-based curriculum**, we provide a rich and diverse learning environment which supports growth and development at all levels. We understand that children demonstrate their learning in different ways, so what works for one child might not work for another.

Therefore, we work closely with each child to identify what works for him/her and use strategies accordingly to match his/her abilities for greater productivity and achievement.

What does our curriculum look like?

Our strength-based curriculum engages children in a broad range of activities, including interactive, motor, listening and sensory experiences for brain-building, problem-solving, critical thinking, independence, self-esteem and confidence.

Examples of activities your child will be engaged in:

- **Interactive activities:** making connection, sharing, talk about what they are hearing, seeing and doing
- **Inventive activities:** songs, finger puppets
- **Reading sessions:** read aloud using books with expression
- **Music:** sing-alongs with actions
- **Art:** use of playdough, wet sand, drawing, colouring, painting, cutting & pasting
- **Drama:** puppet shows, children's theatre
- **Categorizing & sorting activities:** shapes, colours, puzzles, textures, pictures
- **Letters & sounds:** learning the letters and sounds of the alphabet, recognizing their first name, constructing simple sentences
- **Reading:** building reading skills through phonics, vocabulary building, poetry, developing listening and memory skills
- **Math:** numbers and counting, identifying shapes, basic addition and subtraction, measuring, circle activities, sorting, patterning
- **Social Studies & Science:** simple and safe hands-on science experiments and social experiences, talking about sound and sight, knowledge of self, family, culture and community; developing skills such as respect for others, cooperation, honesty, trustworthiness and sensitivity
- **Everyday life skills:** learning how to brush their teeth, button their shirt, tie their shoelaces, neighbourhood visits, cleaning after themselves, etc.
- **Health and Wellness:** safe cooking, snack time, developing healthy eating habits, washing hands and sanitizing
- **Sports activities:** participating in physical activities to further develop gross motor skills
- **Free-play:** centres for creativity development and social interaction



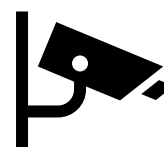
Assessment

Through frequent observation, we assess how children are learning and developing and use this information to document their progress, make adjustments, improve or adjust methods to see what works best for each individual child. You may also notice that we ask you to describe your child during the phone interview, what he/she likes to do at home and how you are supporting development, as we believe that parents know their children best.

As part of children's records of achievement, we make observations of their achievements based on our ongoing development records, with a reporting period in December and June. These assessment summaries are done at regular intervals, as well as times of transition, such as when they go on to senior kindergarten.

We host a mid-term open house/student-led conference where parents are invited to see their child's work and their progress.

Security



We are dedicated to providing a safe and secure learning environment for all children entrusted in our care, both on and off the grounds of the facility.

Our sessions take place inside an enclosed room within the facility designated for learning. Security cameras are installed on the facility and in every room in the building, except the washrooms. These cameras are monitored regularly.

Staff / Child Ratios

At EASI JK Program, we maintain the ratio of 1 teacher to 5 children, which is more satisfactory than the 1:8 ratio as stipulated under British Columbia's Childcare Licensing Registration (*Community Care and Assisted Living Act*). This helps us to give special time and attention to each individual child so that they can benefit from the activities we provide.

Attendance & Punctuality



Parents/Guardians are responsible for ensuring their child arrive on time to the program. When you are dropping them off, please do not leave them at the gate to enter on their own. Please walk them into the building and into the room and ensure a member of staff sign them in as present.

If your child will not be present on a particular day, please give us a call at 778-328-7729 to let us know or send us an email to: easi@glhcommunityservices.org

Responsibilities of Staff

As members of staff at EASI JK Program, it is our responsibility to ensure the following:

- To inform you of any incident / accident in the program which has affected your child. We will fill out an incident report and ask the parent/guardian to sign this report as proof that they have read and understood.

- To follow up via phone call with the parent/guardian when their child is absent, if this has not been reported. (However, it is ultimately the responsibility of the parent/guardian to report their child's absence).
- To keep an attendance register and a record of absences
- To welcome parents'/caregivers' feedback and respond accordingly
- To keep parents fully informed
- To ensure the supervision of every child until they are released to parents/guardians or alternates



Responsibilities of the Parents / Guardians

As parents or caregivers, you have the right to be valued, respected, kept informed, consulted and involved as you are the first and the most important educators of your children. You also have the right to help us make the setting for both you and your child a welcoming and stimulating one by:

1. sharing knowledge about the strengths, interests and progress of your child with staff;
2. providing feedback or relating any concerns with staff;
3. making yourself available, when need be, for meetings with staff.

We expect parents / caregivers to:

- Advise EASI JK Program staff in cases of absence via phone or email.
- Inform staff if anyone other than the names listed on the Enrollment Form is collecting your child from the program. Otherwise, we will not release your child. See more information under 'Dropping Off & Picking Up Policy' section.
- Not enter our premises under the influence of drugs or alcohol. **Our centre is an alcohol-free, drug-free, weapon-free and smoke-free zone.** You will be asked to leave if you break any of these prohibitions. Refusal to co-operate will result in police involvement.
- Provide up-to-date information in case of sickness or an emergency.
- Inform the program of any incident that has happened outside the centre that may impact the child negatively.
- Inform us if your child is the subject of a court order and provide us a copy of the order upon request.
- Send feedback or suggestions via email: easi@glhcommunityservices.org
- Fill out the survey at the end of the program for the purpose of improving the services. This will be sent to you via email and each parent/guardian will be entered into a raffle to win a \$5 coupon towards our Blended Hearts Café, located on our premises.



Settling in EASI JK Program



It is our mission to ensure children feel safe and happy with us at all times, so we use different methods to settle them quickly. We also offer help and support to parents as this may be the first time they have left their child. The **Blending Hearts Café**, the **Print Shop** and the **Dulce De La Rouge** boutique are available for parents to stay near during the first week of the start of the program.

Parents are required to stay for their child's very first session at the program for the first half-hour. This gives you the opportunity to see what goes on, meet the staff and ask any questions you may have about the policies that might not have been covered during the meetings with us before the start of the program.

We have also asked for a family photo to be attached to the Enrollment Form so that children can look at it as a way to provide comfort to them, in the event they miss you. In most cases, this is all that they need to settle quickly.

We offer comfort and other distractions to children when parents leave and reassure them their parent/guardian is coming back later to collect them. We also ask that parents say goodbye to their child and explain that they will come back for them, rather than sneaking away. This will help to build trust even at this age in their life.

The Sessions



We organise our lessons according to the strengths, abilities and talents of each individual child. The children are facilitated and encouraged to take part in adult-led small and large group activities both indoor and outdoor which introduce them to new experiences and help them to gain new skills, including helping them learn to work with others.

We have a large deck that is utilized for outdoor activities. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them.

Sessions breakdown:

<u>Times</u>	<u>Activities</u>
4:00PM – 4:15PM	Arrival activity/ warmup/ books
4:15PM – 4:40PM	Circle Time <ul style="list-style-type: none">• Prayer• Praise & worship• Welcoming song and calendar activities• Storytime• Movement activity
4:40PM – 4:55PM	Snack and Washroom
4:55PM – 5:40PM	Activity Centres
5:40PM – 5:55PM	Free play
5:55PM – 6:00PM	Clean up, sanitization and home time
6:00PM	Dismissal and pickup

Snacks

Parents/guardians are required to provide snacks for their child. Even they have eaten just before the start of the program, please pack them a light snack so that they don't feel left out when others are eating. Snacks should be ready to eat without preparation. Children will have access to clean drinking water at all times.

Nuts-Free Zone



We have a no nut policy to protect children with severe nut allergies and we are especially vigilant where we have a child with a known nut allergy. Therefore, please do not send your child with any snacks containing nuts or traces of nuts.

What to Bring

It is very important that you **label ALL** your child's items including shoes, coats, water bottles and bags as these frequently get mixed up and your child cannot always recognise their own items.

Items to bring are:



1. An old adult long sleeve shirt to protect their clothes

This is required for painting, play dough and other messy activities for both indoors and outdoors play. However, we cannot guarantee that your child will

not get messy even when they are wearing one. This shirt will be sent home at the end of each week to be washed, when necessary.

2. Spill-proof water bottle

The bottle should contain water only, no juice. Any drink other than water will be sent back home with the child.

3. Spare clothes all labeled with their full names.

4. Snacks that your child likes to eat. Healthy snacks are preferred.

5. Pull-ups

Although we do not require your child to be potty-trained, we do ask that you pack one or two pulls ups in the child's backpack in case we need to them during bathroom break.

6. A pair of socks

This will be worn inside the lesson room

What NOT to bring:

- 1. Toys and electronics as we will not be responsible for any items from home that are lost or stolen.**
- 2. You do not need to provide school supplies**
- 3. No gum, candies, sweets or juice boxes**
- 4. No nut products as we have a 'No Nut Policy'**

Dress Code Policy



For Children:

- Children should be dressed in comfortable, well-fitted and age-appropriate clothing and shoes.
- Please dress your child in simple clothing which they can handle themselves when they go to the toilet and when they need to put on or take off their arts & crafts shirt, without being too dependent on adult assistance.
- Dress your child in seasonally appropriate attire and practical clothes.

Your child should not wear:

- Flip flops or any shoes that can easily come off or cause your child to fall easily when running around, as this is dangerous.
- Clothes that are too dressy or hard to pull down, fasten or put on.

Parent / Caregiver

We ask that parents, caregivers or other designated persons dress modestly and appropriately when visiting, dropping off or collecting your child from our program, as we are a Christian-based organization.

Dropping Off & Picking Up Policy



Parents/Guardians are required to come into the centre and sign in and out their child each session. At the end of sessions, children will be seated on the carpet until they have been signed out by their parent/guardian or the designated person picking them up for the day.

You must inform us immediately by email or phone, if you are not able to pick up your child by the official dismissal time. You must make arrangements for another authorised person to pick up your child as soon as possible. Only authorized parents/guardians listed on the Enrollment Form will be permitted to pick up the child and this person must be 16 years old or older.

Late pickup charge

A late payment charge of \$15 will be applied after every 15 minutes past the permitted pick-up window.

Persons designated to collect your child

You must keep us informed of the identity of the persons who will be collecting your child. If the person who is due to collect your child is not listed on the Enrollment Form, we will require proof of identity and a notification from you by phone or email. For any new person authorized to pick up your child, they must present a government-issued photo ID.

If not reasonably satisfied that the person collecting your child is who is expected, we will not release your child into their care until we have checked with you.

Please note that no one is allowed on our premises under the influence of drugs or alcohol. If the person picking up your child appears to be under the influence of drugs or alcohol, we reserve the right, by law, to take appropriate steps to get the child home safely.

It is our duty to report it to the police if that person is the parent or immediate caregiver. If the person picking up the child is anyone other than the parent/guardian, we will contact the parent/guardian immediately for an alternate arrangement.



Non-collection of children

If a child is not picked up at the end of the session, we follow the following procedures:

- The attendance binder will be checked for any information about changes to the normal pickup routines.
 - If no information has been provided, the staff will contact the parent/guardian.
 - If the child is not picked up after an hour or after the centre has been closed for the day and there is no response from all contact persons on the Enrollment Form, we will apply the following procedures:
 - We contact our local Child Protection Services at 1-800-663-9122 and the parent, caregiver or social worker will then have to pick up their child from there.
 - Social services will try to locate the parent/guardian, but failed attempts will result in the child being left in the care of the local authority.
 - Staff at EASI JK Program will not search for the parent/guardian nor take the child home with them.
 - A written report will be recorded in the child's file.
 - We reserve the right to charge for additional hours worked

Administering Medications Policy



At the time of admission into the EASI JK Program, parents/caregiver must give written permission for our staff to administer medication to children. The [Permission to Administer Medication Form](#) must be filled out, signed, dated and submitted to us. These forms will be renewed as needed to ensure the dosage continues to be accurate.

However, staff may refuse to administer medication if they do not feel capable of doing so safely. Therefore, whenever possible, parents/guardians are encouraged to administer medications to their children at home if it is not required to be done at the time that the child is scheduled to be at EASI JK Program.

For children requiring ongoing medication which has to be taken at the time they are scheduled to be EASI JK Program, parents/guardians must create a care plan for our staff to follow.

On the Enrollment Form, we also ask parents/guardians to declare any medical conditions which may require medication to be administered.

All medications **MUST** be in the original container with the child's name and dosage on it. Medications that are expired or that have been removed from their original packaging or transferred into a different container will NOT be accepted or administered to children.

Health & Safety Policy

(Illnesses or Injuries)



Our program reserves the right to refuse to admit your child if he/she is unwell on arrival at the setting. Please **DO NOT** bring your child to the program if he/she is not well enough to take part in our activities or suffering from one or more of the following symptoms:

- fever
- pain
- diarrhea
- nausea
- vomiting
- severe itching
- headache
- stiff neck
- infected skin or eyes
- sore throat or trouble swallowing
- difficulty breathing – wheezing
- consistent cough
- runny nose or eyes due to a common cold
- sickness or any infectious diseases.

** Those suffering from sicknesses or diarrhea should not attend the program for 48 hours after the onset of symptoms. We also maintain the same protocol for our staff members.



Keeping contact information up to date

Please ensure your contact information is up to date with us, in the event we need to contact you to pick up your child immediately should they have an accident or become ill during a session. If this happens, we will relocate the child to a quiet room where they can rest under the adult supervision and ensure that the child is comfortable while we wait for your arrival or alternate arrangements from you and/or or the next emergency contact person on the application.

First Aid & CPR

Our staff members, including volunteers are knowledgeable and trained in First Aid and CPR in the event of a true emergency.

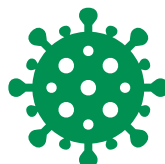


Keeping us notified

For the wellbeing of all children, parents are required to notify us immediately if their child has contracted a communicable disease or has illnesses such as:

- head lice
- pink eye
- hand foot and mouth
- chicken pox
- impetigo
- ringworm
- measles
- German measles (rubella)
- food-borne illnesses (all causes, e.g., Salmonella)
- diphtheria
- giardiasis
- Hepatitis A, B & C
- bacterial or viral meningitis
- hemolytic uremic syndrome (the E. coli of
- haemorrhagic Colitis or hamburger disease)
- mumps
- pertussis (whooping cough)
- tuberculosis
- sexually transmitted diseases (need to be reported due to abuse issues)
- water-borne illness (all causes)
- or any other illness which your doctor / pharmacist has described as infectious or contagious

*****We will also alert you of outbreaks should they occur.**



It is a requirement by law, under Section 17 (a) (1) of the Child Care Licensing Regulation in BC, that you provide EASI JK Program with information about your child’s immunizations, including if your child is not immunized. Immunization is very important in order to keep your child and other children healthy.

When can a child return?

If a parent/guardian or emergency contact is not available in emergency situations, the criteria that must be met before a child who is ill can be returned to the facility will likely be if a child is **free from the symptoms**.

In certain situations, a doctor’s approval may be required before the child can return to our program.



For Emergency Situations

In the event that we are unable to reach you or the next emergency contact in emergency situations, we will contact the physician on your child’s file or the ambulance and notify you accordingly with the address and contact phone number to get in touch with the relevant person to reach your child.

Parents/Guardians may refer to the Ministry of Health publication “A Quick Guide to Common Childhood Diseases” for description of symptoms and other information about most common childhood infections:

<https://www.health.gov.bc.ca/library/publications/year/2001/PHN144.pdf>

Sanitization Procedures



Dropping off and picking up:

- Children are not required to wear masks; this is optional. However, parents, caregivers and staff members **MUST** wear masks at all times.
- Anyone attending the centre and/or our classroom must sanitize their hands upon arrival. We have sanitizing dispensers located at the entrance to the community services centre and at the signing table.
- We ask that parents and their children maintain two meters apart using the space markers provided, while waiting to enter the classroom as well as at dismissal time.

Sanitizing toys/play area and workstations

- Every workstation, materials and surfaces will be thoroughly disinfected with a safe sanitizing solution as recommended by the Canadian Paediatric Society.
- This solution is kept away from children's reach in a locked cupboard and in a clearly marked sealed container. Bleach solutions are mixed daily to ensure potency.
- First, we wash all surfaces with a soapy detergent, rinse and then we spray with the sanitizing solution and let it all air dry. (This information was taken from BC Health Planning: Preventing Illness in Child Care Settings).

Discipline Policy



Restraints:

We will take necessary measures to ensure the safety and protection of all children at our program. When a child is acting out in a manner that put themselves and others at risk (kicking, hitting, throwing, biting or scratching) physical restraints may be used in such extreme circumstances if behaviour management approaches to de-escalate the situation have failed. If these kinds of behaviours persist, a care plan will be developed to avoid escalation.

Unusual & Extreme Behaviour:

Aggressive behaviour towards any child is completely unacceptable at EASI JK Program. This behaviour includes verbal, emotional, physical or sexual abuse of a child.

Instances of allegations against a staff member will be thoroughly investigated by management. Any inappropriate behaviour towards a child by a staff member can lead to immediate termination of the staff member.

If you know your child is going through any changes at home that may affect their behaviour or performance, be sure to let us know. These changes may include having a new baby, parent separation or absence, death of a family member or pet, etc. which can seriously affect your child's interaction and performance.

Tuition, Fees & Payment Policy



Payment Terms

- Parents/Guardians can pay for their child's tuition for the duration of the program.
- For those who would like to pay on a monthly basis, payments are to be made on the 15th of each month for the upcoming month. Monthly tuition must be paid even if your child is absent from the program due to illness or holiday.
- Full payment of program fees are due before the first day of your child attending.

Methods of Payment

Tuition and fees can be paid by:

1. cash
2. debit/credit card
3. e-transfer

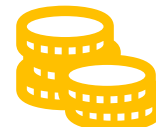
Whenever you make an e-transfer, please email us to notify us of your payment.

For cash and debit/credit card payment, please visit the centre.

Failure to pay fees

It is not our intention to deny any child the opportunity to attend our program.

However, if payment of fees is outstanding for more than 15 days (i.e. past the 30th of the month), then we may withdraw your child from the program and terminate the Agreement, by giving you written notice. If terminated, the written notice will be regarded as a formal request for any outstanding monies.



Withdrawal

If you wish to withdraw your child from the program, we do not require advance notice. However, as courtesy, please notify the program coordinator via email.

Refund

If the Board terminates service, you will be refunded the balance of fees for the remaining months if you had paid in full for the duration of the program. Refunds will be issued either by cheque.

If emergency closures exceed three consecutive days in duration (excluding any days when the program would otherwise have been closed), the program will credit you with an amount that represents the number of days closed in excess of three days.

Tuition & Fees

For any outstanding fees, it will be added to your next scheduled payment and your account billed accordingly. Invoice will be sent to all parents for childcare sessions.

- Registration Fee - \$50



- Monthly Tuition - \$150

- Late pick up - \$5 per child for every 15 minutes after 6:15 PM.

We do understand that unexpected situations may occur so please call the centre to notify us if you will be late picking up your child.

- Late payment of fees - \$5.00 per session after the 1st session of the month.

We will only consider late payment without termination of your child from our program, if you have notified us prior to the start of the month.

Termination of Services Policy



Ending Your Agreement with Us

Parents/Guardians may withdraw their child from our program for whatever reason. If you wish to withdraw your child from the program at any time, please notify us via email, as courtesy.

Parents/Guardians may also withdraw if we have breached any of the program's obligations in this document and have not or cannot correct that breach within a reasonable period after you have brought it to the attention of management.

We may immediately terminate services if:

1. You have failed to pay your fees;
2. You or your child fail to follow the rules, policies or procedures of our program;
3. You behave unacceptably, as we do not tolerate any physical or verbal abuse or threat towards the program coordinators and/or staff;
4. You do not agree to our Christian ethos and teachings of the program;
5. We feel our program is unable to meet your child's needs
6. Your child becomes a disruption to the program even after remediation

**Families facing the possibility of termination from the program will be notified.

Confidentiality & Clients' Access to Records Policy



The EASI JK Program staff ensures the protection and privacy of personal information received from parents/guardians.

- All the information we ask for are important for the delivery of service.
- Any information that is released by us without your permission are only those required by law, for emergency situations or legal investigations.
- Any personal information you supply to us will be collected, stored and used in accordance with the principles of the B.C.'s Freedom of Information and Protection of Privacy Act (FOIPPA) and this policy.
- We will always seek your consent where we need to share information about your child with any other professional or agency.
- Any personal information, like credit card details for the purpose of pre-authorized payments, will be shredded and/or when the program concludes or if your child is withdrawn from the program.

When can we override your refusal?

The program is required, by law, to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if the program does not share that information.

Pictures & Videos



From time to time, during your child's enrollment in our program, EASI JK Program staff members, GLHCSS Media Team or outside media (newspapers, radio, television, etc.) may be invited or permitted to visit our centre to take photos and videos of school activities or events or to conduct interviews. Through these visits, we are able to share our research findings and communicate our program activities to the community.

Our Centre may use any of these photos or videos in slideshows, emails, reports, bulletin boards, program brochures, newsletters, classroom website, GLHCSS website and/or social media sites (e.g., Instagram, LinkedIn, Facebook) for educational purposes, as well as to obtain research-based evidence. These photos and videos are also kept for your child's records and stored on the program's computer.

We do seek parents/guardians' written consent on the [Media Release Form](#) to use these photos and videos for the purposes mentioned. These pictures and videos are properties of EASI JK Programs.

Access to Child's File



Financial records, including attendance, are kept for 7 years. Any information that is deemed irrelevant will be removed from our computers and/or shredded.

Under normal circumstances, these records will be kept confidential. Should a social worker, therapist or lawyer request access to your child's file, they must first provide a court order unless there is specific written permission from the custodial parent/guardian.

Communication



Parents/Guardians will receive monthly newsletters with the updated information regarding the program. A weekly snack schedule will be emailed a week prior letting you know the snacks we will have for your child each day for the upcoming week.

You can also check our classroom website for updates and pictures of the children participating in program activities which will be updated regularly. Your child will only appear in these photos and videos if you have granted us permission on the Media Release Form.

The noticeboard is always updated with the latest information and also has lots of extra useful and important information concerning the pre-school. Information supplied whether written or spoken will be clearly communicated to you.

Concerns or Inquiries



Customer satisfaction is paramount and any concerns/complaints will be dealt with in line with this Parent Handbook.

Any questions or concerns should first be discussed with the program teachers. Most concerns or complaints must be resolved informally at first. If the problem persists parents/guardians should submit their concerns or complaints in writing via email and address them to management for further investigation.

After investigation, management will contact parents to discuss and rectify the matter. All records of complaints will be kept in a separate file.