



IN SPACE CHILDCARE

# Company Handbook

Comprehensive policies and standards that guide our operations — supervision, transportation, safety, behaviour guidance, and program planning.

[www.inspaceuniverse.com](http://www.inspaceuniverse.com) | Nanaimo, BC

## Company Handbook

Comprehensive policies and standards that guide our operations.

*Excellence in operations is the quiet foundation beneath every child's day — invisible when it works, irreplaceable always.*

## Supervision & Care Ratios

Effective supervision is the cornerstone of child safety. The staffing combinations below are the minimums set by the BC Child Care Licensing Regulation (BC Reg 332/2007). In Space frequently exceeds them. Combinations show the roles required for the maximum-sized group in each program type.

PROGRAM / GROUP	REQUIRED STAFF
Group Child Care — Under 36 Months (up to 12)	1 ITE + 1 ECE + 1 ECEA
Group Child Care — 30 mo to School Age (up to 25)	1 ECE + 2 ECEAs
Preschool (up to 20)	1 ECE + 1 ECEA
School Age — K & Grade 1 (up to 12)	1 RA
School Age — K & Grade 1 (13–24)	2 RAs
School Age — Grade 2+ (up to 15)	1 RA
School Age — Grade 2+ (16–30)	2 RAs

### Continuity of Care

- ✓ Supervised at all times
- ✓ Staff in close proximity
- ✓ Ratios maintained
- ✓ Proactive communication
- ✓ Second staff available

## Tracking & Accountability

- ✓ Track enrollment ongoing
- ✓ Consistent head counts
- ✓ Sign in/out via ProCare
- ✓ Manual backup
- ✓ Only release to authorized

## Environment

- ✓ Regular safety checks
- ✓ Remove hazards
- ✓ Maintain sightlines
- ✓ Lock non-program doors
- ✓ 1 hour outdoor daily

## Transportation

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Safe, supervised, reliable transportation.

Appropriate ratios on all routes.

## Transfer Procedures

- ✓ Kindergarten: transfer at classroom door
- ✓ Other students: when school supervision begins
- ✓ After school: staff at each school

## Delays

- ✓ Notify on-site staff
- ✓ Inform school and parents
- ✓ Site Manager coordinates

## Unaccounted Children

- ✓ Contact Site Manager
- ✓ Contact parent
- ✓ Check with school
- ✓ Bus will not depart until confirmed

## Health & Safety

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Safe, secure environment for all.

### Staffing

- ✓ Manager on site 9:00 AM - 5:30 PM
- ✓ During closures: 8:30 AM - 4:30 PM
- ✓ Ratios per Schedule E maintained

### Qualifications

- ✓ Role-based qualifications
- ✓ Valid First Aid & CPR
- ✓ Cleared Criminal Record Check

### Training

- ✓ Fire safety
- ✓ Health protocols
- ✓ Monthly development

### Vehicle Standards

- ✓ Licensed drivers
- ✓ Insurance for child transport
- ✓ Booster seats
- ✓ Regular inspections

### Hygiene

- ✓ Food surfaces hygienic
- ✓ Hot water max 49C
- ✓ Canada Food Guide meals
- ✓ Handwashing procedures
- ✓ Immunization status documented (no records required)
- ✓ Medication: authorization only

## Release to Authorized Persons

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Safe, secure release of all children.

### Records

- ✓ Parent/emergency contacts in Procare
- ✓ Unauthorized pick-up list maintained

### Procedures

- ✓ Sign in/out via Procare
- ✓ Verify identity

### Unauthorized Persons

- ✓ Request photo ID
- ✓ Log details
- ✓ Contact parent
- ✓ No release without confirmation
- ✓ Contact police if needed

### Concerns

- ✓ No release to impaired individuals
- ✓ Contact alternate adult
- ✓ Prioritize safety

## Threats

- ✓ Contact police
- ✓ Notify Ministry
- ✓ Notify Licensing Officer
- ✓ Complete incident log

## Emergency Response

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Comprehensive Emergency Plan.

### Emergency Procedures

Sequential steps every team member follows when an emergency is declared.

1. Gather children calmly

2. Conduct attendance check

3. Exit via nearest safe exit

4. Escort to meeting place

5. Carry emergency supplies

6. Head counts

7. Contact 911

### Definitions

**Emergency** Urgent situation requiring action

**Meeting Place** On-site gathering post-evacuation

**Evacuation Site** Off-site when unsafe to remain

### Reunification Sites

**3606 Allsop Road** Nanaimo Aquatic Centre

**3255 Stephenson Point** Oliver Woods Community Centre

### Documentation

- ✓ Type of emergency
- ✓ Date/time
- ✓ Names present
- ✓ Injuries
- ✓ Facility condition

### Drills

- ✓ Monthly fire drills
- ✓ Annual earthquake drills
- ✓ Records kept

## Physical Literacy

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Promoting physical literacy.

## Core Skills

- ✓ Crawling, walking, climbing
- ✓ Jumping, running, balancing
- ✓ Catching, throwing, kicking
- ✓ Coordination, strength

## Outdoor Time

Minimum 1 hour physical activity per 3 hours.

## Screen Time

Max 30 min/day, educational only.

## Equipment

Balls

Bean bags

Hula hoops

Chalk

Scarves

Cones

Balloons

Bowling pins

Sponges

Ropes

Buckets

Bubbles

## Behaviour Guidance

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Respectful, developmentally appropriate guidance.

### Principles

- ✓ Positive relationships
- ✓ Clear expectations
- ✓ Consistent routines
- ✓ Role modelling

### Expected Behaviour

- ✓ Treat others with respect
- ✓ Clean up materials
- ✓ Take turns
- ✓ Ask for help
- ✓ Stay with group
- ✓ Use indoor voices
- ✓ Treat materials gently

### Strategies

- ✓ Positive role modelling
- ✓ Simple language
- ✓ Focus on behaviour not child
- ✓ Redirection
- ✓ Choices and problem-solving
- ✓ Calm support

## Time-In, Not Time-Out

Time In approach — safe space to calm, followed by supportive conversation.

## Nutrition

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Nutritious food practices.

### Current Standards

- ✓ We do not provide meal program
- ✓ Children bring own lunches
- ✓ No food sharing
- ✓ Staff aware of allergies

## Program Planning

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High-quality, developmentally appropriate programming.

### Creative Art

Self-expression through art activities.

### Leisure Activities

Choice-based play — games, reading, puzzles.

### Physical Activities

Endurance, flexibility, strength.

### Transition Activities

Songs, games during transitions.

### Wellness & Nutrition

Healthy habits and well-being.

Excellence in operations creates the foundation where curiosity, safety, and growth flourish.