



IN SPACE CHILDCARE

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

DEAR PARENTS AND GUARDIANS,

Welcome to In Space Childcare.

Our programs are thoughtfully designed to provide a safe, nurturing, and inspiring environment.

We take a child-centred, play-based approach.

Our goal is transparency and clarity.

We're excited to begin this journey with you.

Warm regards,

Matthew Boudot

Founder & CEO, In Space Childcare Inc.

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.

Our educational philosophy is rooted in play, exploration, and thoughtful guidance.

Our Responsibilities to You

Child Safety & Well-Being

- ✓ Maintain supervision at all times
- ✓ Follow all provincial regulations
- ✓ Conduct regular safety checks
- ✓ Implement clear emergency procedures
- ✓ Promote emotional safety

Health, Hygiene & Nutrition

- ✓ Follow strict hygiene practices
- ✓ Adhere to illness policies
- ✓ Support healthy eating habits
- ✓ Ensure proper handwashing
- ✓ Administer medication with consent

Quality Care & Learning

- ✓ Provide age-appropriate activities
- ✓ Foster curiosity through play-based learning
- ✓ Respect individual needs
- ✓ Observe and document development

Qualified & Caring Staff

- ✓ Employ trained educators
- ✓ Ensure ongoing professional development
- ✓ Maintain staff-to-child ratios
- ✓ Model positive behaviour
- ✓ Complete background checks

Communication With Families

- ✓ Share regular updates
- ✓ Inform parents promptly of incidents
- ✓ Respect family input
- ✓ Protect confidentiality
- ✓ Encourage collaboration

Inclusion & Respect

- ✓ Treat all with dignity
- ✓ Support diversity and inclusion
- ✓ Accommodate special needs
- ✓ Promote kindness

Policies, Transparency & Accountability

- ✓ Follow centre policies
- ✓ Provide clear guidelines
- ✓ Welcome feedback
- ✓ Address concerns promptly

Role of Our Teachers

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 includes trauma- and violence-informed care, health and safety, child protection, and positive behaviour guidance.

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.

CREATING ENGAGING, AGE-APPROPRIATE EXPERIENCES

Planning meaningful activities that support cognitive, social, emotional, and physical development through play and exploration.

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.

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.

Our Promise to Parents

We promise to:

- ✓ Care for your child as an individual
- ✓ Create a safe learning environment
- ✓ Communicate openly
- ✓ Partner with you

Together, we build a strong foundation.

Our Locations

Galactic 1

3606 Allsop Road, Nanaimo, BC
School Age 5-12

Galactic 2 (HQ)

3255 Stephenson Point, Nanaimo, BC
Daycare 2.5-5, School Age 5-12

School Pick-Up & Drop-Off

Departure Bay

Hammond Bay

McGirr

Mountain View

Pleasant Valley

Randerson

Syuwenct

Zero Tolerance Policy

Unacceptable behaviours:

1. Bullying
2. Physical aggression
3. Verbal threats
4. Non-compliance
5. Social withdrawal

6. Running away

7. Property damage

8. Unsafe behaviours

Parents will be contacted for immediate pick-up.

Repeated issues may result in termination of care.

Trial Period

All new children undergo a 6-week trial.

This allows both parties to determine fit. Withdrawal during trial: no refunds.

Enrollment & Admissions

Daycare

Ages 2.5 - 5

Must be 2.5 by start date

School Age

Ages 5 - 12

Must be 5 and enrolled in school

We don't require proof of immunization. We simply ask whether your child is current or not and document it on their profile. Children may attend either way.

Required Documents

- ✓ **Online Enrollment**
Registration form
- ✓ **Emergency Contacts**
Authorized pick-up individuals
- ✓ **Medical Information**
Allergies and health considerations
- ✓ **Handbook Acknowledgement**
Policy confirmation

Infant Program (6mo - 3yr)

Focus Areas

Secure attachment

Sensory exploration

Language exposure

Predictable routines

What to Bring

- ✓ 3 changes of clothing
- ✓ Indoor footwear
- ✓ Diapers & wipes
- ✓ Formula/milk/bottles

- ✓ Sleep sack/blanket

Soiled clothing goes home daily.

Individual routines with safe sleep spaces.

Daycare Program (2.5 - 5yr)

Focus Areas

Social-emotional development

Early independence

Language growth

Curiosity-driven learning

What to Bring

- ✓ 2 changes of clothing
- ✓ Rain pants
- ✓ Indoor footwear
- ✓ Sunscreen
- ✓ Diapers/pull-ups

Soiled clothing goes home daily.

Daily rest time. Quiet activities offered after 30min.

Attendance & Hours

HOURS

Mon-Fri 7:30 AM - 5:30 PM

DROP OFF

Sign in upon arrival.

PICK UP

Authorized individuals only. Late fee: \$2/min after 5:30.

BEFORE SCHOOL

Arrive 7:30-8:00 AM for bus.

ABSENCE

Notify the site manager by ProCare, email, text, or phone. A no-notification / no-pick-up charge of \$5 per child applies.

PLANNED ABSENCE

No advance notice required, but tuition is still payable to hold your child's spot.

MONTHLY EARLY CLOSURE

The daycare closes at 12:30pm on the last Friday of each month. This applies to the daycare only.

Pick-Up & Release

RELEASE

Only to listed contacts.

CHANGE OF PICK-UP

Update in Procare with photo ID.

UNAUTHORIZED ATTEMPTS

No release without proper ID.

Notifications

INCIDENT LOGGING

Logged in Procare within 24 hours.

ONE-OFF PICK-UP CHANGES

In-person with photo ID.

Tuition & Fees

Rates based on program level.

Program Rates

Rates shown reflect the BC Child Care Fee Reduction Initiative (CCFRI). Additional support may be available through ACCB based on household income. Final fees depend on enrollment program, location, and applicable subsidies.

DAYCARE

Ages 2.5–3

Monthly Fee	\$1,264 / month
CCFRI Reduction	-\$900
Reduced Monthly Fee	\$364 / month

DAYCARE

Ages 3–5

Monthly Fee	\$1,055 / month
CCFRI Reduction	-\$545
Reduced Monthly Fee	\$510 / month

AFTER SCHOOL

Age 5–6

Monthly Fee	\$489 / month
CCFRI Reduction	-\$320
Reduced Monthly Fee	\$169 / month

AFTER SCHOOL

Age 6–12

Monthly Fee	\$489 / month
CCFRI Reduction	-\$115
Reduced Monthly Fee	\$374 / month

BEFORE & AFTER SCHOOL

Age 5–6

Monthly Fee	\$554 / month
CCFRI Reduction	-\$320
Reduced Monthly Fee	\$234 / month

BEFORE & AFTER SCHOOL

Age 6–12

Monthly Fee	\$554 / month
CCFRI Reduction	-\$115
Reduced Monthly Fee	\$439 / month

Questions about which program fits your family? Call us anytime.

Call [250-797-2471](tel:250-797-2471)

Camp Subscription

- ✓ 12-month commitment
- ✓ Access to eligible camps
- ✓ Optional attendance
- ✓ Non-refundable
- ✓ Enrollment in September only

Payment Methods

E-Transfer

info@inspaceuniverse.com

Procare App

In-app payment

Debit Card

\$1.25 fee

Credit Card

\$1.00 + 2.9%

25% late fee after the 1st.

Important Notes for Families

- ✓ Tuition payable regardless of attendance
- ✓ Fees reviewed annually
- ✓ Balances must be current

Subsidies (ACCB & CCFRI)

We accept ACCB and CCFRI.

ACCB

Monthly support based on income.

CCFRI

Automatic fee reduction.

Forms sent to qualifying families.

Refunds & Withdrawal

No refunds for illness, vacation, or closures.

Withdrawal Policy

One month notice by the 1st of month.

Health & Safety

Illness Policy

Keep child home if:

- Fever 38°C+
- Vomiting/diarrhea in 24hrs
- Unexplained rash
- Persistent cough

Doctor's note may be required after 3+ days.

Allergies

Disclose all allergies

No food sharing

Immunization

No proof required — we document current or not-current status on the child's profile

Children may attend regardless of immunization status

Medication

Safe administration:

PRESCRIPTION

Original packaging required

Hand to educator only

Written authorization needed

EMERGENCY

EpiPens clearly labeled

Staff trained in EpiPen use

Daily Schedule

Infant - Toddler

7:30-8:30	Arrival
8:30-9:00	Morning Circle
9:00-10:00	Learning Centres
10:00-10:30	Snack
10:30-11:30	Outdoor Play
11:30-12:00	Lunch
12:00-2:00	Rest
2:00-2:30	Wake-Up & Snack
2:30-3:30	Afternoon Play
3:30-4:00	Wind-Down
4:00-5:30	Outdoor Play

School Age

7:30-8:00	Arrival
8:00	Bus to School
2:00-2:30	Bus from School
2:30-3:30	Play Yard
3:30-5:30	In-Class Activities

Nap & Rest Time Policy

Schedule: 12:00 PM - 2:00 PM

Daily nap/rest time.

Gentle wake with soft music.

Code of Conduct

1. Respect and Dignity

Behave respectfully. Honour identity and culture.

2. Safety and Well-Being

No aggression or harassment tolerated.

3. Professionalism

Follow policies and uphold confidentiality.

4. Communication

Open, honest communication.

5. Inclusivity and Community

Celebrate diversity.

6. Accountability

Everyone shares responsibility.

Committed to trauma-informed care promoting safety and well-being.

Best Practices & Reporting

We handle sensitive situations with care and professionalism.

- ✓ Listen calmly and respectfully if a child or family shares concerns
- ✓ Follow mandatory reporting requirements as required by law
- ✓ Document observations factually and confidentially
- ✓ Work with appropriate authorities and support services when necessary

Abuse and Violence

If for any reason a child reports any form of abuse or violence from inside the home, In Space staff will report the incident to the appropriate authorities. The care and safety of your children is of paramount importance to us.

Every child is capable, competent, and full of potential.