IN SPACE UNIVERSE

Parent Handbook

Everything you need to know about how In Space operates day to day — our philosophy, programs, policies, and the partnership we offer families.

www.inspaceuniverse.com | Nanaimo, BC

Parent & Family Handbook

In Space Universe

A complete guide for our families — our philosophy, programs, policies, and the partnership we offer you.

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Sections 35
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Every child deserves to grow with confidence, curiosity, and limitless possibility — and every family deserves a partner they can trust.

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1. Welcome Letter

Dear Parents and Guardians,

Welcome to In Space Childcare. We are honoured that you have chosen our centre as a partner in your child's early learning and development journey.

Our programs are thoughtfully designed to provide a safe, nurturing, and inspiring environment where every child can explore, learn, and grow at their own pace. We take a child-centred, play-based approach that respects each child as a capable, competent individual full of potential. Our goal is transparency and clarity. We believe that when families are well-informed and involved, children thrive.

This handbook has been prepared to give you a complete understanding of our policies, procedures, and the standards we uphold. We encourage you to read it thoroughly and keep it for reference throughout your time with us. If you have any questions, our doors are always open, and our team is here to help.

We're excited to begin this journey with you and your family.

Warm regards,

Matthew Boudot
Founder & CEO, In Space Childcare Inc.

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2. Our Philosophy

North Star
To create a universe where children grow, families flourish, and possibility has no limits.

Mission
To inspire children and support families through exceptional care, learning, and discovery.

Vision
To build a world where every child grows with confidence, curiosity, and limitless possibility.

Purpose
To elevate the standard of family care and childhood development for a new generation.

Brand Promise
To deliver safe, enriching, and inspiring experiences every day.

Our educational philosophy is rooted in play, exploration, and thoughtful guidance. We believe that children learn best when they feel secure, respected, and empowered to follow their interests. Our environments are designed to spark curiosity while providing the structure and support children need to develop independence, resilience, and a lifelong love of learning.

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3. Our Responsibilities to You

In Space Universe is committed to upholding the highest standards of care, transparency, and accountability. Our responsibilities to you and your child include:

Child Safety & Well-Being

- Maintain active supervision of all children at all times, in accordance with BC licensing ratios
- Follow all provincial regulations under the Community Care and Assisted Living Act and Child Care Licensing Regulation
- Conduct daily safety checks of all indoor and outdoor spaces, equipment, and materials
- Implement clear emergency procedures for fire, earthquake, lockdown, and medical emergencies
- Maintain secure access controls to all program areas
- Document and report all incidents promptly and transparently

Communication With Families

- Share regular updates on your child's day through In Space Hub, including meals, naps, activities, and milestones
- Inform parents promptly of any incidents, injuries, or concerns involving their child
- Respect family input and involve parents in decisions about their child's care
- Protect the confidentiality of all family information in accordance with PIPA

- Encourage collaboration between home and centre to support each child's development

Inclusion & Respect

- Treat all children, families, and staff with dignity and respect
- Support diversity and inclusion in all aspects of our programs
- Accommodate children with special needs to the fullest extent possible, working with families and external supports
- Promote kindness, empathy, and positive social interactions among all children

Policies, Transparency & Accountability

- Follow all written centre policies and procedures consistently
- Provide clear, accessible guidelines for all families
- Welcome feedback and use it to continuously improve our programs
- Address concerns promptly, fairly, and confidentially

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4. Role of Our Educators

Qualifications & Certifications
All staff at In Space Childcare meet provincial and territorial licensing standards. Educators hold the appropriate credentials for their role, maintain current First Aid and CPR certification (infant, child, and adult), and complete criminal record and vulnerable sector checks before employment.

Ongoing Training
Our commitment to excellence means learning never stops. All staff complete ongoing professional development in: - Child protection and mandatory reporting - Positive behaviour guidance and child development - Safe sleep practices (infant care staff) - Emergency preparedness and first aid renewal - Food safety and allergy management - Cultural safety and inclusive practice

Trusted Guides in Your Child's Learning Journey
At In Space, educators do more than supervise; they guide, support, and partner with children and families every day. Our team is committed to creating environments where children feel secure, respected, and confident to explore.

01 — Creating Engaging, Age-Appropriate Experiences
Planning meaningful activities that support cognitive, social, emotional, and physical development through play and exploration.

02 — Observing & Supporting Development
Thoughtfully observing children and responding to individual strengths, interests, and developmental milestones.

03 — Encouraging Independence & Self-Help Skills
Supporting self-help skills such as problem-solving, decision-making, and age-appropriate responsibility.

04 — Fostering a Safe & Inclusive Classroom
Creating classrooms where every child feels valued, included, and emotionally safe.

By balancing guidance with independence, our educators create spaces where children are empowered to explore, discover, and grow at their own pace — while families feel confident knowing their child is supported by caring professionals.

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5. Our Promise to Parents

We promise to:

- Care for your child as an individual, recognizing their unique personality, strengths, and needs
- **Create a safe learning environment** where your child can explore without fear
- **Communicate openly** about your child's experiences, development, and any concerns
- **Partner with you** as an active participant in your child's growth and learning
- Respect your family's values, culture, and parenting choices while maintaining our duty of care
- **Be transparent** about our policies, practices, and decision-making
- **Continuously improve** by listening to feedback and staying current with best practices

Together, we build a strong foundation for your child's future.

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6. Our Locations & Programs

Galactic 1
3606 Allsop Road, Nanaimo, BC - School Age Program (ages 5–12)

Galactic 2 (HQ)
3255 Stephenson Point, Nanaimo, BC - Daycare Program (ages 2.5–5) - School Age Program (ages 5–12)

School Pick-Up & Drop-Off
Our school-age programs provide transportation to and from the following schools: - Departure Bay Elementary - Hammond Bay Elementary - McGirr Elementary - Mountain View Elementary - Pleasant Valley Elementary - Randerson Ridge Elementary - Syuwenct Elementary

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7. Enrollment & Admissions

Program Eligibility

Program	Age Range	Requirements
Infant Program	6 months – 3 years	Must be 6 months by start date
Daycare Program	2.5 – 5 years	Must be 2.5 years by start date; toilet training not required
School Age Program	5 – 12 years	Must be enrolled in school
Academy Programs	Varies by program	See Academy section for details
Aquatics Programs	Varies by program	See Aquatics section for details

Required Online Documents
All families must complete the following before their child's first day:

1. **Online Enrollment Form** — Completed through In Space Hub

2. **Registration Form** — Emergency contacts, authorized pick-up individuals
3. **Medical Information** — Health considerations, medical conditions, medications
4. **Allergy Information** — All food, medication, and environmental allergies
5. **Immunization Status** — We document whether your child is current or not-current; children may attend regardless of immunization status
6. **Photo & Media Consent** — Authorization for photography and social media use
7. **Handbook Acknowledgement** — Confirmation that you have read and agree to all policies
8. **Repayment Agreement** — Signed agreement to tuition and fee terms
9. **Custody Documentation** (if applicable) — Court orders or custody agreements

Waitlist
When a program is at capacity, families may join our waitlist. Priority is given in the following order: 1. Siblings of currently enrolled children 2. Children transferring from another In Space program 3. Date of waitlist application

Families on the waitlist will be contacted when a space becomes available and will have 48 hours to confirm acceptance before the space is offered to the next family.

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8. Trial Period

All new children undergo a 6-week trial period. This allows both your family and our team to determine whether the program is the right fit for your child.

During the Trial Period

- Our educators will closely observe your child's adjustment, engagement, and interaction with peers
- We will communicate regularly with you about how your child is settling in
- Any concerns about fit will be discussed openly and promptly

Trial Period Outcomes

- **Successful completion:** Your child's enrollment continues as regular care
- **Concerns identified:** We will work with you to develop a support plan and may extend the trial period
- **Mutual decision to end care:** If, after genuine effort, the program is not the right fit, we will support you in finding alternative care

Withdrawal During Trial
If you choose to withdraw during the trial period, please provide as much notice as possible. No refunds will be issued for the trial period.

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9. Attendance & Hours of Operation

Hours of Operation
Monday – Friday: 7:30 AM – 5:30 PM

Drop-Off

- Please sign your child in upon arrival using In Space Hub
- Children may be dropped off any time after 7:30 AM
- Please ensure your child is supervised until they are signed in and received by a staff member

Before School (School Age)

- Arrive between 7:30–8:00 AM to catch the school bus
- Breakfast is not provided; please ensure your child has eaten before arrival if needed

After School (School Age)

- Children return from school between 2:00–2:30 PM
- Please ensure your child has a prepared lunch and snacks for the day — food is not provided by the centre

Absence
Please notify the Site Manager if your child will be absent via: - In Space Hub message - Email - Text message - Phone call

A $5 no-notification / no-pick-up charge per child applies if we are not notified of your child's absence and your child does not arrive as expected. This covers the time our staff spends attempting to locate and contact you.

Planned Absence
No advance notice is required for planned absences (e.g., vacation, appointments), but tuition remains payable to hold your child's spot. Extended absences (more than 2 consecutive weeks) should be discussed with the Site Manager.

Monthly Early Closure
The daycare closes at 12:30 PM on the last Friday of each month for staff professional development and centre maintenance. This applies to the daycare program only. School-age care and the academy may operate on regular or modified hours — check your monthly newsletter for details.

Centre Closures
In Space Universe may close in the following circumstances: - Statutory holidays (New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Remembrance Day, Christmas Day, Boxing Day) - Severe weather (snow, ice, extreme heat, air quality advisories) — closure decisions are made by 6:30 AM and communicated via In Space Hub, email, and our website - Public health orders (pandemic, outbreak management) - Emergency situations (fire, flood, power outage, structural damage)

No refunds or credits are provided for closures due to statutory holidays, severe weather, public health orders, or emergencies.

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10. Tuition & Fees

Program Rates

Rates vary by program, age group, and location. All rates shown reflect the BC Child Care Fee Reduction Initiative (CCFRI). Additional financial support may be available through the Affordable Child Care Benefit (ACCB) based on household income. **The rates and subsidies in this section apply to our licensed childcare programs only.** In Space Academy tuition is set separately under the Aligned Learning Society's model and is not eligible for CCFRI or ACCB — see Section 34, Academy Tuition & Fees.

For current rates, please contact our office or visit our website. Final fees depend on: - Enrollment program and schedule (full-time, part-time) - Location (Galactic 1 or Galactic 2) - Applicable subsidies (CCFRI, ACCB)

What Fees Cover

- Licensed childcare during operating hours
- Supervision by qualified educators
- Programming, materials, and activities
- Access to indoor and outdoor play spaces
- Daily communication through In Space Hub

Fees do not cover: - Meals and snacks (unless specifically included in your program) - Specialty academy or aquatics programs - Field trip costs - Special event fees

Payment Schedule

- Tuition is due **on the 1st of each month**
- We understand that life happens — families receive **two grace periods** per 12-month period for late payments received after the 5th of the month with no late fee
- Starting with the **third late payment** in a 12-month period, a 25% late fee will apply to payments received after the 5th of the month
- If you anticipate a late payment, please contact the Site Manager as soon as possible — we are happy to work with you
- Accounts more than **15 days overdue** may result in suspension of care until payment is received
- We accept payment by e-transfer @ accounts@inspaceuniverse.com, credit card, and pre-authorized debit

Subsidies
We are a registered CCFRI facility. We can assist you in applying for: - Child Care Fee Reduction Initiative (CCFRI) — automatically applied to eligible families - Affordable Child Care Benefit (ACCB) — income-based subsidy; families must apply directly - Other third-party funding — Indigenous funding, military funding, etc.

These subsidies are specific to licensed childcare and are not available for In Space Academy tuition. Academy families direct NIDES enrichment funding through the Aligned Learning Society instead — see Section 34.

Withdrawal Policy

- **One full calendar month's notice** is required, given by the 1st of the month
- Notice given after the 1st will be effective the following month

- For example: notice given on January 15 = last day of care is February 28

Refunds

- **No refunds** are provided for illness, vacation, family emergencies, or temporary closures
- **No prorated refunds** are issued for partial months
- If care is ended for safety reasons during a paid billing period, the remaining tuition for that billing period is non-refundable. No refund, credit, or prorated adjustment will be provided for any unused portion of that billing period.

Repayment Agreement
By enrolling your child at In Space Universe, you agree to: - Pay all tuition and fees on time according to the payment schedule - Provide one full month's notice before withdrawing your child - Understand that fees are non-refundable except as outlined above - Accept that late pick-up fees ($2/minute after 5:30 PM) will be charged to your account - Understand that repeated late payment may result in termination of care

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11. What to Bring

Infant Program (6 months – 3 years)

- **3 changes of clothing** (labelled with child's name)
- **Indoor footwear** (soft-soled shoes or slippers)
- **Diapers & wipes** (enough for the day)
- **Formula / breast milk / bottles** (prepared and labelled)
- **Sleep sack or blanket** (no loose bedding for infants under 12 months)
- **Soother** (if used)
- **Any required medications** (see Medication Policy)

Note: Soiled clothing goes home daily. Please provide a labelled plastic bag for soiled items.

Daycare Program (2.5 – 5 years)

- **2 changes of clothing** (labelled)
- **Rain pants and rain boots** (for outdoor play in all weather)
- **Indoor footwear**
- **Sunscreen** (SPF 30+, broad spectrum)
- **Sun hat** (wide brim or legionnaire style)
- **Diapers or pull-ups** (if not yet toilet trained)
- **Water bottle** (labelled)
- **Any required medications**

Note: Soiled clothing goes home daily.

School Age Program (5 – 12 years)

- **Indoor footwear**
- **Weather-appropriate outerwear**

- **Sunscreen and sun hat** (spring/summer)
- **Water bottle**
- **Any required medications**
- **Homework or reading materials** (optional)

Labelling
All personal items must be clearly labelled with your child's first and last name. In Space Universe is not responsible for lost or damaged personal items.

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12. Daily Schedule

Infant – Toddler Program

Time	Activity
7:30 – 8:30 AM	Arrival, free play
8:30 – 9:00 AM	Morning circle, songs
9:00 – 10:00 AM	Learning centres, sensory play
10:00 – 10:30 AM	Snack time
10:30 – 11:30 AM	Outdoor play
11:30 AM – 12:00 PM	Lunch
12:00 – 2:00 PM	Rest / nap time (individual routines with safe sleep spaces)
2:00 – 2:30 PM	Wake-up, afternoon snack
2:30 – 3:30 PM	Afternoon play, learning activities
3:30 – 4:00 PM	Wind-down, quiet activities
4:00 – 5:30 PM	Outdoor play, pick-up

Daycare Program (2.5 – 5 years)

Time	Activity
7:30 – 8:30 AM	Arrival, free play
8:30 – 9:00 AM	Morning circle, calendar, songs
9:00 – 10:00 AM	Learning centres, project work
10:00 – 10:30 AM	Snack time
10:30 – 11:30 AM	Outdoor play
11:30 AM – 12:00 PM	Lunch
12:00 – 2:00 PM	Rest time (quiet activities offered after 30 minutes for non-nappers)
2:00 – 2:30 PM	Wake-up, afternoon snack
2:30 – 3:30 PM	Afternoon activities, outdoor play
3:30 – 5:30 PM	Free play, pick-up

School Age Program

Time	Activity
7:30 – 8:00 AM	Arrival, breakfast (if brought from home)
8:00 AM	Bus to school

Time	Activity
2:00 – 2:30 PM	Bus from school, arrival at centre
2:30 – 3:30 PM	Snack, play yard
3:30 – 5:30 PM	In-class activities, homework support, crafts, games

Note: Schedules are flexible and adjusted based on children's needs, weather, and special activities.

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13. Health, Safety & Wellness

Illness Policy
To protect the health of all children, staff, and families, please keep your child home if they are experiencing any of the following symptoms:

EXCLUSION CRITERIA

- **Fever** of 38°C (100.4°F) or higher
- **Vomiting** within the past 24 hours
- **Diarrhea** (two or more loose stools) within the past 24 hours
- **Unexplained rash** (until assessed by a physician and deemed non-contagious)
- **Persistent cough** that disrupts normal activity or sleep
- **Sore throat** with fever or difficulty swallowing
- **Conjunctivitis (pink eye)** — until 24 hours after treatment begins
- **Head lice** — until treated and nits removed
- **Impetigo, scabies, or ringworm** — until 24 hours after treatment begins
- **Hand, foot, and mouth disease** — until fever-free and mouth sores are healing
- **COVID-19 symptoms** — follow current public health guidance
- **Any contagious illness** as determined by a physician

RETURN-TO-CARE CRITERIA

Your child may return to the centre when: - They have been symptom-free for 24 hours without the use of fever-reducing medication - They are able to participate in all regular activities - Any contagious condition has been treated and cleared by a physician (if required) - A doctor's note may be required after 3 or more consecutive days of absence

IF YOUR CHILD BECOMES ILL AT THE CENTRE

1. Your child will be separated from other children and made comfortable
2. You will be contacted immediately to arrange pick-up
3. If you cannot be reached, your emergency contacts will be called
4. If a child requires medical attention and parents cannot be reached, staff will call 911 and then continue attempting to reach you
5. The child will be supervised by a staff member until pick-up

COMMUNICABLE DISEASE OUTBREAK

If multiple children in a program develop similar symptoms, In Space Universe will: - Notify Island Health (Public Health) and follow their guidance - Inform all families in the affected program - Implement enhanced cleaning and sanitization protocols - May close the affected program temporarily if advised by Public Health

Medication Administration

In Space Universe will administer medication to children only under the following conditions:

PRESCRIPTION MEDICATION

1. Medication must be in the **original pharmacy container** with the original label showing: - Child's full name - Medication name and dosage - Administration instructions - Physician's name - Expiry date
2. A completed **Medication Authorization Form** must be on file
3. Medication must be **handed directly to an educator** — never left in a child's bag
4. Medication is stored in a **locked cabinet** accessible only to authorized staff
5. All medication administration is **logged** with date, time, dosage, and staff signature

NON-PRESCRIPTION MEDICATION

- Non-prescription medication (e.g., fever reducers) will only be administered with:
- Written parental authorization
- Physician direction (for children under 2 years)
- Original packaging and labelling

EMERGENCY MEDICATION (EPIPEN, INHALER, ETC.)

- EpiPens and emergency inhalers are stored in an **unlocked, accessible location** in each classroom
- Staff are trained in EpiPen administration and renew training annually
- Emergency medication goes with the child on all outings and field trips
- Parents must provide a backup EpiPen at all times

Allergy Management

DISCLOSURE

Parents must disclose all food, medication, and environmental allergies at enrollment and update immediately if anything changes.

INDIVIDUAL ALLERGY ACTION PLAN

For each child with allergies, we develop an Individual Allergy Action Plan that includes: - Specific allergens and reaction types - Signs and symptoms of mild vs. severe reactions - Emergency response procedures - Emergency contact information - Photo of the child for quick identification

ALLERGY ACTION PLANS ARE:

- Posted in each classroom and the kitchen area
- Reviewed by staff at the beginning of each shift
- Shared with all educators who work with the child
- Updated annually or whenever allergies change

PREVENTING ALLERGIC REACTIONS

- **No food sharing** is permitted between children
- Children's meals and snacks are kept separate and clearly labelled
- Surfaces are thoroughly cleaned before and after meals
- Educators supervising meals are aware of all allergies in the room

- For severe allergies, additional precautions may include:
- Restricted food items in the classroom
- Hand-washing protocols before and after eating
- Separate eating areas

EMERGENCY RESPONSE FOR ALLERGIC REACTIONS

Severity	Signs	Action
Mild	Localized hives, itching, mild swelling	Monitor closely; notify parents; administer antihistamine if authorized
Severe (Anaphylaxis)	Difficulty breathing, throat swelling, dizziness, widespread hives, vomiting	**Administer EpiPen immediately; call 911; notify parents; stay with child**

Immunization

In Space Universe does not require proof of immunization for enrollment. We simply ask whether your child is current or not-current on immunizations and document this status on their profile. Children may attend regardless of immunization status.

During a communicable disease outbreak, non-immunized children may be asked to stay home as directed by Public Health.

Hand Hygiene

Proper hand hygiene is one of the most effective ways to prevent the spread of illness. All children and staff wash hands: - Upon arrival at the centre - Before and after eating - After using the toilet or having a diaper changed - After coughing, sneezing, or wiping nose - After outdoor play - After handling animals or animal materials - After contact with bodily fluids

Staff also wash hands between diaper changes and before food preparation.

Safe Sleep Policy (Infants)

In Space Universe follows evidence-based safe sleep practices to reduce the risk of Sudden Infant Death Syndrome (SIDS) and other sleep-related infant deaths.

SAFE SLEEP ENVIRONMENT

- Every infant has their own **labelled crib or playpen** with a firm mattress and tight-fitting sheet
- Infants are always placed on their **backs** to sleep
- No loose bedding, pillows, bumper pads, stuffed animals, or toys in the sleep space
- Sleep sacks may be used in place of blankets
- Weighted sleep suits and swaddles are not permitted
- Room temperature is maintained at a comfortable level to prevent overheating

SUPERVISION DURING SLEEP

- Infants are **visually checked every 15 minutes** while sleeping
- Sleep checks are documented on a sleep log
- Infants are never left unattended in a separate room from awake staff

PACIFIER USE

- Pacifiers are permitted during sleep if provided by parents and labelled
- If the pacifier falls out after the infant falls asleep, it will not be reinserted

TRANSITION TO SAFE SLEEP

- Parents will be consulted about their child's home sleep practices
- If home practices differ from our policy, staff will discuss the rationale and work toward consistency
- A **physician's note** is required for any alternate sleep position

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14. Emergency Procedures

In Space Universe maintains comprehensive emergency preparedness procedures to protect all children, staff, and visitors. All staff are trained in emergency response, and drills are conducted regularly to ensure readiness.

Fire Evacuation Procedure

1. Upon discovering fire or hearing the fire alarm, staff will immediately alert all rooms by calling out "FIRE DRILL — EVERYONE OUT!"
2. Children will be evacuated calmly and quickly via the nearest safe exit
3. Staff will perform a **name-to-face headcount** before exiting
4. All children and staff will assemble at the **designated meeting point**
5. A secondary staff member will check all rooms, bathrooms, and hidden areas
6. **911 will be called** from outside the building
7. **No one will re-enter** until cleared by the Fire Department
8. Parents will be notified via In Space Hub and phone as soon as all children are safe

Earthquake Procedure

1. When shaking is felt, staff will call out **"Drop, Cover, and Hold!"**
2. Children will take shelter under sturdy furniture or against interior walls
3. All will stay away from windows, shelves, and exterior walls
4. Staff will remain calm and reassure children throughout
5. After shaking stops, staff will account for all children and check for injuries
6. If evacuation is necessary, follow fire evacuation procedures to the assembly point
7. Utility shut-offs will be performed if gas leaks or electrical hazards are detected

Lockdown Procedure (Dangerous Person)

1. Staff will be alerted via emergency notification
2. All children will be moved to secure rooms away from windows and doors
3. Doors will be locked, lights turned off, and blinds closed
4. Children will be kept calm and quiet
5. **911 will be called immediately**
6. Parents will be notified only when safe to do so, per police direction

Medical Emergency

1. Staff will assess the situation and provide first aid within their training
2. For life-threatening emergencies, **911 will be called immediately**

3. Parents will be contacted immediately
4. A staff member will accompany the child to the hospital if parents cannot arrive in time
5. All medical emergencies are documented in an incident report

Evacuation to Alternate Location
If the centre must be evacuated and cannot return (e.g., fire damage, gas leak), children will be transported to our other In Space centre — whichever location is unaffected:

- Galactic 1 — 3606 Allsop Road, Nanaimo, BC
- Galactic 2 — 3255 Stephenson Point, Nanaimo, BC

The large parking lot at Galactic 2 serves as our primary outdoor muster point for gathering and family reunification.

Parents will be notified of the alternate location via In Space Hub, phone, and email.

Emergency Supplies
The centre maintains emergency supplies including: - First aid kits (in each room and vehicle) - Emergency contact lists - Water and non-perishable snacks - Flashlights and batteries - Blankets - Battery-powered radio

Drill Schedule

Drill Type	Frequency	Documentation
Fire Drill	Monthly	Date, time, duration, observations
Earthquake Drill	Quarterly	Date, time, duration, observations
Lockdown Drill	Semi-annually	Date, time, duration, observations

All drills are documented and reviewed by management to identify areas for improvement.

Parent Notification in Emergencies
In the event of any emergency: - In Space Hub will be used as the primary communication tool - Phone calls will follow for urgent situations - Email updates will be sent as the situation develops - Our website and social media may be used for general updates - **Do not call the centre during an emergency** — lines must remain open for emergency services

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15. Child Protection & Mandatory Reporting

In Space Universe has a **zero-tolerance** approach to child abuse and neglect. The safety and well-being of every child in our care is our highest priority.

Legal Duty to Report
All staff at In Space Universe are mandated reporters under British Columbia's Child, Family and Community Service Act. This means every staff member has a legal obligation to report any suspicion that a child is in need of protection. This duty is individual — it does not require supervisor approval or consensus.

What Must Be Reported
Staff must report any reasonable suspicion of: - Physical abuse — bruises, fractures, burns, or other injuries not consistent with the explanation provided - Sexual abuse — any sexual contact or

behaviour involving a child - Emotional abuse — persistent rejection, terrorizing, isolating, or degrading a child - Neglect — failure to provide adequate food, shelter, clothing, medical care, or supervision - Exposure to family violence — witnessing violence in the home

How to Report

1. Any staff member who suspects abuse must report **immediately** to the Site Manager
2. The Site Manager will contact the Ministry of Children and Family Development (MCFD) Helpline at **1-800-663-9122** or the local MCFD office
3. If the child is in **immediate danger**, call **911 first**, then MCFD
4. The duty to report applies even if the information is confidential or privileged

Documentation

- All reports to MCFD are documented, including date, time, person spoken to, and details shared
- Staff must not discuss the report with anyone other than MCFD, police, or licensing officers
- Confidentiality is maintained throughout the process

Protection of Reporter

- No staff member will face retaliation for making a good-faith report
- The identity of the reporter is protected to the fullest extent permitted by law

If Abuse is Alleged Against a Staff Member

- The person receiving the allegation will immediately notify MCFD and the Director
- The accused staff member will be removed from contact with children pending investigation
- MCFD and Community Care Facilities Licensing will be notified within 24 hours
- An internal investigation will be conducted in cooperation with authorities

Supporting Children Who Disclose Abuse
If a child discloses abuse to a staff member: 1. Listen calmly without showing shock or disapproval 2. Believe the child — false disclosures are extremely rare 3. Do not ask leading questions — let the child tell their story in their own words 4. Do not promise to keep it a secret — explain that you need to tell someone who can help 5. Document exactly what the child said using the child's words 6. Report immediately to MCFD

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16. Incident Reporting

All incidents, accidents, and injuries involving children while in our care are documented promptly and thoroughly to ensure transparency, support continuous improvement, and meet regulatory requirements.

What Must Be Reported

- Any injury requiring first aid
- Any injury to the head, face, or teeth
- Any incident involving two or more children (biting, hitting, etc.)
- Any allergic reaction

- Any medication error
- Any missing or unsupervised child (even briefly)
- Any behaviour that results in a child being sent home
- Any property damage
- Any unusual event affecting a child's well-being

Reporting Procedure
Step 1 — Immediate Response
Provide first aid and comfort. Ensure the safety of all children.

Step 2 — Documentation
The staff member who witnessed or discovered the incident completes an Incident Report Form within 30 minutes.

Step 3 — Parent Notification
Parents are notified via In Space Hub within the same day. For serious incidents, parents are called immediately.

Step 4 — Review
The Site Manager reviews all incident reports daily and follows up as needed.

Step 5 — Prevention
Incident trends are reviewed monthly to identify preventive actions.

Incident Report Contents
Every incident report includes: - Child's name, date, time, and location - Objective description of what happened (what was observed, not interpreted) - Any witnesses present - First aid or care provided - Time parents were notified and method - Staff signature and Manager review signature

Serious Occurrences
Incidents classified as Serious Occurrences include: - Any injury requiring medical attention (doctor, hospital, ambulance) - Any incident involving suspected abuse or neglect - Any missing child situation - Any incident requiring police involvement - Any environmental hazard that posed a risk to children (gas leak, structural issue) - Any outbreak of communicable disease

Serious Occurrences are reported to Community Care Facilities Licensing within 24 hours and documented in a Serious Occurrence Report.

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17. Food, Nutrition & Allergy Management

Meals and Snacks

- Parents provide lunch and snacks for their children unless otherwise arranged
- A refrigerator is available for storing perishable items
- Children are supervised during all eating times
- **No food sharing** is permitted between children
- Staff eat with children to model healthy eating habits

Nutritional Guidelines

While parents provide food, we encourage: - A variety of foods from all food groups - Limited processed foods and sugary snacks - Water as the primary beverage - Age-appropriate portions - Consideration of cultural and religious dietary practices

Special Dietary Needs
Cultural, religious, and medical dietary requirements are respected. Parents should discuss special dietary needs with the Site Manager during enrollment.

Food Safety

- All food is stored at safe temperatures
- Perishable items are refrigerated promptly
- Shared food preparation surfaces are sanitized between uses
- Staff who handle food practice proper hand hygiene

Birthdays and Special Treats
If parents wish to bring treats for birthdays or special occasions: - All treats must be store-bought (no homemade items due to allergy concerns) - Ingredients must be clearly labelled - Parents must notify the centre 48 hours in advance so allergy accommodations can be made - Non-food celebrations (stickers, books, special activities) are encouraged as alternatives

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18. Outdoor Play & Sun Safety

Daily Outdoor Play

- Children participate in outdoor play **daily**, weather permitting
- Minimum outdoor time: **1 hour per day** for full-day programs
- Staff actively supervise all outdoor activities
- Outdoor play is an essential part of our curriculum, supporting physical development, sensory exploration, and connection with nature

Sun Protection

- **Sunscreen (SPF 30+, broad spectrum)** is applied 20 minutes before outdoor play
- Sunscreen is reapplied every 2 hours during prolonged outdoor time
- Children wear **hats with brims** or legionnaire style when UV index is 3 or above
- **Shaded play areas** are used during peak UV hours (10 AM – 4 PM)
- Children wear protective clothing that covers shoulders and arms when possible

Weather Guidelines

Condition	Action
Cold weather (below -10°C with wind chill)	Outdoor play is limited to brief periods; indoor active play substituted
Hot weather (above 32°C or heat warning)	Outdoor play limited to early morning; increased water intake; shaded areas
Poor air quality advisory	Outdoor activities modified or moved indoors
Light rain	Outdoor play continues with rain gear

Condition	Action
Heavy rain / thunderstorms	Indoor active play substituted
Snow / ice	Outdoor play may be limited based on surface conditions

Outdoor Clothing
Please ensure your child comes dressed for the weather: - Rain gear (jacket, pants, boots) for wet weather - Warm coat, hat, mittens for cold weather - Sun hat and light layers for warm weather - Closed-toe shoes for all outdoor play (no sandals or open-toed shoes)

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19. Cleanliness & Sanitization

In Space Universe maintains rigorous cleanliness and sanitization protocols to prevent the spread of illness and maintain a healthy environment for all children.

Daily Cleaning Routine

- All surfaces (tables, counters, doorknobs, light switches) are sanitized multiple times daily
- Toys are cleaned and sanitized daily, or immediately if mouthed or soiled
- Bathrooms are cleaned and disinfected throughout the day
- Floors are swept and mopped daily
- Bedding and soft furnishings are laundered weekly, or immediately if soiled

Mealtime Sanitization

- All eating surfaces are sanitized before and after each meal
- High chairs and booster seats are cleaned after each use
- Food preparation surfaces are sanitized between uses
- Children's hands are washed before and after eating

Illness Response Cleaning
If a child becomes ill at the centre: - The area is cleaned and disinfected immediately - Any contaminated materials are removed safely - Enhanced cleaning protocols are implemented for 48 hours

Laundry

- Soiled clothing is placed in a sealed plastic bag and sent home daily
- Centre-provided linens (cot sheets, blankets) are launched after each use
- Laundry is washed in hot water with detergent and dried thoroughly

Pest Control
In Space Universe maintains a pest-free environment through: - Regular inspections by a licensed pest control service - Proper food storage in sealed containers - Immediate clean-up of food spills - Sealing of cracks and entry points - If a pest issue is identified, the affected area is treated promptly and children are excluded until safe

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20. Diapering & Toileting Procedures

Diapering Procedure
Our diapering procedure follows best practices for hygiene and child dignity:

1. **Preparation** — Gather all supplies (clean diaper, wipes, cream, changing pad, plastic bag) before bringing the child to the changing table
2. **Hand Hygiene** — Staff wash hands thoroughly before and after each diaper change
3. **Safety** — The child is never left unattended on the changing table; one hand remains on the child at all times
4. **Cleaning** — The child is cleaned from front to back; soiled wipes are placed in a plastic bag
5. **Diaper Application** — A clean diaper is applied; diaper cream is used as authorized by parents
6. **Disposal** — Soiled diapers are placed in a sealed, hands-free disposal unit
7. **Hand Hygiene** — The child's hands are washed after the diaper change
8. **Surface Sanitization** — The changing surface is sanitized after each use

Toilet Learning Support

- Children are supported in toilet learning at their own pace and when they show readiness signs
- Staff use positive, encouraging language — never shame or punishment
- Regular bathroom breaks are built into the daily schedule
- Children are assisted with wiping, hand-washing, and clothing adjustment as needed
- Accidents are handled calmly and discreetly; spare clothing is always available

Privacy and Dignity

- All diapering and toileting is conducted with respect for the child's privacy and dignity
- Conversations about bodily functions are normalized and positive
- Older children who require assistance are given as much privacy as their developmental stage allows

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21. Behaviour Guidance & Support

Philosophy
In Space Universe uses positive, proactive behaviour guidance that teaches children social-emotional skills, self-regulation, and problem-solving. We believe that all behaviour is communication, and our role is to understand what a child is communicating and help them develop more effective ways to express their needs.

Positive Guidance Strategies
Our educators use the following strategies to support positive behaviour: - Setting clear expectations — Rules are simple, consistent, and age-appropriate - Positive reinforcement — Noticing and praising desired behaviours - Redirection — Gently guiding children toward appropriate activities - Modelling — Demonstrating the behaviour we want to see - Problem-solving — Helping children find solutions to conflicts - Emotion coaching — Naming feelings and teaching coping strategies - Consistent routines — Predictable schedules help children feel secure

Prohibited Practices

The following practices are never used at In Space Universe: - Physical punishment (hitting, spanking, pinching, shaking) - Deprivation of food, rest, or outdoor time as punishment - Humiliation, shaming, or threatening language - Isolation or exclusion from the group as punishment (brief "cool-down" time with support is different) - Restraint (unless immediately necessary to prevent a child from harming themselves or others)

Unacceptable Behaviours
While we use positive guidance as our primary approach, the following behaviours are considered unacceptable and require immediate intervention:

Behaviour	Response
Bullying — Repeated, intentional harm to another child	Immediate separation; parent notification; support plan developed
Physical aggression — Hitting, kicking, biting, pushing	Child separated; victim comforted; incident documented; parents of both children notified
Verbal threats — Threatening language toward others	Immediate intervention; parent notification; discussion about appropriate communication
Non-compliance — Refusing to follow safety directions	Redirection; if safety is at risk, parent may be called for pick-up
Social withdrawal — Consistent refusal to engage (may indicate underlying need)	Observation; parent discussion; referral to support services if needed
Running away — Leaving the group or centre unsupervised	Immediate retrieval; safety discussion; parent notification; safety plan
Property damage — Intentional destruction of materials	Child involved in clean-up/restoration; parent notification; discussion of respect for property
Unsafe behaviours — Actions that put self or others at risk	Immediate intervention; parent notification; safety plan developed

Parent Notification
Parents will be contacted for immediate pick-up if: - A child's behaviour presents an immediate safety risk to themselves or others - A child is unable to be calmed or redirected after reasonable effort - A serious incident occurs that requires documentation and discussion

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22. Program Fit & Expectations

Shared Commitment
Enrolment is a shared commitment between your family and our centre. Our programs are active, social, and hands-on, and every child is supported to take part safely alongside their peers.

Expectations for Children
Because of our group-based approach, we ask that each child is able, with reasonable support, to: - Follow basic safety directions and routines from educators - Participate in group activities without consistently putting themselves or others at risk - Accept redirection and support when a situation becomes unsafe or overwhelming - Be supported by their family as an active partner in their care

Assessing Fit

We assess fit together at registration and revisit it openly if a child is struggling. Our goal is to make sure the placement is the right one for the child and safe for everyone in the room.

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23. Progressive Behaviour Support

Our approach to behaviour is supportive and collaborative. When a child is having ongoing difficulty, we do not move straight to consequences — we work through a documented, step-by-step process together with the family. Each step depends on families engaging with us in good faith.

Step 1 — Observe & Document
Educators observe the situation and record what is happening factually and confidentially, including what helps and what triggers difficulty. Observations cover at least a 2-week period before moving to Step 2.

Step 2 — Connect With the Family
We reach out early and honestly, share what we are seeing, and learn from you about your child so we are working from the same picture. This conversation is documented.

Step 3 — Build a Support Plan
Together we create an individualized plan with: - Clear, realistic goals - Specific accommodations and strategies - Roles for both educators and family - A timeline for review

The support plan is used consistently at the centre and at home.

Step 4 — Review & Adjust
We meet again over an agreed period (typically 4–6 weeks) to review progress and adjust the plan. Support is a process, and plans are expected to evolve.

Step 5 — Bring in Extra Support
Where it would help, we work with outside professionals and services (with your consent) — such as supported child development, occupational therapy, speech therapy, or other specialists.

Step 6 — Reassess Placement
If, after genuine effort and reasonable accommodation, a child's needs cannot be safely met within our program, we discuss next steps with the family, including whether a different placement would serve the child better.

This process only works as a partnership. Its purpose is to help your child succeed — not to build a case against any family.

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24. Suspension & Withdrawal of Care

We make every reasonable effort to keep each child enrolled and supported. In rare situations a change is necessary — always as a last resort, and only after the support process above has been genuinely worked through.

Temporary Suspension for Safety

If a child's behaviour presents an immediate risk to the safety of other children, staff, or themselves, we may ask that the child stay home for a short period while we regroup and adjust the support plan. This is a safety measure, not a punishment.

- The suspension period will be as short as possible (typically **1–3 days**)
- Parents will be involved in developing the revised support plan before the child returns
- The goal is always to welcome the child back successfully

Planned Withdrawal of Care
If, after reasonable accommodation and a genuine support effort, we are unable to safely meet a child's needs within our program, we may give written notice to end care and help the family plan a transition.

A decision to end care is based on documented, objective factors, such as: - An ongoing risk to the safety of other children or staff that cannot be resolved with reasonable support - Care needs that exceed what our program can safely provide, even with accommodation and outside support - A breakdown in the family partnership required to carry out a support plan

Notice and Transition Support
Where care is ended: - We provide written reasons for the decision - We provide reasonable notice (typically 30 days) except where safety requires otherwise - We provide referrals or support to find a placement that fits the child's needs, wherever possible - We work with the family to ensure a smooth transition for the child

Parent-Initiated Withdrawal
If parents choose to end care: - One full calendar month's notice is required, given by the 1st of the month - All fees for the notice period remain payable - No refunds are issued for the current billing period

Financial Terms & REFUND POLICY

If care is suspended or terminated by the Centre for safety reasons or for a violation of Centre policies, or if care is terminated by either the Centre or the parent/guardian before the end of a paid billing period, all fees for that billing period remain non-refundable. No refunds, credits, or prorated adjustments will be provided for any unused portion of care.

Any fees paid for a future billing period that has not yet begun will be refunded in full unless otherwise provided in a separate written agreement or required by applicable law.

Legal Framework
This policy operates alongside our licensing obligations and human-rights duties. We are committed to reasonable accommodation first, and to a fair, well-documented process throughout.

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25. Pick-Up & Release

Authorized Pick-Up
Children are released only to individuals listed on the child's enrollment form or to persons authorized through In Space Hub with advance notice.

Identification Required

All persons picking up a child must present photo identification upon request. Staff will verify the person's identity against the authorized pick-up list before releasing the child.

One-Time Authorization
If someone who is not on the regular authorized list needs to pick up your child: - Add the person to your authorized pick-up list in In Space Hub at least 24 hours in advance - The person must bring photo ID and may be asked a security question - Verbal authorization may be accepted in emergencies, but the Site Manager will attempt to verify with the parent by phone before releasing the child

Late Pick-Up
Our hours end at 5:30 PM. A late fee of $2 per minute applies after 5:30 PM.

Late pick-up procedure: 1. At 5:30 PM, staff will attempt to contact parents 2. At 5:45 PM, emergency contacts will be called 3. At 6:00 PM, if no one has arrived and no contact has been made, MCFD or police may be contacted 4. Repeated late pick-ups (more than 3 times in a month) will result in a meeting with management and may lead to termination of care

Custody Orders
If there is a custody order or court order restricting a parent's access: - A certified copy of the order must be provided at enrollment - The order will be kept in the child's file and reviewed with all staff - Staff will follow the order precisely; we cannot interpret or modify court orders - If a non-custodial parent attempts pick-up in violation of an order, we will not release the child and will contact the custodial parent and police if necessary

Intoxicated Person
If a person arrives to pick up a child and appears to be under the influence of drugs or alcohol: - We will not release the child - Staff will politely suggest calling an alternative authorized person - If the person insists or becomes aggressive, police will be called - The child will remain supervised at the centre until a safe authorized person arrives

Minimum Age for Pick-Up
Authorized pick-up persons must be at least 16 years old. Exceptions may be made for siblings aged 14–16 with written parental authorization and a maturity assessment.

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26. Transportation Policy

In Space Universe provides safe transportation for school-age children between our centre and designated schools.

Authorized Schools

- Departure Bay, Hammond Bay, McGirr, Mountain View, Pleasant Valley, Randerson, Syuwenct
- Parents must confirm their child's school at enrollment and notify us of any changes

Vehicle Safety

- All vehicles meet **BC motor vehicle safety standards**
- Vehicles are equipped with age-appropriate **child safety seats and seat belts**
- A **first aid kit** and emergency contact information are carried in each vehicle

- Vehicles are **inspected daily** before use

Supervision During Transport

- At least **one staff member** accompanies children during transportation in addition to the driver
- Staff-to-child ratios are maintained at all times during transport
- Attendance is taken before departure and upon arrival
- The route and schedule are pre-planned and shared with parents

Drop-Off and Pick-Up at School

- Children are signed in/out at both the school and the centre
- Children are **never left unattended** at school drop-off points
- Staff verify that children are received by school staff before leaving

Procedure if No One is Home
If a child is scheduled to be dropped off after school and no authorized person is present: 1. Staff will attempt to contact parents and emergency contacts 2. Staff will wait a reasonable time (up to 15 minutes) 3. If no contact is made, the child will be returned to the centre and staff will continue attempting contact 4. If still unreachable after 30 minutes past closing, MCFD or police may be contacted

Vehicle Exit Check
After all children exit the vehicle: - The driver performs a visual sweep of all seats - A second staff member verifies the sweep - This is documented on the transportation log

Parent Responsibilities

- Notify us of any changes to your child's school or schedule
- Ensure someone is available to receive your child at the designated drop-off time
- Provide updated emergency contact information

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27. Photography & Social Media

Consent
At enrollment, parents complete a Photo and Media Consent Form indicating whether they consent to: - Photos/videos taken for classroom documentation and parent communication (In Space Hub, daily reports) - Photos/videos used in centre displays and newsletters - Photos/videos used on the centre's website and social media - Photos/videos used in promotional materials

Consent can be withdrawn at any time by written notice. We will honour withdrawal requests within 48 hours.

Staff Responsibilities

- Photos are taken only for **educational and communication purposes**
- Children's **full names are never published** with photos on public platforms
- Photos are stored on **secure, password-protected devices**
- Photos are **deleted** when no longer needed or when a child leaves the program

- Staff are **prohibited** from posting centre-related content on personal social media accounts

Parent Responsibilities

- Parents may take photos of their own child during special events
- Parents must **not photograph other children** without their parents' consent
- Photos of other children must **not be posted on social media** without consent

Social Media

- The centre's social media accounts are managed by **designated staff only**
- Only children with parental consent for social media use will appear on public platforms
- Content is reviewed before posting to ensure children's privacy and dignity

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28. Privacy Policy

In Space Universe is committed to protecting the personal information of children, families, and staff in accordance with British Columbia's Personal Information Protection Act (PIPA).

What We Collect
We collect personal information necessary to provide safe, quality childcare, including: - Child's name, date of birth, health information, emergency contacts - Parent/guardian contact and custody information - Authorized pick-up persons and restrictions - Immunization and medical history - Enrollment and billing information - Photos and videos (with consent)

How We Use It

- To provide childcare services and ensure child safety
- To communicate with parents about their child's care
- To comply with licensing and regulatory requirements
- To process payments and subsidies
- For emergency contact purposes

How We Protect It

- Physical records are stored in **locked filing cabinets**
- Digital records are stored on **password-protected, encrypted systems**
- Access is limited to **authorized staff only**
- Information is retained only as long as **legally required**
- When information is no longer needed, it is **securely destroyed**

Who We Share It With
We do not sell or share personal information with third parties except: - **Licensing authorities** (as required by law) - **Emergency services** (in case of emergency) - **Subsidies and funding agencies** (with your consent) - **External professionals** (e.g., occupational therapists, with your consent)

Your Rights

- Parents have the right to **access** their child's personal information

- Requests for access must be made **in writing** to centre management
- We will respond within **30 business days**
- Parents may request **corrections** to inaccurate information

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30. Video Surveillance Policy

In Space Universe uses an overt, closed-circuit video surveillance system on our premises. This policy sets out how video is collected, used, and protected in compliance with British Columbia's Personal Information Protection Act (PIPA) and the guidelines of the Office of the Information and Privacy Commissioner for BC.

Purpose of Surveillance
The sole purpose of our video security system is the safety and security of children, staff, visitors, and facility property. It is used for incident investigation, complaint resolution, and emergency response. It is not used for routine staff performance monitoring, daily parental viewing, or marketing.

Camera Placement

- Cameras are placed only in public and communal areas — main entrances, hallways, and outdoor play areas
- Cameras are **never** placed in private zones, including bathrooms, changing areas, or staff break rooms
- Signs are posted at all main entrances and near camera locations giving notice that surveillance is in operation
- In compliance with Canadian privacy legislation, **audio recording is completely disabled** on all cameras. The system records video only

Important — footage is kept for 7 days only
Recordings are automatically overwritten on a rolling seven-day cycle. If you have a concern about something that happened at the centre, please raise it promptly — once footage is more than seven days old it no longer exists and cannot be recovered.

Data Storage & Retention

- All footage is stored locally on a secure, password-protected server in a locked on-site office
- Access to the system is strictly limited to the Facility Director and Owner
- Footage is automatically overwritten on a rolling 7-day cycle
- Staff must report all incidents, injuries, and safety concerns to the Facility Director the same day they occur. On receiving a report, the Director immediately exports and securely retains the relevant footage for the duration of the review
- When retention is no longer required, exported footage is permanently and securely deleted

Access & Disclosure
Video footage is highly confidential personal information.

- Footage is reviewed only by the Facility Director or Owner, and only in response to a safety incident, injury, or property breach

- Footage is not available for routine parental viewing, staff performance monitoring, or marketing
- Footage may be disclosed to law enforcement, the Ministry of Children and Family Development, or Island Health licensing officers where required by law or in connection with a valid investigation
- Parents/guardians may submit a written request to the Facility Director to access footage containing their child, in accordance with PIPA. Because footage typically contains images of other children, access requests will generally be declined to protect the privacy of those individuals, as permitted under PIPA. In these cases the Director may instead provide a written summary of what the footage shows
- All footage reviews are logged, including the date, the person reviewing, and the reason for access

Staff Notification
All staff are notified at the time of hire that the facility operates video surveillance in public and communal areas, and are informed of the purposes of the system and the restrictions on its use. Footage is not used for routine performance evaluation. Where footage is reviewed in connection with an incident involving a staff member, that staff member will be informed and given an opportunity to view the relevant footage.

Withdrawal of Consent
Video surveillance is an integral part of our child safety and security framework, and the system operates throughout the communal areas of the facility, so we are unable to accommodate individual requests to opt out of recording. If you have concerns about the surveillance system, please speak with the Facility Director — we would rather talk it through with you. Where consent for video surveillance is withdrawn, we may be unable to continue enrolment, as we cannot maintain the same standard of safety and accountability without it.

By signing the enrolment contract, you acknowledge that you have read, understood, and agree to the terms of this Video Surveillance Policy.

30. Parent Grievance Procedure

In Space Universe is committed to resolving parent concerns promptly, fairly, and confidentially. We encourage open communication and view feedback as an opportunity for continuous improvement.

Our Commitments

- All complaints are treated **confidentially**
- No parent will face **retaliation** for raising a concern in good faith
- Complaints involving child safety are **prioritized** and addressed immediately
- Records of all complaints and resolutions are maintained **securely**
- We aim to resolve concerns at the lowest possible level

Step 1 — Informal Resolution
Many concerns can be resolved quickly through direct conversation: - Speak with your child's educator or the Site Manager - Share your concern openly and specifically - Work together to find a solution

Most concerns are resolved at this stage within 1–2 business days.

Step 2 — Formal Written Complaint
If informal resolution is not satisfactory: - Submit a written concern using the Parent Concern Form (available at the centre or via email) - The Site Manager will acknowledge receipt within 1 business day - An impartial investigation will be conducted - A written response will be provided within 7 business days

Step 3 — Escalation
If the matter remains unresolved: - It may be escalated to the Director/Founder - An independent review may be conducted - A final written response will be provided

External Resources
Parents may also contact the following at any time:

Resource	Contact
Island Health — Community Care Facilities Licensing	250-739-5800
Ministry of Children and Family Development	1-800-663-9122
BC Ombudsperson	1-800-567-3247
In Space Universe Director	info@inspaceuniverse.com

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31. Parent Access & Open Door Policy

Your Right to Access
Parents and guardians have the right to: - Visit the centre at any time during operating hours without prior notice - Observe their child's program and activities - Speak with staff about their child's care and development - Review their child's records (with reasonable notice) - Participate in program decisions affecting their child

Visiting the Centre

- Please **sign in** at the office when you arrive
- For the safety of all children, please do not enter program areas unaccompanied
- A staff member will be happy to escort you to your child's room
- We ask that visits during nap time be brief and quiet to avoid disrupting sleep

Reviewing Records
Parents may request to review their child's file by contacting the Site Manager. We will accommodate requests within 5 business days. Copies of records may be provided upon request, subject to any legal restrictions.

Communication Preferences
We welcome ongoing communication between parents and staff. You can reach us through: - In Space Hub — daily updates, messages, photos - Email — non-urgent communication - Phone — urgent matters during operating hours - In-person — before or after drop-off/pick-up, or by appointment

We aim to respond to all non-urgent communications within 24 business hours.

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32. Family Partnership & Shared Responsibility

Great outcomes for children happen when families and educators work as a team. When a support plan is in place, that partnership is what makes it succeed.

As a Partner in Your Child's Care
As a partner in your child's care, we ask that families: - Attend and participate in support meetings when we ask for them - Follow through with agreed strategies at home for consistency - Share relevant information about your child's needs, assessments, and supports - Communicate with educators, families, and children respectfully and constructively - Approach challenges as problems we solve together, keeping the focus on the child - Notify us promptly of any changes to contact information, emergency contacts, or authorized pick-up persons - Inform us of any changes to your child's health, allergies, or medications

Our Commitment to You
We hold ourselves to the same standard: - We communicate openly about your child's experiences and development - We act in your child's best interest at all times - We treat every family with respect and without judgment - We welcome your feedback and use it to improve - We maintain confidentiality in all matters

Shared Responsibility for Safety
Safety is a shared responsibility. We ask parents to: - Keep children home when they are ill (see Illness Policy) - Provide accurate and up-to-date medical and emergency information - Ensure authorized pick-up persons are aware of our policies and procedures - Report any safety concerns promptly - Model respectful behaviour and positive communication

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33. Staff Training & Development

Initial Training
All staff complete comprehensive training before working independently with children, including: - Child development and age-appropriate practice - Health, safety, and emergency procedures - Child protection and mandatory reporting - Positive behaviour guidance - Food safety and allergy management - Safe sleep practices (infant care staff)

Ongoing Professional Development
Staff participate in ongoing training throughout their employment: - First Aid and CPR renewal every 2–3 years - Child protection training annually - Emergency procedure drills monthly/quarterly - Professional development workshops quarterly - Staff meetings weekly for program planning and issue discussion

Training Records
All staff training is documented and maintained in personnel files, including: - Certificates and credentials - Training dates and expiry dates - Drill participation records - Professional development activities

These records are available for review by licensing officers upon request.

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34. Academy Program — Centre-Focused Policy

In Space Academy operates as a distinct division within In Space Universe, offering enriched academic and skill-building programs for children. Academy families receive a separate Academy Parent Handbook that contains full program-specific policies and procedures — including detailed attendance, assessment, curriculum, behaviour standards, and refund policies.

The policies below outline how the Academy interfaces with our childcare centre operations. They apply to all Academy participants while they are on In Space premises or under our care.

Academy inquiries & program contact: academy@inspaceuniverse.com

Shared Centre Policies Apply
All Academy participants and their families are bound by the following centre-wide policies while on In Space premises or participating in programs:

Centre Policy	Academy Context
Emergency Procedures (Section 14)	Academy sessions follow the same fire, earthquake, and lockdown procedures as all centre programs. Drills include Academy participants.
Health, Safety & Wellness (Section 13)	Academy children must meet the same illness exclusion and return-to-care criteria. Medication and allergy management follow the same protocols.
Pick-Up & Release (Section 25)	Academy participants are released only to authorized persons with photo ID verification. Late pick-up fees ($2/min after closing) apply.
Child Protection (Section 15)	Academy instructors are mandated reporters under BC law. All suspected abuse or neglect is reported to MCFD.
Incident Reporting (Section 16)	All injuries, incidents, and behaviour concerns are documented and parents are notified per centre protocol.
Privacy Policy (Section 28)	Academy families' personal information is protected under PIPA. Photo/media consent is obtained separately for Academy activities.
Photography & Social Media (Section 27)	Academy-specific photo consent is managed through the Academy registration process. Centre social media policies apply.
Parent Grievance (Section 30)	Concerns about Academy operations are directed first to the Academy Coordinator; unresolved matters follow the centre grievance procedure.

Academy-Specific Operations
The following are centre-level standards that apply to Academy programming:

FACILITY USE

- Academy sessions use designated classrooms and shared centre spaces
- Academy materials and equipment are stored separately from childcare materials
- Shared spaces (washrooms, outdoor areas) are used on a scheduled basis to avoid conflicts

INSTRUCTOR QUALIFICATIONS

- Academy instruction is delivered by qualified staff and BC certified teachers holding appropriate credentials for their subject areas

- All Academy staff complete centre orientation (emergency procedures, child protection, confidentiality)
- The Academy is delivered in partnership with the Aligned Learning Society (ALS), a member-powered non-profit learning community, and serves learners enrolled through NIDES (North Island Distance Education School), whose enrichment funding is directed through the Society

SUPERVISION & RATIOS

- Academy classes operate at a 15:1 student-to-instructor ratio — small enough for genuinely individual attention and calm classrooms, with parent participants and support staff frequently lowering the effective ratio further during hands-on projects and outdoor learning days
- During drop-off and pick-up transitions, Academy children are supervised by Academy staff until released to an authorized person
- Academy children waiting for pickup after their session ends are supervised in a designated area

INTEGRATION WITH CHILDCARE

- Children enrolled in both childcare and Academy programs transition between programs under staff supervision
- Academy schedules are coordinated with childcare schedules to ensure continuity of care
- Parents of children in both programs receive separate but coordinated communications

Academy Tuition & Fees

The Academy is delivered in partnership with the Aligned Learning Society (ALS), and its fees follow the Society's cooperative model rather than childcare rates. The outline below covers the costs families can expect and how third-party funding is applied. **The full scope — membership classes, the Family Participation Plan, and the complete funding terms — is set out in the ALS handbook and membership form provided at registration.**

PROGRAM LENGTH & MONTHLY TUITION

- The Academy runs a **10-month program**, September through June
- **Full time — Monday to Friday: $450 per month. Part time — Monday to Thursday: $350 per month.** Families choose their days at registration
- The monthly fee **does not change during winter or spring break** — it is spread evenly across the ten program months, with no reduction for break weeks and no separate break-camp charge tied to Academy enrolment
- Reduced or special rates may be arranged directly with the Academy lead where circumstances warrant
- The Academy learning program runs 9:00 AM–3:15 PM. Care outside those hours — before school from 8:30 AM, or after school until 4:30 PM — is our **childcare** program: a separate enrolment, billed at childcare rates under Section 10, and governed by the childcare sections of this handbook

REGISTRATION & MEMBERSHIP

- An **annual registration fee** applies each program year: **$450** for families new to the Academy, or **$275** for returning ALS member families

- Every registered Academy child **and their parent(s)/guardian(s) must hold ALS membership**, regardless of how many days the child attends. General membership is **$25 per person per year**, paid directly to the Society by e-transfer

FAMILY PARTICIPATION PLAN (FAIR EXCHANGE OF VALUE)

- Academy tuition is set below the full cost of delivering the program — the Society values a four-day week of educational services at roughly **$650 per month per child**. The difference is met through the Society's cooperative model
- Every family develops a **Family Participation Plan** with a Board Director, identifying practical contributions — time, skills, materials, or resources — that offset operating costs. Participation is an expected part of membership, valued collaboratively and consistently
- Families who prefer to contribute more of their share monetarily are welcome to do so

NIDES THIRD-PARTY FUNDING

- Each child enrolled with NIDES receives **$600 per year** to be spent on enrichment funding.
- Families in a position to do so are encouraged to direct the whole amount to ALS to support the staffing required for enriched student programming.
- NIDES is the only third-party funding program associated with Academy enrolment. Complete terms are in the ALS handbook and membership form.

PAYMENT & SUBSIDIES

- Invoices are issued ahead of each program month and **payment is due prior to the start of that month**
- Accounts that fall behind are followed up in writing; continued non-payment may result in termination of enrolment, and outstanding balances remain payable
- **Childcare subsidies do not apply to Academy tuition.** CCFRI and ACCB are licensed-childcare programs and cannot be applied to Academy fees (see Section 10). NIDES funding, described above, is the funding route for Academy families

Academy-Specific Policies
Detailed Academy program policies — including session schedules, registration, withdrawal and refund terms, attendance, curriculum standards, assessment, and program-specific behaviour expectations — will be provided upon enrollment in the Academy's own policy handbook. In the meantime, questions are welcome at academy@inspaceuniverse.com.

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35. Aquatics & Water Safety — Centre-Focused Policy

In Space Aquatics provides swimming and water safety programs as a distinct division within In Space Universe. Aquatics families receive a separate Aquatics Parent Handbook that contains full program-specific policies and procedures — including detailed lesson schedules, level progression, registration and refund terms, instructor qualifications, and program-specific safety standards.

The policies below outline how Aquatics interfaces with our childcare centre operations. They apply to all Aquatics participants while they are on In Space premises or under our care.

Aquatics inquiries & program contact: aquatics@inspaceuniverse.com

Shared Centre Policies Apply

All Aquatics participants and their families are bound by the following centre-wide policies while on In Space premises or participating in programs:

Centre Policy	Aquatics Context
Emergency Procedures (Section 14)	Aquatics sessions follow the same fire, earthquake, and lockdown procedures as all centre programs. Water-specific emergencies are covered by the lifeguard emergency action plan.
Health, Safety & Wellness (Section 13)	Aquatics participants must meet the same illness exclusion criteria. Pool-specific health rules (showering before entry, no swimming with open wounds or diarrhea) are enforced.
Pick-Up & Release (Section 25)	Aquatics participants are released only to authorized persons with photo ID verification. Late pick-up fees ($2/min after closing) apply.
Child Protection (Section 15)	Aquatics staff are mandated reporters under BC law. All suspected abuse or neglect is reported to MCFD.
Incident Reporting (Section 16)	All injuries, near-drownings, or water-related incidents are documented and parents are notified immediately.
Privacy Policy (Section 28)	Aquatics families' personal information is protected under PIPA. Photo/media consent is obtained separately for Aquatics activities.
Photography & Social Media (Section 27)	Aquatics-specific photo consent is managed through the Aquatics registration process. Centre social media policies apply.
Parent Grievance (Section 30)	Concerns about Aquatics operations are directed first to the Aquatics Coordinator; unresolved matters follow the centre grievance procedure.

Aquatics-Specific Operations

The following are centre-level standards that apply to Aquatics programming:

FACILITY USE

- Aquatics sessions use designated pool areas and shared centre spaces (change rooms, viewing areas)
- Pool schedules are coordinated with childcare and Academy programs to avoid conflicts
- Pool access is restricted to authorized Aquatics staff and registered participants during lesson times

STAFF QUALIFICATIONS

- All Aquatics staff hold current National Lifeguard Pool and Swim for Life Instructor certifications recognized by the Canadian Lifesaving Society, British Columbia & Yukon Branch
- First Aid and CPR certification are maintained at all times
- All Aquatics staff complete centre orientation (emergency procedures, child protection, confidentiality)
- Minimum age: 16 all Aquatics staff must be at least 16 years old to hold both lifeguarding and instructor certifications

POOL SUPERVISION & RATIOS

- All Aquatics instructors are certified lifeguards and supervise participants in the pool during all programs
- The total participant-to-staff ratio (in-pool and on-deck combined) does not exceed 1:40
    - Private lessons 1:1
    - Semi-private 1:2
    - Unparented Group lessons 1:6
    - Parented group lessons can be 1:12, but the actual # is TBD
    - Lifeguard to patron 1:40
- A second staff member (either an additional certified lifeguard/instructor or a staff member trained in lifeguarding) is present during all Aquatics sessions and available to assist
- The on-deck supervisor provides active pool surveillance (continuous scanning of the pool area), client support, and prevention of unauthorized water access as the situation requires

PARENT OBSERVATION

- Parents may observe Aquatics sessions from **designated viewing areas** only
- Parents are not permitted on the pool deck during instruction unless assisting a child with special needs (pre-arranged with the Aquatics Coordinator)
- Video and audio recordings are not permitted during Aquatics sessions, parents may take still photographs of their own child. Photographing or recording other children in Aquatics sessions is not permitted under any circumstances

MEDICAL CLEARANCE

Before participating in Aquatics programs: - Parents must complete a health questionnaire - Any medical conditions that may affect water safety must be disclosed - Children with seizure disorders or other conditions requiring special precautions must have a physician's clearance - Children with known allergies must have an Allergy Action Plan on file

POOL HEALTH AND HYGIENE

- All participants must **shower before entering the pool**
- Swim diapers are required for children who are not toilet trained
- Children with **contagious illnesses, open wounds, or diarrhea** must not enter the pool
- The pool is maintained in accordance with **Island Health regulations**
- Water quality is **tested regularly** and results are recorded
- Long hair should be tied back or covered with a swim cap; no jewellery (except small stud earrings) in the pool

INTEGRATION WITH CHILDCARE

- Children enrolled in both childcare and Aquatics programs transition between programs under staff supervision
- Aquatics schedules are coordinated with childcare schedules to ensure continuity of care
- Parents of children in both programs receive separate but coordinated communications

Aquatics-Specific Policies

For detailed Aquatics program policies — including lesson schedules, level progression, registration and refund terms, make-up lesson policies, and program-specific safety standards — please refer to your Aquatics Parent Handbook provided at enrollment or contact the Aquatics Coordinator at aquatics@inspaceuniverse.com.