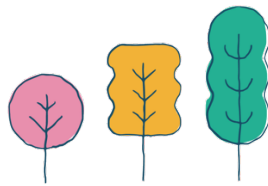
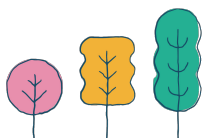


JLC VICTORIA

Parent Handbook



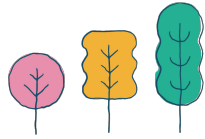
March 1, 2026



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1 Philosophy

At JLC VICTORIA, we believe in;

Holistic Education

We believe it is essential to support children in becoming well-rounded individuals. We value their physical, personal, social, emotional, and spiritual wellbeing, as well as their intellectual growth. Our goal is to nurture every aspect of a child's development so they can thrive in all areas of life.

Learning Through Play

We believe that children learn best through play. Play is far more powerful than many realize — it fosters inquiry, expression, experimentation, and teamwork. Research shows that play enriches learning and helps children develop social and cognitive skills, emotional maturity, and self-confidence. Through play, children explore the world, make sense of their experiences, and build a strong foundation for lifelong learning.

Developmentally appropriate Curriculum

We value the importance of developmentally appropriate activities for children. As children grow, they pass through distinct developmental stages that build the foundations for intelligence, morality, emotional health, and academic success. We respect that every child develops at their own pace, and we believe that rushing through any stage may hinder their natural growth and learning.

Positive Behavioral Guidance

We believe that supporting children with positive guidance is important for their developmental needs. Rather than expecting an immediate change in children's behavior through a behavioristic approach, we value teaching social emotional skills in fostering appropriate behavior enhancing development.

Multicultural Education

We value the richness that a multicultural society brings. It is important for children to acknowledge, embrace, and respect diversity. While we use the Japanese language exclusively at school to provide an immersive learning environment, we also believe that learning about other languages and cultures broadens children's perspectives and enriches their lives.



JLC VICTORIA

2 Programs

2.1 Programs

1. Preschool

A full-day Japanese immersion program designed for children ages 3 to 5. The program provides an engaging environment where children can learn through play while developing their Japanese language skills.

2. After School NIHONGO Club

An after-school Japanese immersion program for students from kindergarten to 12 years old. The club offers fun and interactive activities that promote Japanese language learning and cultural understanding.

3. Spring/Summer Camp

Seasonal camp programs offered during Spring Break for school-age students, and during Summer Break for both preschoolers and school-age children. The camps provide immersive, hands-on experiences in Japanese language and culture.

2.2 Schedule, Location, and License

Program		Licensed Age Group	Period	Days & Time	Location
Preschool		Age 3-5 Group Care	Sep to Jun	Mon to Fri 8:30-15:00	Craigflower Schoolhouse
After School Club		Age 5-12 Group Care		Tue, Wed, Thu 15:30-17:30	
Seasonal Camp	Spring	Age 5-12 Group Care	SD 61 Spring Break	Mon to Fri 9:00-15:00	
	Summer	Age 3-5 Group Care Age 5-12 Group Care	SD 61 Summer Break	Mon to Fri 9:00-15:00	

“Age 3-5 Group Care” includes 2.5 years old over who becomes 3 by December of the enrollment year.

“Age 5-12 Group Care” does NOT include children who are not yet attending Kindergarten.



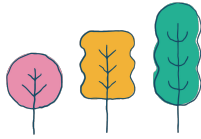
2.3 Daily Activity Models

PRESCHOOL

Time	Activities
8:30-9:00	Arrival: Free Play Time
9:00 – 9:30	Morning Greeting & Songs / Body Movement Activity
9:30 – 10:30	Theme Learning Activities (Story time, Craft, etc.)
10:30 – 11:00	Snack Time
11:00 – 11:50	Outdoor activity (Backyard play, neighborhood walk, etc.)
12:00 – 13:00	Lunch Time Quiet Time
13:00 – 13:20	Free Play Time
13:20 – 14:00	Theme Learning Activities (Story time, Craft, etc.)
14:00 – 14:50	Outdoor activity (Backyard play, neighborhood walk, etc.)
14:50 – 15:00	Goodbye Greeting & Songs: Dismissal

AFTER SCHOOL

Time	Activities
15:30 – 16:00	Arrival: Snack Time & Free Play
16:00 – 17:30	Theme Learning Activities Outdoor Play Dismissal



JLC VICTORIA

3 Policies

3.1 Environment

General

JLC VICTORIA offers a home-like environment for children to feel safe and supportive. We believe in positive behavioral guidance, and we are eager to create positive environment where children to be loved by educators who are passionate about learning of your child.

Communication

We rely on open and courteous communication between the educators, children and their families. In order for children to succeed, families, schools and educators must work together.

Japanese Language and Culture

Our curriculum is operated in Japanese language. Our mission is to provide children the environment where they can learn Japanese as naturally as possible, just like learning native language. We use only Japanese language during the program. We offer Japanese environment surrounded by native Japanese educators, culture, and learning materials.

Japanese Only Policy for all students

To keep our learning environment effective as a Japanese immersion program, we adhere to “Japanese Only Policy” during the program. *If our program head finds your child don't follow or cope with this policy, your child may need to leave the program.* For this reason, there are some requirements for admission.

PRESCHOOL PROGRAM		JAPANESE REQUIREMENTS
Full Day 8:30-15:00	4 - 5 days /week	<ul style="list-style-type: none"> Students are expected to follow “Japanese Only Policy”. A family member is willing to learn Japanese along with student.
	2-3 days /week	<ul style="list-style-type: none"> Students are expected to follow “Japanese Only Policy”. Students are expected to have Japanese language experience at entry. At least one of family members speak Japanese and support the student for Japanese communication at home. The minimum attendance days per week would vary from child to child depending on their Japanese environment.
Half-Day 9:00-12:00 or 12:00-15:00	3 - 5 days /week	
Camp	Weekly Registration For July & August	Students are expected to <ul style="list-style-type: none"> be able to communicate in Japanese follow “Japanese Only Policy”.



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SCHOOL AGE PROGRAM		JAPANESE REQUIREMENTS
After School 15:30-17:30	1-3 days/week	Students are expected to <ul style="list-style-type: none"> • follow “Japanese Only Policy”. • have Japanese language experience at entry.
Camp	Weekly Registration During SD 61 Break	Students are expected to <ul style="list-style-type: none"> • be able to communicate in Japanese • follow “Japanese Only Policy”.

Inclusion

JLC VICTORIA is inclusive and will try to accommodate all children with diverse abilities; however, we cannot guarantee to provide special services. We will support children to the best of our ability when:

- the staff have the expertise to keep the children safe. For example, medical requirements will not exceed the staff’s professional ability as Early Childhood Educators.
- the child does not require more time and resources that the school could offer.
- offering supported care does not deprive other students of their Japanese immersion program experiences.

When the child needs extra supports which is beyond JLC VICTORIA’s regular staffing, we may consult with the parents/guardians to consider hiring a personal support worker at their own expense to participate the program.

3.2 Curriculum

Our curriculum is designed based on our beliefs with love, always keeping the best interests of the children in mind. The curriculum is built around activities that enhance growth in six main areas:

- Language and Literacy.
- Knowledge Acquisition and Cognitive Skills Development.
- Emotional Development and Social Competency.
- Physical Well-Being and Motor Development.
- Music and Movement
- Creativity

Physical literacy is the equivalent of learning to read and write for your body. The focus in children, aged 2-5 years, should be to expose children to “fundamental movements” through a wide variety of movements, activities, intensity levels, and various games. Games are particularly important as they teach social interactions, rules, physical interaction and fun! At JLC VICTORIA, we promote age-appropriate active play. We ensure children in our care participate in outside play. We always provide the minimum of forty minutes for preschool program and twenty minutes for after-school program of daily outdoor active play except in unsafe weather conditions.



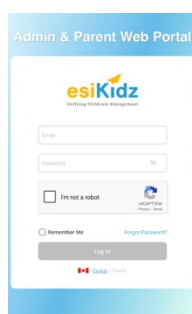
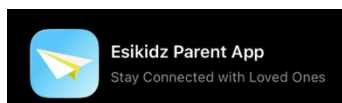
School Administration

3.3 Annual Calendar

Our annual program (Preschool and After School) starts in September and ends in June every year along with the JLC original annual calendar. There will be a Winter Break in December and a Spring Break in March. The calendar is available at JLC Family Page at our website (www.jlcvictoria.com)

3.4 School Management System (“esiKizd”)

1. When you register your child, parents and guardians are to agree to communicate via the school online system (esikidz). It is the EP’s responsibility to download esiKidz App to the smartphone or access esiKidz website via computer to communicate with JLC VICTORIA, including enrollment, payment, and communication.
2. The EP is responsible to ensure all their information and their child’s information is up to date in the system. This includes but is not limited to; immunizations, allergies, medications, address, phone number, and email address.

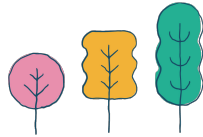


3.5 Payment

1. The EP must complete the Direct Debit authorization in the esiKidz before the student’s first day of attendance.
2. All fees for annual program students are automatically debited from the bank account registered in the esiKidz system.
3. If an automatic payment fails (e.g., due to insufficient funds), families will be notified through esiKidz, and an alternative payment arrangement must be made promptly.
4. Any late payments will result in a \$15.00 system administrative fee, which is the responsibility of the Enrolling Parent.

3.6 Fees

1. Program fees are determined each April for the annual program beginning the following September, in conjunction with the BC government’s Child Care Fee Reduction Initiative (CCFRI). All fees are published on the school website.
2. While JLC VICTORIA remains eligible for CCFRI, parents are responsible only for the “Parent Fee” listed on our fee schedule.



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3. Monthly fees for the annual program are averaged over the ten-month school year and remain the same each month, regardless of the number of school days.
4. Monthly fees are due in full on the 1st of each month and are automatically processed through bank withdrawal via the esiKidz system.
5. A non-refundable enrollment fee and the first month fee are due at the time of enrolment. The enrollment fee covers administrative costs only and does not apply to the monthly fee.
6. Fees may be adjusted from time to time with proper notice. JLC VICTORIA will provide at least five weeks' notice before any fee changes.
7. JLC VICTORIA participates in the Child Care Fee Reduction Initiative (CCFRI), a BC government program that supports licensed childcare providers in reducing parent fees. As a result, parent fees are subject to change in accordance with adjustments to CCFRI funding levels.
8. The preschool monthly fee for children under 3 years old is lower due to CCFRI and applies until the child's birth month. Starting the month after their third birthday, the fee will change to the regular 3–5-year-old rate.

3.7 Affordable Child Care Benefit (ACCB) Program

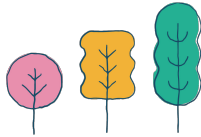
1. JLC VICTORIA supports families by verifying Child Care Subsidy applications through the BC Government's online system once official approval has been received. This service is provided at no additional charge. All subsequent processes, including renewals, are the responsibility of the Enrolling Parent (EP).
2. Once ACCB funds are received from the government, JLC Victoria will apply the funds as a credit to each family's account in the esiKidz system according to the following schedule:
 - **First Application:** December (funds received by December)
 - **Mid Application:** March (funds received between March)
 - **Final Application:** June (funds received by June)
3. Families will be invoiced only for any remaining balance. Some families may have a zero invoice for months when ACCB credits fully cover their fees.

3.8 Change of Program Options

1. The EP agrees to submit a written request to JLC Victoria for any changes to program options no later than the 15th of the month prior to the intended start month.

3.9 Cancellation & Withdrawal

2. Failure to pay the monthly fee by the first day of the month, or to make alternate payment arrangements with JLC VICTORIA, may result in a notice of cancellation of services. Continued non-payment may lead to immediate termination of services.
3. The EP agrees to provide written notice of withdrawal to JLC VICTORIA no later than the 15th of the month preceding the final month of attendance (e.g., notice must be submitted by March 15 for a final attendance date of April 30, with withdrawal effective May 1).
4. JLC VICTORIA will provide a minimum of five weeks' written notice if the school determines that it can no longer provide childcare services for your child, whether due to the school's inability to



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meet the child’s needs or because the working relationship between the school and the family has become incompatible.

5. If a notice of termination is issued due to a child displaying violent or aggressive behavior toward other children or staff, JLC VICTORIA will provide a minimum of two weeks’ notice.

4 School Operations

4.1 Hours of Operation

The school operates according to the school calendar during the following hours:

		SCHOOL HOURS	Preschool	After School
Sep - Jun	Mon & Fri	8:30-15:30	8:30-15:00	-
	Tue, Wed, Thu	8:30-17:30		15:30-17:30
Jul - Aug	Mon-Fri	9:00-15:00	9:00-15:00	

4.2 Notification of Absence or Late Arrival

1. If your child will be late or absent, please notify the school as soon as possible through esiKidz, by text at 778-679-8852, or by email at contact@jlc victoria.com.
2. If your child is going to be away from the school, it is the parents’ responsibility to contact the school directly to inform the period of absence.
3. To maintain your child’s space in the program, full fees must be paid for any period during which a child is absent. This includes vacations, statutory holidays, illness, or other absences. No refunds or fee reductions will be provided for these absences.
4. The EP may arrange to sublet their child’s space during an extended absence. Please consult JLC Victoria for further details and approval.

4.3 Daily Arrival and Departure

1. Parents/guardians are responsible for signing their child in and out each day directly with JLC staff. JLC staff will record the sign-in and sign-out times on the attendance sheet.
2. Only parents/guardians listed on the enrollment form or individuals included on the authorized pick-up list may pick up a child from the school.
3. All persons, other than the parents, must provide identification upon picking up a child.
4. JLC staff must be notified in writing via esiKidz or email of any changes for the authorized pick-up list so the child’s records can be updated.
5. It is JLC Victoria’s policy that parents say goodbye to their child at the door. Parents are not allowed to enter the classroom without a permission. *We limit the number of people coming into the building for safety reasons.*
6. A late pick-up fee of \$5 will be charged for every 5 minutes past the program end time for which your child is registered.



4.4 Release of a Child

Release of a Child Non-Pick-Up:

Should no one arrive to pick up a child half hour after closing, the staff shall first try the parent contact numbers then the emergency numbers listed on the child's enrollment form. If unsuccessful one hour after school closure, Ministry of Children and Family Development (MCFD) will be contacted. The Facility Manager of JLC VICTORIA will attend.

Unauthorized Person Requesting Release of a Child

1. No child will be released to any unauthorized person.
2. If the parents request someone other than those listed on the child's form to pick up their child they will be required to notify staff indicating the person to whom the child may be released. Parents must provide staff with written notice to include in the child's file. The person will be required to show photo ID when picking up the child.

Incapable of Providing Safe Care:

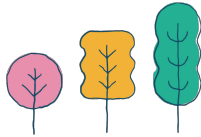
1. If a person arrives to pick up a child, and he/she appears incapable of providing safe care, the staff will advise the person of the concern, and that emergency alternate contacts will be contacted.
2. If an emergency contact is unavailable, MCFD will be contacted. The Facility Manager of JLC VICTORIA will attend.
3. As per Licensing standards "in situations when an individual who appears to be incapable of providing safe care or who is not permitted access to a child attempts to remove a child in care from the facility the licensee/staff member is obliged to consider the health or safety of all involved including other children in care, staff, and him/herself." If staff are unable to suggest an alternate pick-up arrangement and the child is removed in a manner that places them at risk, staff will immediately contact Saanich Police by calling 9-1-1, as well as MCFD.

4.5 Health and Safety Policies

Behaviour Guidance Policy

Guidance is always approached positively at JLC VICTORIA. In keeping with the legislative requirements and principles of the Family and Child Service Act, the safety and well-being of children in care must have paramount consideration. The following principles and policies are for all children enrolled.

1. Children in care require individualized guidance that meets the child's unique needs.
2. Caregivers will use positive methods and approaches to guide behavior of children in care. This will be done by setting clear and direct limits, using redirection, acknowledging feelings, and encouraging children to "use their words". Children are told what they can do rather than what they cannot do.



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3. JLC VICTORIA does not permit the use of physical, emotional, or psychological punishment of any child in care.
4. For any behavior needing extra management, staff will request a meeting with parent(s) to find solutions we can work on together. It is expected that there be clear communication and handling of individual circumstances. If the situation is beyond our ability to control, the child will be terminated. Parents and staff are required to following BC Licensing Regulations for the Community Care and Assisted Living Act and the policies listed in this parent handbook.

Violent/Aggressive Behaviours Policy

Maintaining and upholding the safety of all children enrolled in JLC VICTORIA is of the highest importance. Violent/aggressive behaviours by a child directed towards themselves, other children or educators of JLC VICTORIA is not tolerated, and in some cases may lead to termination of services. If a child seriously injures another child or educator, they will be sent home immediately. If you wish to see all the procedures regarding supporting children displaying violent/aggressive behaviours, please speak with the staff at JLC VICTORIA.

Non-Reportable and Reportable Incidents

There are two types of incident reports staff are required to fill out when a child has an incident at the school;

1. Non-Reportable incidents (Examples: minor scrapes, bruises, scratches, etc.)
2. Reportable incidents (Examples: choking, abuse, missing child, fall or injury requiring medical attention.)

For non-reportable incidents a logbook is kept in the school and parents are notified at the end of the day. If a staff member feels there may be a concern, staff will call the family to inform them about the incident and the details of the child's current state.

For reportable incidents staff will contact the family as soon as possible to inform them about the incident. A report by the school staff must be completed and submitted to Child Care Licensing within 24 hours. In the event staff are concerned about the wellbeing of your child (Example: child fell and hit their head) staff will ask the parents to pick up their child from school. Staff may suggest seeking medical attention. The choice to seek medication attention is at the sole discretion of the family.

Right of Refusal

There are many factors involved in ensuring a child's optimum growth and development; good health is a particularly important one. Children who are ill require a relaxed atmosphere and more individual attention than the school can provide.

1. In a school, illnesses travel fast. If your child is sick or not feeling well, please refrain from bringing him/her to the school until they are well again.
2. Staff has the right to refuse admission to a child who appears to be too ill to attend school. If your child cannot participate in our daily program (i.e. outside play, group activities etc.) then he/she is not permitted at school. We ask you to respect staff discretion when asked



to pick up your child due to illness. Our concern is to provide a healthy, safe environment for all children to enjoy.

3. We understand that keeping a child who is sick at home can mean a parent might miss valuable work hours. Please consider what your options are for alternate care if it is difficult for you to leave your work. It is your responsibility to arrange for alternate care in advance.

Medications

A Child Care medication form will be provided in which parent, giving written authorization to the staff for administration of a prescribed medication, and the necessary information to administer any medication safely.

Staff will only administer the medication if this form is filled out completely and precisely. Childcare Licensing suggests your physician's prescription on the original pharmacy-issued medication container; because of this, it is JLC VICTORIA policy that any medications that are brought to the school must be in original packaging.

No Over the Counter medications will be given unless we have a doctor's note indicating what the medication is for, how much to give, where and when it is to be used.

Sudden Illness While in Care

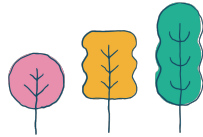
If your child becomes ill during the day, we will contact either parent right away. If we cannot reach you the alternate person(s) on the enrollment form will be contacted to ensure that your child gets prompt appropriate medical attention.

Please note the criteria for exclusion listed on the following page are recommended by the Vancouver Island Health Authority. These criteria may differ in some respects from your physician's opinion, primarily because these criteria are designed for children participating in group care.

Conditions for Children to be excluded from Child Care Programs

Decisions as to whether or not children are medically fit to attend the program are at the sole discretion of the school staff.

- 1) **Acute cold:** Contagious with obvious discharge of infected green, yellow or reddish-brown mucus, your child will be sent home. – return when discharge has subsided. School Policy: Your child cannot return to school until the discharge has subsided or is running clear in color. If your child suffers from chronic discharge (nose, eyes, ears) staff may ask you to seek medical support from a doctor or specialist to determine the cause.
- 2) **Cough:** 3-5 times per hour, and especially if choking and/or vomiting accompanies the cough your child will be sent home for the day and will need to stay home until the cough subsides or the child receives medical clearance from a doctor. If a child is experiencing difficulties breathing due to coughing the school staff may ask you to seek medical attention, and request a puffer to assist your child's breathing.
- 3) **Fever:** 37.8C or over. School Policy: If your child spikes a fever while in care after they have been picked up they must stay home for one full day symptom free without the aid of medication before they can return to the school. This includes fevers due to immunizations



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and teething. Example: If your child becomes ill on Wednesday, they must be away Thursday. To return on Friday they must have been symptom free on Thursday.

4) **Vomiting:** School Policy: If your child vomits while in care they must stay home for one full day symptom free before returning (refer to procedures for fever).

5) **Diarrhea:** School Policy: If your child has 2 or more bouts of diarrhea while in school, they will need to stay home for 2 full days symptom free before returning. This is following the recommendation by Victoria Island Health Authority.

6) **Antibiotic:** Return after being home for 2 full days.

7) **Infected skin or eyes:** A doctor must examine undiagnosed skin irritations, In the event of conjunctivitis (pink eye) bacterial or viral, your child will be sent home and must remain home for two full days. They may return to the school only when eyes are completely clear with no discharge. Bacterial conjunctivitis must be treated and a Doctor's note is needed for return. If your child has a skin infection, they will be sent home and must remain home for two full days. They may return to the school after it has been treated, and there are no open wounds. A doctor's note will be needed for return. All skin infections, and abnormalities such as warts must be covered while your child is in care to stop the spread of infection.

8) **Earaches and Infections:** Because VIHA indicates untreated ear infections can lead to hearing loss and are potentially infectious we require children to see a doctor for direction, and that children stay home for a minimum of 2 full days with or without antibiotic medication. This allows for the child to be monitored and assessed. Children may return when symptoms such as fever and ear tugging have subsided.

9) **Lice:** A child cannot attend any program if they have live bugs or nits in their hair. A follow up treatment should be administered in seven days, and hair checked daily. On the day you start the treatment, wash all dirty clothes, bedding, towels, brushes and combs in hot water. Items that cannot be washed (pillows or stuffed animals) can be placed in a plastic bag for ten days or in the freezer for 48 hours. Only when no bugs or nits in the child's hair is confirmed, they can come back to the program.

10) **Communicable Diseases:** Communicable diseases like chicken pox, hand, foot and mouth, and measles must be reported to the school staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from school will depend on the VIHA's communicable disease recommendations which staff will provide. If your child is showing any symptoms of a communicable disease they will be sent home for the day. If your child has a communicable disease, they must have a doctor's note providing them with medical clearance to return to the school.



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11) **Surgeries:** In the event your child requires a surgery during the time they are enrolled in JLC VICTORIA, we require a doctor's note for medical clearance stating the date they will be able to return to daycare without restriction. If the staff recognize that your child is still struggling to participate in all aspects of the program staff will ask you to keep your child home until they are able to fully participate. Staff will help facilitate a gradual entry back into the school if need be.

4.6 Staff / Shifts

We are responsible for the well-being of the children, the children's program, and staff/parent communications. Substitutes will be used when regular educators are off due to holidays, illness or bereavement. All substitutes are fully qualified and have criminal record checks.

4.7 Statutory Holidays

The school will be closed for Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, and Remembrance Day. We will be closed for Christmas Break and Spring Break. If a statutory holiday falls on a weekend, the school will be closed the following business day. Our school calendar is always available at the JLC Family page at our website.

4.8 Closures Due to Severe Weather or Insufficient Staff

1. Closures due to severe weather conditions will generally follow the lead of School District 61 or may be closed at the discretion of Victoria. If notice is given on the radio or TV (CFAX) that schools are closed due to weather, then our school will also be closed. If it is announced that schools will be closing, please prepare to pick up your children as soon as possible as we will also be closing our school as soon as all children are picked up. Severe weather includes but not limited to snow, extreme heat and forest fire smoke.
2. Staff are highly susceptible to illnesses due to the amount of exposure they experience. Although we try to have as many substitute staff on board as possible, there are rare instances where we cannot be fully staffed. In those instances, we cannot take more than the legal ratio of children to staff. We will contact parents as soon as possible to let you know if we are unable to take your child. Unfortunately, we occasionally may have to make that decision as you arrive. Our sincerest apologies if that occurs; however, it is a licensing regulation and is for the safety of the children. If you are asked to keep your child at home due to insufficient staffing, we will reimburse on a pro-rated daily rate.
3. If we are unable to properly staff the programs to meet licensing regulations, the school may be closed as a temporary closure.

4.9 Things to Check Daily

Communication Book and Email: Events and issues you should know about would be enclosed in the communication book or via emails. From time to time, there will be notices or letters provided through the educators.



4.10 Snacks

1. JLC VICTORIA does not provide snack or lunch. Please pack healthy snack or/and lunch for your children. The fresh snacks such as fruit and yogurt should be kept in a lunch bag with ice pack inside. Parents are also responsible for bringing a water bottle to the school every day.
2. We support Health & Environment Friendly snack & lunch as a school, and your consideration for healthy and less garbage packing would be appreciated. Please use reusable bottles and containers for all drink and food.

4.11 Allergies

Please inform the staff of any allergies. If your child has any allergies, the staff must be notified in writing including the symptoms resulting from the allergy. It is the responsibility of the parent to develop a care plan with the staff and to provide emergency medication (e.g. Epipen).

4.12 Asthma Plan

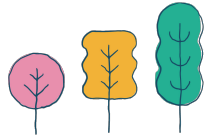
If your child has asthma, please ask your doctor for an asthma plan chart and for a medical note to when and how much the center is to administer.

4.13 Play Items from home

Children are asked to keep their personal toys at home. Toys get lost or could cause conflicts amongst the children over sharing these items. If play items from home do enter the school, they must stay in your child's backpack.

4.14 Diapers and Toilet Training for Preschool Program

1. JLC VICTORIA provides diaper care; however, we do not accommodate cloth diapers as we are not equipped for them. All children attending our programs must use disposable diapers.
2. JLC VICTORIA staff will not force a child to use the toilet if the child is not showing readiness or willingness as it depends on a child's physical development, communication skills, and their willingness to try.
3. During toilet training, please keep 'Dirty Bags'—plastic sealable bags for used diapers or clothes—in your child's backpack, along with enough changes of clothes for the entire day.
4. We ask that you start the toilet training process on a weekend at home. This way a regular routine can start to take place, and you can have discussions around toilet training with your child. After a routine has been established at home then we can proceed with toilet training at the school.
5. If a child still requires diapers or pull-ups upon entering our program, changes are typically done in the standing position; therefore, please provide the certain type of disposal diapers we request at the preschool orientation.



JLC VICTORIA

5 Emergency Procedures

5.1 Emergency Preparation

1. Child Care licensing Regulations requires all licensed group childcare facilities to practice monthly fire drills. These fire drills are posted in the school.
2. Parents are requested to provide supplies for an emergency comfort kit. Please note that these items will have to be updated as your child grows. Food items will need to be changed on a yearly basis (every January or when food expires).

5.2 Emergency Plan

In the event the Schoolhouse building is unsafe for use, all children and staff will evacuate the building. We can move to Craigflower Kosapsom Park located behind the Schoolhouse building and our muster area is the washroom located in the Kosapsom Park. Parents will be updated where their children will be, to the best of our ability during the emergency. Staff will stay with the children until parents pick them up. When the building needs to be evacuated because of a natural disaster, your child will take their comfort kit with them to the designated area.

1. If the building is safe, children will remain with staff at the school until parents can pick up their children from the school.
2. If the building is NOT safe, children will remain at or near the school for up to a 2-hour period or as long as staff feel comfortable in their ability to keep your child safe i.e. in the playground area. *Please Note: The Emergency Plan may be changed as the situation develops.*
3. Every possible effort will be made to properly inform parents of where they can pick up their child if plans are affected by uncontrollable circumstances. Staff will post a sign on the buildings to let you know where to find your child.
4. *During the evacuation, we will provide each child his/her own comfort kit from home. Please leave the emergency kit for your child at school.*

5.3 Fire Procedures

There is a fire extinguisher sitting inside the electric room by the entrance to the cubby area. A secondary fire extinguisher can be found by the filing cabinet which is placed near another entrance that is close to the sitting room and the kitchen. In the event of a fire, the lead teacher will assist the children to a safe exit.

1. The lead teacher tells the children they need to leave the building in a loud clear voice.
2. The assistant teacher grabs the first aid kit and the attendance sheet on the way out the door and let the children evacuate from the building.
3. Ensure no children are in the classroom and close all doors and windows behind the lead teacher if he/she can do so safely.
4. All staff assist and help the children to go to the wall of the public washroom in Craigflower Kosapsom Park.
5. The head teacher takes a head count and record attendance at the meeting place.



6. Call 9-1-1.

5.4 Earthquake Procedures

In the event there is an earthquake, the teachers will gather the children under our tables. All staff;

- Help to keep the children under the tables and try to keep them calm.
- Keep children away from all windows and objects that may fall.
- After the earthquake is finished, make sure the building is safe. If the building is damaged or unsafe, evacuate right away.
- Sing three to five songs to make children calm.
- Gather the children’s necessary clothing and shoes.
- Grab the first aid kit, emergency kits bin, and attendance sheet.
- Assist and help the children to go outside.
- Once all children are outside of the building, take a head count and record attendance.
- Take all children to our meeting place at safe open space at Craigflower Kosapsom Park, located front/behind the building.

5.5 Emergency Contact Numbers

School Phone (only for school hours)	778-679-8852
JLC Out-of-Hours Emergency Contact	250-920-9068 (Ayako Inoue) 236-969-6077 (Yuri Pomeroy)
Ministry of Child and family Development Office (Emergency after Hours)	250-952-6062 (1-800-663-9122)
Child Protection Services (BC)	1-800-663-9122
Poison Control	1-800-567-8911
EMERGENCY CALL	911

6 Parent Conduct

We ask parents to assist us in maintaining a peaceful, secure, and safe environment. Please speak quietly, and refrain from discussing “adult” issues (with staff or with other parents) in front of the children. If you feel an issue needs to be discussed, please set up a private meeting with the director or managers at JLC VICTORIA. Meetings can be done by phone or in person.

Families are asked to be respectful and trusting of caregivers and mindful of confidentiality. In the event an issue needs to be discussed please do the following:

1. Find a quiet time (either end of the day or over the phone) to discuss the issue with front line staff.



2. If front line staff cannot meet your needs, please set up a meeting with your manager.

If a family member harasses, intimidates, bullies (physically or verbally) and abusive towards a staff member, child, or other family involved in the program, the agreement for care may be terminated immediately at the sole discretion of JLC VICTORIA. In the event services are terminated without notice, the fees already paid will NOT be refunded.

7 Parental Consents

In your contract for childcare services with JLC VICTORIA, you will be required to indicate your consent for the following items:

7.1 Photograph & Video Permission

You will be requested to provide your consent to have your child photographed or videotaped by staff or other authorized persons at the enrollment. Photos or videos may be used in the promotion of JLC VICTORIA in print, web, or video format; however, names will not be used.

If you do not wish your child to be photographed or videotaped regardless of the circumstances, please inform us at the enrollment process via esiKidz.

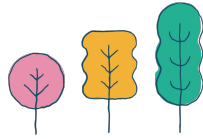
7.2 Outings

Neighborhood Outing

We often leave the school to go for a walk in the neighborhood, or to a park within walking distance. These will be spontaneous depending on the weather. At the enrollment process via esiKidz system, you give us permission for your child to be included on these trips.

Special Event

1. During the year, the children will be taking field trips in and around Victoria. These excursions may involve walking or taking the bus. These trips will always be planned ahead of time in order to give parents adequate notice.
2. During the enrollment process in the esiKidz system, you can choose whether or not to give permission for your child to participate in these extended trips. If you do not give permission, we will contact you to decide whether your child will be absent on the day of the trip or to provide permission at that time.
3. Parents are encouraged and welcome to attend as special helpers. Please contact us anytime if you would like to join the special outing with the class.



JLC VICTORIA

8 Duty to Report

Anyone who has reason to believe that a child has been or is likely to be abused or neglected has a legal duty under the Child, Family and Community Service Act to report the matter. In the event a child discloses information to a staff member that suggests abuse or neglect the staff member will report the disclosure to the Ministry of Children and Family Development.

9 Ministry Involvement

JLC VICTORIA has a policy regarding ministry involvement with children and families. If this is applicable to you or you wish to know further information, please speak with us.



PROGRAM AGREEMENT

Terms and Conditions

Please read the following statements carefully and proceed with the signing process through esiKidz only if you agree to all of the terms and conditions below.

This Agreement is made between the Enrolling Parent (“EP”) and Japanese Language Consultants Inc., located at 5-785 Central Spur Road, Victoria, BC, operating as JLC VICTORIA, with respect to the child enrolled in JLC VICTORIA’s annual programs through the esiKidz system.

Privacy Statement

Personal information provided upon enrollment will be collected and protected under applicable privacy laws. Information collected is used for maintaining your child’s enrollment, corresponding with you, and distributing information about JLC VICTORIA programs and services.

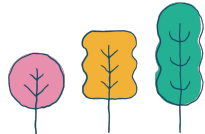
School Management System “esiKidz”

The EP agrees to use the esiKidz system for the following purposes, including but not limited to:

- Providing child and family information required for enrollment
- Making payments
- Communicating with the school and teachers, including the sharing of photos

Financial

1. All fees are payable to JLC VICTORIA. The parent enrolling their child in JLC VICTORIA, is solely responsible for all fees and payments.
2. The first month fee and a non-refundable enrollment fee is due at the time of enrollment. The enrollment fee covers administrative costs only and does not apply toward monthly tuition: \$80.00 for preschool, and \$40.00 for re-enrollment after the second year and After-School Club.
3. Monthly fees are calculated by dividing the total annual fee by ten (10) months. Fees do not fluctuate due to statutory holidays or scheduled school closures.
4. The under-3 fee will change to the regular 3–5-year-old rate starting the month after your child’s third birthday.
5. JLC VICTORIA will provide a minimum of five (5) weeks’ notice of any fee changes.
6. Full fees must be paid during any period of absence, including vacation or illness. Parents may sublet their child’s position if all requirements are met.
7. The EP agrees to register their bank account in the esiKidz system for payments.
8. Failure to pay fees by the first day of the month, or to arrange alternate payment plans, may result in immediate cancellation of childcare services.
9. Late payments incur a \$15.00 administrative fee.
10. Late pickup fees are \$5.00 for every five (5) minutes past the scheduled pickup time.



JLC VICTORIA

11. A minimum of one and a half (1.5) months' notice is required for any program cancellation. Please submit a written notice by the 15th of the month before your child's final month of participation.
12. A written request to JLC Victoria is required for any changes to program options no later than the 15th of the month prior to the intended start month.
13. JLC VICTORIA will provide a minimum of five (5) weeks' written notice if childcare services are discontinued for reasons other than non-payment.
14. Annual receipts will be issued via esiKidz on February 1; it is the EP's responsibility to retrieve them.

Subsidy: Affordable Child Care Benefit Program

1. All required information and authorizations for government benefits must be completed prior to enrollment and maintained throughout participation.
2. ACCB funds received by JLC VICTORIA will be credited to family's accounts in the esiKidz system in December, March, and June.
3. Families will be invoiced only for any remaining balance.

Parent / Guardian Conduct

Parents and guardians must follow the parent conduct policy and communicate respectfully. Disrespectful, inappropriate, or abusive behavior may result in immediate termination of services at the discretion of JLC VICTORIA. In case of the immediate termination, the fees already paid will NOT be refunded.

Emergency Procedures

The EP understands that unforeseen emergencies may require temporary or permanent closure, including natural hazards (disease outbreaks, severe weather, earthquakes, flooding), technological hazards (fire, utility disruptions, gas leaks), or security threats (bomb threats, threatening calls).

1. Operations may continue during utility disruptions only if licensing requirements are met.
2. Weather-related closures generally follow School District 61 or local emergency announcements.
3. Parents may need to pick up children promptly during closures.

Hours and Closures

Parents agree to comply with the school's hours of operation and scheduled closures, including statutory holidays, winter holidays, spring holidays, school administrative days and early dismissal schedule for the school events.

Substitute Staffing

Parents will be informed if a substitute teacher is required for absences longer than four (4) consecutive weeks. Substitutes may also be used for holidays, illness, or bereavement.

Parental Responsibilities

The EP agrees to:



JLC VICTORIA

1. Complete and maintain accurate student and family information via esiKidz.
2. Disclose any court orders or legal restrictions regarding access to the child and provide documentation.
3. Provide current work contact information and emergency contacts.

Health & Medication Policies

1. JLC VICTORIA follows all Island Health and internal health and safety regulations.
2. Children must be well enough to participate fully, including outdoor play.
3. Any changes in a child's health must be reported immediately.
4. Immunizations are strongly recommended, and records must be submitted unless an exemption form is provided.
5. Parents must report communicable diseases and comply with exclusion and medical clearance requirements.
6. Only physician-prescribed medication, properly labeled and authorized, will be administered.

Safety

1. Staff are authorized to call emergency medical services when necessary.
2. Parents must communicate directly with JLC Staff to sign children in and out daily.
3. Failure to pick up a child within one hour of closing may result in notification of the Ministry for Children and Family Development.
4. Children will only be released to authorized individuals with proper identification.

Inclusion and Behavior Guidance

1. JLC Victoria is committed to inclusion and will support children with diverse abilities whenever possible, if safety, staffing capacity, and program integrity can be maintained.
2. Behavior guidance practices follow Child Care Licensing regulations. Individual Care Plans may be implemented when needed.
3. Services may be discontinued if a child's safety or meaningful participation in the program cannot be reasonably supported.

Parents Acknowledgement

1. The EP acknowledges that they have received the Parent Handbook and understand the program terms and conditions.
2. The child must be able to participate in the Japanese-Only Policy. If adherence to this policy negatively impacts the child's well-being or disrupts the Japanese immersion environment, the child may be asked to leave the program.
3. No personal play items from home are allowed to bring without permission for special reasons.