



Frequently Asked Questions

Hi families,

Due to COVID, we will not be holding an open house this year! Instead, we have a virtual tour of the space and I will answer some of the most common asked questions below!

Is your centre licensed?

Yes, we hold a preschool license through Vancouver Coastal Health. A licensing officer inspects our centre annually to ensure we are following the rules of our license.

What are the class times? Are there set days?

Families can register their children for up to 5 days/week in with the AM or PM class depending on availability. You can only do one session per day, not register for both AM and PM on the same day. Once you pick your days, those are your set days for the school year from September to June. If you'd like to switch days or add days to your schedule let me know and I can add a note to their file so if/when the days open up throughout the year, you get priority! AM class to 8:30-12 and PM class is 1-4:30. Classes are run in the same way, the only difference is in the fall the PM class has outside time at the beginning of class as opposed to the end of class like our AM class. This is because it starts to get dark by 4PM and we'd rather be inside at that time!

Does my child need to be potty trained?

No. We hope that children are working on it but some children take a little longer to learn to use the toilet and that's ok! If they are in pullups, please send extras along with wipes for us to use when needed. If you are working on it but still have accidents, that's ok! Just send along some extra underwear and pants to change into. Most children don't just turn 2.5 and know how to use the toilet so it's not a worry. We have small toilets for the kids and often once they see the toilets that are just their size, they learn very quickly! If you have any concerns, just let us know!

How many children and teachers are there at one time?

We have a maximum of 20 children in each class. We don't separate ages into AM and PM, so we have children ages 2.5-5 in both sessions. Our license requires us to have 2 teachers each day, but we like to have at least 3. Sometimes we host practicum students who are completing their Early Childhood Education but they are not a part of our ratio of teachers to students.



Frequently Asked Questions

What education do your teachers have?

Our teachers all have either their Early Childhood Education certificate or their Early Childhood Education Assistant certificate. All teachers, volunteers and practicum students have completed a criminal record check to work with children. Our teachers also hold valid first aid certificates.

Do you teach the kids letters and numbers?

We do not “teach” reading and writing per se. That is not the purpose of preschool. Your child may be able to read and write before kindergarten but that depends on many factors. The purpose of preschool is to assist your child to be physically, emotionally, socially, intellectually and linguistically ready for kindergarten. All of the learning that happens here is through play! You will not see worksheets or anything like that in our centre as we are play based. We try to incorporate literacy and numeracy in more natural ways, such as counting how many children we have in the room, adding letter wooden disks to our block building area, and when they are ready, practicing to write their name on their artwork. As children all learn these things at different times, we help scaffold their learning individually.

What does Play-based mean?

Although adults generally separate “working” and “playing” it is important to remember that playing is the work of young children. As your child plays they connect their play objects to what they are thinking and observing in the world. Play allows them to learn math and spatial concepts, language skills, gross and fine motor skills, social skills, and to express themselves emotionally and creatively. Play is how children naturally learn about themselves and the world around them. That is why high quality preschools make play-based learning the core of their programs.

Do you go outside?

Yes, we try to go outside every day, rain or shine! Children need to have rain gear including rain pants, boots and a jacket or muddy buddy each day as it is fun to jump in puddles, but not fun when we’re cold and wet! We don’t have an outdoor space attached so we go to our neighbourhood parks, mostly Heather Park, just a two block walk away! We also have a space at a community garden that we like to plant in each spring!

What is your COVID Policy?

Attached is our COVID policy. The main points are lots of handwashing, limiting the number of adults entering the classroom and daily health checks for children so they stay home if they are sick! We’ve been open since May of 2020 with these policies and it has been working well!



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This is my child's first time away from me. What if they cry? Can we stay? Do you do Gradual Entry?

It is totally normal for some children to cry when they begin with us! You are their safe space and they don't know us or the preschool. The first day of preschool is a normal first day so children come in at the start of class and stay for the entire 3.5 hours. If a child cries, most of the time they will cry as the parent leaves and within 5-10 minutes, we can help calm them and distract them with some toys or activities. If a child continues to cry and we cannot help them calm down, we will always call you back and try a different strategy. Strategies may include shorter days for their first week, a parent staying for longer but in the cubbies so they are in the space but not right next to them etc. We don't want your children to be upset any more than you do! We have some tips on separation anxiety in our parent handbook as well. The most important thing to do if your child is crying when you leave is to tell them you love them, you need to go and you will be back! We know sneaking out is the easier way but it can lead to distrust and we don't want that!

Do you do field trips?

On a regular year YES! We love to go on a variety of outings in the spring such as taking the skytrain to the airport, heading to the ice cream shop, or visiting the local fire station! Unfortunately due to COVID, we will not be going on any field trips this year. We are hopeful things will open back up again next spring so we will cross our fingers! We send out emails with details for each field trip as well as get permission so you can choose whether to partake or not.

Do you close for holidays or professional days?

Yes, we close for all statutory holidays, as well as a two week break around Christmas/New Year and two weeks for Spring Break. We follow the VSB schedule for Christmas and Spring break. We take 4 professional days per year as well for deep cleaning, classroom toy switching and staff meetings!

Do parents need to do volunteer time?

We are not a parent participation preschool so we do not require any number of volunteer hours. We hope that parents can enjoy their 3.5 hours without their preschooler doing whatever they'd like to do!

If you have any other questions, please feel free to email us at info@extrasteps.ca