

NANAIMO CHRISTIAN SCHOOL

EARLY CARE AND LEARNING

PARENT HANDBOOK

BEFORE AND AFTER SCHOOL CARE PROGRAMS

2026-2027

Nanaimo Christian School

www.ncsnanaimo.com



Nanaimo Christian School

A LITTLE BIT ABOUT WHO WE ARE AT NCS EARLY CARE AND LEARNING

About Us

NCS ECL is a non-profit, Christian-based, licensed child care program. NCS ECL is a part of Nanaimo Christian School. We are committed to providing quality childcare and learning opportunities.

Philosophy

NCS ECL believes that children learn best through play and exploration. We believe that each child is a unique individual created by God and it is our pleasure to help them discover all that God has called them to be. We believe in doing this by providing the children with an age appropriate environment, indoors and outdoors, that is designed to foster creativity, curiosity and social interaction, all in a loving Christian atmosphere.

Staff

The staff are dedicated to providing care and educational experiences for your child. The staff are fully qualified educators who are regularly upgrading by attending workshops, seminars, conferences and monthly staff meetings. The staff also have valid First Aid and clear criminal record checks. The motivation of our work is rooted in our individual and corporate commitment to and love for Jesus Christ.

WHAT WE OFFER AT NCS EARLY CARE AND LEARNING

At NCS we offer Preschool, Junior Kindergarten and Out of School care programming.

Out of school care (Kindergarten - Grade 5)

Who can enroll

This program is for our Kindergarten to grade 5 students and is located in our preschool classroom in building B. For our K/1/2 students someone from the staff team will drop them off and pick them up from their building. For students in grades 3-5 they can walk themselves to and from our program.

What do our programs offer

Regardless of which program your child is enrolled in they will receive high quality care from staff who are passionate about working with school age children.

Our programs are designed to create a relaxing environment for children, where they can engage in things that are of interest to them. Each room has a wide variety of age appropriate activities to choose from including Art supplies, Building materials, Games, and a lot of Creative Opportunities. We also provide plenty of outdoor activities.

Registration

Fees (after provincial fee reduction initiative)

Fees for Out of School care	Grade 1 + over	Kindergarten Only
5 Days AM&PM	446.50	326.20
5 Days PM only	283.90	163.60
5 Days AM only	140.00	120.36
1 Day per week AM only	28.00	24.07
1 Day per week (Mon - Thur) PM only	45.70	28.00
Friday PM only	102.83	62.73
Pro-d day (Mon - Thur)	30.75	20.73
Pro-d day on a Friday (if you are already registered for Fridays)	19.64	14.64
Drop In (Mon-Thur)	12.12	7.12
Drop In (Friday)	24.25	14.23
Drop In Full Day	54.25	44.23

Hours of Operation - 7:30 am to 5:30 pm

Applying

All of our registration is done through an online system called Esikidz..

Our registration is a multi step process -

1. First you add your child to our waitlist.
2. When a space comes available that matches your application, you will receive an email to see if that class still works for you.
3. After we hear back that you would like to enroll for that spot, you will receive an email from Esikidz letting you know that you have been enrolled and now need to complete your application. In order to complete your enrollment you will need -
 - a. your child's Personal Health Number (care card number)
 - b. Immunization Record (these can be easily accessed through BC Services Card app and BC Health Gateway)
 - c. Up to date photo of your child (preferably a head shot)
4. Once your file has been reviewed and is confirmed to be complete you will be notified of when your child can start.

To add your child to our waitlist follow this [link](#) or use this QR code



Financial Policies

Repayment Agreement

NCS ECL will provide refunds or reimbursements only in the case of client overpayments or if we are unable to provide care due to extenuating circumstances.

Our program also does not give refunds for unforeseen short term closures due to things such as snow or covid exposure.

Professional Days, Vacation Periods and Statutory Holidays

In all our programs no credit on tuition is given for scheduled days we are closed as our fees have been amortized over 10 months (Sept – June).

Our Before and After school care will be open for extended hours of care, for an additional fee, on NCS Professional Days and most school breaks, not including summer. Before and After school care will be closed for statutory holidays.

Before and After school care parents will be given the option to sign up for extra care on professional days and school breaks. You will be sent a google form to fill out, a minimum of 2 weeks prior to the date or the pro-d or school break. The sign up will close one week prior to the start date. **Once the sign up sheet has been closed if you choose not to attend for any reason you will still be charged for the days you signed up for as they will have already been programmed and staffed.**

School breaks we will be open for care -

Nov. 9,10,12,13 (Fall break)

Dec. 21,22,23,24 (one week of Christmas break)

Mar. 15-19 (one week only of Spring Break)

Jun. 25, 28-30 (days after school gets out)

All pro-d days or school break days will require a minimum of 5 students registered for that day in order for the center to be open. Parents will be notified one week prior if this minimum has not been met.

Withdrawal from the Program or reduction in schedule

Each child is enrolled for the entire school year or for the balance of the school year. **Four weeks written notice must be given to the director or one month's tuition in lieu of services is payable upon your child's withdrawal.** The same applies to any reduction in schedule (such as going from 5 days a week to 3 days a week).

Payment of Fees

Monthly tuition must be paid via PAD (automatic withdrawal) which you will set up in the Esikidz system. Fees are withdrawn from your account on or after the 10th of every month.

Tax receipts

Income Tax Receipts are accessed through your Esikidz account and are available for you to print after Feb. 1st of each year.

Overtime Charges / Late pick up fee

There will be a late pick up fee charged for children not picked up at the regular dismissal time. The late fee is \$10.00 for every ½ hour or portion of. Please phone the site if you are going to be late.

NSF

There is a \$25.00 service charge if your monthly PAD is unable to go through.

Government Subsidy (Affordable Child Care Benefit)

NCS ECL accepts ACCB. If you are interested in obtaining more information about this program you can look up the Affordable Child Care Benefit on the internet or call 1-888-338-6622. We are happy to help you fill out the necessary forms.

NCS ECL requires you to cover the monthly fees while you are awaiting confirmation from ACCB. When we have received confirmation of payment from ACCB, you will be reimbursed or credited the appropriate amount.

Except for certain circumstances, the majority of families receiving ACCB (in part or full) will have a parent portion left to pay. The parent portion is the total cost of care (monthly fee) minus the amount ACCB has informed you they will pay. All families receiving ACCB still need to have a payment method on file for the parent portion. NCS ECL is not responsible for any ACCB related matters such as renewal, or amounts issued. If you are late renewing your ACCB, you will be asked to cover the cost until it is received and then you will be reimbursed or credited the appropriate amount.

POLICIES

Guidance Policy

We believe and understand that each child is an individual with different needs and abilities. Therefore we feel it is necessary to use a variety of guidance techniques in order to assist children in developing respect, self-control, self confidence and sensitivity in their interactions with others. Staff will strive to be positive role models, showing respect for children, parents, co-workers and their environment. Guiding children's behavior is an ongoing process and it is our hope that together we can assist your child by using these positive strategies.

The techniques used are as follows:

1. Establishing clear, consistent, and simple limits in a positive way. Ex. "Chairs are for sitting on."
2. Straightforward explanations for limits. Stating what is expected, rather than posing a question. Ex. "We sit on chairs so that we don't fall off and get hurt."
3. Allowing time for response to expectations. Ex. "In five minutes, it will be time to clean up."
4. Focus on behavior, rather than the child. This will preserve the child's integrity and offer positive guidance for learning. Ex – "When you grab the truck, Sam feels angry."
5. Reinforcing appropriate behavior. Ex. "That was kind of you to share with Kathy."
6. Gain a child's attention in a respectful way by approaching individually, stating their name, using eye contact, getting down to their level and using a calm, controlled voice.
7. Reminding. Ex. "Remember, the bikes need to stay on the path."

8. Redirect to an alternate activity when necessary.
9. Model problem-solving skills:
 - a. provide coping skills (acknowledge problem)
 - b. pose helpful questions
 - c. if necessary, state a solution
 - d. summarize
10. Provide a choice. Ex. "You can sit quietly at the circle or you can choose a puzzle. You decide."
11. Natural / Logical consequences. Ex. "Yes, I can see the paint spilled. Here's a sponge, let's wipe it up."
12. Setting up the program space in a way that encourages appropriate play .
13. Provide an opportunity for the child to have some "time away" if they need to gain self-control. Time away is a method used to show children that being redirected from an unfavorable situation to a more calming area allows them to manage their own behaviours. When a child displays the same inappropriate behavior repeatedly, even after verbal intervention by staff, the child is given the choice to either change the inappropriate behaviour or leave the activity they are involved in and go to a quiet space in another area of the room. The staff will go, when the child is calmer, and discuss better ways to solve his/ her problem in the future, and/or engage the child in a dialogue on this subject. When the child has regained control of his/her emotional and physical state, the staff person will invite the child to participate in the activity with the group. At no time will the child be unsupervised.

In addition, staff will:

- Strive to recognize and identify the child's feelings in situations that may cause difficulties for her/him. Holding or physically restraining a child is only used if she/he presents a physical danger, either to self or peers, this technique will only be used as a last resort and be implemented by staff that have had the appropriate training. Such restraint will protect the child until she/he is once again in control of her/himself. Parents will be notified if used.
- Supervise the child at all times and will not remove the child to an unsupervised area as a means of discipline.

Parents/guardians are encouraged to ask questions of staff if they are unclear about the handling of any incident within the Centre. As partners, guiding your child through these key developmental years, it is desirable that staff and parents work closely and honestly together. We will do our best to keep parents informed of activities, interests, and progressions.

If you have any questions or concerns, please feel free to speak to any of our educators, or the Director by email terri.vanek-veenstra@ncsnanaimo.com or at 250-754-4512 ext. 109 or NCS Admin at 250-754-4512.

Food and Drink Policy

Snacks

All of our programs are active programs and it is important to us, as it is to you, that your child has the energy they need to get through the day successfully. Please send your children with -

- Healthy choices
- Plenty of fruits and vegetables
- A water bottle
- Our school is a nut safe zone for students, please do not send nuts of any kind

- If allergies are a concern, the staff will address it on an individual and as needed basis with a care plan

Health and Safety Policies

License

NCE ECL is licensed by the Vancouver Island Health Authority, and regularly inspected by their licensing officers.

Is your child healthy enough for school today?

The best guide to whether or not your child is healthy enough is to ask yourself if they can fully participate in all the activities it includes.

Keep your child home if he or she has:

- Has had a fever or diarrhea during the last 24 hours
- Heavy, green nasal discharge
- A constant cough
- A fussy, cranky, out of sorts disposition (an illness may be brewing)
- Symptoms of a possible communicable disease (reddened eyes, sore throat, headache, fever or spots). Please notify the Preschool immediately if symptoms of a communicable disease occur.

Your child may be sent home if any symptoms of illness appear during the class. In such cases, your child will be placed in a cozy place to rest and you will be contacted.

First Aid & Medications

First aid treatment does not include any form of orally ingested medications. Medication will only be administered on the written request of the parent/guardian or upon permission given via telephone for an emergency situation. If your child contracts a communicable disease, he or she may not return until your doctor or public health nurse gives written permission.

A note concerning Epipens: This applies to any child in NCS ECL programs who has severe allergies and is in need of a medication administered in an EpiPen.

In case of Anaphylactic Shock & the child is conscious:

1. Staff will call an ambulance for assistance (911)
2. Guide/help the child administer their own medication
3. Call the parent and advise them of the situation

In case of Anaphylactic Shock & the child is unconscious:

1. Staff will call an ambulance for assistance (911)
2. Administer First Aid
3. Medication only administered by staff if the parent/guardian has given written approval

It is the responsibility of the parent to provide an EpiPen with a valid expiry date and proper pharmacy label for use at the center. The staff will carry the EpiPen with them at all times, including out-trips and playground activities.

Program Condition regarding Head lice or nits:

If lice are found at home we request that out of consideration for other children in the program your child not return to the program until the lice have been treated, the nits combed out, and the problem is concluded.

Emergency Closure due to snow or other extreme conditions

NCS ECL follows the same plan as Nanaimo Christian School which is that generally if the public schools are closed due to snow, then NCS will also be closed. Sometimes we may be closed when other schools are not due to our location. Please confirm by checking the NCS facebook page or listening to The Wave at 102.3FM or The Wolf at 106.9FM to find out whether the schools are open or closed.

Fire drills and Emergency drills

In accordance with Child Care licensing regulations each one of our classes will practice a fire drill each month and once a year we will practice a full emergency drill.

Safe Release of Child Policy

Persons Authorized to Pick Up your Child

The parent / guardian is required to notify the caregiver in writing if someone else will be picking up the child. If the caregiver does not know the person picking up the child, the person will be asked to show photo identification.

Release of a child:

If a person authorized to pick up a child is incapable of safe care the staff of NCS ECL will:

- Assess the situation
- Contact the other parent as an alternative
- Contact an emergency contact person as an alternative.

If a person authorized to pick up a child is incapable of safe care and insists on taking the child, the Staff of NCS ECL will:

- Contact the RCMP

If no one comes to pick up the child, the staff of NCS ECL will:

- Contact the parent or emergency contact, if no answer
- Contact the Ministry of Children and Families

If an unauthorized person requests the release of a child, the staff of NCS ECL will:

- Not release the child, the child will remain under the supervision of the caregiver
- Contact the parent or legal guardian
- An email confirmation must be received from the parent/guardian confirming that the child can be released to that individual
- Speak to the unauthorized individual and explain the policy that no child will be released without written authorization by the parent or guardian
- Make all reasonable efforts to ensure the safety of the child and other children.
- If necessary, the police will be called for assistance.

Signing in and Out

Children must be signed in and out each day by a legal adult, specifying your name and the time they were dropped off and picked up.

General Policies

Active Play Policy

Children attending our After school care program will have a minimum of 30 minutes of outdoor active play. This play time will be both facilitated by the staff and spontaneously, child lead. As our outdoor area has a variety of surfaces we require children to have rain gear and boots so they fully enjoy their time spent outside. In the case of extreme inclement weather, the staff will provide the opportunity for active play in the classroom area through dance, games and movement activities.

Screen Time Policy

The use of screen time is very limited within our programs. Short videos and apps are limited to those which enhance the educational experience of topics being explored (i.e. how do astronauts brush their teeth in space). In before and after school care a full length movie may be shown during a school break. This would be made known ahead of time in our published plan for the school break.

Field Trips

On school breaks our programs may go on Field Trips. If this happens, there will be information given to parents along with a permission slip that would need to be signed. All field trips will be staffed by our regular teachers. Transportation would be via the school's vehicles driven by a staff with a class 4 driver's license.

Probationary Period

Each new child is accepted on a four-week probationary period. During that time if it becomes apparent that there are extra needs that were not disclosed during the registration process will meet with your family to discuss next steps. We will make every effort to find/hire the necessary resources for your child but in the event that we cannot provide what is needed, we reserve the right to terminate our agreement for care.

Absent

Please let us know if your child will be absent, even if you have notified the school office by emailing preschool@ncsnanaimo.com or calling 250-754-4512 ext.109

Late Pick Up

A late pick up fee of \$10.00 for every ½ hour, or portion of, is charged to the parent when the child is not picked up at the specified closing time. Please phone your child's program as soon as possible when you are going to be later than your usual pick up time. If a guardian has not picked up a child or called within 30 minutes of the classes scheduled end time, the caregiver will try to contact the family and then the alternative person/s from the authorized pick up list. If the caregiver is still unable to reach someone to care for the child, the caregiver is required to notify the Ministry of Children and Families. If late pick up becomes a problem, you will receive a warning letter. If late pick up is an ongoing problem and reasonable effort has been made to solve it, NCS ECL may choose to terminate care for your child.

Sample Schedule

7:30 – 8:15am Open table centers and carpet activities. Breakfast can be eaten if needed.

8:05 – 8:15am Clean up and get ready to be dismissed.

Monday thru Thursday After School hours are from 3:00 pm to 5:30 pm.

3:00 – 4:00pm Open snack at tables, open table centers, open carpet activities and open art.

4:00 – 4:10pm Clean up and use the washroom before outside time

4:10 - 5:00pm Outside time

5:00 – 5:30pm Open snack at tables, open table centers, open carpet activities and open art.

Friday After School hours are from 12:30 pm to 5:30 pm.

12:30 – 1:00pm	Lunch
1:00 – 2:00pm	Open table centers, open carpet activities and open art.
2:00 – 2:15pm	Clean up and use the washroom before outside time
2:15 – 3:15pm	Outside time (or longer)
3:15 ish – 5:30pm	Open snack, open table centers, open carpet activities and open art.