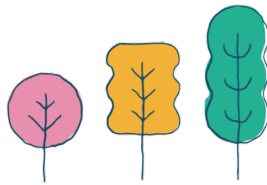


JLC VICTORIA

# Parent Handbook

December 1, 2025





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JLC VICTORIA

# 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 Program

### 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. Japanese Bilingual Play -Parents & Todds

A parent-child program for children ages 0 to 3, designed to introduce families to a Japanese-language environment. It helps babies and toddlers, and their parents prepare for Japanese immersion education while experiencing Japanese culture together.

#### 4. Japanese 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		Age & License	Period	Days & Time	Location
1. Preschool		Age 3-5 Group Care	Sep to Jun	Mon to Fri 8:30-15:00	Craigflower Schoolhouse
2. After School Club		Age 5-12 Group Care (School Age)		Tue, Wed, Thu 15:30-17:30	
3. Japanese Camp	Spring	School Age (K-12)	SD 61 Spring Break	Mon to Fri 9:00-15:00	
	Summer	Preschool (3-5) School Age (K-12)	SD 61 Summer Break	Mon to Fri 9:00-15:00	



## 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



## 1.1. Environment

### General

JLC VICTORIA offers 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
<b>Full Day</b> 8:30-15:00	4 - 5days /week	<ul style="list-style-type: none"> <li>Students are expected to follow “Japanese Only Policy”.</li> <li>A family member is willing to learn Japanese along with student.</li> </ul>
	3 days /week	<ul style="list-style-type: none"> <li>Students are expected to follow “Japanese Only Policy”.</li> <li>Students are expected to have Japanese language experience at entry.</li> </ul>
<b>Half-Day</b> 9:00-12:00 12:00-15:00	3 - 5 days /week	<ul style="list-style-type: none"> <li>At least one of family members can support the student for Japanese communication at home.</li> <li>The minimum attendance days per week would vary from child to child depending on their Japanese comprehension.</li> </ul>
<b>Summer Camp</b>	Weekly Registration	Students are expected to <ul style="list-style-type: none"> <li>Be able to communicate in Japanese</li> <li>follow “Japanese Only Policy”.</li> </ul>



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"> <li>• follow “Japanese Only Policy”.</li> <li>• have Japanese language experience at entry.</li> </ul>
Summer Camp	Weekly Registration	Students are expected to <ul style="list-style-type: none"> <li>• be able to communicate in Japanese</li> <li>• follow “Japanese Only Policy”.</li> </ul>

## 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.

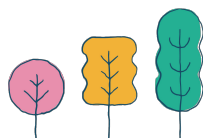
When the child needs extra supports which is beyond JLC VICTORIA’s regular staffing, we may consult with the parents/guardians to consider hiring a personal support worker at their own expense to participate the program.

## 3.1 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





JLC VICTORIA

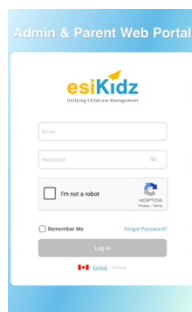
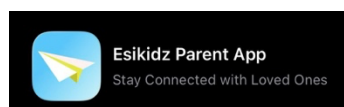
## 4 School Administration

### 4.1 Annual Calendar

The Preschool Program 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.

### 4.2 School Management System (“esiKizd”)

1. When you register your child, parents and guardians are to agree to communicate via the school App (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 registration, 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.



### 4.3 Payment

1. The Enrolling Parent must complete the Direct Debit authorization in the esiKidz app 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.

### 4.4 Fees

1. 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.
2. Monthly fees are due in full on the 1st of each month and are automatically processed through bank withdrawal via the esiKidz system.
3. A non-refundable administrative fee is due at the time of enrolment. This fee covers administrative costs only and does not apply to the first month’s tuition.



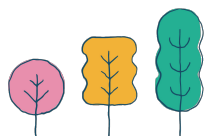
4. Fees may be adjusted from time to time with proper notice. JLC VICTORIA will provide at least five weeks' notice before any fee changes.
5. JLC VICTORIA participates in the Child Care Fee Reduction Initiative (CCFRI), a BC government program that supports licensed childcare providers in reducing parent fees. As a result, parent fees are subject to change in accordance with adjustments to CCFRI funding levels.

#### **4.5 Affordable Child Care Benefit (ACCB) Program**

1. JLC VICTORIA supports families by verifying childcare subsidy applications through the BC government online system upon receipt of official approval. This service is provided at no additional charge. Any assistance beyond this process may be subject to a minimum administrative fee of \$20.00.
2. Subsidy amounts are automatically applied through the esiKidz system, which supports ACCB. Families will be charged only the remaining balance each month.
3. The Enrolling Parent (EP) is responsible for renewing ACCB authorization on time. If the subsidy is not renewed, the EP will be responsible for paying the full monthly fees until the subsidy is reinstated.

#### **4.6 Cancellation of Services**

1. 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.
2. The Enrolling Parent (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).
3. JLC VICTORIA will provide a minimum of five (5) 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 meet the child's needs or because the working relationship between the school and the family has become incompatible.
4. 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.



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## 5 School Operations

### 5.1 Hours of Operation

The school is open

		SCHOOL HOURS	Preschool Program	After School CLUB
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	

### 5.2 Absences

1. If your child will be late/absent for the class, please **text at 778-679-8852** as soon as possible. (Or email at [contact@jlc victoria.com](mailto:contact@jlc victoria.com) in advance.)
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. In order to maintain your space, the full fees must be paid for any period of time in which children are away from the school. This includes vacation, statutory holidays, sickness, or other absence. No refunds will be given for these absences. The **EP (Enrolling Parent)** is permitted to sublet their child's position. Please consult with JLC VICTORIA for the details.

### 5.3 Daily Arrival and Departure

1. It is the responsibility of the parent to communicate with JLC Staff to sign their child in and out of the school each day. The sign in/out sheet is used as an attendance record in emergency situations and to plan staffing needs.
2. Only the child's parents whose names appear on the registration form, or the alternate contact list may pick up children from the school. Educators must be notified in writing or by e-mail of any changes. All persons, other than the parents, must provide identification upon picking up a child. The child's parents must document the change in the sign in/out sheet provided and inform a staff member so they may add the person to your pick-up list.
3. It is JLC Victoria's policy that parents say goodbye to their child at the steps. Parents are not allowed to enter the classroom without a permission. *We limit the number of adults coming into the building for safety reasons.*
4. The late pick-up fee of \$5 for every 5 minutes will be charged.

### 5.4 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 registration information sheet. If



unsuccessful one hour after school closure, Ministry of Children and Family Development (MCFD) will be contacted. The principal 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 phoned.
2. If an emergency contact is unavailable, MCFD will be contacted. The principal will attend.
3. As per Licensing standards "in situations when an individual who appears to be incapable of providing safe care or 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 unsuccessful in suggesting alternate pick-up choices and the parent removes their child from the care facility placing the child at risk, staff will contact Victoria Police at 9-1-1 immediately and MCFD as well.

## **5.5 Curriculum**

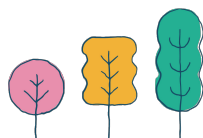
### **Physical Literacy**

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 active play. We ensure children in our care participate in daily outside play. We always provide the minimum of forty minutes in the morning and thirty minutes in the afternoon of outdoor active play.

### **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.

- Children in care require individualized guidance that meets the child's unique needs.



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- 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.
- JLC VICTORIA does not permit the use of physical, emotional, or psychological punishment of any child in care.
- 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 Victoria educators of JLC 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.

## **5.6 Health and Safety Policies**

### **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 childcare, 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 registration form will be contacted to ensure that your child gets prompt appropriate medical attention.

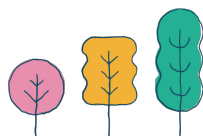
Please note the criteria for exclusion listed on the following page are recommended by the Vancouver Island Health Authority. These criteria may differ in some respects from your physician's opinion, primarily because these criteria are designed for children participating in group care.

## 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 childcare 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





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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 childcare 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 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) **Ear aches 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 child care school staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care 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.

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.

## 5.7 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.

## 5.8 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.

## 5.9 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 is 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 childcare school may be closed as a temporary closure.

## **5.10 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.

## **5.11 Snacks**

- 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.
- 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.

## **5.12 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).

## **5.13 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.

## **5.14 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.

## **5.15 Diapers and Toilet Training (in Preschool Program)**

- JLC VICTORIA does NOT offer a cloth diaper service as we do not have the space requirements to house the supplies needed to support this service. All children attending our programs must use disposal diapers.



- Toilet training depends on a child's physical development, communication skills, and their willingness to try. JLC VICTORIA staff will not force a child to use the toilet if the child is not showing readiness or willingness.
- When toilet training, please remember to leave **Dirty Bags** and as many changes of clothes as may be required for the entire day and label the package of your child's diapers. (**Dirty bags are for dirty diapers and clothes.**)
- 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.
- If a child still requires diapers or pull-ups upon entering our program, changes are typically done in the standing position. If necessary, accommodations may be made to change your child on a mat on the floor if needed.

## 6 Emergency Procedures

### 6.1 Emergency Preparation

- Child Care licensing Regulations requires all licensed group childcare facilities to practice monthly fire drills. These fire drills are posted in the school.
- 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).

### 6.2 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.*

### 6.3 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.

- The lead teacher tells the children they need to leave the building in a loud clear voice.
- 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.
- Ensure no children are in the classroom and close all doors and windows behind the lead teacher if he/she can do so safely.
- All staff assist and help the children to go to the wall of the public washroom in Craigflower Kosapsom Park.
- The head teacher takes a head count and record attendance at the meeting place.
- Call 9-1-1.

### 6.4 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.

### 6.5 Emergency Contact Numbers

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



<b>Poison Control</b>	1-800-567-8911
<b>EMERGENCY CALL</b>	911

## 7 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 principal of JLC VICTORIA or directors of Japanese Language Consultants Inc. 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 unused portion of fees will be returned within five business days.

## 8 Parental Consents

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

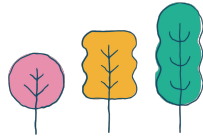
### 8.1 Photograph & Video Permission

You will be requested to provide consent to have your child photographed or videotaped by staff or other authorized persons under contract to JLC VICTORIA. 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 JLC VICTORIA in writing.

### 8.2 Outings

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. We will require your permission for your child to be included on these trips.



## JLC VICTORIA

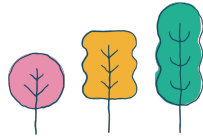
During the year, the children will be taking field trips in and around Victoria. These excursions may involve walking or taking the bus. These trips will always be planned ahead of time in order to give parents adequate notice. You will receive a special permission request form for these more extensive trips. Parents are encouraged and welcome to attend as special helpers. We will have a notice on the sign in sheet indicating where the children and staff are and when they will return to the school as well as a contact number to call. If there is an emergency, please call the school phone at 778-679-8852 (cell).

## 9 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.

## 10 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.



JLC VICTORIA

# Agreement for Child Care

Updated Sep 1, 2025

This is the Agreement for Child Care for:

Student Name:

(Last) \_\_\_\_\_ (First) \_\_\_\_\_ between

Enrolling Parent (EP) Name:

(Last) \_\_\_\_\_ (First) \_\_\_\_\_ and

Japanese Language Consultants Inc., 5-785 Central Spur Road, Victoria, BC.

## Privacy Statement

Personal information provided upon registration will be collected and protected under applicable privacy laws. Information collected is used in maintaining your child's registration in this program, corresponding with you, and distributing information about JLC VICTORIA program and services.

## Condition of Enrollment

Please initial each condition to signify that you have read and understand the conditions. Throughout this document the abbreviation "EP" will be used for Enrolling Parent.

## School Management System "esiKidz"

1. The Enrolling Parent (EP) agrees to use the esiKidz system for program registration, payments, and communication with the school and educators.

Initial \_\_\_\_\_

## Financial

2. All fees are payable to JLC VICTORIA. The parent enrolling their child in JLC VICTORIA, is solely responsible for all fees and payments.

Initial \_\_\_\_\_

3. A non-refundable registration fee is due at time of enrollment. This non-refundable fee covers administration costs only. This charge does not go towards the monthly fee.

Initial \_\_\_\_\_

4. JLC VICTORIA agrees to give a minimum of 5-week notice of any fee changes.

Initial \_\_\_\_\_

5. The monthly fee is the flat amount divided the total annual fee by 10 months, and there is no fluctuation of the fee with statutory holidays and scheduled school closures.

Initial \_\_\_\_\_

6. In order to maintain a child's space, the full fee must be paid for any period of time during which the child is away from the school, including vacation, and sickness, or any other



reasons. The parent is permitted to sublet their child's position as long as the requirements are met for the program. Please contact us for the details.

Initial \_\_\_\_\_

7. EP agrees to make payment through registered bank via the esiKidz system.

Initial \_\_\_\_\_

8. Failure to pay Child Care fee the 1<sup>st</sup> day of the month, or to make alternate payment arrangements with JLC VICTORIA, may result in the notice of immediate cancellation of childcare services being issued by JLC VICTORIA.

Initial \_\_\_\_\_

9. Any late payments will result in a \$15.00 system administrative fee, which is the responsibility of the EP.

Initial \_\_\_\_\_

10. The EP is responsible to pay \$5 for every 5 minutes for being late for the pickup time.

Initial \_\_\_\_\_

11. Parents agree to give a 1.5-month advance notice for the cancellation in writing to JLC VICTORIA (notice by the 15th of the previous month of the last month, e.g. by March 15th for cancelling from May 1st).

Initial \_\_\_\_\_

12. JLC VICTORIA will give a minimum of a five-week written notice to the EP if we are no longer able to provide Child Care Services of reasons other than non-payment of fees.

Initial \_\_\_\_\_

13. A receipt will be issued via the esiKidz system on February 1 every year. It is the EP's responsibility to obtain through the esiKidz system.

Initial \_\_\_\_\_

#### **Affordable Child Care Benefit Program/Subsidy**

1. The EP is responsible for ensuring that all information and authorizations are in place at the government system prior to enrollment and commencement in the program. The EP is responsible for the renewal of the benefit program.

Initial \_\_\_\_\_

2. The EP agrees to pay the full parent's fees, and the ACCB benefit amount will be automatically applied through the esiKidz system. Families will be charged only the remaining balance each month.

Initial \_\_\_\_\_



### Parent/ Guardian Conduct

- In the event parents/guardians do not follow the parent conduct policy when dealing with concerns, or parent conduct is disrespectful, inappropriate or abusive, the Agreement for Care contract may be terminated immediately at the sole discretion of JLV Victoria. In the event services are terminated without notice, the unused portion of fees will be returned within five business days.

Initial \_\_\_\_\_

### Emergency Procedures

In the event of an unforeseen emergency that requires closures of JLC VICTORIA are following conditions apply:

An unforeseen emergency includes, but is not limited to:

- Natural hazards such as communicable disease outbreak, severe weather, earthquake, and flooding
- Technological hazards such as fire, utility disruption (heat, water, power), hazardous materials e.g. gas leak.
- Bomb threat or threatening phone call.

In the event of unforeseen emergency situation that necessitates facility closure, closures is describes as temporary or permanent.

- **Temporary closures** is defined as shutdown with intent to resume services.
- **Permanent closures** is defines as cessation is operations with no intent to resume services due to damage to the school beyond repair, economic conditions or other reasons.

Initial \_\_\_\_\_

1. In order to remain open during a utility disruption, the JLC staff will assess continued operations based on the ability to meet licensing regulations and requirements for water use, heat, and power.

Initial \_\_\_\_\_

2. Closures due to severe weather condition will generally follow the lead of School District 61 or will be determined at the discretion of the JLC director. If a 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 school 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 the children are picked up. Severe weather includes but it is not limited to snow, extreme heat and forest fire smoke.

Initial \_\_\_\_\_

### Hours and Closures

1. Parents agree to abide be the school's hour of operation. Parents agree to abide by the school closures for all statutory holidays, winter holiday and spring holiday.

Initial \_\_\_\_\_





### **Substitute Staffing**

1. JLC VICTORIA agrees to inform parents if it is necessary to engage a substitute teacher if the regular teacher will be absent for more than four consecutive weeks. Substitutes will be used when regular teachers are off due to holidays, illness or bereavement.

Initial \_\_\_\_\_

### **Parental Responsibilities**

1. The EP agrees to complete the registration form and will keep all the information up to date via the esiKidz system.

Initial \_\_\_\_\_

2. If required, list on the registration form all names of persons who are legally restricted in access/ contact with their child due to a court order/ separation agreement. A copy of the relevant court order or separation agreement must be submitted and any changes immediately filed with the JLC director.

Initial \_\_\_\_\_

3. Parents/Guardians require to give JLC VICTORIA their work contact numbers as well as names of persons who can be reached at besides parents in case of emergency.

Initial \_\_\_\_\_

### **Health Policies**

1. JLC VICTORIA will abide by any and all Health and Safety Regulations as outlined by Island Health and JLC VICTORIA. Parents agree to read “Health Policies and Procedures” in the Parent Handbook and follow the stated rules as outlined.

Initial \_\_\_\_\_

2. To attend the school, children must be well enough to participate in all aspects of the program including outdoor play.

Initial \_\_\_\_\_

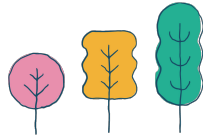
3. The EP agrees to advise the staff of any changes in their child’s health and update any records immediately upon any changes occurring.

Initial \_\_\_\_\_

4. Having up-to-date immunizations helps ensure that children have the best protection possible against certain diseases that can be very serious or even fatal. It also helps reduce the risk of disease outbreaks in group childcare settings

Initial \_\_\_\_\_

5. All children enrolled in our programs are strongly recommended to have up-to-date immunizations and must submit the record of immunization against the following diseases:



## JLC VICTORIA

Diphtheria, Tetanus, Pertussis (whooping cough), Polio, Haemophilus Influenzae type b (Hib), Measles, Mumps, Rubella, Varicella (chickenpox), Rotavirus, Pneumococcal Disease, Meningococcal Disease

If your child is exempted the parent must submit the immunization exemption consent form.  
Initial \_\_\_\_\_

6. Parents agree to inform staff of any communicable diseases that their child may have contacted and, in order to safeguard the health and well-being of all children, parents understand that the staff has right to exclude children because of health reasons, such as communicable diseases. Parents agree to provide, upon the staff's request, written medical clearance from a physician before their child is re-admitted. Parents understand that the staff have the right to request prompt pick up of their child from the school, if the child is ill.

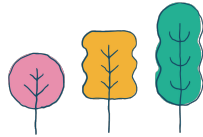
Initial \_\_\_\_\_

7. Only medication prescribed in writing by a physician and provided in its original packaging with full instructions and precautions, will be administered to children by school staff. The school staff will only administer the medication if parents have completed a "Permission to Administer Medication" form and provided this form to staff.

Initial \_\_\_\_\_

### Safety

1. JLC VICTORIA staff have in place, emergency plans which will be followed in the event of a fire and other emergencies and will provide parents with details if requested.  
Initial \_\_\_\_\_
2. In case of sudden illness or accident, parents authorize the staff of the school to call the Provincial Ambulance Service to transport the children for treatment at the nearest available medical facility (VGH).  
Initial \_\_\_\_\_
3. Parents will sign their child in and out each day to communicate with educators in the classroom upon their arrival.  
Initial \_\_\_\_\_
4. In the event failure to pick up happens, after one hour from the school closing time (12:00/3:00), and the staff have been unable to contact parents or their designated emergency contact, the Ministry for Children and Family Development will be contacted to take temporary custody of your child.  
Initial \_\_\_\_\_
5. JLC staff will not release children from the school to unauthorized individuals. Parents will notify school staff if someone other than those persons that they have authorized on the Registration Student Information form will be picking up their child. Parents must be



## JLC VICTORIA

provided notice in writing, or by email. Picture identification will be requested at the time of pick up if staff have not met the adult picking up the child.

Initial \_\_\_\_\_

6. Parents have read and understand the policy regarding violent/ aggressive behaviors.  
Initial \_\_\_\_\_
7. If notice is being given to your family due to your child displaying violent/ aggressive behaviors towards other children or staff, JLC VICTORIA will give minimum of two-week notice.  
Initial \_\_\_\_\_

### Inclusion

JLC VICTORIA will try to accommodate children with diverse abilities but cannot guarantee that we can provide special services. JLC VICTORIA is inclusive and supports children to the best of our ability provided that:

- a. The staff have the expertise to keep the children safe. For example, medical requirements will not exceed the staff's professional ability as educators.
- b. The child does not require more time and resources that the school could offer.
- c. Offering supported care does not deprive the majority of children of their Japanese Immersion Preschool Program experiences.
- d. When the child needs extra supports which is beyond JLC VICTORIA's regular staffing, JLC VICTORIA may consult with the parents/guardians to consider hiring a personal support worker at their own expense to continue the program.

Initial \_\_\_\_\_

### Behavior Guidance

Staff agree to follow the guidance and discipline guidelines given to us by Child Care Licensing. Physical or emotional outbursts will not be tolerated (hitting, kicking, bullying, spitting, and biting). If such behavior is ongoing, parents will be contacted to develop a Care Plan. Parents may be given notice of cancellation of services if;

- a. The staff have exhausted their resources and cannot meet the needs of the child.
- b. The safety and well-being of the children/ staff in the programs are in question.
- c. The child continuously fails to follow the program rules and care plan.
- d. The EP understands that having a Care Plan in place does not guarantee that your child will be able to participate in our programs without additional supports. Parents will need to pick up their child immediately if safety is concern.

Initial \_\_\_\_\_

### Parental Consents

1. Please sign to give your consent to have your child photographed by staff or others, as the need arises. Photo may be used in the promotion of JLC VICTORIA programs; however,



names will not be used. If you do not wish your child to be photographed regardless of the circumstances, please inform the principal.

Initial \_\_\_\_\_

2. The children may go for a daily walk in the neighbourhood, or to a park within walking distance. These will be spontaneous, depending on the weather and other circumstances. During the year, children may also take field trips in and around Victoria. These excursions may involve walking or taking the city bus. We require your permission for your child to be included on these trips. These trips will be planned ahead of time in order to give parents adequate notice and perhaps have parents make arrangements to join in.

Initial \_\_\_\_\_

3. We may have children participating in the program with severe allergies. The result of children with severe allergies being exposed to their specific allergens can result in anaphylactic shock and can be life-threatening. Although we will endeavor to safeguard the health and safety of your child, we cannot guarantee elimination of potential allergens. Therefore, it is the responsibility of the parent to develop a Care Plan with the director and principal and to provide any necessary emergency medication with the appropriate consent forms. If possible, Public Health or hospital staff are welcome to provide in services for our staff to facilitate support while awaiting the Provincial Ambulance Service.

Initial \_\_\_\_\_

#### **Receipt/ Familiarity with Program Parent Handbook**

1. The EP acknowledges receiving the JLC VICTORIA Parent Handbook and receiving a copy of this Agreement for Care Contract.

Initial \_\_\_\_\_

2. The EP is familiar with the programs policies and procedures.

Initial \_\_\_\_\_

3. The EP understand that if the child cannot follow/cope with “Japanese Only Policy” during the program, the child needs to leave the program.

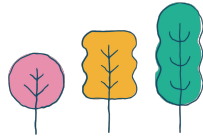
Initial \_\_\_\_\_

4. The EP understands that should they have any questions or concerns about the preschool program, that they are welcome to discuss these matters directly with the principal and/or director at any time.

Initial \_\_\_\_\_

By initialing each item above, and signing below,

I, \_\_\_\_\_ (EP's Full Name) indicate that I have read and understand the Parent's Handbook which outlines the specific policies and procedures of JLC



JLC VICTORIA

VICTORIA's programs. The intent of these policies is to promote high quality childcare by creating an environment which addresses safety, health and hygiene, guidance and discipline, programming, and the professionalism of JLC VICTORIA staff.

EP Signature: \_\_\_\_\_ Date: \_\_\_\_\_