Burnaby, Coquitlam & New Westminster
Child Care Resource & Referral

PROGRAM GUIDE

YMCACCRR YMCACCRR

YMCA Child Care Resource & Referral (CCRR)

- One of 38 local provincially funded Child Care Resource & Referral programs who provide CCRR services in 70+ locations throughout the province.
- Funded by the Ministry of Education and Child Care and administered by YBC.
- Office locations in Coquitlam, Burnaby, and New Westminster, and serves the communities of Anmore, Belcarra, Burnaby, Coquitlam, New Westminster, Port Coquitlam, and Port Moody.
- Operates a Family Drop-In program in Coquitlam at the Bettie Allard YMCA.

Child Care Resource and Referral (CCRRs) programs enhance the availability and accessibility of a range of child care options and services and build relationships within the child care sector to support the advancement of the ChildCareBC Plan.

The Ministry of Education and Child Care provides funding to CCRR service providers, which work with the Province to improve access to affordable, quality and inclusive child care in all B.C. communities.

YBC Purpose

We ignite belonging by enabling everyone in our communities to have equitable access to healthier outcomes.

YBC Vision

We envision vibrant, healthy, and inclusive communities for all.

YBC Values

Inclusive: We value and respect different backgrounds and build meaningful connections by meeting people where they are at.

Supportive: We are empathetic and caring: we listen to understand different needs and to do the right thing.

Innovative: We embrace creative ideas to improve what we do and to seek new ways to deliver exceptional experiences and excellence.

Accountable: We do what we say, show up for others, lead by example and act with integrity.

ymcabc.ca/ccrr

CCRR Office Locations, Hours & Information

Burnaby CCRR
Serving the community of Burnaby

Metrotown Community Resource Centre
3rd Floor, 4460 Beresford St
Burnaby, BC V5H 0B8
T: 604-294-1109
E: ygv.ccrr@ymcabc.ca

Monday, Tuesday, Wednesday* & Friday:
9:00 am to 4:30 pm
Thursday: 9:00 am to 8:00 pm
Saturday: 8:30 am to 3:00 pm

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

1130 C Austin Ave
Coquitlam, BC V3K 3P5
T: 604-931-3400
E: ygv.ccrr@ymcabc.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

New Westminster CCRR
Serving the community of New Westminster

10 – 620 Royal Ave
New Westminster, BC V3M 1J2
T: 604-931-3400
E: ygv.ccrr@ymcabc.ca

Monday, Wednesday*, Thursday & Friday: 9:00 am to 4:30 pm
Tuesday: 10:30 am to 6:00 pm

All YMCA CCRR office locations will be closed during Statutory Holidays and Long Weekends.

*On the first Wednesday of each month, our Coquitlam office will close from 3:00 PM to 4:30 PM (resuming operations until 8:00 PM afterward), while our Burnaby and New Westminster offices will close for the day at 2:15 PM.

CCRR YMCA Bettie Allard Family Drop-in

Location & Contact
Bettie Allard YMCA (3rd Floor - Family Resource Room)
555 Emerson Street., Coquitlam, BC V3J 3A4
T: 604-931-3400

Hours of Operation
Monday: 9:00 am - 12:00 pm
Tuesday: 9:00 am - 12:00 pm
Thursday: 9:00 am - 12:00 pm

Closed during SD43's:
- Summer Break
- Winter Break
- Spring Break

CCRR Family Resource Program

The YMCA CCRR's Bettie Allard Family Drop-in Program is a place where parents, 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!

CCRR Staff

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

***CCRR Consultants are certified Early Childhood Educators**

We support families by providing:

- Child care referrals
- Early Learning Resource Library support
- Parenting Education Workshops
- Information on community resources
- Affordable Child Care Benefit information and application assistance
- Community outreach
- Drop-In Programs

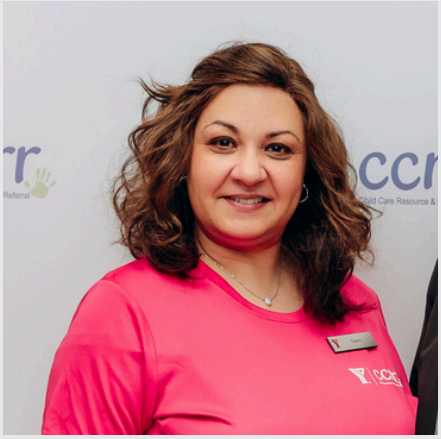
We support the child care workforce & providers with:

- Consultation and support services, including Affordable Child Care Benefit support
- Early Learning Resource Library
- Professional Development opportunities
- Opportunities to Network with Colleagues
- Supportive Site Visits

The YMCA CCRR tracks new vacancy spots every month when you submit claims for the Child Care Operation Funding. Vacancies are updated monthly using the Child Care Map BC and indicated to parents on child care referrals sent from the CCRR.

CCRR Program Management Contacts

Contact Name	Responsibilities	Contact Information
Raegan Stewart Program Manager	Oversees all YMCA CCRR activities	604-937-1238 raegan.stewart@ymcabc.ca
Tazeen Bharucha Program Supervisor	Oversees YMCA CCRR outreach activities in Anmore, Belcarra, Coquitlam, Port Coquitlam, and Port Moody	604-937-1237 tazeen.bharucha@ymcabc.ca
Sandra Ostojic Program Supervisor	Oversees YMCA CCRR outreach activities in Burnaby and New Westminster	604-294-1109 ext. 222 sandra.ostojic@ymcabc.ca



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Raegan

Sandra

Program Service Benefits

Consultations with Licensed Early Childhood Educators

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

CCRR Consultants can help with such things as:

- Child development issues
- Strategies for dealing with difficult situations
- Programming suggestions
- Providing insight in drafting policies, contracts, and schedules
- Providing suggestions and demonstrations on how to incorporate resources into your program
- Guiding behaviour; CCRR Consultants are available to visit your facility upon request
- Providing helpful suggestions in setting up your child care space

Early Learning Resource Library Access

The YMCA CCRR has lending libraries in our Burnaby, Coquitlam, and New Westminster offices. Our lending libraries contain over 2000 items which are included in the following categories:

Manipulatives

Music

Light Tables

Resource Books

SCIENCE

Dramatic Play

Loose Parts

Gross Motor

Games & Puzzles

Circle Time Activities

Child care providers and workforce in our service areas can borrow up to 6 items for a period of 1 calendar month. We also offer curbside pick-up and drop-off (see our Support Visit Request form), and the best part is it's....

Free!

Scan to see more Library resources here!

Professional Development and Networking Opportunities

The YMCA CCRR offers a wide range of professional development and networking opportunities. These are typically offered Wednesday evenings and Saturday mornings at our Coquitlam office location, and Thursday evenings and Saturday mornings at our Burnaby office location.

Visit mycommunity.bc.ymca.ca/s/ccrr to register!

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

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

We additionally offer online workshops.

Networking provides the child care workforce with an opportunity to meet their colleagues, exchange ideas, and socialize. Networking events are held regularly throughout our service areas.

Supportive Visits

The YMCA CCRR offers the following support visit types:

- Early Learning Library resource drop off/pick up (families and child care programs)
- Event Support (child care programs)
- Provocation Set Up (child care programs)
- Story/Circle Time (child care programs)
- Staff Professional Development (child care staff)

Support Visit Request Form:

Enhanced Child Care Referrals

The CCRR maintains a database of licensed 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, including those with vacancies.

Child care workforce can provide CCRR staff with additional information regarding their facilities such as:

- Programming information
- Qualifications of care provider(s)
- 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 Coquitlam office at 604-931-3400 Ext. 0, or by completing our Program Information Form.

Access to Provider Drop-In Opportunities

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

- Circle and Story Times
- Stories, Puppets & Songs led by Children Librarians
- YMCA Bettie Allard Family Resource and Drop-in Program

Newsletters via Email

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 workforce and families. To sign up to our newsletter and view past editions, visit: www.gv.ymca.ca/ccrr-newsletters (to be updated)

Seasonal Resource Sheet

Every seasonal quarter, (Spring, Summer, Fall, Winter), the CCRR releases a resource sheet that includes program planning to help supplement your early learning curricula. Our most recent resource sheet: https://tinyurl.com/383dkujh

Community Referral Access

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

Laminating & Photocopying

Users of the CCRR program services have access to the laminator at our Coquitlam 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 program users are welcome to photocopy materials at either location. Unfortunately, due to high color printing costs we are only able to offer black & white printing only.

Laminating Rate: $3.00 per foot (min. one foot)
Photocopy Rate: $0.25 per printed page

Public Computer Access with Wifi

All of our offices have public access computers which are available to our CCRR program users. 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. If you require assistance, please phone ahead and we will ensure a consultant is available to help you.

Privacy Policy

The YMCA Child Care Resource and Referral (CCRR) is committed to providing the public and program users with exceptional service. Providing this service involves the collection, use and disclosure of some personal information about customers and program users, protecting their personal information is one of our highest priorities. To view and read a copy of YMCA BC's Privacy Policy visit: https://www.ymcabc.ca/privacy-policy

Funding for the CCRR is provided by the Province of British Columbia.

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www.gov.bc.ca/ChildCareResourceReferralCentres

The YMCA CCRR acknowledges the support of the City of Burnaby.