



**Child Care
Resource & Referral**

**Member's
Guide to
CCRR Services**

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A Quality Approach to Child Care

The early years of a child's life are crucial. Scientists and researchers around the world have confirmed that brain growth and development of infants and young children are deeply affected by their early experiences. The more that we can ensure that these experiences are positive the better off they will be in the future.

This imparts an enormous responsibility on child care providers. They must work with the parent as a partner in their child's development, respect and support the parent's ideas, and nurture and stimulate their child. In short, a caregiver must provide quality child care.

Quality child care is where all children receive individual care and attention, learn how to get along with others and feel good about themselves. It is clean, safe and comfortable. There is a quiet space for rest or sleep, as well as both indoor and outdoor play areas and a range of toys and equipment for play and learning.

Quality child care has caregivers who genuinely like children and understand their differences. These are caregivers who recognize behaviour that indicates a child needs help, who are aware of cultural and religious diversity, and who are able to offer games and activities appropriate to the ages and developmental stages and interests of the children in their care. They are also able to encourage the self-esteem of each child through warm and loving guidance, and are willing to work with the parent to develop common goals.

Welcome!

The YMCA Child Care Resource & Referral (CCRR) would like to welcome you as a member of our program!

The YMCA CCRR is one of 38 provincially funded Child Care Resource & Referral programs who provide CCRR services in 40 locations throughout the Province. We are funded by the Ministry for Children & Family Development, and administered by the YMCA of Greater Vancouver. We have offices in Coquitlam and Burnaby, and serve the communities of Burnaby, New Westminister, Coquitlam, Port Coquitlam, Port Moody, Anmore & Belcarra. We operate two family resource programs in Port Coquitlam—“Circle of Friends” at James Park Elementary, and at Central Elementary.

YMCA Mission Statement

We are a charitable association dedicated to the development of people in spirit, mind and body as well as the improvement of local, national and international communities.

YMCA Core Values

- Caring
- Honesty
- Respect
- Responsibility

CCRR Goal

The goal of the CCRR program is to enhance the availability and quality of a range of child care options by providing information, support, resources & referral services to family and child care providers across the province.

Child Care Resource and Referral Program Mission Statement

Recognizing that:

- Children are our future
- Quality child care supports the healthy development of children, and
- Quality, accessible and affordable child care supports families in their abilities to take advantage of training and networking opportunities

The Child Care Resource and Referral Program of British Columbia is committed to working in partnership with community and government to enhance the availability and accessibility of a range of flexible, responsive and inclusive quality child care options and services that support the needs of children, families and child care providers.



Tri-Cities

Serving the communities of Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra

1130 C Austin Ave., Coquitlam, BC V3K 3P5
Ph: 604-931-3400 Fax: 604-931-3440
triccrr@vanymca.org

Monday to Friday, 9:00 am to 4:30 pm
Saturdays 9:00 am to 2:00 pm
Every 2nd & 4th Wednesday: 9:00 am to 8:00 pm

Burnaby/New Westminster

Serving the communities of Burnaby and New Westminster

Burlington Square, Unit 161,
5172 Kingsway, Burnaby, BC V5C 5E9
Ph: 604-294-1109 Fax: 604-294-6278
bnwccrr@vanymca.org

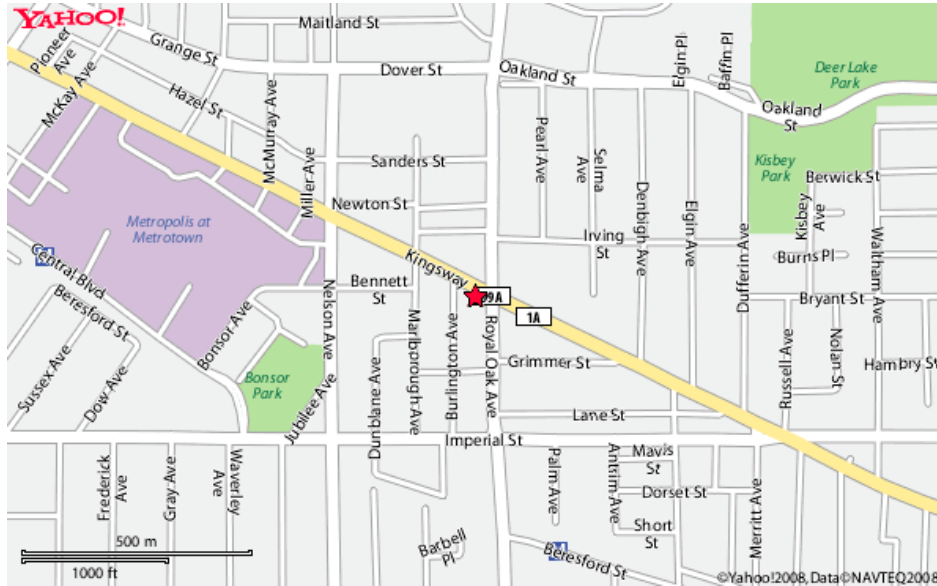
Monday: Closed
*Tuesday, Wednesday, Thursday, Friday, 9:00 am to 4:30 pm
Every 1st & 3rd Thursday: 1:30 pm to 8:00 pm
2nd Saturday of each month: 9:00 am – 2:00 pm

The YMCA CCRR will be closed Statutory Holidays and Long Weekends. Please call our office, or check the current calendar on our website for upcoming closures.

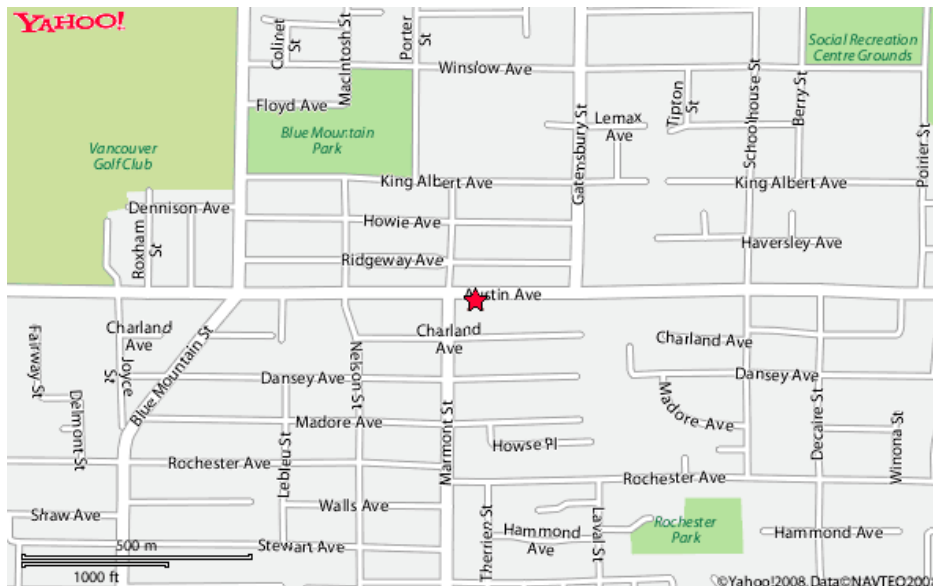
on the web...

www.vanymca.org or www.childcarechoices.ca

Burnaby Location



Tri-Cities Location





Family Resource Programs

Circle of Friends, a YMCA Family Resource Program, is a place where parents and caregivers, and children from birth to six years of age can play and experience fun activities in a warm and welcoming environment. Children will have the opportunity to socialize, learn new skills, play with toys, take part in an art activity, sing songs, enjoy stories, have a snack and more!

Visit Circle of Friends at:

James Park Elementary Annex

1730 Coquitlam Avenue, Port Coquitlam

Hours:

Tuesday & Thursday

9:00 am – 12:00 pm

Central Elementary

2260 Central Avenue, Port Coquitlam, BC

Hours:

Monday, Wednesdays & Fridays

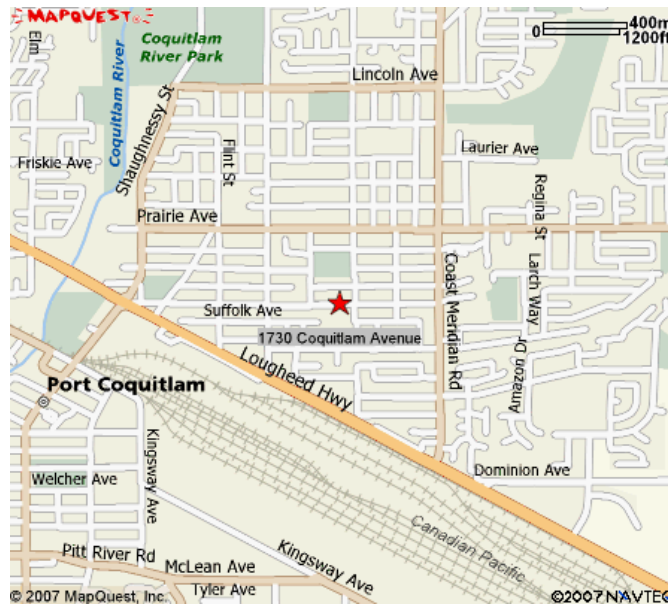
9:00 am – 12:00 pm

Circle of Friends is closed Statutory Holidays and during school closures.

Central Elementary



James Park Elementary



Our Staff

The YMCA CCRR staff has various skills and specialized training and education. All our staff have one thing in common—a strong desire to provide families and child care providers with the information and support they need to enable the children of our community to have the best possible early childhood experiences.

Information & Referral Consultants

Information & Referral Consultants & Subsidy Information & Referral Consultants provide families with:

- Child care referrals
- Information on community resources
- General information on the Child Care Subsidy Program
- Assistance in completing the Child Care Subsidy Applications
- Community outreach & assistance regarding the Child Care Subsidy Program

As a child care provider you will want to contact an Information & Referral Consultant when:

- you want to make changes to the information on our child care provider database (ie, change in your hours of operation, your program, vacancies, etc.)

I&R Consultants also act as the first point of contact for parents & caregivers—if you are calling our office and are not sure who you need to speak to, simply enter “O” at any point and an I&R Consultant will be happy to assist you.

Outreach & Resource Consultants

Every child care provider on our referral data base is assigned a personal outreach consultant. Your outreach consultant has provided their name and contact information in the welcome letter that accompanies this new membership package. Your consultant is available to assist you in many ways, and we encourage you to contact them whenever questions arise.

Outreach & Resource Consultants provide families and child care providers with:

- Consultation and support services
- Supportive home visits (mandatory for Registered Licence-Not-Required child care providers and Licensed child care providers by request).
- Resource information and lending assistance
- Training opportunities
- Opportunities to network with colleagues
- Registration of Licence-Not-Required child care providers
- Community outreach

Outreach and Resource Consultants are experienced Early Childhood Educators.

Contact List

Name	Responsibilities	Contact Information
Diane Lee Acting Program Director	Oversees all CCRR outreach activities in Burnaby, New Westminster, and the Tri-Cities.	604-937-1232 diane.lee@vanymca.org
Wendy Harvey Senior Administration Coordinator	Responsible for administration of the CCRR, including newsletters, and website content. Directs the activities of the Information & Referral staff.	604-937-1231 wendy.harvey@vanymca.org
Information & Referral Consultants		
Bonnie Pickering	Data base management; child care referrals; referrals to community resources.	604-931-3400 bonnie.pickering@vanymca.org
Yvonne Chelczynski	Child care referrals, workshop registration; referrals to community resources.	604-931-3400 yvonne.chelczynski@vanymca.org
Subsidy/Information & Referral Consultants		
Rae Ingram Tri-Cities	Assistance with Child Care Subsidy in the Tri-Cities; child care referrals; referrals to community resources.	604-931-3400 rae.ingram@vanymca.org
Carolyn Levasseur Burnaby/New Westminster	Assistance with Child Care Subsidy in the Burnaby/New Westminster area; general assistance for parents and caregivers in Burnaby & New Westminster; referrals to community resources.	604-294-1109 extension 0 carolyn.levasseur@vanymca.org
Dorcas Cheung Burnaby/New Westminster	Assistance with Child Care Subsidy in the Burnaby/New Westminster area; general assistance for parents and caregivers in Burnaby & New Westminster; referrals to community resources.	604-294-1109, extension 0 dorcas.cheung@vanymca.org
Outreach & Resource Consultants		
Catherine Bunce Tri-Cities	LNR registration; training coordination; outreach activities to parents & childcare providers and the community; Circle of Friends.	604-937-1239 catherine.bunce@vanymca.org
Jacky Huckin Tri-Cities	LNR registration; membership coordination; training coordination; outreach activities to parents & childcare providers and the community.	604-937-1233 jacky.huckin@vanymca.org
Raegan Stewart Tri-Cities	LNR registration; resource development; outreach activities to parents & childcare providers and the community	604-937-1238 raegan.stewart@vanymca.org
Rheen Herrick Burnaby/New Westminster	LNR registration; resource development; training coordination; outreach activities to parents & childcare providers and the community.	604-294-1109 extension 223 rheen.herrick@vanymca.org
Patricia Kuhling Burnaby/New Westminster	LNR registration; outreach activities to parents & childcare providers; membership coordination; outreach activities to parents & childcare providers and the community.	604-294-1109 extension 222 patricia.kuhling@vanymca.org
Family Resource Program		
Vicki Piir	Early Childhood Educator, Circle of Friends	604-937-1234 vicki.piir@vanymca.org
Stella Ng	Family Resource Assistant, Circle of Friends.	604-937-1234 stella.ng@vanymca.org

Membership Categories

Registered Licence-Not-Required (LNR)

LNR child care providers may serve up to two children of any age (not related by blood or marriage), in the caregiver's own home. Caregivers registered with the CCRR have completed a registration process which includes such things as:

- An interview
- Criminal Records Checks on all persons residing in the home over the age of 12
- Physician's Letter confirming that the applicant is physically and mentally able to care for children
- Health and Safety Home Assessment
- References from 3 persons who are not related who can attest to the applicants suitability to care for children
- Child care training (minimum 20 hours)
- First Aid Training
- Annual Health and Safety Home Assessments and support visits

If you are considering providing licence-not-required child care please contact an Outreach Consultant who will be happy to assist you.

Licensed Child Care

(Includes Family Child Care, Group Child Care (under 36 months); Group Child Care (30 months to school age); Preschool; Group Child Care (School Age); Multi-Age Child Care; In-Home Multi-Age Child Care; Occasional Child Care).

Licensed child care providers have completed a process through the Fraser Health Authority which enables them to have a Facilities Licence. As such, accessing membership of the CCRR requires only completion of a membership application, and a copy of your Community Care Facility Licence.

Benefits of Membership:

- Consultation with your personal ECE qualified Outreach Consultant
- Access to training opportunities at reduced member rates
- Access to laminating at reduced member rates
- Access to photocopying at reduced member rates
- Access to networking opportunities
- Access to our toy & resource lending libraries
- Access to community referrals
- Enhanced child care referrals
- Free newsletters via email or Canada Post
- Home visits (mandatory for Registered Licence-Not-Required child care providers, and by request for Licensed child care providers)
- Access to a public computer
- Free internet access
- Access to a Community Mapping Station

Benefits of Membership (continued)

Consultations with ECE qualified staff

Parents and child care providers have access to consultation with our experienced, ECE qualified staff. Outreach Consultants can provide assistance with such things as:

- Child development issues
- Administrative issues such as contracts and policies
- Strategies for dealing with difficult situations
- Programming suggestions
- Suggestions on incorporating resources into your program
- Guiding behaviour

Outreach Consultants are also available to visit your facility upon request.

- Providing helpful suggestions in setting up your child care space
- Providing guidance and assistance with home safety issues for Registered LNR child care providers
- Providing suggestions and demonstrations on how to incorporate resources into your program

If you have any questions or would like to arrange for an outreach consultant to visit your facility, please contact our office.

Access to training opportunities at reduced member rates

The YMCA CCRR offers a wide range of training and networking opportunities. Workshops and courses are typically offered Wednesday evenings and Saturday mornings at our Tri-Cities location and Thursday evenings and Saturday mornings at our Burnaby office.

Workshops are presented on a wide array of topics, including such things as:

- Child development
- Programming
- Business/administration issues
- Health & Wellness

Networking provides caregivers with an opportunity to meet their colleagues, exchange ideas, and socialize. Networking events are held regularly at both locations.

Please contact an Outreach Consultant if you have suggestions around training activities or topics that you would like to see offered. For a list of upcoming training and networking opportunities, please visit our website at www.vanyymca.org.

Access to laminating & photocopying at reduced members rates

Members of the CCRR have access to laminators at both our Burnaby/New Westminster office, as well as our Tri-Cities office. The laminators are extra wide and can accommodate poster size materials. Please call ahead if you wish to use the laminator and we will ensure it is available to you when you arrive.

CCRR members are welcome to photocopy materials at either location.

Current member rates:

Laminating: \$1.00 per foot
Photocopying: .05 letter size, single sided
.10 double sided

Access to provider drop-in opportunities

CCRR staff periodically offer drop-in opportunities for child care providers. These drop-in events are rotated throughout the communities we serve and vary in content. Past drop-in opportunities have included:

- Circle Time Songs
- Stories, puppets & songs led by the Children's Librarian
- Drop-in at our Family Resource Program

If you have any suggestions or requests for drop-in programs, please contact our Outreach staff.

Access to our toy & resource lending libraries

The YMCA CCRR has lending libraries in our Burnaby/New Westminster and Tri-Cities offices. Our lending libraries contain over 2000 items and include such things as:

- toys
- circle time activities
- resource books
- puppets
- big books
- CD's
- Videos
- puzzles
- activity boxes, and much more!

Child care providers can borrow items for a period of 1 calendar month. Borrowing from our library is a free service.

Lending policy:

Items	# of items which can be borrowed at one time	Lending period
Toys	5	1 month
Books	3	1 month
Circle Activities	5	1 month
CDs & Videos	2	1 month
Activity Boxes	1	1 month
Total	16	

Training Opportunities

Principles of Participation

Workshops are a wonderful way to connect with other child care providers, develop job related skills, and to be inspired. To ensure an enjoyable experience for all, we ask that you:

- Contribute to a supportive and non-judgmental classroom environment: give everyone an opportunity to talk and respect different points of view.
- Respect and protect the confidentiality of child care families, colleagues, and fellow participants.
- Arrive on time, return from breaks on time, and stay until the workshop is over. If you need directions or parking information, please contact our office ahead of time.
- Are considerate of the other participants who have come out to hear the presenter speak. Turn the ringer off on your cell phone. If you are concerned about being reached in the event of an emergency, please leave our office number with a family member.

Please note: Child care is not available during workshops. Please make other arrangements for your children. Exceptions may be made for very young infants, but we ask that you contact our office to discuss this prior to the workshop.

*"Education is not the filling of a pail, but the lighting of a fire."
William Butler Yeats*

I, (insert licensee/manager name)_____ designate the following staff/family to borrow resources on behalf of the centre.

Name(s) of staff/family members authorized to pick up resources (PLEASE PRINT):

1. _____ 2. _____ 3. _____

I, the undersigned, acknowledge I have been authorized to borrow resources from the CCRR on behalf of _____ (licensee/manager). In accordance with item 7, the licensee remains responsible for all items borrowed. In the event of non-compliance with “the agreement” the licensee will be contacted directly regarding discrepancies.

Designated borrowers:

1. _____
Print Name Signature Date

2. _____
Print Name Signature Date

3. _____
Print Name Signature Date

Access to community referrals

The CCRR has a comprehensive list of referrals to community services. If you are looking for services or supports in the communities of Burnaby, New Westminster, Coquitlam, Port Coquitlam, Port Moody, Anmore or Belcarra, please contact our offices and we will do our best to assist you!

Enhanced child care referrals

The CCRR maintains a data base of licensed and registered licence-not-required child care facilities for the communities we serve. Parents looking for child care contact our Tri-Cities office and we provide them with referrals from our data base.

Members of the CCRR are able to provide CCRR staff with additional information on their facilities such as:

- Programming information
- Qualifications of care provider
- Hours of operation
- Languages spoken
- Schools served, etc.
- Fees

This information is of great interest to parents who are searching for care and it is to your advantage to provide these details. If you need to update the YMCA CCRR on changes to your program information, please contact Bonnie at our Tri-Cities office at 604-931-3400, extension 1200.

Free newsletters via email or Canada Post

The CCRR produces quarterly newsletters (December, March, June, September). *The Child Care Professional* is a publication for child care providers. It contains articles, information on conferences, training information, and much more. *The Parent Page* contains articles of interest to parents, and also includes information on training events for parents and local family events. It is distributed to caregivers, who in turn can photocopy it and share it with the families in their centres.

In addition, the CCRR produces activity pages which are full of programming ideas, crafts, songs, etc. that you can use with the children attending your centre.

Newsletters and activity pages are distributed by Canada Post or email. Archived newsletters and activity pages are available to be downloaded from our website or from our Resource Lending Libraries. To access our newsletters electronically contact wendy.harvey@vanymca.org.

Access to a public computer with internet access

Both our Burnaby and Tri-Cities offices have public access computers which are available to our members. Please feel free to come in and do research or download forms or articles on the internet, or use the computer to prepare your contract, prepare information for parents, etc. If you require assistance, please phone ahead and we will ensure a staff person is available to help you.

Our Tri-Cities office is host to a Community Mapping Station funded by the Human Early Learning Partnership. Please let us know if you would like more information regarding community mapping.

Privacy Policy

At the YMCA Child Care Resource and Referral (CCRR), we are committed to providing the public and our members with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our customers and members, protecting their personal information is one of our highest priorities.

While we have always respected our customers and members privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia's Personal Information Protection Act (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our customers and members of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting customer's and member's personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our customer's and members personal information and allowing our customer's and member's to request access to, and correction of, their personal information.

For a full copy of the YMCA CCRR Privacy Policy please contact our Privacy Officer Diane Lee at diane.lee@vanymca.org or at 604-937-1232.