

Cool Kids Preschool
& Toddler Time

FAMILY HANDBOOK



CITY OF REVELSTOKE

PARKS, RECREATION & CULTURE

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Table of Contents

1. Introduction	3
Program Philosophy	4
Programs Offered	4
2. Centre Information	4 - 5
School Closures	5
Respect Policy	5
Social Media	5
Confidentiality	5
3. Health & Safety Policies	6 - 9
Separation Anxiety	6
Health Policy	7
Preschool Emergency & Fire Evacuation Plans & Procedures	8
Accident Procedure	8
Custody & Access Agreements	9
4. Financial Policies	10 - 11
Registration & Enrollment	10
Payment of Fees	10
Government Subsidy	10
Late Pick Up	11
5. Development & Special Needs	12
6. Program Elements	13 - 18
Active Play Policy	13 - 14
Screen Time Policy	15
Clothing	15
Snack Time	15
Special Occasions	15
Guidance and Discipline Policy	16
What is your child learning?	17
Child Pick Up Policy	18
Family Handbook Agreement	19

Welcome to Cool Kids Preschool

Thank you for choosing Cool Kids Preschool. The Early Years is a very important time of development and preparation for formal education. We will provide your child with a high quality and fun filled preschool experience.

Cool Kids is a licensed program under the Child Care Licensing Regulation. We are proud to meet the licensing standards by providing screened and educated staff, following regulated staff to child ratios along with suitable facilities and equipment.

Keep this handbook as an easy reference during your child's stay at our centre. We look forward to making this a memorable experience for you and your child.

Please take a few minutes to familiarize yourself with the policies in the family handbook. Upon completion, sign and return the Agreement form at the back of the handbook to acknowledge that you have read and agree to the policies as outlined.



Program Philosophy

Our Goals

Our programs combine structured activities along with child directed free play. Our goal is to provide a safe and positive learning environment where each child is nurtured using developmentally appropriate practices. We respect that each child is an individual with their own likes, abilities, and needs.

Part of our learning focus incorporates outside play, excursions, creative and imaginative art. Our dedicated teaching staff are certified instructors who work in partnership with parents / guardians and other community partners to build understanding and consistency for the children.

“If children feel safe, they can take risks, ask questions, make mistakes, learn to trust, share their feelings, and grow.”

Programs Offered

September 9th, 2026 – June 18th, 2027.

PROGRAM DESCRIPTION	ATTENDANCE	HOURS
<p>Toddler Time September 10, 2026 – June 17, 2027 Born in 2024 8 Spaces Toddler Time is back! This unique Revelstoke program is influenced by playschool and specifically designed for toddlers.</p>	<p>2 Days Tuesday & Thursdays</p>	<p>Time: 9am - 11am</p>
<p>Cool Kids 3 September 10, 2026 – June 17, 2027 Born in 2023 16 Spaces This fun and creative preschool program incorporates lots of imaginative games, crafts, music and fun.</p>	<p>2 Days Tuesday & Thursdays</p>	<p>Time: 12pm - 3pm</p>
<p>Cool Kids 4/5 September 9, 2026 – June 18, 2027 Born in 2022 20 Spaces Our full day preschool program balances kindergarten readiness with child directed free play.</p>	<p>3 Days Monday, Wednesday & Friday</p>	<p>Time: 9am - 1pm</p>

Centre Information

School Closures:

Cool Kids preschool will be closed for two weeks during Christmas and Spring Breaks and for the following holidays:

New Year's day	Easter Monday	Thanksgiving Day
Family Day	Victoria Day	National Day for Truth & Reconciliation
Good Friday	Labour Day	Remembrance Day

Facility Closure Policy:

In the event of a Community Centre closure for any undetermined or unforeseen circumstances, the City of Revelstoke will refund in full to the parent / guardian of the child registered in our Childcare Programs.

Respect Policy:

Respect will be shown to all staff, children, families, and community members at Cool Kids Preschool.

- We show respect to the children, the parents / guardians, and the staff by being considerate in our comments, and keeping our voices at a respectful level, while using respectful language.
- We, in turn, ask parents / guardians to have the same respect for staff, children and other adults.
- Inappropriate outbursts of disrespectful language coming from a child or adult which is directed to staff, child or adult will result in a warning and possible immediate discharge from the program depending on the severity of the incident.

Social Media Policy:

Staff will not post pictures of children, parents / guardians, or staff members on any social media site without consent of the persons involved.

Confidentiality:

All information on registered children will be stored in a filing cabinet in the centre office. Staff will not disclose registered family and/or staff member personal information without obtaining written consent to do so.

Health & Safety Policies

Separation Anxiety:

It's going to be okay!

Separation anxiety typically happens when children are in new and unfamiliar spaces. It is very normal for children to experience this, especially when starting a new daycare or preschool, and there are many new faces. You and your child are getting to know us and learning to trust the educators!

It can be difficult to hear your child upset and crying but going through the following steps will help:

- Explain to your child before coming that they are going to 'school'
- Keep the experience positive
- At school, give them a hug and a quick goodbye
- Avoid 'sneaking out' as this can cause mistrust in children
- Remind your child that you will be back soon and that you love them
- You can try starting a special tradition like leaving a special note in their lunch box.
- Keeping a routine will help your child better understand what is happening, and to have control over their emotions
- Try not to give in. Reassure your child that they will be safe, and you will come back.

It is normal for some children to regress if they are sick and feeling under the weather, under stress, if the routine changes, or if you take time off for a vacation or because of illness.

If the anxiety has not lessened within a few months, it may be time to consider if your child is ready for preschool, or perhaps there is some other stressor affecting their lives. Children pick up on everything going on around them!

Separation anxiety can be just as hard on parents / guardians as it is on the child. Just remember, it's okay to walk away. With our experience, the child is usually calm and interacting within 10 minutes of the parents / guardians departure. We will always contact a parent / guardian if a child is not able to settle. Your child is in professional care, and all efforts are made for them to have the best experience possible!



Health Policy:

Our health policy was developed for the well-being of your child and other children and staff attending the Centre. We understand the difficulty of finding alternate care for sick children, however, to protect the health and well-being of staff and other children attending our program we expect strict adherence to our policy.

PLEASE KEEP YOUR CHILD AT HOME IF THEY:

- Have symptoms of a common cold
- Have a fever of 100 F or 37.8 C
- Have a cough or sore throat
- Loss of taste or smell
- Have a cold with heavy discharge (colored)
- Have diarrhea, vomiting, nausea
- Having difficulty breathing or is wheezing
- Have infected eye (i.e., pink eye) or skin infections (i.e., impetigo)
- Have head lice or nits
- Have an undiagnosed rash
- Displays symptoms of communicable disease: sniffles, red eyes, sore throat, headache, tummy ache, stiff neck, or any of which can be accompanied by fever (i.e., chicken pox, measles mumps, scarlet fever, hand, foot and mouth). If you suspect that your child has a communicable disease, please take them to the doctor for verification. It is important to inform our staff if your child does develop a communicable disease so that we can notify the other parents / guardians and the health unit.

If your child becomes ill or is presenting symptoms of illness during the day, the parent / guardian will be notified to pick up the child immediately. If we are unable to reach the parent / guardian, the emergency contact person will be notified. Their return to childcare will depend on the type of symptoms they are experiencing.

Based on their symptoms, we may recommend to 'stay home until you feel better'. The individual can return when their symptoms improve, and they feel well enough to participate in all activities.

**** Your child must be vomit / diarrhea free for 24 hours before returning.****

Medication

We will continue to administer prescription or non-prescription medication, if necessary. In order for staff to be able to administer prescription medication, it must be from a pharmacy labeled bottle and you must complete a "Permission to Administer Medication" form. Without a signed consent form, staff will not administer medication. Children requiring puffers or an EpiPen must bring it with them each day.

Preschool Emergency & Fire Evacuation Plans & Procedures:

Fire Evacuation Plan

1. Staff will sound alarm/bell (if not already sounded).
2. The ECE Supervisor will line up the children at the Fire Exit and conduct a head count.
3. The ECE Assistant will collect the sign in sheet, emergency contacts and evacuation/first aid kit.
4. In the event of the Community Centre being evacuated, the alternative location will be Begbie View Elementary. The ECE Supervisor will conduct a head count of the children on route and upon arrival.
5. The ECE Supervisor will do a room check, plus close the windows and doors if time permits.
6. The ECE Supervisor will advise Front Desk staff to call 911 or use cell phone.
7. ECE staff will walk with children to Begbie View School.
8. The ECE Supervisor will join staff & children at the designated meeting point.
9. The ECE supervisor will notify parents / guardians to come and pick up their children at the designated place.
10. ECE staff will provide supervision and activities for the children.

Fire Drills

Fire Drills are conducted monthly. Fire Drill bells will be rung to alert staff & children to line up at the exit and evacuate the building. The designated Fire Drill meeting place is the yellow building located across from the back parking lot.

Emergency Evacuation Plan

In the event of a disaster, such as a flood or gas leak, the above evacuation plan will be in place. Phone 911. In the event of an emergency evacuation, the designated meeting place will be Begbie View Elementary School, 1001 Mackenzie Avenue. The route we will take to reach Begbie View School will take the educators and children approx. 10 minutes. We will exit the back of the building leading up a path to Mackenzie Ave. This street turns into 9th Street. We will then follow the sidewalk directly to Begbie View School. There are water coolers at Begbie View Elementary School. Water will be readily available for children & staff. We keep snacks in our first aid kit. We will practice this evacuation plan once a year, with up to 20 children.

Accident Procedure:

Staff will immediately tend to the child, assess injury & comfort the child. The parent / guardian will be notified of the incident at the time of pick up. In the case of minor injury, staff will administer first aid appropriate to the injury of the child. In case of emergency where medical assistance is required, staff will call 911 and the parent / guardian will be called immediately.

Custody & Access Agreements:

If the parents / guardians have agreed to live separately, the childcare program will assume that the information provided by the enrolling parent / guardian is to be followed.

We kindly request that parents who are living separately provide staff with parenting schedules, indicating which parent will be picking up or dropping off each day.

If a family has a custody or court order, a copy must be provided for the child's file and details about all arrangements contained in the legal documents will always be followed. Without a custody or court order on file at the Community Centre, access to the non-enrolling parent / guardian will not be denied. If there is a court order, and such a situation arises, the policy on unauthorized persons will be implemented and followed. Staff of the Child Care Centre will call the police if assistance is required to enforce a custody or court order.

All verbal and written information about the child will be shared with both the parents / guardians, regardless of who was responsible for enrollment.

We respect your right to confidentiality. Procedures for ensuring confidentiality and the appropriate release of information will be reviewed with staff. The only exception will apply if an instance arises when staff are required to share information as required by law.



Financial Policies

Registration & Enrollment:

- A registration package must be completed prior to a child's acceptance in the preschool program.
- An annual non-refundable registration fee of \$50 per family must be paid to secure your child's preschool space.
- The paperwork regarding your child's information and colour picture **MUST** be completely filled out and returned (with photo) before your child attends orientation. Please note that this paperwork is required by licensing. We cannot have your child attend until all paperwork is received.

If it is deemed that your child needs the assistance of a support worker to attend or your child has received support at another centre, your child will not be able to attend until a support worker is in place. A Care Plan must be developed in partnership with the Preschool Supervisor. It is the parent's / guardian's responsibility to organize through Community Connections.

Government Subsidy:

More information on the Affordable Child Care Benefit (ACCB) is available in your registration package. The Child Care Fee Reduction Initiative (CCFRI) is available to all families and is automatically applied to monthly bill.

If you have questions, or require assistance with the ACCB application process, visit the Revelstoke Child Care Society at 1001 MacKenzie Ave. (inside Begbie View Elementary) call 250-837-6669, or email: revelstokeccrr@live.ca for more information.

Payment of Fees:

- Preschool Fees are due the first of the month.
- First months payment is due in full prior to the first day of class:
- Payment: 10 equal monthly payments from September-June, due on the first of each month.
- Even if you qualify for ACCB there is usually still a parent / guardian portion owed each month.
- If your ACCB is not approved by the program start date you will be expected to pay your bill. ACCB will typically back-pay to the program start date.
- In the event of over-payment, a credit or refund will be issued.
- Late payments are subject to 1.5% interest charge after 30 days.
- If program fees are overdue by more than 60 days, you will be at risk of losing your preschool space.
- In the event you cannot make a payment or will be late on a payment, please contact to the billings clerk at the front desk to arrange alternative options.

Payment can be made by cash, debit, cheque, Visa or Mastercard.

For some, program fees may be tax deductible. Keep receipts for tax purposes. If you lose your receipts and you require us to do a receipt search there will be a charge.

Late Pick-up:

All families & authorized person must pick up a child by the end time of the childcare program. If an emergency arises, the pick-up person is expected to notify the centre as soon as possible and make alternate arrangements for pick up by the end of class or an agreed upon time.

If the child is not picked up by closing or the agreed upon time, and no call has been received by the childcare provider, we will contact the family, the authorized persons, or the emergency contact. If all efforts are unsuccessful, the Child Care Provider will contact the Ministry for Children and Families.

If late pick up is a repeated problem, the Child Care Provider and parent / guardian will meet to address the problem. After the second late pick-up there will be a \$25 fee due at the time of pick up.

We will make all efforts to address the problem, aiming for successful outcomes. If late pick up continues, the child may no longer be able to attend the program. We will work with parents / guardians on resolving such issues to ensure the best outcome for the child.



Developmental Needs & Special Services

All children have special needs at different stages of their development and require effective accommodations to allow them to attain critical milestones in their life journeys. Certain children may have more needs due to their medical, physical as well as psychological needs. We do our best, within the limits of our professional abilities, to work with children with special needs. Please consult with the Preschool Supervisor prior to enrollment if your child has extra support needs. Despite our best efforts, there may be times when participation in our programs, will not be in the best interest of your child at the current time.

We are dedicated to helping children achieve their full potential. Staff have expertise in child development and occasionally identify behavioural or developmental needs in young children that parents / guardians may or may not recognize. We work in a shared approach and involve parents / guardians in the process of identifying the need and working toward possible solutions. In these instances, our staff may recommend additional observation, therapy, or services for the child or family. We recognize some children may require one-on-one assistance during the day.

We make decisions on whether or not to allow these arrangements in our preschool on a case-by-case basis. If we determine a situation is beyond our capacity to assist, or is detrimental to the classroom, we will have to require the parents / guardians to make other arrangements and withdraw the child from preschool. If your child is dismissed from the program, we will assist you with resources and referrals to assess and evaluate a program that is a better fit for your child's developmental needs.



Program Elements

Request for Withdrawal:

- Parents / guardians wishing to withdraw their child from the program must provide at least one calendar month (30 days) written notice prior to withdrawal. .
- If sufficient notice is not given, one month's fee will be charged in lieu of notice, based on the previous month's fees.

If you are not satisfied with our program, or we are unable to accommodate your child's needs, withdrawal from the program may be in the best interest of the child and family.

Centre's Request for Withdrawal:

- Cool Kids Preschool has a 90 day evaluation period in place for all children.
- If there is a history of behavioural concerns or if your child has required behavioural support in another child care setting then it is the parents / guardians responsibility to inform staff at the time of registration .
- It may be determined that a support worker will be required in order for the child to attend. It is essential that parents / guardians share information with the Preschool Supervisor that may affect your child's successful experience at Cool Kids. Every effort will be made by staff to meet the needs of your child. All information shared will be kept in confidence.
- If we notice a change or have concerns with your child's behaviour, we will share these concerns with the parent / guardian. We will work with parents / guardians to try to find a solution.
- In the rare event a solution cannot be found, we may request that your child can only attend our program with additional support.
- If after these steps have been followed, and after consultation with the Director, it is determined that a child's behaviour is repeatedly severely disruptive and that the well-being and safety of your child, other children or staff in the program is jeopardized, the parent / guardian will be required to withdraw the child without notice.

Active Play Policy:

What is ACTIVE PLAY?

Active play is physical activity which includes moderate to vigorous burst of high energy, raises children's heart rate, and may make them "huff & puff". Activities may include running and jumping for older children or rolling over and balancing in sitting position for infants and toddlers.

Why is ACTIVE PLAY important?

Active play helps to promote healthy growing and development and supports body control and movement. Active play can help build strong bones and muscles, improve balance, coordination and assists with the development of gross and fine motor skills. Active play can also help to promote children's confidence, improves concentration, thinking and learning, and provides opportunities to develop social skills and make friends.

Standards of Practice for ACTIVE PLAY

As a licensed Preschool care program, we must ensure the minimum outdoor active play corresponds with the length of time the preschool program is offered, as outlined in the table below (indoor active play is acceptable when weather is poor or outdoor physical space is limited):

We do activities during the day to promote ACTIVE PLAY. Being in such a great location at the Community Centre opens many possibilities and areas to explore!

LENGTH OF PROGRAM	AMOUNT OF ACTIVE PLAY
1 - 2 Hours	20 Minutes
2 - 3 Hours	30 Minutes
3 - 4 Hours	40 Minutes

For OUTSIDE TIME we use:

- Play School Playground
- Greenbelt/Trails
- Walks around town/ to other local parks
- Baseball Fields

When we can't go outside due to weather, we use:

- Multipurpose Rooms
- Dance Studio
- Movement in the classroom

Activities we do during ACTIVE PLAY time:

- Simple dances on YouTube
- Yoga Cards
- Free time with music for dancing
- Games (duck, duck, goose; what time is it Mr. Wolf? etc.)
- Free time with hula hoops, balls, and a variety of toys
- Push cars and bikes



Screen Time Policy:

We limit screen time to encourage children to engage their imagination and develop their creative skills. While screens are used occasionally in our programs—for activities like following simple dances or learning animal sounds—we typically only use them for about 10 minutes a day.

During special occasions such as Christmas or Year end celebrations , we may use screens for up to 30 minutes.

Clothing:

Outdoor play is an essential part of a child's development. Each child requires a complete change of clothing. It is important for your child to be dressed appropriately for all different weather conditions. Running shoes are most appropriate for both indoors and outdoors at preschool. Sandals, flip-flops, or crocs are not suitable as they are tripping hazards and rocks from the playground will irritate their feet.

**For summer weather please pack:
sun hats and sunscreen, no flip flops, slippers, or crocs.**

**For winter weather please pack:
snow pants, hats, mitts and snow boots**

If your child is not yet potty trained, please send them with extra clothing and diapers / pull-ups. This will make potty training much easier.

Indoor shoes are required and can be kept at preschool.

Please ensure all personal items and outdoor gear are labelled.

Snack Time:

Please bring in a nutritious snack and drink for your child. If your child is in the 4/5 program, they will need to bring a lunch. Please bring items in a thermos or with cold packs as there is no microwave or refrigerator available. Let us know about any allergies that the child may have.

Our centre is a **NO NUT ZONE**. Please do not bring any snack that may contain nut or nut products. Staff ensures that children do not trade or share food items of concern.

Special Occasions:

To enhance a child's social awareness and skills we will celebrate upcoming holidays, birthdays, and other special events. Families are welcome to bring in their own celebration ideas and/or preparations.

Guidance & Discipline Policy:

Our goal of guidance is to assist children in developing self-control, self-confidence & sensitivity in their interactions with others. Part of ensuring a safe and nurturing environment is not overlooking the importance of discipline.

Our program believes that safety and respect for the rights and feelings of all children is an important aspect of our philosophy.

Educators will be setting simple limits in a clear and consistent manner, providing boundaries for the children as a group or as an individual according to each situation. They will guide children in dealing with anger, frustration, fear, and other strong emotions, encouraging children to speak about their feelings and work with each other to solve problems.

We use positive reinforcement to encourage children, helping them to build on their accomplishments. Educators model appropriate ways of interacting with others, and redirect or guide a child into acceptable options for behavior.

Further guidance strategies include:

- **Natural & Logical Consequences:** allowing the child to experience the result of their actions.
- **Offering Choices:** empowering children to make decisions by offering appropriate choices, IE: “Do you want to clean up cars or blocks?”
- **Promoting cooperation:** by encouraging children to explore and initiate, being flexible and ignoring inappropriate behavior when it does not endanger or hurt anyone and find the “why and deal with that.”

Occasionally an educator may need to intervene and assist or remove a child from a situation they are not able to handle. An educator will redirect the child to a calming area that allows them to calm down until they are ready to engage in the activities. If this is unsuccessful guardians may be called to pick up a child early.

Educators will communicate any challenges to families and will work in partnership to find solutions.

We need to remember that each child is a unique individual. No one strategy will be effective in every situation. Some behaviors may be typical within certain age groups, and we will be flexible to each child’s needs. If for any reason you or your child feels uncomfortable about any of the procedures or policies referred to, please bring it to our attention. We would be happy to discuss it with you.

What is your child learning?

ALL ARE ESSENTIAL PREREADING AND NUMBER SKILLS SUITABLE FOR PRESCHOOLERS	
Puzzles, Beads, Pegs	Eye Hand Coordination Small Muscle Development Colour, Size & Space Relationships
Clay, Finger Paint, Dough	Sensory Experience Experimentation Small Muscle Development Tension Outlet
Creative Arts	Small Muscle Development Left-Right Orientation Colour Discriminations Shape Exploration
Blocks & Accessory Toys	Eye Hand Coordination Balance Recognition of 3D Shapes Number Concepts Dramatic Play
Housekeeping Corner	Act out Life Roles Emotional; Experiences/ Small Muscle Development Imagination Stimulator
Texture Play (cornmeal, sand, etc.)	Sensory Experimentation/ Small Muscle Development Number-Volume Concepts Satisfying Solitary Play or Parallel Play
Climbing Equipment	Large Muscle Development/ Coordination Self Confidence
Storytelling, Books, Flannel Board Stories	Language Development Left to Right Orientation Learning to Listen Appreciation of Books
Music, Movement Activities	Sound & Rhythm Discrimination Vocabulary & Speech Development Body Part Awareness Left to Right Awareness
Observing Nature & Animals, Planting Seed Science	Satisfies Curiosity about the World Around Enhances Observation Skills
Picking Up Toys	Self Confidence Categorization Develops a Sense of Orderliness
Potty Training, Hand Washing	Experience in Taking Care of Oneself Self-Direction
Snack or Mealtimes	Social Contact Language Development Feeling Well cared For Awareness of Manners

Child Pick-Up Policy:

Unauthorized person:

Child Care Providers are responsible for all children in their care until the children have been released to a parent / guardian or an authorized person.

If someone other than yourself is picking up your child, please notify the caregiver ahead of time with details regarding the relationship of that person to the child.

If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the childcare provider who will explain the policy for written authorization.

In a rare emergency situation, verbal permission via the phone will be allowed from the enrolling family as long as the parent / guardian confirm information about this person (name, address, phone, relationship to the child), and the pick-up person presents ID . The Child Care Provider will document the time of the call and information shared. Whenever difficulties exist, all efforts will be made to ensure the safety of the child, other children, and the Child Care Provider. If necessary, the Childcare Provider may need to call the police for assistance.

Alleged Impaired Authorized Pick Up:

It is the Child Care Provider's Legal responsibility, to the extent that this is possible, not to release a child to an authorized person who is unable to adequately care for a child. If the Child Care Provider believes that a child will be at risk, they will:

Offer to call the emergency contact, friend or relative to pick up the child.

OR

Contact the Ministry for Children & Families.

If the person is driving a vehicle, the Child Care Provider will explain that driving while under the influence of drugs or alcohol is against the law and they are obligated to ensure the safety and well-being of the children and adult. The Child Care Provider will suggest alternate methods of safe transportation.

If the presumed impaired person chooses to get in the car with or without the child, the Child Care Provider will immediately notify the Police. The Ministry for Children & Families will also be contacted if it is felt the child needs protection.

Family Handbook Agreement

This sheet must be signed and returned to your centre supervisor prior to starting with Cool Kids.

Childs Name: _____

Parent / Guardian Name: (please print) _____

I have read and understand the policies and information outlined in the Cool Kids and Toddler Time Family Handbook.

By signing this document, I hereby agree to abide by the policies and information as set out in this handbook.

Comments:

Parent / Guardian Signature

Date

Supervisor Signature

Date