TERRA

EARLY LEARNING

Operational Plan

Facility Information

Facility: Terra Early Learning
Site: Unit 502, 1155 East Kent Avenue North (Ross Street frontage), Vancouver, BC V5X 4V9
Status: Proposed - subject to licensing, municipal, and final plan approval
Prepared: August 26, 2026

Purpose

This plan summarizes the proposed child care programs, capacity, operating hours, staffing, parking, and family arrival and departure procedures for Terra Early Learning - Kent.

Operator and Contact Information

Legal operator: Terra Early Learning Society (not-for-profit society)
Operator representative: Veronica Zhang, Executive Officer and Authorized Signing Authority
Operator contact: | vzhang@terraearlylearning.com
Mailing address: Unit 120, 13799 Commerce Parkway, Richmond, BC V6V 2N9
Operational contact: Connie Merai, Director of Operations
Operational contact: | cmerai@terraearlylearning.comChild Care Programs and Proposed Licensed Capacity
The facility will serve children from approximately 12 months of age to school age. The total proposed licensed capacity is 69 children.

Care type	Age range	Capacity	Program format
Group Child Care - Under 36 Months	12-18 months	12	Infant group
Group Child Care - Under 36 Months	18-36 months	12	Toddler group
Group Child Care - 30 Months to School Age	30 months to school age	25	Full-day group care
Preschool - 30 Months to School Age	30 months to school age	20	Half-day preschool
Total	**12 months to school age**	**69**	**Four care groups**

Hours, Days, and Sessions

Days of operation: Monday to Friday

Facility hours: 7:00 a.m. to 6:00 p.m.

Regular closures: Weekends, statutory holidays, and any approved scheduled closure dates

School closure days: The facility may remain open on school closure days when they are regular operating days

Core program 7:00 a.m. to 4:30 p.m.

After Care: 4:30 p.m. to 6:00 p.m.

Preschool sessions: Two sessions per operating day, 8:30 a.m. to 12:30 p.m. and 12:30 p.m. to 4:30 p.m.

Staffing Plan

Planned staffing at full occupancy:

- 12 Educators, with three Educators assigned to each of the four care groups.
- 1 Administrative Coordinator
- 1 Support Team Member

- Each under-36-month group: one Infant/Toddler Educator, one Early Childhood Educator, and one Early Childhood Educator Assistant.
- Group Child Care (30 Months to School Age): two Early Childhood Educators and one Early Childhood Educator Assistant.
- Preschool: one Early Childhood Educator and two Early Childhood Educator Assistants;
- The proposed Manager/Educator is included among the 12 educators.
- Additional coverage or support staff will be scheduled when required for breaks, transitions, individual support needs, or operational continuity.
- Staff-to-child ratios and qualified-staff requirements will be maintained at all times, including outdoor play, transitions, and arrival and departure periods.

Bicycle Parking

The current preliminary parking analysis allocates 13 bicycle spaces to the child care use. The Class A space supports secure, longer-term staff parking, while the Class B spaces support short-term family and visitor use.

Bicycle space type	Quantity	Operational use
Class A	1	Secure, longer-term staff bicycle parking
Class B	12	Short-term family and visitor bicycle parking
Child care total	**13**	**Provided within the site's bicycle facilities**

- Bicycle parking locations will follow the final approved architectural and transportation plans.
- Routes to bicycle parking will be kept clear of loading, passenger, fire-access, and pedestrian circulation areas.

Vehicle Parking, Pick-Up, and Drop-Off

Provision	Quantity	Operational intent
Class A passenger spaces for child care	9	Short-term family pick-up and drop-off; eight spaces on Level 1 and one additional space on Level 3.
Accessible passenger space available for child care pick-up and drop-off	1	One accessible passenger space will remain available in accordance with the approved parking plan, site rules, and accessibility requirements.

Family Arrival and Departure Procedure

1. **Use designated spaces.** Families will follow on-site signage and use a Class A passenger space for short-term pick-up or drop-off only. Families are asked to use the designated passenger spaces closest to the elevator during pick-up and drop-off periods.
2. **Accompany the child.** The adult will park, switch off the vehicle, and accompany the child along the marked route to the passenger elevator and Level 5 entrance. A child will never be left unattended in a vehicle or parking area.

3. **Complete hand-off.** The adult will sign the child in or out and transfer care directly to or from an educator.
4. **Depart promptly.** Idling, double parking, and stopping in drive aisles, loading areas, fire routes, or accessible access aisles are not permitted.
5. **Verify authorized release.** Children will be released only to an adult authorized by the family and verified by staff; identification will be requested when required.
6. **Manage congestion.** Staff will monitor recurring issues and adjust family reminders, arrival guidance, or staggering in coordination with property management.

Arrival and departure windows

- Full-day group care: arrivals are distributed through the morning opening period from 7:00 am to 9:30 am and departures through the late afternoon and After Care period from 4:30 to 6:00 pm.
- Preschool morning session: Arrivals occur at approximately 8:30 a.m., and departures occur at approximately 12:30 p.m.
- Preschool afternoon session: Arrivals occur at approximately 12:30 p.m., and departures occur at approximately 4:30 p.m.
- Staff will not use passenger spaces for all-day parking. Staff vehicle parking will follow building-authorized arrangements; cycling, transit, and carpooling will be encouraged.

Implementation and Review

Before opening, Terra Early Learning will confirm that the issued licence, approved architectural drawings, signage, passenger-space markings, bicycle parking, and property-management procedures are consistent with this plan. The plan will be updated if licensing conditions, approved capacities, operating hours, staff occupancy, or transportation provisions change.