



ccrr  
Child Care Resource & Referral

Building healthy  
communities

# Member's Guide to CCRR Services



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YMCA Child Care  
Resource and  
Referral

The YMCA CCRR program is funded by the Province of British Columbia

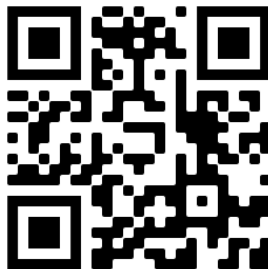
Welcome to our program!

## YMCA Child Care Resource & Referral (CCRR)

- One of 38 provincially funded Child Care Resource & Referral programs who provide CCRR services in 40 locations throughout the province.
- Funded by the Ministry of Education and Child Care and administered by the YMCA of Greater Vancouver.
- Office locations in Coquitlam, Burnaby, and New Westminster, and serves the communities of Burnaby, New Westminster, Coquitlam, Port Coquitlam, Port Moody, Anmore & Belcarra.
- Operates a family resource program in Port Coquitlam— “Circle of Friends” at James Park Elementary.

<p><b>Child Care Resource and Referral Program Mission Statement</b></p> <p>Recognizing that:</p> <ul style="list-style-type: none"><li>• Children are our future</li><li>• Quality child care supports the healthy development of children</li><li>• Quality, accessible, and affordable child care supports families in their abilities to take advantage of training and networking opportunities</li></ul> <p>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.</p>	<p><b>CCRR Program Goal</b></p> <p>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 &amp; referral services to families and child care providers across the province.</p> <p><b>YMCA Mission Statement</b></p> <p>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.</p> <p><b>YMCA Core Values</b></p> <ul style="list-style-type: none"><li>• Caring</li><li>• Honesty</li><li>• Respect</li><li>• Responsibility</li></ul>
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[www.gv.ymca.ca/ccrr](http://www.gv.ymca.ca/ccrr) | [gov.bc.ca/ChildCareResourceReferralCentres](http://gov.bc.ca/ChildCareResourceReferralCentres)



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on your mobile device!

## Information & Hours

<p style="text-align: center;"><b>Burnaby/New Westminister CCRR</b> <i>Serving the communities of Burnaby and New Westminister.</i></p> <p>Metrotown Community Resource Centre 3<sup>rd</sup> Floor, 4460 Beresford St, Burnaby, BC V5H 0B8 T: 604-294-1109 E: <a href="mailto:ygv.crr@bc.ymca.ca">ygv.crr@bc.ymca.ca</a></p> <p>Monday, Tuesday, Wednesday &amp; Friday: 9:00 am to 4:30 pm Thursday: 9:00 am to 8:00 pm 2<sup>nd</sup> and 4<sup>th</sup> Saturday of each month: 8:30 am to 3:00 pm</p>	<p style="text-align: center;"><b>Tri-Cities CCRR</b> <i>Serving the communities of Coquitlam, Port Coquitlam, Port Moody, Anmore, and Belcarra.</i></p> <p>1130 C Austin Ave, Coquitlam, BC V3K 3P5 T: 604-931-3400 E: <a href="mailto:ygv.crr@bc.ymca.ca">ygv.crr@bc.ymca.ca</a></p> <p>Monday, Tuesday, Thursday &amp; Friday: 9:00 am to 4:30 pm Wednesday: 9:00 am to 8:00 pm Saturday: 8:30 am to 3:00 pm</p>
<p style="text-align: center;"><b>New Westminister CCRR Satellite Office</b> <i>Serving the community of New Westminister.</i></p> <p>10 – 620 Royal Ave, New Westminister, BC V3M 1J2 T: 604-931-3400 E: <a href="mailto:ygv.crr@bc.ymca.ca">ygv.crr@bc.ymca.ca</a></p> <p>Tuesday and Thursday: 9:00 am to 1:00 pm</p>	<p><i>All offices are closed Statutory Holidays and Long Weekends.</i></p>
<p style="text-align: center;"><b>Circle of Friend’s Family Resource Program</b></p> <p>James Park Elementary Annex 1730 Coquitlam Avenue, Port Coquitlam, BC V3B 1H7 T: 604-561-6820</p> <p>September – June Mondays, Tuesdays, Thursday, and Fridays: 9:00 am to 12:00 pm Wednesdays: 5:30 pm to 7:30 pm</p> <p>July – August Tuesdays &amp; Thursdays: 9:00 am to 12:00 pm</p>	<p style="text-align: center;"><b>Bettie Allard Family Drop-in</b></p> <p>3rd Floor - Family Resource Room Bettie Allard YMCA 555 Emerson St., Coquitlam, B.C. V3J 3A4 T: 604-931-3400</p> <p>Tuesdays and Thursdays: 9:00 a.m. - 12:00 p.m.</p>

## Family Programs



The YMCA CCRR’s Circle of Friends Family Resource Program and Bettie Allard Family Drop-In program are places 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!

## 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*

The first point of contact for parents & caregivers.

<p>Supports families with:</p> <ul style="list-style-type: none"> <li>• Child care referrals</li> <li>• Early Learning Resource Library support</li> <li>• Parenting Education Workshops</li> <li>• Information on community resources</li> <li>• General information on the Affordable Child Care Benefit Program</li> <li>• Assistance in completing the Affordable Child Care Benefit Application</li> <li>• Community outreach &amp; assistance regarding the Affordable Child Care Benefit Program</li> </ul>	<p>Supports child care providers with:</p> <ul style="list-style-type: none"> <li>• Consultation and support services, including Affordable Child Care Benefit support</li> <li>• Supportive home visits (mandatory for Registered License-Not-Required child care providers and Licensed child care providers by request)</li> <li>• Early Learning Resource Library</li> <li>• Training opportunities</li> <li>• Opportunities to network with colleagues</li> <li>• Registration of License-Not-Required child care providers</li> </ul>
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**CCRR Consultants are certified Early Childhood Educators.**

As a child care provider, contact a CCRR Consultant to make changes to your information on our child care provider database (i.e., change in your hours of operation, your program, vacancies, etc.).

### *Program Management and Supervision*

Name	Responsibilities	Contact Information
Raegan Stewart Program Manager	Oversees all CCRR activities.	604-937-1238 raegan.stewart@bc.ymca.ca
Sandra Ostojic CCRR Program Supervisor	Oversees CCRR outreach activities in Burnaby and New Westminister.	604-294-1109, ext. 222 sandra.ostojic@bc.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@bc.ymca.ca

## Membership Categories

<b>Registered License-Not-Required (LNR)</b>	<b>Licensed Child Care</b>
<p>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:</p> <ul style="list-style-type: none"><li>• An interview</li><li>• Criminal Records Checks on all persons residing in the home over the age of 12</li><li>• Health and Safety Home Assessment</li><li>• References from 3 persons, who are not related, who can attest to the applicant's suitability to care for children</li><li>• Child care training (minimum 20 hours)</li><li>• First Aid Training</li><li>• Annual Health and Safety Home Assessments and support visits</li></ul>	<p>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 our membership form.</p> <p>Includes:</p> <ul style="list-style-type: none"><li>• Family Child Care</li><li>• Group Child Care (under 36 months)</li><li>• Group Child Care (30 months to school age)</li><li>• Preschool</li><li>• Group Child Care School Age</li><li>• Multi-Age Child Care</li><li>• In-Home Multi-Age Child Care</li><li>• Occasional Child Care</li></ul>

If you are considering providing license-not-required child care, please contact our CCRR Consultants who will be happy to assist you.

## Benefits of Membership

### Consultations with Licensed Early Childhood Educators

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

## Benefits of Membership

### Early Learning Resource Library Access

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 and themes as:

- manipulatives
- dramatic play
- science
- gross motor
- music
- games and puzzles
- circle time activities
- resource books
- light tables
- loose parts



*Scan to view our  
Library Catalogue!*

Borrowing from our library is a free service. Child care providers can borrow 8 items for a period of 1 calendar month. We additionally offer contactless curbside pick-up and drop-off.

### Training Opportunities at Reduced Costs

The YMCA CCRR offers a wide range of training and networking opportunities. These are typically offered Wednesday evenings and Saturday mornings at our Tri-Cities location, and Thursday evenings and Saturday mornings at our Burnaby office. We additionally offer online workshops. As a member of the YMCA CCRR, you and your staff have access to our workshop at a reduced member's rate.

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. Visit [MyYMCA.ca](http://MyYMCA.ca) to register for and view our upcoming networking events and workshops.

### 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 parent's 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 match the family's request and, if applicable, have vacancies.

Members of the CCRR can 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 child care and it is to your advantage to provide these details. There may be times when you will need to make changes to your profile. Your updates can be made by calling the Tri-Cities office at 604-931-3400 Ext. 0, or by completing this online form: [www.gv.ymca.ca/ccrr-membership-update](http://www.gv.ymca.ca/ccrr-membership-update).

## Benefits of Membership

<p style="text-align: center;"><b>Access to Provider Drop-in Opportunities</b></p> <p>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:</p> <ul style="list-style-type: none"> <li>• Circle and Story Times</li> <li>• Stories, Puppets &amp; Songs led by Children Librarians</li> <li>• Drop-in at our <i>Circle of Friends</i> Family Resource Program</li> </ul>	<p style="text-align: center;"><b>Newsletters via Email</b></p> <p>The CCRR produces monthly newsletters. These newsletters highlight our CCRR program updates, highlights from the latest BC Government child care news, and helpful information and activities for child care providers and families.</p> <p>To sign up to our newsletter and view past editions, visit: <a href="http://www.gv.ymca.ca/ccrr-newsletters">www.gv.ymca.ca/ccrr-newsletters</a></p>
<p style="text-align: center;"><b>Community Referrals Access</b></p> <p>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!</p>	<p style="text-align: center;"><b>Seasonal Resource Sheet</b></p> <p>Every seasonal quarter (Spring, Summer, Fall, Winter) the CCRR releases a resource sheet that includes program planning to help supplement your early learning curricula.</p>
<p style="text-align: center;"><b>Laminating &amp; Photocopying at Reduced Costs</b></p> <p>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.</p> <p>CCRR members are welcome to photocopy materials at either location in <u>black &amp; white ONLY</u>.</p> <p>Laminating Rates:</p> <ul style="list-style-type: none"> <li>• \$2.50 per foot (minimum one foot)</li> </ul> <p>Photocopying Rates:</p> <ul style="list-style-type: none"> <li>• .15 letter &amp; legal size</li> <li>• .25 double sided</li> </ul>	<p style="text-align: center;"><b>Access to a Public Computer with WiFi</b></p> <p>Both our Burnaby and Tri-Cities offices have public access computers which are available to our members.</p> <p>Feel free to come in and do research, download forms or articles on the internet, use the computer to prepare your contract, or prepare information for parents, etc.</p> <p>If you require assistance, please phone ahead and we will ensure a consultant is available to help you.</p>

## 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 [www.gv.ymca.ca/privacy-policy](http://www.gv.ymca.ca/privacy-policy).