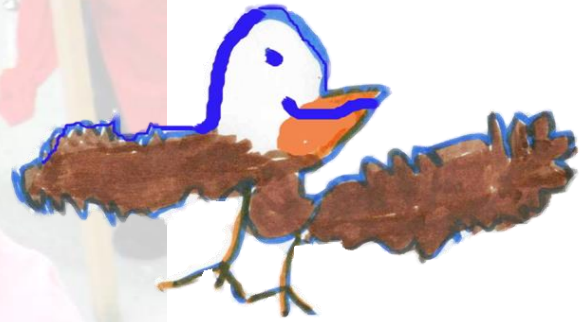


# Eagle Wings Preschool



## Parent Handbook

You give your children roots. We help them to fly.

**EAGLE WINGS PRESCHOOL est. 2001**

3172 Garner Street, Chemainus, BC V0R 1K2

Phone: (250) 416-5475, or (250) 416-5473

Email: [eaglewings@sd79.bc.ca](mailto:eaglewings@sd79.bc.ca)

# 2019- 2020

Updated January 2019



CHEMAINUS CROFTON COMMUNITY SCHOOLS' ASSOCIATION

C/O 3172 Garner Street Chemainus B.C. V0R 1K2

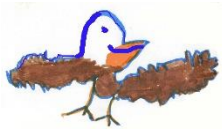
phone 250-246-3588 fax 250-246-3501 email [ccsa@sd79.bc.ca](mailto:ccsa@sd79.bc.ca)

# Eagle Wings Parent Handbook



## Table of Contents

1. Welcome
2. Philosophies and Practices
3. Starting Preschool
4. Daily Procedures
5. Hours and Days
6. Food and Clothing
7. Staff
8. Guidance and Discipline
9. Medical Considerations
10. Emergencies
11. Safety Regulations
12. Finances
13. Frequently Asked Questions
14. Contact Us



**Welcome!**

Dear Parents/Guardians:

Welcome to Eagle Wings Preschool. Eagle Wings is a branch of the Chemainus Crofton Community Schools' Association and is licensed under Island Health.

Our staff look forward to getting to know you and your child. This handbook provides you with information so you may get to know us.

Eagle Wings is a child-focused preschool. We draw upon the resources from several preschool philosophies, including the B.C. Early Learning Framework, to enhance our program.

Our day-to-day plans are designed to fit the needs of the children. Research shows that children of this age gain skills and knowledge through active play in an environment where they feel cared for and safe. At Eagle Wings we take advantage of "teachable moments", plan flexible activities, create learning-through-play opportunities, and practice gentle guidance.

We are honoured that you have entrusted Eagle Wings Preschool to help with the responsibility of raising and teaching your child.

*We will have a wonderful year together!*

Sincerely,  
Your Preschool Staff and the CCSA



## Philosophies and Practices 2.

### **SAFETY**

- It is our belief the safety of the whole child must be our first priority. We provide quality care for our own professional satisfaction and adhere to the rules and regulations of our licensing body; Community Care and Licensing, a division of the Ministry of Health.

### **CHILD DEVELOPMENT**

- Our preschool program offers opportunities in 5 areas of child development. These are: emotional maturity (expressing self and feelings, sense of responsibility), social competence (which includes a sense of belonging and behaving in a group, understanding others), language and cognitive development (addressing literacy and numeracy milestones and general knowledge), physical health and well-being, (managing motor skills, fitness and nutrition awareness) and communication skills (oral speech, comprehension).
- We believe Eagle Wings offers the security children need. It introduces children to a scheduled routine and transitions, interaction with peers, directed activities and self-directed centers with a variety of materials; all within the classroom setting of “the big school”. Free play, circle time, snack, and gym time... activities follow a rhythm a young child can easily learn, follow and predict. The combination of nurturing and independence in preschool help your child prepare for the kindergarten program. Self-help skills are practiced and responsibility is modeled with actions such as putting on/taking off your own shoes and taking care of your own water bottle. By arriving on time your child will be able to carry out these duties independently without rushing.
- The most powerful lesson Eagle Wings teaches is a social one: “I am part of a group of my peers and we are all equally important!”

### **CURRICULUM**

- Eagle Wings curriculum uses the areas of learning from the BC Early Learning Framework. These include Well-being and Belonging, Exploration and Creativity, Languages and Literacies, and Social Responsibility and Diversity. Inspiration from Reggio Emilia and occasionally Montessori is included. Our teachers stay up-to-date with professional developments in ECE.
- Our goal is to provide a positive learning environment and to encourage a child's natural curiosity and love of learning. To this end, our curriculum content incorporates pre-literacy and literacy skills, numeracy and math, music, science, creative art, crafts, dramatic play and physical activity with gym or outside/garden time. Themes are used for songs and activities.
- At this age, children's learning happens while they are playing. They learn through experience and play is their experience. New learning, even with

“old” activities, occurs as they mature. We present materials, topics and opportunities to challenge children’s thinking while they play.

- Our philosophy is based on child-initiated learning\*, and child-directed play\*\*. This addresses the nature of young children who are spontaneous learners, have shorter attention spans, are experiencing rapid brain growth, and are taking in large quantities of new information.

\*Example: child-initiated-learning

A child brings a bird nest to school and the teacher incorporates it into the day’s activities – all the children learn something about birds that day, even if the day’s plan was transportation.

\*\*Example: child-directed-play

During free play the child chooses how to play rather than following “this way only” instructions. Adults encourage problem solving, experiential learning and open-ended solutions. Instead of being told, “That puzzle piece won’t fit” the child is encouraged to try another piece after she/he has made that discovery.

## **ROLE OF TEACHERS**

- As a parent, especially when helping, you may notice one or both teachers “watching” the class. This is an important part of teaching preschool! Teachers are using this time to monitor the social dynamic of the group.
- Through observation, our teachers learn about your child; their interests, their developmental levels, and their learning styles.
- Through observation, the teachers learn about the children’s social skills and make decisions about when to intervene, social strategies to offer to the children, and how to develop the Eagle Wings curriculum to benefit the whole group.
- Finally, the teachers interact with all the children as a group *and* as individuals, in order to build relationships with each child.

## **APPOINTMENTS AND CONVERSATIONS**

- If there is anything you wish to talk about please let us know BEFORE it becomes a problem!
- We want to hear when your child is being affected by something such as a bad sleep or excitement over a visit from Grandma. Factors inside or outside of preschool may have an influence on behaviours and it’s best if we are all aware of what is going on for the child!
- Feel free to mention a concern quickly when you drop your child off or pick him/her up. For a longer chat, try a phone conversation or make an appointment with the teachers at a time convenient for you both. We will do the same for you.

## DOLSOP-ACTIVE PLAY

Eagle Wings Preschool is proud of our physical literacy program that is included in the children's everyday activities, either within the circle learning, the focused 30 minute activity time, or with games/classroom activities. We follow the recommended DOLSOP requirements set out by the Minister of Health and the Early Childhood Education Licensing Branch. (DOLSOP stands for the Director of Licensing Standard of Practice).

We believe in supporting children's brain development through active play. Active play is essential for cardiovascular fitness and bone growth, and we have a window of opportunity through the early years to support bone growth. Studies have proved that physical activity within the first five years also helps brains grow! Our DOLSOP practices are included within our Parent Handbook: this Handbook is made available to the preschool children's families, staff, and support staff.

A Physical Literacy Program Schedule is additionally provided and posted in the classroom for easy reference. This schedule is also posted in the Chemainus Community School Supply Room.

### Physical Literacy Program Schedule:

- Tuesday/Thursday Preschool Group: 8:30 to 9:30
- Monday/Wednesday/Friday Preschool Group: 12:30 to 1:30

(The time includes the children's involvement in activity set-up and clean-up, and walking to and from the activity location, either the Gym, the Forest, the field, or the Tennis Courts) Half of this time may include un-facilitated play, yet will always incorporate facilitated play by way of activity demonstration and modeling.

### DOLSOP Continued

This play will incorporate the DOLSOP requirements of:

- Active Play( moderate to vigorous bursts of high energy)
- Fun Movement Skills ( Balance, co-ordination, and Locomotion)
- Physical Literacy stage development ( motivation, confidence, competence)

Additionally, circle time, will include 10 minutes of a facilitated activity, including fun movement skills, such as: Balance, co-ordination, and locomotion.

DOLSOP requirements ask that the Physical Literacy Time occurs outside as much as possible. During adverse weather conditions, the time will be used in the Chemainus community School Gym.

### DOLSOP-SCREEN TIME

No daily Screen time is permitted in compliance with Licensing Regulations. An exception may be made for a once a year movie activity. Teachers' use of the IPAD during Circle time includes demonstration of information. Photos are primarily used

with very short limited descriptions that utilize Internet You-Tube (seconds of time only).

**DOLSOP Curriculum Planning:**

The Preschool teachers consider all areas of development. Introductory activities work on the children's own skill development, and by 1/3 through the school year children learn to work in group activities: they develop their physical literacy in motivation, confidence, and competence. Teachers use *Action Schools BC guides* for programming and the Action Schools BC Annual Guide for general activity implementation. Teachers include within their planning and teaching the modeling of each activity; all safety precautions and injury prevention guidelines are included.

**MOST IMPORTANT**

- Smiles. Children and teachers enjoy preschool together!



### **PRESCHOOL READINESS**

- Preschool is for children who are 3 to 5 years of age.
- Children must be completely toilet trained. Personal care, such as wiping bottoms, is not done by preschool staff. Urgent situations (requiring a change of clothes) will be attended to, but please be aware that licensing requires two staff members attend to the child together; which can be problematic for a single teacher or the remainder of the class.
- Self-help skills, such as the taking off and putting on of shoes and jacket is a difficult skill to focus on and learn in amongst the business of a classroom environment; give your child a leg up by preparing them by teaching these skills before they enter preschool.

### **ORIENTATION / GRADUAL ENTRY/SPECIAL DAYS**

- Ready, Set, Roll is held in the Month of May and is open to all; especially children who are newly or not yet registered in preschool. Parent and child stay together to play, read a story, sample preschool activities, snack. This is a great time to make connections with the teachers and build comfort with the classroom.
- Bring Your Parent Day is a preschool orientation day at the beginning of September for everyone. You will get to know the program and learn what preschool is like for your child. The school environment, group activities, tools and supplies, and spending time with teachers are all a part of this day.
- Small Group Friend Day is held in September at the start of the preschool year. The children attend the first day by themselves in a small group of half their class. Here they practice the routines of preschool in a situation which is less overwhelming than the larger group.
- Family Fun Day is held twice per year. Both class groups have the opportunity to host the event that is open for all preschool families from both preschool groups. This is a day of fun food and activities, and most importantly, a time to connect with other parents and families and have fun!
- Chemainus Crofton Community Schools Association Art Gala Is an esteem building event where the children have the opportunity to show off all their hard work!
- Birthdays are special, yet we ask that the centre not be used as a party venue. Families are welcome to come for the last 15 minutes of the program to share in the celebration. You are welcome to bring an item (see snacks for further health and safety information) such as a cake or cupcakes to share with your child's preschool friends. Please make arrangements with the teachers in advance. We ask that families are present to share in the event and support the clean-up of the activity.



## **FIRST MONTH**

- During the first month the children are learning new behaviours and forming new bonds with the preschool staff and each other.
- Crying at first is not uncommon. A **clear, consistent** goodbye is easier for a child to handle and teaches skills in coping (I can do it!) and trust (Adults follow a routine I can predict and count on). Remember, your child takes cues from your attitude and your approach; the more positive you are about the new experience, the more positive they will be. Your preschool teachers will support your child and manage tears in an appropriate and caring manner.
- After October, parents may prearrange a visitor or helper day with the Preschool Manager.



## Daily Procedures 4.

### BEGINNING EACH DAY

- Preschool staff are available each morning to receive brief messages, talk about your child's needs for the day, take a written note etc.
- All parents are welcome to settle their children comfortably into the daily routine before leaving.
- Arriving on time is important to all of us but of particular importance to the children, who may miss a favorite part of the schedule.

### POSSESSIONS FROM HOME

- Children should leave personal toys at home or in the car.
- A transitional security stuffy is always welcome! Please make sure the stuffy has a name tag and is introduced to the teachers.

### SIGN IN/OUT SHEETS/PROCEDURE

- It is a licensing requirement to accompany your child to and from the preschool room and sign them in and out. An authorized caregiver may do this, but NOT an underage, older sibling. Siblings must be of legal babysitting age -12 years old.
- Pick-up time can be busy! Please make sure your child stays seated at the table until you have walked into the room, walked over to greet him/her and are ready to support her/him through the pick-up transition.

### LATE PICK UP

- Please notify us immediately if you are going to be late.
- After 15 minutes, we will call you or your emergency contacts. After 30 minutes, you will be charged at the hourly rate of \$25.00 for every 15 minutes over time, at our discretion.

### AUTHORIZATION TO PICK UP

- In accordance with licensing regulations, anyone who picks up your child must be on the authorization section of the registration form.
- If you would like someone else to pick up your child they **will need written permission from you, the parent, and photo identification.** Without this, the child must remain with the staff until an authorized adult arrives.
- Temporary pick-up permission forms are available. These forms must be signed by a legal guardian in front of a preschool teacher.



## HOURS AND DAYS OF OPERATION

Our program runs Monday through Friday. Parents/guardians can sign their child up for either the T/TH; (2 days a week) from 8:30-11:30 am; the M/W/F (3 days a week) from 12:30-3:00pm or M-F (5 days a week) programs.

## HOLIDAYS AND PRESCHOOL CLOSURES

PLEASE CHECK THE EAGLE WINGS SCHOOL CALENDAR.

We follow the School District #79 Calendar.

### Snow Days or...

If Chemainus Elementary Community School is closed for any functional reason, so is Eagle Wings Preschool.

Please listen to the local radio station, Sun 89.7 Juice FM, for up to date information.

**DO NOT EXPECT A PHONE CALL IF IT IS SNOWING - PLEASE LISTEN TO THE RADIO!**

In case of an unexpected and unpublicized closure, such as an isolated power outage, the staff will make every effort to contact you by phone before you leave home.



StrongStart is a BC Ministry of Education Early Learning Program for preschool children accompanied by a parent or caregiver.

STRONGSTART is held in the preschool room on Tuesday and Thursday afternoons and Monday, Wednesday and Friday mornings.

StrongStart is a 3 hour program and follows the School District #79 Calendar.

**PLEASE CHECK THE StrongStart Chemainus CALENDAR.**



## Food and Clothing 6.

**WE ARE a KIWI and NUT-FREE ZONE**  
Please check labels and do not send any nuts or nut products with your child. Some children we share with in our school have life-threatening allergies to nuts.

### SNACK

Teachers and children have snack (not lunch) together each day.

- Please inform the staff of any food restrictions or sensitivities your child may have.
- Please provide one piece of pre-cut fruit or vegetable; this will be shared amongst the children each day.
- Please send one bottle of water (NOT juice) with your child's name on it; this is to be taken home and cleaned at the end of each class.
- **We ask that you do not pack your child sugary processed food, candy, chips, pop etc.** (If you wish to bring treats to share with the class for your child's birthday, please discuss with the preschool manager ahead of time. Usually a small nut free treat is sent and shared at the end of the day.) \*Please see Birthday information in section #3.

### CLOTHING

- Your child will need to wear washable, comfortable clothing that you don't mind getting dirty.
- One pair of indoor runners (for the gym; non-marking soles only), not slippers.
- We go outside! (As required by Licencing) Children need seasonal outdoor clothing. For rainy days: boots, raincoat; for winter days: mitts, hat, warm outdoor clothes; (\* **We do not have time to change the children into muddy buddies or snow pants**); for spring and summer: a sun hat and sandals (**flip flops are not suitable as they are a tripping hazard**).
- **\*Apply sunscreen at home as we are not permitted to apply it here.**
- Please provide a complete change of clothing consisting of: extra shirt, pants, underpants, and socks; all in a bag which stays at school.
- **Please note, if children urgently need to completely change clothes, and cannot manage on their own**, licensing requires two staff members attend to the child together; which can be problematic for a single teacher or the remainder of the class.
- Label ALL clothing/shoes and possessions, including snack kits and back packs.



**Staff**

## **OUR TEACHERS**

Our programs are staffed by the following employees:

- Two Preschool Teachers who have Early Childhood Education (ECE) Diplomas and licenses and are responsible for sharing the day-to-day curriculum planning and implementation of the program.
- One of these teachers is also the Preschool Manager.
- Preschool Support Workers *may* be hired to assist certain preschoolers with specific difficulties as they participate in our group. For the purposes of integration, the support worker works with all children in the preschool. The training and experience required for this position vary.

## **QUALIFICATIONS**

All employees must meet the minimum requirements including:

- Criminal Record Checks
- Reference checks
- Current first aid
- Medically fit information
- Job related education and professional development
- Required licenses posted in the facility

## **ADMINISTRATION**

- Eagle Wings Preschool is part of the not-for-profit society and registered charity, Chemainus Crofton Community Schools' Association (CCSA), which is run by a board of directors, including the principal of the school and the community of parents. Ask about getting involved!
- The Coordinator and Bookkeeper/Office Manager of the CCSA are part of the Eagle Wings team and happy to assist you.
- The CCSA runs in affiliation with Cowichan Valley School District # 79. The CCSA, and therefore Eagle Wings Preschool, work cooperatively with Chemainus Elementary Community School staff.

## **PRACTICUM STUDENTS**

- Occasionally, Eagle Wings accepts ECE practicum student teachers. Practicum students are subject to the same ministry requirements as all staff, including a criminal record check.



## Guidance and Discipline 8.

The word discipline comes from the word disciple, meaning to teach. Teaching is not always verbal and does not always involve “telling” a child something.

Each child will be encouraged and supported to develop positive relationships and to learn social skills while practicing self-respect and respect for others.

### **WHAT THE STAFF WILL DO TO GUIDE BEHAVIOUR:**

- Stand quietly watching while the children play: know the children
- Observe the dynamics of child relationships e.g. sharing play dough
- Notice how a child copes with frustration e.g. falling blocks
- Watch for the difference between a child having an appropriate experience with an unfortunate result e.g. spilled paint, and an acute problem requiring help
- Intervene only when necessary e.g. “I see a problem...what can you do...yes. what else... encourage children to seek their own solutions
- Manage transitions and teach and practice transition habits; warning 5 minutes, tidy up song, forming a line for walking to the gym, hand washing before snack etc.
- Model appropriate, respectful behavior at all times
- Promote the development of positive self-esteem and self-control (management)
- Nurture children's understanding of rules
- Express affection and warmth and use comfortable physical closeness

### **STRATEGIES:**

- Redirect inappropriate behaviour
- Give verbal and non-verbal directions
- Establish clear, consistent and simple expectations
- Give choices and responsibilities that are developmentally appropriate
- Practice deep listening when appropriate
- Set up stimulating learning and play opportunities; e.g. math measurement games, making volcanoes, exploratory painting, journals, etc.
- Allow children to experience consequences

Preschool is an opportunity for children to stretch and grow independently of their family unit. They can expand their social skills in the most significant way possible - through their own experience. With these experiences the children learn emotional risk-taking and resiliency, problem solving and the dynamics of give and take.



## Medical Considerations

### MEDICATIONS

- Please provide staff with written information staff of any medication your child may be taking, as we are required to know this, **EVEN IF THEY ARE TAKING IT AT HOME NOT SCHOOL.**
- If it is necessary for the preschool staff to administer prescription or non-prescription medications to your child, we must have certain information and follow certain procedures, as follows:
  1. We require that the medication be provided in the original container
  2. We need a completed Medication Consent form including instructions for administering.
  3. We must keep all medication stored in a locked container.

### SNEEZES AND DISEASES

**While we are sensitive to the stress that illness may cause for families, we are not licensed to care for children when they are ill.**

You will need to keep your child at home, or make alternate arrangements, if your child:

- Has a communicable disease.
- Has a contagious infection, including pink eye.
- Has (or had the night before) a fever over 100 degrees F/38 degrees C.
- Is vomiting or has diarrhea; Children must not have vomited or had diarrhea for 24 hours before returning to school.
- Has a skin infection or an undiagnosed rash; especially on cheeks, hands, torso and feet.
- Is not feeling well enough to participate in one or more program activities including outdoor play.
- Has a persistent cough, especially if productive; accompanied by discharge.
- Has a runny nose producing cloudy and coloured, as opposed to clear, mucus.

### PLEASE NOTIFY THE SCHOOL IF:

- Your child has a highly communicable disease, such as chicken pox
- Your child is absent – Eagle Wings direct line 250-416-5475 or 250-416-5473

If your child becomes ill during the day, we will try to contact you. If you are unavailable, we will try to reach your emergency contact(s). If the medical situation becomes urgent, we will follow our emergency procedures.



## **Emergencies** **10.**

### **MEDICAL EMERGENCY**

If your child is injured or becomes ill while at the preschool, three levels of procedures may be followed:

If minor first aid treatment is required, staff will:

- Provide first aid treatment
- Acknowledge child's feelings
- Provide supervision to ensure child does not require further first aid or medical attention as the day progresses
- Complete an incident report if necessary
- Inform adult who comes to pick up the child and follow up with parent as necessary.

If non-urgent medical attention is required, staff will:

- Get help from CCSA staff
- Contact caregiver/parent/guardian or the emergency contact
- Get help from medical personnel (public health nurse, child's doctor, emergency room physician)
- Get child (and health information, number) to a medical facility if required
- Complete an incident report
- Follow up with parent

If emergency medical attention is required, staff will:

- Stabilize situation with hurt child
- Call for help; CCSA staff and ambulance
- Administer first aid until ambulance attendants arrive
- Contact caregiver/parent/guardian or the emergency contact
- Accompany child to medical facility with medical information
- Complete an incident report

### **NATURAL DISASTERS**

- Fire, lockdown and earthquake drills are practiced regularly throughout the year in accordance with regulations.

### **CUSTODY/RESTRAINING ORDERS**

- We take appropriate precautions in these circumstances (see Custody & Access under Safety Regulations).





## Safety Regulations 11.

### CONFIDENTIALITY

- Records and other confidential information will not be disclosed to anyone other than the appropriate staff of Eagle Wings, CCSA, CECS or approved designate without consent of the parent or guardian.
- Verbal and written information about the child will be shared with the enrolling and non-enrolling parents/guardians unless otherwise agreed upon or ordered otherwise through the courts.
- Issues to do with employment of staff will remain confidential to the people directly involved with making personnel decisions.
- **Parents are expected to treat information heard or seen during preschool as confidential and not to be taken out of the classroom.**
- Staff do not discuss sensitive issues in front of the children. Parents are requested to do the same.

### CUSTODY AND ACCESS

- If custody has not been legally determined, we may ask both parents to sign a written agreement confirming details.
- Legal documents will be followed at all times. In order for registration to be complete, these documents should be in the child's file prior to attending the program.
- If a custody or court order exists, a copy needs to be kept in the child's file. **Without** a current legal custody agreement or court order on file at the preschool, staff cannot deny access to the non-custodial parent. Staff will need reasonable proof and photo-identification to identify an unknown parent.

### AUTHORIZATION TO PICK UP CHILD FROM SCHOOL

- In accordance with licensing regulations, Staff are not allowed to release children into the care of a non-parent unless the parent has given written authorization.
- A person who is NOT already authorized on a child's registration form **will need written permission from the enrolling parent and photo identification**, in order to sign out the child. Without proper authorization, the child must remain with the staff and due process will be followed.

### SMOKING

- Chemainus Elementary Community School building *and grounds*, is a non-smoking environment *at all times*.

### DOGS

- Please do not bring your dog into the outdoor classroom/waiting area and play grounds.

## **ALCOHOL /SUBSTANCE ABUSE**

We cannot withhold your child if you are under (or we suspect) the influence of alcohol or other substances. However, driving while under the influence of drugs or alcohol is against the law. As advocates for children and for their safety, should we find ourselves in a position of concern we may:

- Call the other enrolling parent/guardian or emergency contact and request them to pick up the child.
- Release the child to the parent/guardian and immediately contact the police.
- Fill out an incident report.
- Call the Ministry of Families and Children.

## **SAFETY FROM AGGRESSION**

- If a situation arises where there is a safety concern regarding the children, staff or families enrolled, staff will call the police for assistance. Restraining guidelines may be set in place. The Eagle Wings staff has the right to terminate the enrolment agreement for the participant immediately and without refund.

## **SUSPECTED CHILD ABUSE**

The Child, Family and Community Services Act states: that all children in the Province of BC “are entitled to be protected from abuse, neglect and harm or threat of harm.” The Act also states that any “person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry for Children and Families Development (MCFD).

- All concerns will be documented with signature and date by staff.
- Reasonable attempts are made so that no one staff person is left alone with a child.

## **BOOSTER SEATS**

- If your child is driving from preschool with someone else, please make sure you have arranged for a booster seat to be provided.

## **TROUBLED CHILD BEHAVIOUR**

- Eagle Wings reserves the right to say, with respect and thoughtful consideration, “We are sorry, we cannot help you and your child. The enrolment agreement will be terminated.” In this case there will be no refunds.

Please do not let the negative side of these regulations discourage  
you.

**We are paying attention to the safety of you and your children.**



## Finances 12.

*Any exemptions to financial policy may be approved in confidence by the CCSA administration.*

### **PROGRAM FEES**

Our fees are averaged over the 10 month year, including days off. Therefore, the months with holidays cost the same as the months without holidays.

The full fee is due on or before the first of each month, *unless you make a special arrangement with the bookkeeper*. A late fee will be charged. Payments are taken at the time of registration for the first and last month of fees.

### **DELINQUENT FEES**

Every effort is made in the CCSA office to be considerate of family difficulties. Please talk to our bookkeeper if you need to postpone payment. We are happy to provide information about subsidies or arrange for installment payments. Without an adequate plan, unpaid fees may mean that your child is not allowed to attend preschool.

### **FEES PAYABLE**

You may give your monthly payments to the CCSA bookkeeper. Please make **cheques payable to CCSA**; the Chemainus Crofton Community Schools' Association. Receipts will be issued in the name of the person making the payment and at the end of the calendar year. There will be a charge of \$25.00 for N.S.F cheques. For everyone's security we discourage cash payments for fees. We take credit card and debit in the CCSA office as well as e-transfers to [booksc CSA@sd79.bc.ca](mailto:booksc CSA@sd79.bc.ca)

### **POST- DATED CHEQUES**

Post-dated cheques, or a credit card number on file for the year's fee payments are requested but not necessary. Cheques should be dated for the first day of each month. Receipts will be issued for tax purposes.

### **KEEPING FEES DOWN**

We depend on your fees to run Eagle Wings Preschool. We have attempted to keep fees as reasonable as possible. Our goal is to maintain high standards for the program while meeting our financial obligations. Thank you for your support.

## REGISTRATION

Intake times occur twice per year, September and January. Please contact us for special Visitor Days dates and registration closing dates.

When you register, we charge a non-refundable \$25.00 registration fee, a CCSA membership fee of \$20 plus the first month and last months' program fees, in advance, per child. We will not hold a space for you without this deposit. Postdated cheques are accepted from the time you register.

## WITHDRAWAL

We could not run our preschool without user fees. Should you choose to withdraw your child *for any reason* we require a month's notice, in writing. If you are not able to give proper notice, you will be charged the fee for the next month. Written notice must be given on or before the **first day of the month**. This is in effect whether or not your child attends during that month. *Example: If you wish to withdraw your child starting the first of December, you must give us written notice on or before November the 1<sup>st</sup>. Example: If you decide on November 15<sup>th</sup> that you wish to withdraw your child on December 1<sup>st</sup>, then you owe us for the month of December. Thirty days notice from a date other than the first is not an acceptable alternative.*

## REFUND POLICY

Our costs are fixed and space is held for your child.

There are no refunds of fees for the following reasons:

- Closures beyond the control of Eagle Wings Preschool, due to snow days, power outages and other emergencies;
- Scheduled professional development and training days for staff;
- Statutory and other holidays;
- Child absences due to illness, family vacations or personal reasons.

## SUBSIDIZED CHILD CARE

- It is up to the parent/guardian to apply for subsidy. The Ministry requires our **Facility License Number** before subsidy will be issued, and we are happy to fill out that part of the paper work. Subsidy coverage will vary depending on your personal situation.
- If you receive subsidy, and you have a "**Parent Portion**" that the Ministry does not cover, you are **required to pay it through post-dated cheques**. To figure out the parent portion, you subtract the amount the ministry covers from our monthly fees, which tells you your amount owing to us.
- If you have not yet applied for your subsidy, and wish to enroll your child/ren into the preschool, **you must pay the fees in the full amount until we receive your subsidy payment**. You will receive reimbursement from us when we receive the subsidy payment.
- **Please remember to apply for renewal of your subsidy one month before its expiry date**; the renewal process can take time.

- If your subsidy is discontinued for any reason, you are responsible for the fees in full.



## Frequently Asked Questions 13.

### **Q: What is this licensing that is talked about?**

A: Eagle Wings Preschool is a *licensed childcare facility*. This means to earn our license we follow the Child Care Licensing Regulations, as set out in the Community Care and Assisted Living Act, under the Ministry of Health. The Island Health Authority supervises and inspects us to make sure we are in compliance with the requirements. We are also connected to the Ministry of Children and Family development, MCFD, which has responsibility for the Early Childhood Educator Registry. We work hard to maintain the high standards set by the government bodies. Throughout this document, you will find references to “licensing” and what we must or may not do, which refer to the above regulations.

### **Q: What about birthdays?**

A: Discuss this with the preschool director. Sometimes families wish to send treats for the class but because of serious allergies this must be planned in advance. *\*We ask for home birthday party invites to be discreetly tucked into cubbies for adults to take home, so that those children not invited are not singled out in an obvious way. **It is extremely hurtful to the child who is left out.***

### **Q: Do the children go on field trips?**

A: Sometimes! Sometimes we have professional community members come in to visit the children. *However*, licensing considers it a field trip to go to the garden or the forest on the hill behind the school, so we ask you to complete a section on our registration form giving us permission to walk there with the children. We always try to have a family party at the beach on the last day of preschool.

### **Q: Why does December cost the same as the other months for half the time?**

A: Our costs are averaged over the school year. See Finances Section # 12.

### **Q: May I drop my child off early so I get to work on time?**

A: No, sorry. Before preschool is staff time to use as we need.

### **Q: May I stay after preschool in the room to play with my child?**

A: No, sorry. After preschool is staff time to use as we need. You are welcome to join StrongStart at 12:30.

**Q: What is StrongStart?**

A: StrongStart is a BC Ministry of Education Early Learning Program for preschool children accompanied by a parent or caregiver. See Hours and Days section # 4. StrongStart shares the Eagle Wings Preschool room.

**Q: How do I deal with problems and concerns?**

A: MAKE AN APPOINTMENT and talk to us: the preschool staff, director and CCSA staff. The appointment allows us to make time for you. Quick questions are dealt with at drop-off and pick-up times. Feel free to phone after 3:30PM as well!

**Q: What if I want to volunteer or visit?**

A: Eagle Wings has an open door policy. All visitors should make arrangements in advance with the Preschool Manager. Regular helpers will need a current criminal record check prior to volunteering in the preschool. Unauthorized visitors may be asked to leave the premises. The school district requires that we ask ALL visitors to report to the SCHOOL office, sign in and wear a visitor's nametag (if one is available). Thank you for your cooperation with this.

**Q: What is the CCSA membership?**

A: Having members helps us with our grant applications. For you; members have a voice in running the society and a chance to be on the board. Sometimes we have special deals for members.

## Contact Information



### Questions? Ideas? Please contact us!

Our office is located in the Chemainus Community School

### Thank-you for choosing Eagle Wings Preschool!

Communication is the key to good relationships!



#### CHEMAINUS CROFTON COMMUNITY SCHOOLS' ASSOCIATION

3172 Garner Street, Chemainus, BC V0R 1K2

Phone: (250) 246-3588 or (250) 416-5473

Email: [ccsa@sd79.bc.ca](mailto:ccsa@sd79.bc.ca) or [bookscsa@sd79.bc.ca](mailto:bookscsa@sd79.bc.ca)

The Chemainus Crofton Community Schools' Association coordinator's office is located in the elementary school in Room 126, across from the computer lab. The CCSA office for payments/registrations is in the lime green portable next to the preschool. **Wendy and/or Brandy can be found there most days from 9:00 – 5:00.** Cindy is teaching most days, yet she welcomes your questions or suggestions! Please feel free to drop in or make an appointment if you would like us to spend some time talking with you.

Our Contact Team:



**CCSA Administrator:**  
Wendy Lambert

**250-246-3588**  
[ccsa@sd79.bc.ca](mailto:ccsa@sd79.bc.ca)

**CCSA Office Manager:**  
Brandy Callihoo

**250-416-5473**  
[bookscsa@sd79.bc.ca](mailto:bookscsa@sd79.bc.ca)

**Eagle Wings Preschool and StrongStart  
Manager and Lead Teacher:**  
Cindy Batyi

**250-416-5475**  
[eaglewings@sd79.bc.ca](mailto:eaglewings@sd79.bc.ca)

**We are proud of our Teaching team and we would love for you to meet them,  
so please stop by!**