Operational Letter of BM Royal Daycare

To the Early Learning and Child Care Authority,

This letter serves to formally outline the operational details of BM Royal Daycare, located at 50 E Pender St, Vancouver, BC V6A 1S9, in compliance with the Early Childhood Care and Learning Act, Child Care Licensing Regulation, and all relevant operational requirements. We are committed to providing high-quality, safe, inclusive, and developmentally appropriate early learning and childcare services for children of various age groups, and we hereby present our comprehensive operational plan for review and approval.

1. Facility and Location Information

BM Royal Daycare is situated on the second floor of the building at 50 E Pender St, Vancouver, BC, with the first floor remaining an existing retail space. The facility is part of a two-storey building with a total building area of 964.27 m² (10379.36 sq.ft.), of which the second floor (designated for daycare use) covers approximately 10,000 sq.ft. The building follows non-combustible construction standards, including precast concrete planks, steel columns, and CMU walls, with a 2-hour rated partition separating the daycare (second floor) from the retail space (first floor) to ensure safety.

The facility is easily accessible, with two independent exit stairs, each with a width of 1076 mm and a travel distance of 120 m (accommodating 160 people per stair). We have also made provisions for barrier-free access, including a barrier-free lavatory, to ensure inclusivity for all children and staff.

2. Program Overview and Philosophy

2.1 Program Philosophy

Our early learning and childcare program is guided by the BC Early Learning Framework (2019), viewing children as capable, curious, and full of potential. Inspired by child-centred, play-based approaches such as Reggio Emilia, our philosophy is rooted in holistic development, responsive relationships, and learning through exploration and inquiry. We are committed to prioritizing children’s health, safety, and well-being; fostering inclusive practices; creating culturally responsive and trauma-informed environments; building strong relationships among children, families, educators, and the community; promoting family partnership; implementing play-based, inquiry-driven learning; and ensuring continuous professional learning for staff.

2.2 Program Implementation

To put our philosophy into practice, we design open-ended play experiences, build responsive relationships with children through daily care routines, create inclusive and

culturally respectful environments, support holistic development (social-emotional, cognitive, physical, language and communication, creative expression) through play, prioritize daily outdoor and nature-based learning, collaborate closely with families, and engage in reflective practice for continuous improvement.

2.3 Program Capacity and Age Groups

The daycare has a total capacity of 142 children, supported by 26 staff members (total 168 people). The children are divided into 8 classes based on age, with specific breakdowns as follows:

Class	Age Group	Number of Children	Area (sq.ft.)	Staff Allocation
Class 1	School Age (5–12 years)	24	1562.2	3
Class 2	30 Months to School Age (3–5 years)	25	1760.2	4
Class 3	30 Months to School Age (3–5 years)	25	1618.7	4
Class 4	30 Months to School Age (3–5 years)	20	1300.4	3
Class 5	Under 36 Months (0–3 years)	12	780.0	3
Class 6	Under 36 Months (0–3 years)	12	802.0	3
Class 7	Under 36 Months (0–3 years)	12	785.3	3
Class 8	Under 36 Months (0–3 years)	12	785.3	3

3. Staffing Plan

3.1 Staff Positions, Qualifications and Duties

We maintain a qualified and dedicated team of staff to ensure high-quality care, with clear positions, qualifications, and duties as follows:

Position	Required Qualifications	Duties and Responsibilities	Notes / Ratios
Program Director / Early Childhood Program Supervisor	ECE Level 3 or higher; leadership/admin training preferred; 3–5 yrs ECE experience	Oversee overall program and compliance; implement program philosophy, policies, and curriculum; support and mentor staff; liaise with families and community; maintain safe and inclusive environments	Ensures program meets all licensing standards; not counted in child:staff ratios if supervising only
Early Childhood Educator (ECE)	ECE Level 2 or 3; Under 36 Months/Toddler certificate for Under 36 Months programs; CPR/First Aid	Plan and implement daily activities; provide nurturing care and supervision; maintain learning environment; document children's progress; communicate with families; collaborate with team	Staff-to-child ratios per BC Licensing: • Under 36 Monthss (<12 mo.): 1:4 • Toddlers (12–36 mo.): 1:5 • 30 Months to School Age (3–5 yrs): 1:8
Under 36 Months/Toddler Specialist	ECE Level 2 or 3 with Under 36 Months/Toddler specialisation;	Provide responsive care for Under 36 Monthss/toddlers;	Works alongside lead ECE; ensures ratios and specialised care

	CPR/First Aid	support attachment and routines; plan sensory/motor activities; observe and document development; support mixed-age interactions	needs are met
Assistant Educator / Early Childhood Assistant	ECE Assistant Certificate or equivalent; CPR/First Aid	Assist lead educators in activities and routines; supervise indoor/outdoor play; support meals, toileting, rest; help prepare materials and maintain cleanliness; observe and report	Supports lead educators; helps maintain ratios and supervision
Administrative / Support Staff	High school diploma or post-secondary in admin or early childhood support; experience preferred	Manage registration, billing, and attendance; maintain staff files and licensing documents; support family communication; assist in planning and events	Optional depending on program size; not included in ratios
Specialist Support (Speech, OT, PT, Behaviour Consultant)	Professional certification/licensing for each role	Support children with exceptional needs; provide guidance for staff and families; assist with assessments and intervention plans	Provides specialised support as needed; works with staff to implement individualised plans

3.2 Staff Screening and Orientation

All staff and volunteers undergo comprehensive screening, including Criminal Record Check with Vulnerable Sector Search (renewed every 5 years), reference checks (minimum 2 professional references), in-person/virtual interviews, and verification of qualifications. New staff complete a comprehensive orientation covering the Act and Regulation, program philosophy and plan, administrative policies and procedures, and practical shadowing of experienced educators, followed by a 3–6 month probationary period.

3.3 Staff-to-Child Ratios Maintenance

We strictly adhere to BC Child Care Licensing staff-to-child ratios for all age groups. During rest periods, staff remain on premise and in classrooms, with flexible deployment to maintain ratios for both resting and awake children. For mixed-age groups, ratios are determined based on the youngest children present, with strategic staffing to support all developmental needs.

4. Health and Safety Policies

4.1 Medication Administration

Medication is only administered with written consent from the child’s parent/guardian, which includes details such as the child’s name, medication name and dosage, administration instructions, start/end dates, and parent signature. All medications are stored in locked cabinets (refrigerated if needed) in their original labeled containers, and administered by trained staff, with detailed documentation of each administration. Emergency medications (e.g., EpiPens) are stored in accessible yet secure locations, with an individualized plan agreed upon by the license holder and parent, and all staff trained in their use.

4.2 Accident and Illness Response

In the event of an accident or serious illness, staff immediately assess the child’s condition, provide first aid, and contact parents/guardians promptly. For serious emergencies, 911 is called first, followed by parent notification. All accidents and illnesses are documented in detail, including incident description, actions taken, and parent notification. We track, review, and analyze accidents to identify trends and implement preventive measures to avoid future incidents.

4.3 Supervision Policy

Children are supervised at all times by qualified staff, using strategies such as strategic positioning, continuous scanning and counting, appropriate proximity, active interaction, and effective transition management. Staff are fully familiar with indoor and outdoor environments, including hazard identification and emergency exits. Regular headcounts are conducted during transitions, outdoor play, and off-site activities to ensure all children are accounted for.

4.4 Emergency Procedures

We maintain a comprehensive emergency plan covering fire, medical emergencies, natural disasters, and lockdowns. Emergency procedures, including evacuation routes and meeting locations, are posted in prominent locations throughout the facility. Staff are trained in emergency response, and monthly evacuation drills are conducted for children and staff, with documentation of each drill. Children are taught emergency procedures in a developmentally appropriate manner through visual aids, role-playing, and practice.

5. Space Utilization

5.1 Indoor Usable Play Space

The primary indoor usable play space is 448 m² (Length 28 m × Width 16 m), excluding staff rooms, supply rooms, kitchens, and fixed storage furniture. We allocate space into age-appropriate zones, each meeting or exceeding BC licensing minimum requirements (3.0 m² per child for daycare programming):

- Under 36 Months/Toddler Room: For quiet play, sensory exploration, and nap time, meeting the 3.7 m² per child requirement with safe, soft surfaces and age-appropriate equipment.
- 30 Months to School Age Room: For creative play, dramatic play, and literacy activities, exceeding the 3.7 m² per child requirement with a flexible layout.
- Kindergarten/School Age Room: For homework, arts and crafts, and cooperative games, meeting or exceeding the 3.7 m² per child requirement.

5.2 Outdoor Play Space

In accordance with the Child Care Licensing Regulation (Section 160040), we provide a minimum of 6 m² of outdoor play space per child. The total required outdoor play area for 142 children is 852 m², and we provide 864 m² of outdoor play space. The outdoor area is divided into distinct zones:

- Gross Motor Zone: For running, climbing, and swings, exceeding the minimum space requirement with age-appropriate equipment and safety surfacing.
- Sensory/Garden Zone: For planting, sand play, and nature exploration, supporting sensory and cognitive development.
- Quiet/Reflection Area: Shaded seating for reading and small group activities, providing a calm space for children needing a break.
- Creative/Art Zone: For outdoor art and music, promoting creativity and social development.
- Mixed-Age Play Zone: An open area for safe interaction between age groups, maintaining BC ratio and supervision standards.

The outdoor space is fully enclosed with fencing, and staff maintain strict supervision with strategic positioning and regular headcounts.

6. Family and Community Engagement

6.1 Parental Involvement

We view families as essential partners in their child's learning and development, fostering open communication through daily check-ins, communication journals, and newsletters. Families are invited to contribute to program planning, share cultural traditions and expertise, and provide feedback through surveys and meetings. We maintain transparency by sharing program policies, progress reports, and learning portfolios with parents.

6.2 Community Engagement

We actively engage with local community organisations, including public libraries, community centres, and public health services, to enrich children's learning experiences. We respectfully build relationships with local Indigenous communities, inviting Elders and Knowledge Keepers to share stories and teachings, and incorporating land-based learning into our curriculum. We also introduce children to community helpers (e.g., firefighters, paramedics) to build community awareness and trust.

7. Operational Details

7.1 Program Hours

BM Royal Daycare operates from Monday to Friday, 7:00 AM to 6:00 PM, and is closed on weekends (Sunday and Saturday).

7.2 Meals and Snacks

We provide nutritious meals and snacks for children, planned weekly in accordance with Canada's Food Guide and BC Child Care Licensing standards, accommodating dietary needs, allergies, and cultural preferences. Menus are posted in prominent locations (entrance, classroom, parent communication board) and updated weekly, with copies kept on file for inspection.

7.3 Records Policy

We maintain comprehensive records for children, staff, and operations, stored securely in password-protected digital systems and locked filing cabinets (paper records). Child records include enrollment forms, emergency contacts, medical information, and incident logs; staff records include qualifications and training documentation; operational records include policies, menus, and attendance logs. All records are kept up-to-date and accessible to authorized staff and licensing officers.

7.4 Other Operational Details

We do not provide transportation for children between school and the daycare premises, nor do we offer overnight childcare. All required information (licensing certificate, staff qualifications, emergency procedures, etc.) is posted in prominent locations, with digital copies provided to parents upon request.

8. Commitment to Quality and Compliance

BM Royal Daycare is fully committed to complying with all applicable laws, regulations, and best practices in early childhood education. We conduct ongoing evaluation and improvement of our program, involving staff, families, and community partners in the process. Our goal is to provide a safe, nurturing, and inclusive environment where every child can thrive, grow, and develop to their full potential.