



**Burnaby, Coquitlam & New Westminister
Child Care Resource & Referral**

Parent Information Package



Looking for Child Care? Let us help!

Choosing a child care provider is a big decision. That's why the Child Care Resource & Referral program exists. For more than 25 years, we've provided families in Anmore, Belcarra, Burnaby, Coquitlam, New Westminister, Port Coquitlam, and Port Moody with free child care information and referrals to local facilities. From explaining your options to assisting with the Affordable Child Care Benefit process, we're here to help.

What are your Child Care Choices?

In British Columbia, whether or not a child care program needs a licence depends primarily on how many children the program is caring for. By law, if a provider cares two children or more, or one sibling group not related to them, they must be licensed.

Licensed Child Care

Licensed child care facilities obtain their licence through their local Health Authority. Licensed facilities are required to comply with Provincial Child Care Regulations regarding child care provider training requirements, ages of children, staff/child ratio, and much more. Common types of licensed child care include: family child care (children are cared for in the provider's own home), multi-age child care, group child care (under 36 months), group child care (30 months to school age), and group school age child care.

License-Not-Required (LNR) Child Care

Child care providers are permitted to care for children in their own home, without a licence, as long as they care for no more than two children (or one sibling group) in addition to those related to them. LNR child care providers are not regulated, the exception to this is a Registered Licence-Not-Required child care provider.

In-own-home care is when you arrange for someone to look after your child in your own home. A parent using in-own-home care is considered to be an employer. For more information about your obligations as an employer contact the Canada Revenue Agency and WorkSafeBC.

For a detailed description of the childcare options listed above please see [Choosing Child Care](#) (HealthLinkBC) or contact our Program.

Need additional information on making a quality child care choice?

Download a copy of [Making a Quality Child Care Choice](#).



Where to look...

Call, visit, or email the YMCA CCRR. The YMCA CCRR referral data base includes all registered and licensed child care facilities in the communities of Anmore, Belcarra, Burnaby, Coquitlam, New Westminister, Port Coquitlam, and Port Moody. Referrals are free of charge and can be tailored to your preference.

Visit the [ChildCare BC](#) website. It contains a wealth of information including a map which can be used to search for licensed child care and other early development programs. There are also links to child care licensing regulations and facility inspection reports.

Your family may qualify for assistance with child care fees. Visit the BC Government website for information about the [Affordable Child Care Benefit](#) or contact the Child Care Programs and Services Centre at 1-888-338-6622. The YMCA CCRR can assist you with your Affordable Child Care Benefit application process.

The [Métis Child Care Benefit Program](#) is additionally available through Métis Nation British Columbia.



The first phone call...

Make a list of things that are important to you and your child before phoning. Remember that the child care provider's first priority is to the children they care for. Don't be surprised if they request that you call back at a more convenient time. Some questions you might want to ask:

- Do you have any vacancies?
- What hours and days of the week are you open?
- Is your program licensed? If so, how many children are you licensed to care for and what are their ages?
- If operating a licence-not-required child care: are you registered with the Child Care Resource and Referral program?
- Do you have staff working with you?
- What sort of training do you and/or your staff have?
- How long have you been providing child care?
- Are parents welcome to visit whenever they wish?
- What activities/equipment does your program have to offer? Please describe a typical day.

The first phone call (cont.)

- What is your philosophy of inclusion (e.g. different cultures, children who require additional support, etc.)?
- Do you drop-off and pick up children at school? If so, do you walk or drive the children?
- Do you have liability insurance?
- What are your fees? Do you issue tax receipts?
- Do you have a written parent/child care provider agreement in place?

Ask any other questions specific to your child, i.e. health concerns, allergies, naptime, etc. If it sounds like the program might be suitable for your family, make an appointment to drop by for a visit.

Visit and look for...

- A warm and welcoming environment.
- Child care providers who are affectionate, responsive, and interested in the children.
- Positive methods of guidance that build children's self-esteem.
- A daily schedule that is flexible and allows for the needs of individual children.
- Space for both quiet and active play.
- Children who are happy and actively engaged in the environment.
- Materials that are developmentally appropriate for the children.
- An environment that is safe and clean



Ask the following questions...



The following are sample questions only. They are not intended to show the best or only questions families should ask child care providers. Your questions should reflect the individual requirements of your family.

Child Care Provider/Staff

- Do you have staff working with you? If so, how long have they worked at your facility? What type of training and experience do you and/or your staff have?
- When can I arrange to meet all the other staff/family members who will be in contact with my child?
- Do you use substitute staff? If not, what happens in the event that you or your staff are ill?
- How do you encourage parental involvement? How do parents find out about their child's day?

Further questions to consider...

The Program

- What types of activities do you and/or your staff enjoy doing with the children? Describe a typical day.
- What types of activities would you plan for a child who is the age of mine? How might these activities change as my child grows older?
- How do you adapt the program to meet the needs and interests of individual children?
- Do you go outside every day? How else do you encourage children to be active?
- Do the children watch television? How much? What do they watch?
- How will you help my child feel comfortable? What is your gradual entry procedure?



Guiding Children's Behaviour

- What would you do with a child who has difficulty separating from their parents and cries for long periods of time?
- What is your philosophy on guidance and discipline? How do you work with a parent whose philosophy differs from your own?
- What are some of the limits on behaviour you have set? What do you do when children test these limits?
- How do you help children feel good about themselves and others?
- What would you do if you/your staff had concerns about my child's development or behaviour?
- How do you handle disagreements between two children?
- What would you do if a child in your program:
 - Refused to eat some of their lunch?
 - Refused to sleep at naptime?
 - Hit or bit another child or hit or bit you?
- How do you support children in learning to use the toilet?

Further questions to consider...

Health & Safety

- What do you feel is adequate supervision (of an infant, a toddler, a preschooler, or a school-aged child)?
- What would you do if you were out in the yard with a group of children and one of them had to go to the washroom?
- What precautions do you take when you have to leave the room to go to the washroom?
- Tell me how you have made your facility safe for young children?
- What sorts of things do you do to protect children from choking, falls, and accidental poisoning? Are you confident about your ability to administer First Aid and CPR?
- If the provider lives in an apartment - How will you evacuate the children safely in an emergency without use of an elevator?
- What are your policies around transportation and fieldtrips? Do you have adequate car seats and are they installed as per safety standards?
- Do you provide snacks or meals? If yes, what are some examples of a typical breakfast/snack/lunch?
- How do you prepare and serve food?
- How often do you sanitize the kitchen, the toys, and the bathroom?
- Describe your diapering procedure.
- What are your policies and procedures around drop-off and pick-up of children?



Payment Information

- What are your fees? What is the method of payment? When is payment due?
- What about fee increases?
- Do you give receipts? How often?
- Do you charge for gradual entry? If so, how much?
- Is payment required for statutory holidays (list holidays observed)?
- Do you close for any other days? If so, is payment required during this time?

Further questions to consider...

Payment Information (cont.)

- Is payment required if my child is not in attendance due to illness or vacation?
- Is there a fee for late pickups? If so, how much?
- How much notice do I have to give you if I want to withdraw my child?
- Do you offer a trial period, where both you and I can determine if this is a good fit for my child? Is withdrawal notice required during this trial period?
- Are all of these policies listed in your contract? (note: it is recommended that licensed child care providers have a written parent/child care provider agreement, but it is not required).



Ask to See...

- If the child care is licensed: a copy of their child care facilities licence which has been issued by their local health authority, and a copy of their most recent facilities inspection report.
- If the child care provider is a registered licence-not-required: a Certificate of CCRR Registration.
- A copy of their policies and procedures, which will cover a variety of things including procedures around illness, accidents, fires and other emergencies, hand-washing, naptime, etc.
- A copy of their parent/child care provider agreement (if available).
- References from parents who have who have/or are currently attending the program.

Important note: Unregulated child care providers are not required to write policies and procedures, maintain current First Aid Certificates, or undergo Criminal Record Checks. Check to see if these are in place.



“A collaborative relationship between practitioners and families is a key element of quality child care.”

Download additional information from the [Canadian Child Care Federation](#)

Making your choice...

After meeting with a number of child care providers you think you may have found the facility that will meet the needs of your family and the individual needs of your child! Contact the references you received from the child care provider. Ask such things as: How long have they known the provider? Were they reliable? Did their child enjoy the experience? Was the provider respectful of their beliefs as a parent? Would they recommend them, and if their child is no longer enrolled, why did they leave?

If the program is licensed, visit the Ministry of Health website [Facility Inspection Report](#) and view the most recent inspection report for any facility you are considering.

Arrange for a gradual entry for your child. This will give you and your child an opportunity to become comfortable.

Look for information on returning to work and gradual entry? Download [Returning to Work With an Infant](#) and [Coping with Separation Anxiety](#).



Be Involved...

- Talk to your child care provider every day; ask about your child's progress, what activities they are enjoying, and how they are getting along with others.
- Talk to your child care provider about issues and concerns as they occur.
- Visit the facility whenever possible and observe your child in play and interacting with others.
- Connect with other families using the child care.

If you have question about licensing regulation and wish to speak to a Licensing Officer, call the Fraser Health Authority North Area at 604-949-7701 (Coquitlam) or 604-918-7690 (Burnaby/New Westminster). If you have questions regarding Registered-Licence-Not-Required childcare please call the YMCA Child Care Resource and Referral at 604-294-1109 (Burnaby) or 604-931-3400 (Coquitlam and New Westminister).

Have questions? We can help!



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YMCA Child Care Resource & Referral

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www.gov.bc.ca/ChildCareResourceReferralCentres



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