



Child Care Options Resource and Referral Program

Serving Delta, Surrey and White Rock

Registered LNR Handbook 2009/2010

Benefits include:

- Higher child care subsidy rate for parents.
- Home visits and telephone support for care providers
- Information and resources for new and experienced care providers
- Networking opportunities with other care providers
- Caregiver and child drop-ins
- Newsletters by mail
- Workshops and training opportunities
- Free subscription to library with equipment, educational toys and other resources.
- Information on caregiver liability insurance
- Referrals to parents looking for child care
- Up to date information on Child Care Subsidy and other programs.
- Start up business support

About Child Care Options

Child Care Options is a program of OPTIONS: Services to Communities Society, a non-profit registered charity dedicated to making a difference in the South Fraser Region.

OPTIONS is committed to empowering individuals, supporting families and promoting community health. Funding for Child Care Options is provided through British Columbia's Ministry of Children and Family Development.

Child Care Options Resource & Referral Program (CCORR) has been in operation since 1990, linking serving Delta, Surrey and White Rock.

What is Child Care Resource & Referral?

Child Care Resource and Referral Program offices provide support, resources and referral services to caregivers and parents in over 170 communities throughout British Columbia.

The Child Care Resource and Referral Program also works with community groups to promote quality child care choices that meet the needs of local families.

Our Goals:

- ✓ To maintain a comprehensive registry of child care settings in the areas of Delta, Surrey and White Rock.
- ✓ To link families with child care choices that may meet their family's needs.
- ✓ Provide ongoing support to child care providers and parents through consultation and resource sharing.
- ✓ To enhance the quality and availability of a variety of child care options.
- ✓ To promote quality child care through training, education, networking and resource development.

Office Hours:

Child Care Options is closed on statutory holidays and may have other scheduled closures. Please check our web site or call the office for any changes to our normal office hours:

Monday & Thursday	12 pm - 8 pm
Tuesday	9 am - 12 pm
Wednesday & Friday	9 am - 4 pm (Library is closed on Wednesday)
1st & 3rd Saturdays	9 am - 3 pm (excluding long weekends)

What is a registered License-Not-Required (LNR) Family Child Care provider?

- ✓ Family Child Care is care provided in the caregiver's own home.
- ✓ Family child care providers are not required to obtain a license if they care for only one or two children (or a sibling group of two or more) who are not related to the care provider. This is called License-Not-Required family child care.
- ✓ License-Not-Required (LNR) family child care providers may choose to register with a CCRR.
- ✓ Parents who enroll their child in a registered LNR Family Child Care facility (registered with a CCRR Program) qualify for a higher child care subsidy rate than those who choose non-registered, non-regulated informal child care.

What do you need to become a Registered License-Not-Required child care provider with CCORR?

Initial Requirements (*must be completed within three months of CRC submission or file will be closed*)

- ✓ Be at least 19 years of age (proof of age)
- ✓ Provide care for no more than 2 children not related by blood or marriage, with the exception of a sibling group as defined by the Community Care and Assisted Living Act (CCALA).
- ✓ Complete the *Child Care Provider Evaluation*
- ✓ Complete the *Child Care Provider Interview* with a CCRR consultant
- ✓ Undergo a criminal record check.
RCMP CRC's will not be accepted. (CCRR consultant will provide with applicable forms)
- ✓ Ensure that a criminal record check is submitted to the CCRR for everyone living or ordinarily present in the home who is 12 years of age and over
- ✓ Provide a health reference signed by a registered medical practitioner, stating that the prospective care provider has the adequate physical and emotional health to provide care to children
- ✓ Provide character references (at least 2)
- ✓ Produce a current First Aid Certificate or proof of registration (as approved by the CCRR)
- ✓ Undergo a Health & Safety Home Assessment (initial & annual)
- ✓ Provide the CCRR with information about any previous registration with a CCRR Parent Referral Registry
- ✓ Agree to a minimum of 2 support visits per year
- ✓ Agree to inform the CCRR of any investigation of the child care provider or other members of the household involving child abuse, neglect or significant risk to health, safety or well being of children
- ✓ Agree to inform the CCRR of any change that may affect registration requirements

Additional Requirements:

- ✓ Complete a minimum of 20 hours of family child care training (or other education related to caring for children approved by the CCRR) *before or within one year of becoming registered, or within two years under exceptional circumstances*
- ✓ Attend a minimum of 2 workshops of continuing professional development per year after the registration year
- ✓ Within three months of registration attend a mandatory Child Care Options LNR Orientation session.

Child Care Options Web Site

Child Care Options' website (www.childcareoptions.ca) provides inclusive early childhood resources for families and child care professionals. The site is maintained and updated regularly by our staff to include valuable child care and program information for child care providers and the community in general. Please refer to the site regularly for library updates, resource links, and child care news. You can also sign up to receive a free subscription of our child care updates.

Child Care Options Program Services:

For Child Care Providers

- ✓ Referral service
- ✓ Supportive consultations and guidance on care provider and parent communications
- ✓ Outreach support and consultation to registered LNR providers and Licensed Family Child Care
- ✓ Family Child Care provider drop-in programs
- ✓ Early Childhood Resource Library for qualified individuals
- ✓ Workshops and training opportunities
- ✓ Newsletter and training calendar
- ✓ Early Years Learning Store
- ✓ Subsidy Support
- ✓ Access to laminator, photocopier, fax service, free Internet use, book binding and die cut machine.
- ✓ Annual child care conference.
- ✓ Job postings on our web site and in our office

Education and Professional Development

Child Care Options offers many opportunities for continuing professional development in the areas of Early Childhood Education, and operating a child care business. Workshops are offered on weekday evenings in Surrey, Delta and White Rock with weekend sessions also offered on occasion. Workshops are open to everyone on a first come first served basis. Certificates of attendance are provided to participants.

Check the training calendar or website for upcoming training.

Child care training is available in a number of educational institutions locally and through distance education. The family child care training course, "GOOD BEGINNINGS" may be offered through Child Care Options and is also available through other institutions:

- Douglas College Continuing Education (604.527.5130)
- Delta Continuing Education (604.940.5550)
- Vancouver Community College Distance Education (604.443.8428)
- Kwantlen Polytechnic University Continuing Education (604.599.3442)

In addition, a one year Family Child Care Certificate program is offered through Kwantlen Polytechnic University Continuing Education in Surrey.

Please refer to the booklet, The Early Childhood Educator in British Columbia, for a list of additional educational institutions offering the ECE course.

Children the ♥ of the Matter Conference

Child Care Options sponsors an early childhood conference in the Fraser Region, “Children the Heart of the Matter,” which has been held in Surrey each February since 1998. This one day conference brings together early childhood professionals, parents and all those involved in the care and education of children. The goals of the conference is to provide opportunities for skill building; professional development, networking and sharing of programs and resources. For additional information on the “Children the Heart of the Matter” conference, check with our office or the Child Care Options web site.

Early Years Learning Store

The Early Years Learning Store has a wide variety of items available for purchase. These items include children’s books, costumes, paint, paper, puzzles, wooden toys, games and so much more. We are constantly adding to our collection and we can do special orders for some items. Watch for our monthly product features, coupon offers, and raffles, too! Items are also available for purchase on our website. You can also phone ahead to place an order to save time when you come to the early years Centre.

For your convenience, all store purchases, workshop registrations & library subscription payments can be made by cheque, cash, Interac, MasterCard, Visa, or American Express.

Early Childhood Resource Library

Child Care Options has an extensive library of over 20,000 items that is available to library subscribers. The library houses a large collection of early childhood programming, business start up, and children’s books; manipulative games; toys; activity and theme boxes; learning equipment; and infant /toddler equipment.. We have a growing number of items for school-aged children in addition to the preschool collection. A selection of article files and big books are also available for copying.

Mobile Services: Larger items can be dropped off or picked up if transportation makes it difficult to borrow from the library. Please discuss with library staff.

Library service is offered at no cost to registered LNR’s. Registered LNR providers interested in a library subscription should make an appointment with the library staff.



OPTIONS Accreditation

OPTIONS: Services to Communities Society is an accredited family service agency by Council on Accreditation (COA). As one of OPTIONS' more than sixty programs, Child Care Options has been included in this process.

As part of OPTIONS' commitment to the standards that have been met and to our continued improvement, as a member and client of OPTIONS you will be asked for your input in a number of ways.

We ask that you review the documents on the following pages so that you have an understanding of your rights and responsibilities as an OPTIONS client and member of Child Care Options. Please ask any questions you may have about the documents you have read.

Thank you, and welcome to Child Care Options!

Client Rights and Responsibilities for Child Care Options members

Client Bill of Rights

- You have the right to feel safe in our programs.
- You have the right to progress through our program at your own level of comfort and understanding.
- You have the right to be treated with respect regardless of your race, status, gender, sexual orientation, age, religion, or beliefs.
- You have the right to be informed of your human, legal, and civil rights and to speak up when you feel they have been violated.
- You have the right to be informed about the policies of this agency that have a direct impact on you.
- You have the right to be informed and included in decisions made about you and your family.
- You have the right to have your personal information kept confidential.
- You have the right to share concerns about the service you are receiving.
- You have the right to be informed about other resources should you decide to leave the program.

Client Responsibilities

Failure to meet responsibilities may result in termination of service. Your responsibilities as a client are:

- To follow schedules and rules of the program whose services you are using.
- To let program staff know if you are unable to keep a scheduled appointment and to take responsibility for rescheduling.
- To participate in partnership with staff and other clients (where appropriate), taking responsibility for your interactions and reactions.
- To inform us (through the grievance Process) if you feel that any staff member has breached the code of ethics, confidentiality, or have treated you unfairly.
- To respect the rights, dignity and confidentiality of other people you may come into contact with through your involvement with OPTIONS: Services to Communities Society.
- To refrain from any behaviour that compromises the safety of other clients or program staff.



Privacy Protection Statement (for Clients)

- OPTIONS: Services to Communities Society respects and upholds an individual's right to privacy and to protection of his or her personal information.
- OPTIONS is committed to collecting, using and disclosing personal information in a manner which complies with applicable privacy legislations.
- OPTIONS policy for privacy protection sets out the principles which will be observed by OPTIONS with respect to the collection, use and disclosure of information about any identifiable individual who is a client of OPTIONS. If personal information is made anonymous by removing details so that an individual is not identifiable, it is not governed by this policy but will be treated with appropriate safeguards.

Definition of "Client": a person who uses, or applies to use, OPTIONS services.

- OPTIONS is responsible for all personal information under its control. Its Privacy Officer(s) is/are accountable for OPTIONS compliance with the principles described in OPTIONS policy and code for the protection of personal information.

The Privacy Officer(s) can be contacted at:
OPTIONS: Services to Communities Society
Attention: Privacy Officer
#100 – 6846 King George Highway,
Surrey, BC V3W 4Z9
Telephone: 604.596.4321
Facsimile: 604.572.2713

Upon request, OPTIONS will disclose the name(s) of the current Privacy Officer(s).

- OPTIONS is responsible not only for personal information in its physical possession or custody, but also for personal information that is transferred by OPTIONS to a third party for processing. OPTIONS will use contracts with such third parties to require them to give an appropriate level of protection to the personal information while it is being processed.



Client Complaint Procedures

Step I

If you have a complaint about your worker, the program or the agency, tell your worker about it. If you and your worker cannot agree or you are not comfortable talking to your worker, go to Step II.

Step II

Contact the Program Manager (your worker's boss) and tell them about your complaint. Your worker will give you their phone number or you may call the OPTIONS main office at 604.596.4321. The Program Manager will get back to you within seven (7) working days. If you and the Program Manager cannot agree, go to Step III.

Step III

Contact the Deputy Director (the Program Manager's boss) and tell them about your complaint. The Program Manager will give you the phone number. The Deputy Director will get back to you within (7) working days. A decision in writing will be given to you within three (3) working days. If you do not agree, you will be given the phone number of the Executive Director. The Executive Director will get back to you within seven (7) working days.

Step IV

Contact the Executive Director who will meet with you within three (3) working days. If you are not satisfied with the outcome of the meeting, you can ask to speak to the Chair of the Board of Directors.

Step V

The Chair of the Board of Directors will contact you to discuss your concerns and potentially set up a meeting. Following the meeting, the Chair will take your concerns and the comments of the Executive Director to a meeting of the Board of Directors for its review and decision. The decision will be forwarded to you within three (3) working days of their decision. The decision of the Board is final.

Please Note:

At Step II, if both parties agree, the complaint process can proceed directly to Step V.

Also, if time is of the essence, time lines can be collapsed and steps combined.



Confidentiality

Client information is confidential. Your personal information is used strictly for providing service to you and for assessing the quality of our service to you through the Continuous Quality Improvement (CQI) process and accreditation. File readers for accreditation are required to sign an oath of confidentiality.

Your written consent will be requested if information from your file is to be sent to someone else or if you or your family is to be observed, audio taped or videotaped. You may request copies of written material sent to others. You may request an appointment to see your file.

PLEASE NOTE Exceptions to Confidentiality

- If there is a reason to believe that anyone under the age of 18 years needs protection from abuse (physical, sexual or emotional) or neglect, that information must be disclosed to the Ministry for Children and Family Development.
- If a client expresses an intention to harm him/herself or someone else, we must disclose that information as necessary to prevent the harm from occurring.
- If someone on the premises appears unfit to operate a motor vehicle and we have reason to believe that he/she intends to do so upon leaving the premises, we must notify the police.
- If a statute or a regulation requires us to disclose information, we must comply.
- If we are served with a valid subpoena, court order or search warrant, we must comply.
- If a client provides us with a valid consent to the release of information, we must comply with his/her instructions.

How To Reach Us:

Child Care Options
Resource & Referral Program
Serving Delta, Surrey and White Rock



Hours: Monday and Thursday 12 pm - 8 pm
Tuesday 9 am - 12 pm
Wednesday and Friday 9 am - 4 pm (Library is closed on Wednesday)
Saturday (1st and 3rd) 9 am - 4 pm (excluding long weekends)

CLOSED ON STATUTORY HOLIDAYS

Office Location: 6878 King George Hwy., Surrey, BC
Mailing Address: #100 - 6846 King George Hwy., Surrey, BC V3W 4Z9
Tel: 604.572.8032 **Fax:** 604.572.8185

CCORR Staff and Phone Number
<p>Sharlene Wedel Off.: 604.572.8032 loc. 237 Email: sharlene.wedel@options.bc.ca</p>
<p>Mary Peirce Biagi Off.: 604.572.8032 loc. 228 Email: mary.peirce-biagi@options.bc.ca</p>
<p>Michelle Davies Off.: 604.572.8032 loc. 230 Email: michelle.davies@options.bc.ca</p>

Services	Staff	Ext	Email
Program Manager	Ruth Beardsley	223	ruth.beardsley@options.bc.ca
Referrals/ Subsidy Support	Pam Mountford Wendy Thornburn Ranjit Garcha	235	ecdrefer@options.bc.ca ccsubsidysupport@options.bc.ca
Library Services	Office Elizabeth Kimura Angela Garcha	236 232	ecrlibrary@options.bc.ca elizabeth.kimura@options.bc.ca angela.garcha@options.bc.ca

CCORR Services available :
Referrals • Subsidy • Consultation • Resource Library • Workshops • Networking •
Care Provider Drop in Program • Early Years Learning Store • Photocopying • Laminating • Binding

