



Building healthy
communities

Member's Guide to CCRR Services



YMCA Child Care
Resource and
Referral



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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 of 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 a family resource program in Port Coquitlam—“Circle of Friends” at James Park 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 families 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
- 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 the 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.

Locations

Tri-Cities CCRR

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

1130 C Austin Ave, Coquitlam, BC V3K 3P5

T: 604-931-3400 F: 604-931-3440 E: ccrr@gv.ymca.ca

Monday, Tuesday, Thursday & Friday: 9:00 am to 4:30 pm

Wednesday: 9:00 am to 8:00 pm

Saturday: 8:30 am to 3:00 pm

Burnaby/New Westminister CCRR

Serving the communities of Burnaby and New Westminister

Metrotown Community Resource Centre

3rd Floor, 4460 Beresford St, Burnaby, BC V5H 0B8

T: 604-294-1109 F: 604-294-6278 E: ccrr@gv.ymca.ca

Monday, Tuesday, Wednesday & Friday: 9:00 am to 4:30 pm

Thursday: 9:00 am to 8:00 pm

2nd and 4th Saturday of each month: 8:30 am to 3:00 pm

New Westminister CCRR Satellite Office

Serving the community of New Westminister

10 - 620 Royal Ave, New Westminister, BC V3M 1J2

T: 604-931-3400 E: ccrr@gv.ymca.ca

Tuesday and Thursday: 9:00 am to 1:00 pm

The YMCA CCRR will be closed Statutory Holidays and Long Weekends.

Please call our office for upcoming closures.

www.gv.ymca.ca | www.gov.bc.ca/ChildCareResourceReferralCentres

COVID-19 Protocols

We are open by scheduled appointments only so that we can continue to practice safe physical distancing.

What you can expect from us:

- Mandatory face coverings
- Frequent hand washing
- Plexiglass barriers
- Physical distancing
- Regular cleaning and disinfecting of all high touch points
- One-way direction markers installed for staff and client safety
- Staff supporting clients with the Affordable Child Care Benefit application will have the ability to remote screen assist.

Please call or email to make an appointment.

Family Resource Program

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 snack time and more!

Visit Circle of Friends at:

James Park Elementary Annex
1730 Coquitlam Avenue, Port Coquitlam

Hours:

Mondays, Tuesdays, Thursday, and Fridays

Session 1: 9:00 am – 10:15 am

Session 2: 10:45 am – 12:00 pm

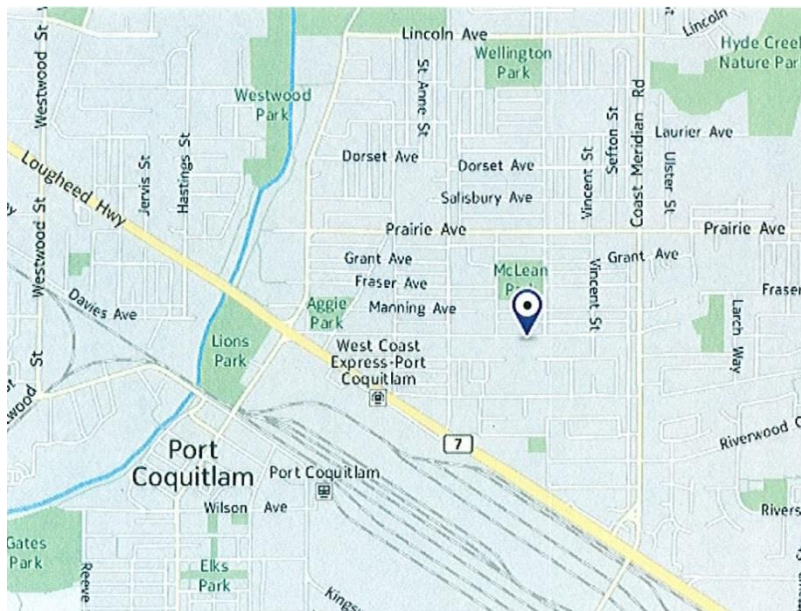
Wednesdays

5:30 pm – 7:30 pm

Please call 604-931-3400 to pre-register.

Circle of Friends is closed Statutory Holidays.

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.

Child Care Resource and Referral Consultants

CCRR Consultants provide families with:

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

CCRR 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 “0” at any point and a CCRR Consultant will be happy to assist you.

Every child care provider on our referral data base is assigned a personal CCRR Consultant. Your CCRR 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.

CCRR Consultants provide families and child care providers with:

- Consultation and support services, including Affordable Child Care Benefit support
- Supportive home visits (mandatory for Registered License-Not-Required child care providers and Licensed child care providers by request)
- Early Learning Resource Library
- Training opportunities
- Opportunities to network with colleagues
- Registration of License-Not-Required child care providers

As a child care provider you will want to contact a CCRR 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.)

Child Care Resource and Referral Consultants are experienced Early Childhood Educators.

Contact List

Name	Responsibilities	Contact Information
Raegan Stewart Program Manager	Oversees all CCRR activities.	604-937-1238 raegan.stewart@gv.ymca.ca
Amy Iwaasa CCRR Program Supervisor	Oversees CCRR outreach activities in Burnaby and New Westminster.	604-294-1109, ext. 222 amy.iwaasa@gv.ymca.ca
Tazeen Bharucha CCRR Program Supervisor	Oversees CCRR outreach activities in Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra.	604-937-1237 tazeen.bharucha@gv.ymca.ca

Child Care Resource and Referral Consultants

CCRR Consultants provide a wide range of support to child care providers including: organizing networking events; planning training opportunities; providing assistance in the Early Learning Resource Lending Library; and registering License-Not-Required child care providers. They are also available to consult with child care providers on issues related to the operation of their child care—from child development to relationships with parents.

CCRR Consultants provide families with: child care information and referrals; Affordable Child Care Benefit assistance; and provide referrals to community programs and services.

In addition, they assist child care providers with workshop registration and are happy to help child care providers in our Early Learning Resource Lending Library.

Want to talk to a CCRR Consultant?

Contact us at:

Tri-Cities: 604-931-3400, extension 0, or email us at ccrr@gv.ymca.ca

Burnaby/New Westminister: 604-294-1109, extension 0, or email us at ccrr@gv.ymca.ca

Membership Categories

Registered License-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
- 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 license-not-required child care please contact a CCRR 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 License. As such, accessing membership of the CCRR requires only completion of a membership application, and a copy of your Community Care Facility License.

Benefits of Membership:

- Consultation with your personal ECE qualified CCRR Consultant
- Access to training opportunities at reduced member rates
- Access to laminating at reduced member rates (Tri-Cities office only)
- Access to photocopying at reduced member rates
- Access to networking opportunities
- Access to our Early Learning Resource Library
- Access to community referrals
- Enhanced child care referrals
- Free newsletters via email
- Home visits (mandatory for Registered License-Not-Required child care providers, and by request for Licensed child care providers)
- Access to a public computer
- Free internet access
- Seasonal Resource Sheets
- Access to our Project Lab (Tri-Cities Office)*

**Currently unavailable due to COVID-19 restrictions*

Continued...

Consultations with ECE qualified staff

Parents and child care providers have access to consultation with our experienced, ECE qualified staff. CCRR 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

CCRR 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 a CCRR 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 a CCRR 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.gv.ymca.ca/ccrr.

Access to laminating & photocopying at reduced members rates

Members of the CCRR have access to laminators at our Tri-Cities office. The laminator is 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 in black & white ONLY.

Current member rates:

Laminating: \$2.00 per foot (minimum one foot)
Photocopying: .10 letter & legal size
.20 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 *Circle of Friends* Family Resource Program

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

Access to our Early Learning Resource Library

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:

- manipulatives
- circle time activities
- resource books
- puppets
- big books
- CD's
- puzzles
- light tables
- activity boxes
- loose parts
- natural materials



Scan to view our Library Catalogue on your mobile device!

Child care providers can borrow 6 items for a period of 1 calendar month. Borrowing from our library is a free service. Please call 604-931-3400 to arrange a contactless curbside pick-up at one of our office locations.

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.

Our workshops and networking opportunities can help you gain valuable knowledge, equipping you with new skills that will benefit the work you do and the families you support.

As a member of the YMCA CCRR you and your staff have access to our workshop at a reduced member's rate

- 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.

"Education is not the filling of a pail, but the lighting of a fire."

- William Butler Yeats

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 database of licensed and registered license-not-required child care facilities for the communities we serve. The CCRR reviews each parents request using our database of child care programs to help determine special requests and care needs, hours of operation, ages of children, location, and school's serviced. The CCRR will then provide parents with information (both written and/or verbal) on child care to help inform them of their child care options. The CCRR will provide referrals that most closely matches the family's request.

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.

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 our Tri-Cities office at 604-931-3400.

Free newsletters via email

The CCRR produces monthly newsletters. The electronic newsletter contains articles, information on conferences, training information, and much more. *The Family Fun Blog* contains free or low cost community programs for parents, and also includes information on training events for parents and local family events.

To sign up for our newsletter visit our website www.gv.ymca.ca/ccrr or call 604-934-3400 ext. 0

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.

Privacy Policy

The YMCA Child Care Resource and Referral (CCRR), is committed to providing the public and our members with exceptional service. Providing this service involves the collection, use and disclosure of some personal information about customers and members, protecting their personal information is one of our highest priorities. To view and read a copy of the YMCA of Greater Vancouver's Privacy Policy visit <https://gv.ymca.ca/Privacy>