



CHAoyIN
BILINGUAL
CADEMY

**PARENT
HANDBOOK
2025-2026**



Chaoyin Bilingual Academy Daycare

Welcome Message

Chaoyin Daycare Academy is delighted to welcome you to our new Mandarin Bilingual Daycare! Our recently licensed facility is located in a modern, state-of-the-art campus that we share with Chaoyin Bilingual Elementary School. The Daycare program is licensed for children aged 30 months school-age and allows for a seamless transition into our IB certified Mandarin program for students aged Kindergarten to Grade 9.

This handbook is designed to offer our Daycare families important information that will assist them in understanding who we are as a licenced facility, as well as the important role we all play in the development of your child. Should you have any concerns or wish to provide feedback, please do not hesitate to speak with our Daycare Manager or the School Principal. We want your experience at Chaoyin Bilingual Academy to be a positive and supportive one.

Sincerely,

A handwritten signature in black ink that reads 'Li-chen Sun'.

Li-chen Sun, Daycare Manager
Chaoyin Bilingual Academy

A handwritten signature in black ink that reads 'Paul Fraser'.

Paul Fraser, Principal
Chaoyin Bilingual School

Chaoyin Bilingual Academy Daycare Staff List (2025 – 2026)

Staff Member	Grade/Dept.
Ms. Li-chen (Lillian) Sun	Daycare Manager / ECE IT Teacher
Mr. Paul Fraser	Head of Elementary School
Mr. Qingli (Dante) Song	Marketing and Admissions Director
Ms. Hiu Yan (Daisy) Chan	ECE Teacher

Our Teachers

Our Early Childhood Educators are fully qualified and licensed as specified by B.C. Child Care Licensing regulations. As required by licensing regulations, we have Criminal Records checks and valid Childcare First Aid certificates on file for each educator working at Chaoyin Daycare.

Chaoyin Bilingual Academy Daily Routine

8:30am – 9:15am

- Centre opens.
- Gradual arrival of children and families.
- Free play

9:15am – 9:45am

- Washroom routines, morning snacks.

9:45am – 10:20am

- Circle time
- Small group activities (social studies, science, art, music, math).

10:20 am – 11:15am

- Dressing for outdoors, outdoor play.

11:15am – 11:45am

- Transition to indoors, hand washing, washroom routine, free play.

11:45am – 12:30pm

- Lunch time.

12:30pm – 1:45pm

- Nap time for those who need it.
- Outdoor activities for those who do not nap.

1:45pm – 2:00pm

- Wake up, washroom routine.
- Some children come back from outdoor playground

2:15pm – 3:15pm

- Literacy for Individuals (Phonics/ Storytelling/ Reading)
- Small group activities (social studies, science, art, music, math)

3:15pm – 3:45pm

- Snack available (may coincide with free play)

3:45pm – 4:00am

- Transition to indoors, washroom routine, dressing for outdoor

4:00 pm– 5:00pm

- Outdoor play (parents may pick up the children in the playground)
- Centre closes

Program Philosophy

The Philosophy of Chaoyin Bilingual Academy Daycare is based on the beliefs that:

- Each child is unique, with their own interests, strengths and abilities. When children are valued as individuals, they learn to value themselves and others.
- Children learn through exploration in environments that are rich in opportunities to converse, socialize, play, and work with others.
- Children are actively involved in experiences which include foundations in numeracy, science, social studies, creative art, languages, music, movement, personal and physical health, as well as play.
- Children learn and retain language acquisition optimally at an early age. At Chaoyin, we provide a balance of growth and guidance in both Mandarin and English languages.
- Chaoyin Bilingual Daycare values children and celebrates the wonder of childhood; we honour children through loving, respectful and nurturing relationships. Our ECE teachers plan experiences based on children’s interests and appropriate educational concepts.
- Maintaining open communication with parents creates a supportive partnership that enables us to provide care that responsibly and respectfully corresponds to each specific family.

Fees

Tuition Fee fees for the 2025 – 2026 school year are set at:

- \$900/month tuition fee; \$250/ month hot lunch, and snack fees.

Deposit

To complete registration, a full month of deposit equal to the amount of your total monthly tuition is required. Your deposit is intended to cover your last month's tuition upon receiving two months' written withdrawal notice. The deposit will be used to cover your last month of tuition.

Fees are due on the first day of each month and can be submitted by pre-authorized payment. Fees are not reduced for months with scheduled or non-scheduled closures or absences. Chaoyin Bilingual Academy has divided its yearly fees into 10 equal monthly payments, which include longer months and shorter months.

Late Payment

In the event that the monthly tuition fee is not fully paid by the 4th day of the month, there will be a \$25 penalty fee. If the payment of fees continues to be late, this could result in the child having to withdraw from Daycare services from Chaoyin Bilingual Academy.

Withdrawal

As a courtesy to Chaoyin Bilingual Academy, please provide 2 months (effective the last day of a calendar month) written notice if you are planning to withdraw from the Daycare program.

Absence (Long-term)

At Chaoyin Bilingual Academy, our commitment revolves around delivering attentive care for children. To ensure an optimal learning environment, we maintain small class sizes. If your child is unable to attend the Academy, full tuition is still required to secure and retain their position in the class.

CBA Gradual Entry

We use a gradual entry approach to assist new families and children during the adjustment into our program. Each child reacts differently. Some children will settle in on their first day, while others need more time to adjust. To alleviate some of the anxiety a child may experience, it is important that a family member stay with the child during the first few days. The length of time and number of days will depend on the individual child's comfort level. During the gradual entry process, bringing a special toy of comfort (i.e. favorite teddy) may be beneficial.

What to Bring

It is helpful to send your child with water bottle, two (2) sets of clothes, and a pair of clean indoor shoes (not slippers). See list below for items.

Labelling your child's belongings with their name will assist them and us to become familiar with individual items. Please leave valuables and toys at home.

PERSONAL ITEMS

water bottle

- Two sets of clothes (include pants, T-shirt, a sweater, socks, and underwear). If your child borrows clothing from Chaoyin Bilingual Academy, we ask that you please return the clean items the following day
- A crib-sized sheet, and a blanket for naptime (sheets will go home every Friday for laundering)
- Indoor shoes – prefer anti-slip rubber soles
- A family photo

COLD WEATHER

- Rain boots – bogs and Kamik are highly recommended. They are 100% waterproof with easy pull-on handles
- Rain jacket
- Rain pants
- Wool or winter socks
- Hat (waterproof)
- Gloves (waterproof and lined)
- Layers of clothes – we recommend wearing layers of clothing so children adjust as needed according to changes in weather and activity levels
- Outdoor shoes (runners with Velcro closures)

WARM WEATHER

- Lightweight waterproof jacket with a hood for light rain
- Long-sleeved shirt (we recommend light cotton)
- Durable pants/shorts

- Sun hat
- Running or walking shoes (no sandals or flip-flops)
- Sun lotion (no spray) SPF 45+
- Bug spray

Outdoor Activities

All children are required to participate in all Daycare Academy outdoor activities. We observe outdoor activities twice daily: 1 hour outdoors time in the morning between 10am and 12noon, and after snack in the afternoon. Other field trip activities requiring special drop-off times will be communicated via our monthly newsletter or email from staff. Parents are advised to keep your child at home if they are unable to participate in outdoor activities. We will not be able to accommodate a child to stay indoors.

Please see the section above regarding “what to bring” and ensure your child is dressed appropriately for the current weather with play clothes and shoes that adequately protect. Outdoor clothing that protects from the rain should be kept in each child’s cubbies daily.

Child’s Health Records

Immunization

Prior to entering Daycare, parents must submit their child’s immunization records as required by Vancouver Coastal Health Authority. Exceptions to this policy can only be made for medical reasons and must be documented by the child’s physician. Please check with the Principal or Daycare Manager regarding this exception.

Children with Chronic Health Concerns

Children who require ongoing medication for chronic illness must have a copy of the physician’s letter authorizing medication on file. A care plan must be given to the Daycare staff (see program staff for a blank care plan template). This information and medication are kept in the safety of the program manager, in the emergency evacuation materials. Attached is the Authorization to Administer Medication Form.

Photo Consent

On various occasions, photos of the children are taken. Photos may be used for display within Chaoyin Bilingual Academy on our private social media account, in documentation by the school, or promotional materials for Chaoyin Bilingual Academy. The photo consent form allows parents/guardians to give permission for none, some, or all of these purposes.

Custody Arrangement

Parents who have custody arrangements must provide Chaoyin Bilingual Academy with a copy of the relevant court orders. Staff will follow the written custody agreement and related court orders. Chaoyin Bilingual Academy will not get involved in any parental dispute.

General Policies and Procedures

Office Hours

Our office is open from 8:15 a.m. until 5:00 p.m. daily. You can reach our classroom at: (604)-273-9184#103 or at: info@chaoyin.ca.

Daycare Hours

Morning Drop-Off and Afternoon Pick-Up is done directly via the exterior door of Chaoyin Bilingual Daycare (rear north side of the building). Drop-off begins at 8:30 am and pick-up is no later than 5:00 pm.

***8-hour policy: CBA offers a stimulating environment where each day is filled with engaging and exciting activities. We place great importance on meeting each child's individual needs while also recognizing the value of quality family time. With the well-being of both the child and family as our top priority, children will not attend daycare for more than 8 hours per day.

There will be no Daycare service on Pro-D Days or after 2:00 PM On one Wednesday each month for teachers' professional development, as indicated on the school calendar.

CBA operates similar to the Richmond School Board calendar, with minor differences and is closed for Statutory Holidays, Winter Break, Spring Break, and Summer Break. ☒

Parent Access to School

All visitors, including parents, must report to the office upon entering the school. We have a locked door security system, and all office visitors must be buzzed in.

While the school is in session, parents or other designates may only pick up Daycare children through the office - not directly from the classroom, unless escorted by a staff member to the classroom.

Chaoyin Bilingual Academy will only release a child to persons authorized in the registration information; or when the parent/guardian has provided notice that another individual will be picking up the child. Alternate pick-up persons will be asked for photo identification. Chaoyin Daycare will not release children to anyone under the age of 16.

Late Pick-up

Daycare pick-up is at 5:00 pm. A grace period of 5 minutes is given for all families. Late pick-ups after the grace period are subject to a fee of \$5.00 every 5 minutes. A late fee payment letter will be issued during pick-up either the day of or the following day. If a child has not been picked up 20 minutes after the program end time, and Chaoyin Bilingual Daycare has not been informed that the person picking up is arriving late, the following steps will be taken to ensure the child is cared for:

- Chaoyin Daycare will phone the parent's place of work and/or home as provided on the registration form.
- If the parent cannot be reached, a message will be left to contact the Academy, and the emergency contact person stated in the registration information will be contacted to arrange pick-up.
- If the parent or alternate person has not contacted Chaoyin Daycare within 40 minutes of the program end time, the Ministry of Children and Family Development will be contacted and arrangements for a pick-up by a Social Worker will be made.
- Chaoyin Daycare will leave a message for the parent, providing the Social Worker's contact information.

Student Lateness or Absences

Student safety is a priority of Chaoyin Bilingual Academy and we ask all parents to please keep the school informed of any absences or late arrivals. If your child is sick or late, please call the school office at: (604) 273-9184 #103 to report the absence or lateness. As well, you can email the school office at: info@chaoyin.ca .

Health and Wellness

Chaoyin Bilingual Daycare implements recommended safety procedures around sanitizing and maintaining a clean environment for both children and staff. Children are required to wash their hands before food consumption, after toileting, and if their hands become soiled.

The parent is responsible for informing Chaoyin Bilingual Daycare of a child's allergies. If possible, Chaoyin will adapt the environmental conditions to reduce exposure to known allergen. We are a peanut-free school environment.

To reduce the spread of illness, children who show up showing visible signs of sickness might be sent home. Chaoyin will contact a child's parent/guardian for pick-up if the following conditions are present:

Measurement Method	Normal Temperature Range
Mouth	35.5C to 37.5C (95.9F to 99.5F)
Armpit	34.7C to 37.3C (94.5F to 99.1F)
Ear	35.8C to 38C (96.4F to 100.4F)

- Difficulty swallowing
- Undiagnosed rash
- Fever of 38C/100F or higher
- Diarrhea
- Headache or stiff neck
- Strained breathing
- Lice
- Ear infection
- Pinkeye
- Hand, foot, mouth disease
- Impetigo
- Suspected communicable disease
- A cold and is not well enough to participate in regular activities (lethargic or has frequent sneezes and coughs)

Once your child has gotten sick, when to send them back to Daycare?

-if it's been more than 24 hours since the fever has passed without the use of medication and your child is showing proper levels of energy

- when a cough or sneezing has subsided for more than 8 hours

- if Strep Throat, Ear Infections, Impetigo, 24 hours after the first dose of antibiotics

-if it's been more than 48 hours since your child has stopped vomiting

- 2 days (48 hours) after diarrhea has subsided and the child had one solid bowel movement

-if Hand, Foot, Mouth Disease, Pinkeye, Lice or if it is 24 hours since starting the treatment, your child must have doctor's note allowing the child to return to school

Medical Emergencies

In the event of a medical emergency involving a child, 911 will be called. If transport to a hospital is required, a Chaoyin staff member will accompany the child. The child's parent/guardian will be contacted at the earliest possible opportunity.

If child abuse or neglect is suspected, Chaoyin Daycare is required by law to report concerns to the Ministry of Children and Family Development.

Accidents and Reporting

All head injuries are reported to the office and parents are immediately notified. **If a student has reported he/she has a concussion after seeing their family doctor, we require a doctor's note indicating the types of physical activities the students is able to participate in.**

Parents/guardians will be informed of any accident or illness occurring at school or at a school sponsored event, in a timely and appropriate manner, commensurate with the seriousness of the injury and/or the need for further monitoring.

In the event of an injury, the office will assume responsibility for notifying parents and calling for an ambulance as soon as possible.

Allergies at Chaoyin

Please ensure your child(ren)'s medical information is updated every year, and the school office has the most recent copy of any allergies. Note that Chaoyin Bilingual Academy and School are both NUT FREE ZONES and we ask that students and their families do not send their children to school with any food that may contain nuts (peanuts or tree nuts).

As we move through the seasons, some children may experience allergy symptoms due to pollen or other environmental factors. If the child shows signs such as sneezing, coughing, itchy eyes, or a runny nose, please provide a note from their doctor.

The note should confirm that the symptoms are allergy-related and not contagious and include any necessary treatment or accommodations. This ensures we can care for the child appropriately while keeping our learning environment safe and healthy.

Duty to Report Child Abuse or Neglect

It is the responsibility, by law, for school staff to report all suspected cases of child abuse or neglect. Neglect can occur in the form of suspected physical or emotional abuse, as well as suspected neglect of a child's basic needs. School staff do not need to consult with the Principal before contacting Ministry of Child and Family Services if there is a case of suspected abuse/neglect.

Attendance

Regular attendance and being on time are two key factors in your child's Daycare life. This allows your child to feel a part of everything and ensures that he or she will not fall behind. If we have not been notified of your child's absence, and your child does not arrive at school, our staff will notify you. Please help us to keep your child safe by making sure that all contact information is up to date, including other family or friends that will drop off or pick up, your child.

It is important to phone the school as soon as you know your child is going to be away. It is perfectly acceptable to leave us a phone message. **If you need to pick up your child while school is in session, please sign your child out at the office.**

Morning Snack, Lunch and Afternoon Nutrition Break

We provide all Chaoyin daycare students a healthy morning snack, as well as an afternoon nutrition break. In addition, Chaoyin provides a healthy hot lunch program catered by Premier Central Kitchens that is compulsory for all daycare families.

Transition to Kindergarten for Chaoyin Daycare Children

Children who are turning 5 years old by December 31 of that calendar year are eligible to transition into Chaoyin Bilingual School. Please inform either the Daycare Manager or the School Office by February 1 if you are planning for your child to attend Chaoyin Elementary School commencing September of that year. Chaoyin Daycare students have preferred enrolment status for the kindergarten class.

Guidelines for Conduct While Playing Outside

We will teach children to respect themselves, others and all property by remembering to:

- follow school and game guidelines
- share the space or equipment being used
- comply with adult direction
- adhere to the playground guidelines
- stop play when the bell goes and head in promptly.

General Guidelines for Conduct While Inside the Building

Children are to be reminded to:

- enter and exit the building through the designated doors.
- walk everywhere they go. Do not run.
- move about the building quietly
- give their best effort at whatever they do.
- cooperate and share.
- take responsibility for their actions; don't lie or minimize actions.
- speak to everyone in a respectful way.
- deal appropriately with problems.
- demonstrate good manners.
- find appropriate activities on an inside (rainy) days.

Student Behavioural Guidance

- In the Bilingual Daycare room, guidelines will be set up in accordance with our school-wide behaviour goals. Educators will assist children in deliberating and collaborating to ascertain what defines proper or socially acceptable conduct. The educators of your child will confer on their findings and devise a support plan aimed at mitigating the behaviour, while also instructing the children in alternative methods for problem resolution or need expression.
- This assistance plan will take a few weeks to observe if behaviours are getting better or worse. The educators will share with you all the things your child is accomplishing during this time, as well as objectively explain the behaviours they are seeing and how they are teaching your child an alternative approach to the issue. This process may take times. The children should be observed over and assisted for three months. If the behaviour persists over time, it will be thoroughly assessed by the parents, teachers, and other trained personnel.
- Our behavioural guidelines are following ECE Licensing requirements. Parents will be informed of all minor and major issues, and classroom teacher will record in the logbook.

Communicating With Your Child’s School

We are eager to address your questions or concerns. Updates are shared daily by our Daycare Staff, and electronic updates are shared a minimum of twice per week.

Parents and guardians are urged to contact the school if they are unsure of a message or have questions about an activity or issue.

School Uniform

Chaoyin Bilingual Academy Daycare has a dress code uniform. Daycare attendees must be dressed in CBS approved school uniforms.

Our uniform provider is:

McCarthy Uniforms

1050 Boundary Road
Burnaby ,BC
V5K 4T3

Phone: +1 800-668-8261
www.mccarthyuniforms.ca

All students will wear the designated school uniform unless otherwise specified by the Principal. New enrollees are to wear functional school clothes that fit as closely as possible to the colours and styles of the school uniform (please note: **no jeans**) until school uniforms are obtained.

ANTI-RACISM AND DISCRIMINATION

The practice of anti-racism and non-discrimination shall prevail in all matters of instruction and course content: in employment, promotion, and assignment of staff; in providing access to facilities; in the choice of instructional materials; and in all matters pertaining to community relations. Specifically, Chaoyin Bilingual Academy (CBA) will not tolerate acts of hate, discrimination, or the distribution of discriminatory or hateful discriminatory propaganda and will ensure that administrative procedures dealing with such matters are followed when allegations arise including keeping a record of incidents and steps taken in response to an incident. The procedures include commitments to transparency, clear communication with all involved and a path to resolution for impacted students and staff.

Discrimination means the subordination of groups or individuals resulting from a distinction, preference or exclusion based on the grounds of race, religion, colour, ethnicity, place or origin, language age, disability, socio-economic status, gender identity, gender expression, or sexual orientation.

I have read and understand the above Policies and Procedures for Chaoyin Bilingual Academy Daycare.

Parent Name

Parent Signature

Date