



IN SPACE®

C H I L D C A R E

PARENT HANDBOOK



ON THE EDGE OF THE

MILKY WAY GALAXY

Table Of Contents

Cover Page.....	1
Table Of Contents.....	2
Company Statement, Belief, And Direction.....	3
Programming.....	4
Where To Find Us.....	5
Hours And Days Of Operation.....	6
Absences And Abuse.....	7
Behavioural Guidance And Camp Registration.....	8
Children Requiring Extra Support.....	9
Emergency Policies and Procedures.....	10
Guidance Strategies.....	11
Illness.....	12
Late Policy, Lost & Found, And Medication.....	13
Daily Activity Logs And Outdoor Play.....	14
Photographs and Publicity.....	15
Release of Children.....	16
Rough & Tumble Play.....	17
Staff Training And Smoking.....	18
Repayment Agreement.....	19
Space Cubs Program – 2.5 – 5 years of age.....	20
Zero-Tolerance Policy.....	21

Company Statement, Belief, And Direction

Mission Statement

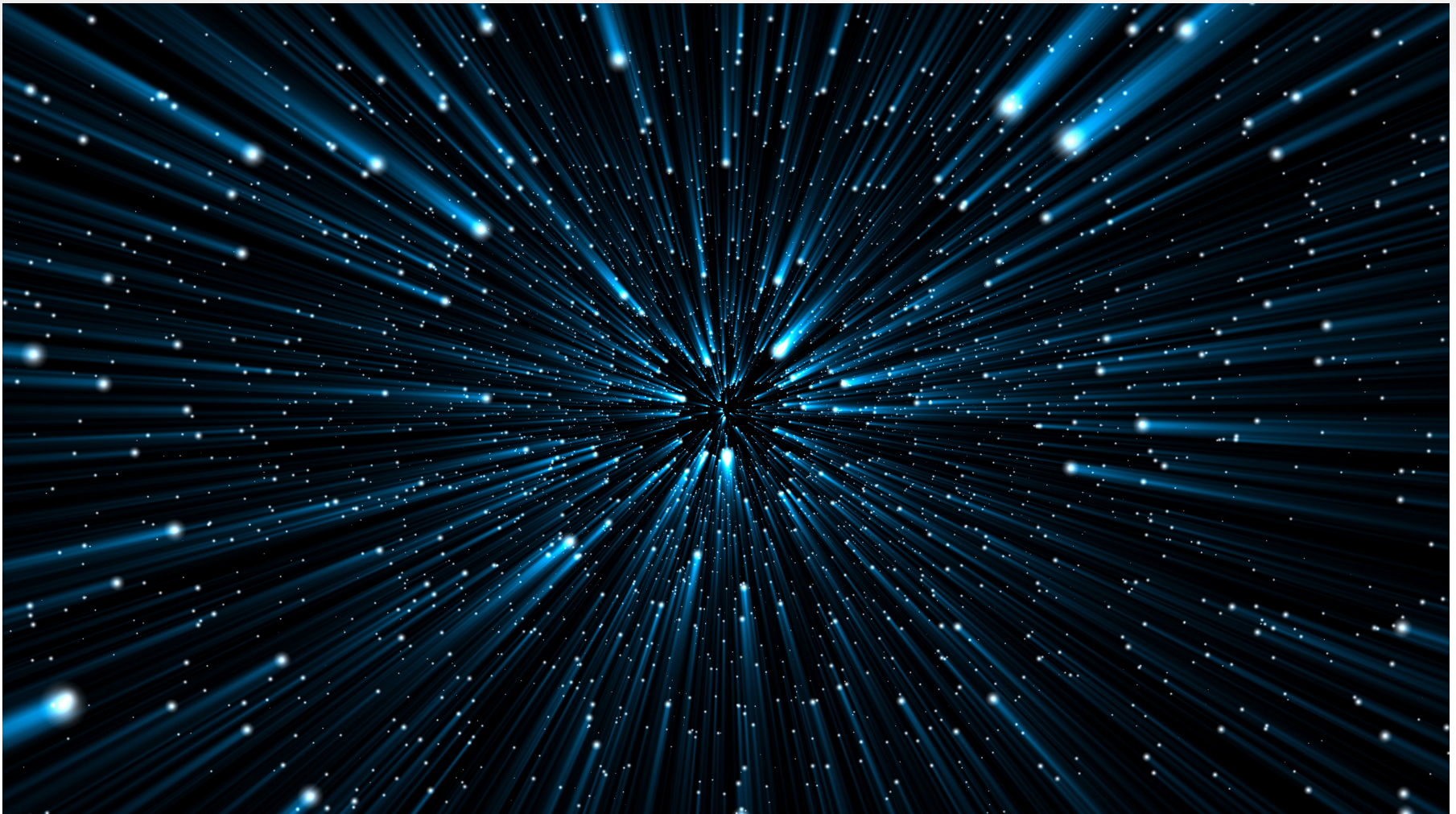
At In Space, we provide families with dependable, flexible, and enriched superior-quality experience solutions to suit their needs. We implement programs that support and promote every child's physical, cognitive, emotional, and social well-being through an experience-based platform through play and teachings. We develop a program that establishes children's health, safety, and well-being here. We establish and maintain collaborative relationships with coworkers, community service providers, and global partners.

Our Belief

At In Space, innovation, transparency, and experience guide our work. These three define who we are inside and remind us of what it means to be truly alive. It's the lift you feel from those around you, the rush of standing on the edge before taking the plunge the first time you get your Wings. Our shared belief is that our centres should be an experience like no other.

Our Direction

We aim to be the first care solution to find a way to function in outer space. To make this happen by 2060, we hope to partner with SpaceX to bring you the first In Space site to outer space with their rocket-building program to colonize Mars and beyond. At In Space, our shared belief is that our children's generation will be the first people to have the ability to access and travel in space. A new age of care is here. Welcome to your future with us.



Programming

We offer year-round care for your child. It's time to level up with In Space invest in fun and quality care as we tackle the galaxy together in space!

We offer a flat subscription rate per month, per child. Plus, we cover your gradual entry & early dismissals in our monthly service rate, so you don't get shocked with more expenses.

We also offer an App called Procare available in the Apple or Android stores (a free download) you should get a link to your email when signing up to In Space or you may request information at any time. This is where you can communicate directly with our Flight Crew members, ask for help, see your child being signed in and out, see daily activities, scheduled events, update your info, review your year-end tax receipts, pay your bill via debt or credit card and so much more!

At In Space, we will foster independence, encourage respectful play, help master problem-solving skills and recognize strengths to help your child flourish into a happy and confident young person as together we reach for the stars!



Where To Find Us

By City - Nanaimo, BC

Galactic 1 - 3606 Allsop Road, Nanaimo, BC, V9R 6W2

We are located inside of the World of Pentecost building at 3606 Allsop Road, Nanaimo, BC, V9R 6W2.

We have access to the building but are not affiliated with them. Upon arriving, you may park your vehicle at the front of the paved facility for drop off and pick up (not including the drive-through space undercover at the front entrance).

Galactic 2 - 3255 Stephenson Point Road, Nanaimo, BC, V9T 1K3

We are located at 3255 Stephenson Point Rd, Nanaimo, BC, V9T 1K3. Upon arriving, you may park your vehicle in the paved parking lot for drop off and pick up. (Be mindful not to park in the roundabout as it is for flowing traffic only.) There is additional parking in the back of the building when not being used by staff.



Hours And Days Of Operation

At In Space, our program is built around the school's schedule. This is where we give you an entire 10-hour workday, year-round, Monday – Friday (minus weekends, evenings & statutory holidays).

Daycare School Hours: Monday to Friday - 7:30 a.m. - 5:30 p.m.

Before School Hours: Monday to Friday - 7:30 a.m. - 9:00 a.m.

After School Hours: Monday to Friday - 2:00 p.m. - 5:30 p.m.

Pro-D Days, Spring Camp, Summer Camp & Winter Camp Hours:
Monday to Friday - 7:30 a.m. - 5:30 p.m.



Absences And Abuse

Absences

If your child is not requiring pick up from school, please call, text, or message on the Procare app to the site manager of your location before 2:00 pm. The manager uses this information to send out pick-up lists to the other staff/drivers, so they are aware of who is due to attend. If your child is not at the pick-up spot, it causes multiple problems. Onsite staff must check in at the school office to confirm whether they attended or were picked up early, often times having to take all the kids in their care with them.

And then, also get in touch with management, who then has to text/call home to confirm, which unfortunately delays the bus run at other schools, placing everyone behind schedule.

Abuse

If for any reason a child reports any form of abuse from inside the home, In Space Flight Crew will report the incident to the appropriate authorities for their immediate attention. The care and safety of your children are of paramount importance to us.



Behavioural Guidance And Camp Registration

Behavioural Guidance

At In Space, Managers and Flight Crew treat all children as individuals, with respect and developmentally appropriate guidance. Our team will work hard to make sure a trusting and safe environment is established upon greeting each child so that they may have the opportunity to learn how to interact well with their peers and develop self-confidence, esteem, and self-control. In Space rules will be posted on a white/chalkboard in the classroom or in other areas around the site within clear vision. These may include but are not limited to:

- We treat others with respect and use our words to express our feelings to others.
- We clean up our toys and games to make space for new ones.
- We take turns and share using kind words to ask for an object.
- We ask a caregiver for help when we are not sure about something.
- We tell a caregiver when we need to leave the room and buddy up with someone.

Camp Registration

Please pre-register your children for any out-of-school day camps separately by calling, messaging, or emailing our Starlight Department with your camp sign-up requests for Spring, Summer, Winter, & Pro D Day Camp Programming, preferably at least two weeks before the date of attendance. There will be an additional cost incurred for full daycare over and above the usual childcare fee as posted on our pricing tab found on our website.



Children Requiring Extra Support

We are a facility that would like to adapt our program for children with special needs (including physical, mental, emotional, behavioural, developmental or health needs). Parents/guardians of children with known special needs must disclose and discuss their child's needs with the In Space Site Manager prior to enrollment and on the registration page. Failure to do so may result in termination of services.

If a child has special needs, or subsequently develops special needs, In Space, in consultations with the parents, will develop an Individual Care Plan (ICP) for the child that ensures the health, safety and well-being of the child, other children and staff.

If In Space, in consulting with the parents in making the ICP or after implementing the ICP, determines that the child's needs cannot be met considering the centre's obligations to all children in the program and its staff, In Space may decline to enroll or continue the enrolment of the child.



Emergency Policies and Procedures

There is an emergency evacuation plan in place at all times during opening hours of In Space. Our Team will have posted these plans near the front entrance of the childcare facility.

If school is closed due to snow, In Space may also be forced to close too. We may also close, even if schools remain open, based on our judgement call, based on road condition and safety of children etc.

Notification of this will be posted on your Procare App as soon as the alert has been recognized.

Parents will be asked to listen to the local radio station (102.3FM) to hear updates regarding school closures. The site manager will send all parents a text message by 6:30am, however you may also call our business line to speak with us directly after 7:30 a.m.

Galactic 1:

If a natural disaster emergency such as a power outage, earthquake, tsunami or another such event requiring children to be moved, we will congregate at the Aquatic Centre, 741 Third Street, Nanaimo. The relocation announcement will be posted on the childcare facility's front entrance, and all parents will be notified at the earliest opportunity to pick up their children.

Galactic 2:

If a natural disaster emergency such as a power outage, earthquake, tsunami or another such event requiring children to be moved, we will congregate at Oliver Woods Community Centre, 6000 Oliver Rd, Nanaimo. The relocation announcement will be posted on the childcare facility's front entrance, and all parents will be notified at the earliest opportunity to pick up their children.



Guidance Strategies

There is always modelling behaviour in effect. All expectations are to be explained clearly using short words and positive statements. Any unacceptable issues are dealt with on a case-by-case basis focusing on the behaviour, not the child. Any matters requiring immediate attention or intervention will be addressed by redirecting the child's attention. We have them take a break, if necessary, by sitting down with the child(ren) after the event to explain why their behaviour was not acceptable and giving feedback on how they could handle the incident differently next time. Appropriate methods and choices are provided in a patient manner by the caregiver to achieve a satisfactory and positive outcome.



Illness

To avoid your child being refused care on the day they are ill, if in doubt, please keep them home. The following are common illnesses in children. Click on the link below or consult https://www.onhealth.com/content/1/childhood_illness_sick_kids for more information:

[Chickenpox](#)
[Children and youth with type 1 diabetes in school](#)
[Colds in children](#)
[Common infections and your child](#)
[Croup \(laryngitis\)](#)
[Dehydration and diarrhea in children: Prevention and treatment](#)
[Ear infections](#)
[Febrile seizures](#)
[Fever and temperature taking](#)
[Fifth disease \(Erythema Infectiosum\)](#)
[Giardia](#)
[Hand, foot and mouth disease](#)
[Head lice](#)
[Hepatitis A](#)
[Hepatitis B](#)
[Impetigo](#)
[Influenza in children](#)
[Lyme disease](#)
[Measles](#)
[Meningococcal disease](#)
[Molluscum contagiosum](#)
[Mumps](#)
[Pertussis \(Whooping cough\)](#)
[Pinkeye \(Conjunctivitis\)](#)
[Pneumococcal infections](#)
[Ringworm](#)
[Roseola](#)
[Rotavirus](#)
[RSV \(Respiratory syncytial virus\)](#)
[Rubella \(German measles\) in pregnancy](#)
[Scabies](#)
[Strep throat](#)
[Thrush](#)
[Urinary tract infections](#)

If the following symptom(s) are present, admission will be refused, and the parent will be asked to escort their child home:

- Vomiting
- Diarrhea
- Fever over 100 degrees F
- Chickenpox until five days after the rash has appeared
- Visible head lice until after treatment

It is the parent's responsibility to provide a secondary plan for childcare in the event of an illness.

Parents will be asked to supply a doctor's note on return of their child if symptoms persist.

Parents may call # 811 for non-urgent health care information if they have any concerns. Parents will be contacted if a child appears sick or cannot participate in any set activities due to unexpected illness. **12**

Late Policy, Lost & Found, And Medication

Late Policy

We all have busy, stressful lives, but we must appreciate that our kids will be tired at the end of an eventful day. Please be on time to pick them up. Late charges are \$2 per minute after 5.30 p.m. with no exceptions. Please call ahead if at all possible so we can make allowances for your special little patient people.

Lost & Found

We are not responsible for items lost, left, or taken at In Space centres. Please ensure your child has packed up all their items at the end of the day and takes them with them when departing. Items left behind will only be kept onsite until the end of the day on Friday each week. At that time, items will be donated or discarded.

Medication

In Space Flight Crew will administer medication to a child only with written consent from the parent or guardian stating the required amount and dosage time. (See medication consent form.) In addition to this, a care plan must be in place on the child's file prior to any administration of medications. Any medication given to/ stored at the facility will be in a secured storage unit or refrigerated out of reach of children. Please contact the site manager at the location that your child attends with any changes needed to your medication file with us. Any allergies must be communicated to a Site Manager of In Space centres listed on your Procare registration upon sign-up with us. We require in writing, the required medication labelled correctly along with a permission slip and an agreed-upon care plan in place to ensure appropriate care for your child. All administered medication will be recorded on a Medical Admission Record form signed by the parent/guardian.



Daily Activity Logs And Outdoor Play

Daily Activity Logs

In the event there is ever a minor incident with any form of care, injury, play incident, etc. or other update regarding learning, mood, or food, the log can be found in the Procure App and is available to you upon enrolling with us. It is a reminder to parents that our company policy is to label the incident as a Daily Activity within the Procure App on the given day it took place. This log will show up instantly in your Procure App area. In addition to this log, our Flight Crew will speak to the parent/guardian at pick up to ensure all the details are communicated and assist in getting the client connected in the Procure app if they have not already done so.

Outdoor Play

At In Space, we believe in encouraging children to have outside air and as much freedom when outdoors as possible. We aim to provide up to one hour of outdoor play daily, weather permitting. A portion of this time will be spent with adult-led and age-appropriate activities, with the remainder of the time spent playing freely. We love the outdoors and urge you to send your children equipped with appropriate clothing for the weather. Please ensure that your child has a jacket, hat, mittens, scarves and rain boots during the winter months. In sunny weather, children should come prepared with sunscreen, a hat, running shoes and a large water bottle. Please note that flip flops and loose-fitting sandals do not work well with gravel paths, play parks, games involving running, skipping, hopping or jumping.



Photographs and Publicity

Signed photographic consent forms within our Procure Registration System will be administered to all parents upon sign up to agree or disagree to their children being photographed for publication on the In Space website, Facebook, social media sites, notice board, banners and newsletter. Be sure to follow our social media sites to get the latest updates, and check back for new content from time to time on our website.

Any photographs of individual children may be made available to parents. A written authorization must be presented for this to take place. Any media photographer taking photographs during external field trips will only be allowed to follow parental guidance consent.

At any point within the Procure App, Flight Crew may send a client photos, video, events or other updates. These images, video and other information are to remain private between the client, the classroom teacher(s) & In Space. For those that have photo release these may be shared publicly if appropriate. For example: playing with friends.

All staff & children at In Space are subject to being recorded on site video surveillance (closed circuit) upon entering some locations. This is for the protection of all its clients.



Release of Children

Children will only be released to parents, caregivers or emergency contacts listed on the registration forms. You may update this at any time by submitting a request to your Site Manager or centre. Changes cannot be made through the Procare App. If a change in pick-up person is required as a one-off collecting person, this must be presented in person or updated on the Procare App with confirmation from the center, for staff to release the child. The alternative person will be asked to present photographic identification. Otherwise, your child will not be released by our Flight Crew. Flight Crew will notify the appropriate authorities if an unidentified person attempts to pick up the child without prior notification in writing and the inability to show the requested ID. Flight Crew will also call the appropriate authorities if they believe the person arriving to pick up the child cannot provide proper care. A secondary listed person will be contacted to act as a replacement.



Rough & Tumble Play

At In Space, we support the healthy development & proper guidance of rough & tumble play. Rough & Tumble Play's goal is to support & prep future generations with the instilled feeling of confidence, problem-solving & resilience.

What is this type of play?

Ruff & tumble play is:

- all participants are near the same age &/or development level
- self-lead activity children do during free playtime
- all participants involved enjoying the activity

Children enjoy play, wrestling, acting, gross & fine motor skills, and speaking

- optional for all students with guidance from caregivers
- safe while still allowing children to reach outside of their comfort zones
- involving objects like lightsabers, laser tag, sticks, and pool noodles.
- encouraging independent future leader figures who will feel more confident & be more aware of how their own bodies work & function and others. They will also have the opportunity to gauge their feelings better and respond to others' needs and feelings

Rough & tumble play is not:

Fighting, forced play, unhealthy, unsafe &/ or undermining a child's self-worth.

Guidance strategy's: When do staff intervene?

Concern: Play becomes too rough & safety is a concern

Solution: If the child is using their hands, equipment, or words to hurt another, this is never okay and is considered too rough. By observing the children interacting, our Flight Crew watch for signs of children becoming too harsh to guide and remind them to use gentle hands and words (e.g., paws when role-playing as animals, speak kindly). If play becomes too rough & the above has proved unsuccessful, children will be asked to find another activity.

Concern: Play is not happening in a safe environment or appropriate time

Solution: Problem-solve for a safer location or suggest another time for child

Concern: 1 or more children are emotionally not enjoying themselves

Solution: encourage another activity other than rough & tumble play

To discover more about rough & tumble play, please visit:

<https://amp.firstfiveyears.org.au/child-development/boys-understanding-rough-and-tumble-play>

Article by: <https://michaelnagel.com.au/3301-2/>

Staff Training And Smoking

Staff Training

1. Upon hire, all Flight Crew members are required to review all policies with us.
2. Flight Crew will be able to ask guiding questions to Managers at any time upon employment.
3. Our centres offer monthly meetings on the 1st Monday of every month to review policies and observed child guidance behaviour from staff while providing feedback to improve their collective measurable approach with direction regarding children in care.

Smoking

In Space centres provide a smoke-free environment for the health and safety of all clients and staff. This includes no use of tobacco, marijuana or e-cigarettes while in the building or anywhere on the property.

Thank you for your cooperation.



Repayment Agreement

All Invoices are due on the 1st of the month. In Space holds the right to refuse care until paid in full. Late Payment: A 20% fee will be applied to all late payments. To avoid this charge, please ensure all payments are made on the 1st of the month per your signed agreement at the time of registration. Deposits are non-refundable.

All payments received will ensure a receipt within your Procure App and options for payment through your banking or Procure App are as follows:

In Your Banking App:

1. E-Transfer to: captain@inspacechildcare.com | \$0.00 CAN Fee from In Space.

In Your Procure App: The Procure App is free to download in the Apple or Android store. An invite link for In Space users will be sent to the client once joining or can be requested.

2. *Debit Cards | \$1.25 CAN Fee of invoice amount from Stripe.
3. *Credit Cards | \$1.00 CAN - Plus 2.9% of invoice amount from Stripe.

*Fees are subject to change without notice – refer to your Procure App for current.

Fees are calculated monthly for each family, dependent on the number of days your child(ren) is expected to attend. These are charged on a ten-month-a-year scale. (Not charged from July and August months for before and after school care) All camp sessions are a top-up fee to this monthly rate and are optional to add on, for example, spring, summer, winter & pro d day camps to your before & after school care contract with us. You may take note that some months have more care days than others. We pro-rate this, so you don't pay more one month and less another. We eat the cost in the higher care day months, and the more minor care months make up for it. This way, you can always know what to expect from having care each month. Like in a car, lease, or mortgage payment, if you use it more than one month and less for another, the amount is still the same.

Refunds will be issued on a case-by-case basis, depending on each circumstance. There will be no allowance for any form of illness or nonattendance of a child on any ordinary day missed for vacation, sickness, snow closure or power outage.

A 1-month notice is required to be given on the 1st of the month to be relieved of the obligation by month-end. If one month's notice is not received in writing by the 1st of the month to the Site Manager of the facility or the Starlight Department, the following month period of time will be charged whether or not your child continues to attend In Space. The spot will be allocated to another child within one month of nonattendance or non-payment, and your child may be refused care at a facility in the future having failed to pay your agreement. All financial policies are designed to offer each individual and family fair treatment to create and maintain a professional and trusting relationship with In Space clients.

Space Cubs Program – 2.5 – 5 years of age.

In Space is not responsible for personal belongings. Each child has their own coat hook for outerwear and a designated cubicle to store their belongings. Unless it is a special toy, which is used at naptime to help your child, please keep all personal belongings at home.

Please provide

- 2 full changes weather appropriate clothing, including under garments, and rotate them regularly as your child grows and the weather changes
- rain pants (e.g. Muddy Buddies) to protect your child from mud, rain, and snow
- indoor slip on or velcro shoes with non-marking soles
- age-appropriate sunscreen in its original container and a hat (during summer months)
- a week's worth of diapers or pull-ups and wipes - if required

Please write your child's name on all items that stay at site.

Optional: a stuffed animal or other security item for quiet time

In case of accidental soiling, please make sure your child has multiple changes of clean clothes. Also, please take home your child's dirty or soiled clothing daily to ensure In Space can provide the cleanest possible environment for all children.

Rest Time for Space Cubs Program

The In Space Space Cubs program includes rest time as a part of our daily routine and each child is expected to rest their body. If after 30 minutes of the quiet rest time a child is still awake, they will be offered the opportunity to get up and participate in quiet tabletop activities. If a child falls asleep, our practice is to allow the children to wake up on their own, however after 2.5 hours of sleep, we do gently wake up anyone who is still asleep. If you have a concern or require some flexibility with our rest time policy, please talk to the Site Manager. We believe that rest time is an essential component of our program as the days are busy and full of activities. Rest time gives the children renewed energy for the rest of the day.



Zero-Tolerance Policy

The following behaviours are not acceptable at In Space and all incidents will be documented with a behaviour incident report in Procare: bullying, physical aggression, self-injury, disruptions/tantrums, inappropriate language, verbal aggression, non-compliance, social withdrawal/isolation, running away, property damage, and unsafe behaviours, regardless if an Individual Care plan exists. Parents will be notified by phone or at pick up time. If an incident falls under the Schedule H of Island health regulations, a critical incident will be reported within 24 hours.

If a child/parent/guardian/alternate does not respect the In Space expectations, an incident report will be written in Procare, and the procedure will be as follows: talk with child, contact family for early pickup, parent meeting, a referral to a behavioural consultant as needed, and possible termination of care at the discretion of In Space.

If In Space has implemented all reasonable program modifications and strategies to support the child, and the frequency and level of challenging behaviour continues to escalate, In Space reserves the right to suspend or terminate childcare service at any time, including when: an incident is considered severe, such as threatening to injure another person, purposefully injuring another peer or adult, bullying and running away from the program site or boundaries and refusing to return.

A 30-day trial period, beginning on the first day of attendance, will be implemented for all new children. This trial period serves the purpose of ensuring that it is a good fit for both In Space and families. If In Space determines that it is not a good fit within the 30-day trial, they may end enrolment at their discretion and refunds may be issued on a case-by-case basis. If the parent/guardian decides to end enrolment within the 30-day trial, there will be no refunds issued.

Thank You!

**Founder & CEO OF IN SPACE
- MATTHEW J.P. BOUDOT -**

