



Kelowna Child Care Resource & Referral Program

Member Handbook 2011 - 2012

CCRR Services available :
Referrals • Subsidy • Consultation • Resource Library • Workshops • Networking •
Care Provider Drop in Program • Art Supplies • Photocopying • Laminating



Kelowna Child Care Society



Child Care Resource and Referral Program

Serving Oyama, Lake Country, Kelowna, West Kelowna and Peachland

Kelowna Child Care Society
4-1890 Ambrosi Road
Kelowna, BC
V1Y 4R9

Phone: 250-762-3536
Fax: 250-861-1299
E-Mail: resource@kelownachildcare.com
Website: www.kelownachildcare.com

Office Hours

Regular Office Hours

Monday - Friday 9:00 am - 4:30 pm

Library Hours

Tuesday - Friday 9:00 am - 4:30 pm

Closed Statutory Holidays

Visit our website for details on office closures

Late Night Tuesday Evening Openings

11:30 am - 7:00 pm

Typically our late night opening is every second Tuesday in the month.

** Please note there are no late night openings for December & January, July & August*

Visit our website for exact dates.

Summer Hours

The office hours may change for the summer. (July/August)

Visit our website for office dates and times.

Staff/Admin Meeting Closures

Typically our staff/admin meetings are held 2 mornings a month. Visit our website for office closure dates and times.

About Kelowna Child Care Society

We are a non-profit community service organization that works with parents, child care providers, businesses, and community organizations to help promote the availability of quality child care services in the area. We provide parents with child care referrals and information on evaluating quality child care, plus resources on various parenting issues. We offer child care providers access to valuable training and support services for new or established programs.

Our Child Care Resource and Referral Program service is one of many Ministry funded programs located across British Columbia, that support the child care needs of children and families.

What is Child Care Resource & Referral (CCRR)?

Child Care Resource and Referral Program offices provide support, resources and referral services to child care providers 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.

Mission of the CCRR Program

The Kelowna Child Care Resource and Referral Program works 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.

Our Goals:

- ✓ To maintain a comprehensive registry of child care settings in the areas of Oyama, Lake Country, Kelowna, West Kelowna and Peachland.
- ✓ 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.

Kelowna Child Care Society Staff

LYNN BURGAT - Executive Director

The Executive Director is responsible to the board for the overall administration of the agency and its delivery of services including financial control and supervision of all other staff. As well, this person serves as an advisor to the board and to committees of the board. The Executive Director is a central liaison between board and staff and keeps the board informed about the agency's operations. This person is a key spokesperson for the agency and its services to the community. The Executive Director also oversees the operations of the Child Care Resource and Referral Program, the Young Parents Program and the Family Resource Program, following the service and standard requirements of the ministry funder.

Staff of the Kelowna Child Care Society and Child Care Resource & Referral Program

LISA ROBINSON - CCRR Program Coordinator

The Program Coordinator is responsible for managing the CCRR Program on a day to day basis as well as provides outreach support and telephone consultation to child care providers, parents, and the community. LNR child care provider recruitment and screening as well as RLNR and licensed care provider support and outreach. This person assist the program consultant to organize and when appropriate, instruct child care provider and parent workshops. The Program Coordinator handles parent calls.

MONICA NEISER - CCRR Program Consultant

The Program Consultant is responsible for providing outreach support and telephone consultation to child care providers, parents, and the community, as well as assisting parents and child care providers with child care subsidy inquiries. This person provides RLNR and licensed care provider support and outreach support. This person organizes, and when appropriate, instructs child care provider and parent workshops and organizes and attends networking meetings for child care providers.

CINDY POLACHIC-THUBRON - Resource And Referral Receptionist

The Resource & Referral Receptionist provides Child Care Referrals to parents, upkeep the Toy & Resource Loan Library Database, format and publish newsletter, process and upkeep child care referral membership databases, maintain KCCS website, provide statistical information required by the Ministry and community, assist parents with child care subsidy as needed, compile annual rate survey and administration support.

NORA ROSENTHAL - Administration Support Worker

The Administration Support Worker provides secretarial, reception and other administration support services for the Child Care Society, Child Care Resource & Referral Program, and the Kelowna Young Parents Program. Provides Child Care Referrals to parents as needed.

Toy Loan Library Guidelines

Child Care Provider Members

Can borrow up to **10 items** with a maximum of
2 Large Equipment (LE) or Activity Box (ACT) items.
Borrowing time is a maximum of one month.

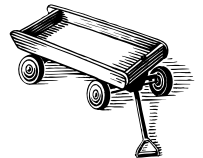
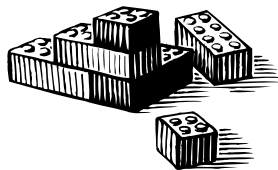
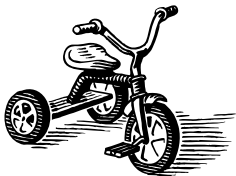
Can borrow Infant & Toddler Equipment (IT).
Infant & Toddler Equipment can be borrowed for a maximum of three months.

Parent / Public / Informal Members

Can borrow up to **5 items** with a maximum of 1 Large Equipment (LE)
or 1 Activity Box (ACT) item.

Borrowing time is a maximum of one month.



NOTE: Infant & Toddler Equipment (IT) can only be borrowed by Child Care Provider Members.



~ Please carefully clean the toys and bins before returning them. ~

1. Count and inspect the toys within 48 hours of borrowing:
Call the office to report any discrepancies.
2. Clean and disinfect the toys and bins:
For fabrics: Use a lint roller to remove dust and hair and gently wash if possible.
For hard surfaces and bins: Wipe down with a solution of one part bleach to ten parts water and let air dry.
For paper and cardboard items: Wipe with a dry cloth to remove hair, lint and dust.
3. Count and inspect the items as you return them to the disinfected bin. Check off the checklist items, neatly pack the bin, and return the bin to the toy lending, ready for the next borrower.

Member Copy - do not sign

	<p>Lending Library Agreement April 1, 2011 to March 31, 2012 Between Kelowna Child care Resource and Referral Program and</p>	
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Membership Name:	
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The Kelowna Child Care Society, Child Care Resource & Referral Program is collecting information for the sole purpose of maintaining their lending library.

For the purposes of this agreement, all items available (toys, infant toddler equipment, circle activities, activity boxes, books, audio-visual materials, and other resources) will be referred to as “resources.”

This is a loan contract only. The Kelowna Child Care Society, Child Care Resource and Referral (CCRR) retains full and complete ownership of any product or item(s) being used by the undersigned.

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|-----------|--|
| 1. | I hereby agree that I will be the sole user of the borrowed item(s) being used. I agree to release, save harmless, and indemnify the KCCS & CCRR and/or it’s agents from and against all claims, actions, costs, expensed and demands in respect to death, injury, loss or damage to person or property, arising out of, or in connection to the lending of resources/toys/equipment from the KCCS & CCRR. |
| 2. | Upon borrowing a resource, I understand that it is my responsibility to ensure all pieces are present. If there are discrepancies, I will notify the CCRR within 48 hours. |
| 3. | I agree to use resources appropriate to the children’s ages and only under the supervision of an adult. I agree to periodically inspect items for damage. If damage is found, I will remove the toy immediately and return it to the CCRR. |
| 4. | I agree that upon receiving resources in good, clean, useable condition, I will return them in the same good, clean, useable condition. I agree to return all resources cleaned with a disinfecting solution of one part bleach to ten parts water, depending on the type of item borrowed. |
| 5. | I agree to return all resources by the designated due date. |
| 6. | I agree that I am responsible for the replacement of any resources I have lost or damaged. The replacement cost will be determined by the CCRR. This replacement fee will be payable on the day that the resource was due to be returned. I understand that in the event that I have any outstanding fees or repair/replacement charges, lending privileges will be suspended until the fees are paid in full. |

I give permission for the staff at the child care facility or in the case of family childcare providers, parent/public all family members, permission to pick up resources. I understand that all conditions and responsibilities outlined in this agreement apply and I am fully responsible for all items picked up by staff/family on my behalf. If I would like persons restricted from the use of the library I must inform the CCRR staff and it will be noted on my membership file.

<i>Print Name</i>	<i>Signature</i>	<i>Date</i>

Kelowna Child Care Society Privacy Protection Policy For Clients

Statement and Purpose

The Kelowna Child Care Society respects and upholds an individual's right to privacy and to protection of his or her personal information. The Kelowna Child Care Society is committed to collecting, using and disclosing personal information in a manner which complies with applicable privacy legislations.

The policy sets out the principles, which will be observed by the Kelowna Child Care Society with respect to the collection and use, and disclosure of information about any identifiable individual who is a client of the Kelowna Child Care Society. 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 still be treated with appropriate safeguards.

Definition of a "Client" is a person who uses, or applies to use any services of the Kelowna Child Care Society.

Principles and Implementation

1. Accountability

The Kelowna Child Care Society is responsible for all personal information under its control. Its Privacy Officer is accountable for the Kelowna Child Care Society's compliance with the principles described in this Policy.

The Privacy Officer can be contacted at:

The Kelowna Child Care Society
Attention: Privacy Officer
Telephone: (250) 762-3536
#4 –1890 Ambrosi Road
Kelowna, B.C. V1Y 4R9
Facsimile: (250) 861-1299
E-mail: resource@kelownachildcare.com

Upon request, the Kelowna Child Care Society will disclose the name of the current Privacy Officer.

Under this principle, the Kelowna Child Care Society is responsible not only for personal information in its physical possession or custody, but also for personal information that is transferred by the Kelowna Child Care Society to a third party for processing. The Kelowna Child Care Society 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. ▪

This is a portion of the Privacy Protection Policy. A full copy of the Privacy Protection Policy can be printed from the Kelowna Child Care Society website.

www.kelownachildcare.com