



NEW WESTMINSTER



**STEP BY STEP GUIDE TO SETTING UP A LICENSED  
GROUP CHILD CARE FACILITY IN  
NEW WESTMINSTER**

**October 2010**



## Contact List:

### **City of New Westminster**

511 Royal Avenue  
New Westminster, BC  
V3L 1H9

City of New Westminster  
Social Planning  
Tel: 604-515-3777

City of New Westminster  
Building Division  
Tel: 604-527-4580

City of New Westminster  
Business Licensing  
Tel: 604-527-4565

City of New Westminster  
Fire Prevention  
Tel: 604-519-1004

### **Fraser Health**

Health Protection  
Community Care Facilities Licensing  
Tel: 604-918-7683  
#300-4946 Canada Way  
Burnaby, B.C.  
V5G 4H7

### **Burnaby/New Westminster Child Care Resource and Referral Program**

Tel: 604-294-1109  
Burlington Square, Unit 161  
5172 Kingsway  
Burnaby, B.C.  
V5H 2E8  
[bnwccrr@vanymca.org](mailto:bnwccrr@vanymca.org)

**Building Blocks for Child Care: Start Up Kit**  
*National organization for non-profit childcare*  
[www//b2c2.org/startupkit/index.php](http://www.b2c2.org/startupkit/index.php)

**Ministry of Children and Family Development**  
[www.mcf.gov.bc.ca/childcare](http://www.mcf.gov.bc.ca/childcare)



## General Information:

The City of New Westminster recognizes that child care is an essential community-based service and that it makes a valuable contribution to the social and economic development of the community.

The following information provides a general background on the process of establishing a licensed group child care facility in the City of New Westminster. As this information is subject to change, it is recommended that you check the City's website under 'Social Planning' for updates.

[http://www.newwestcity.ca/business/planning\\_development/social\\_planning.php](http://www.newwestcity.ca/business/planning_development/social_planning.php)

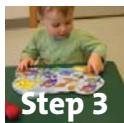
## This Step-by-Step Guide is organized into the following sections:



**Research, Location and Financial Planning**  
Types of child care facilities, locations, resources and financial considerations.



**Community Care Facilities Licensing**  
Provincial Community Care Facilities Licensing regulations and requirements.



**Application and Approval Process**  
How to apply for and receive a Community Care Facilities License and a City of New Westminster Business License.



**Appendix:**  
i) Good Neighbour Guidelines



## Step 1

### RESEARCH, LOCATION AND FINANCIAL PLANNING:

#### RESEARCH:

Prior to establishing a group child care facility, it is suggested that the applicant (potential child care provider) conduct research into the type of facility they plan to operate – e.g., will the child care operation be in the applicant’s own home, a church, a leased commercial building, etc.? Will the operation be a non-profit or for-profit child care?

#### 1. What types of child care facilities are there?

The following is a list of the types of licensed child care facilities:

- Licensed Family Child Care – Licensed family child care programs provide care for up to seven children, including those of the caregiver, aged from infancy to 12 years. Care is provided in the caregiver’s home.
- Group Child Care: Three categories of group child care programs exist:
  - i) group child care for children aged under 36 months, also known as infant/toddler care. Care is usually provided in a child care centre by a caregiver holding an ECE (Early Childhood Educator) and/or Infant Toddler Certificate
  - ii) group child care for children aged from 30 months to school age, also known as 3 to 5 year old care. Care is usually provided in a child care centre by a caregiver holding an ECE (Early Childhood Educator) Certificate.
  - iii) group child care for school age children: before/after school care for children of elementary school age, including kindergarten. Care can be provided through a child care centre or in a caregiver’s home. Centres typically provide full day care on days that school is not in session.



Different licensing requirements exist for these three categories of group child care. Group centres typically offer year-round, full-day care.

- Multi-Age Care and In-Home Multi-Age Care: Provides care for eight or less children aged from infancy to 12 years. Care is provided in the caregiver's home or at a child care centre by a caregiver holding an ECE (Early Childhood Educator) Certificate.
- Preschool: Licensed preschool programs offer structured programs for children aged from 30 months to school age. Programs operate for a maximum of four hours per day. Care is usually provided in a child care centre.

Refer to Care Programs, Child Care Licensing Regulation (June 22, 2010), at: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/12\\_332\\_2007](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/12_332_2007)

## 2. What is the difference between Non-Profit or For-Profit Child Care?

Non-profit facilities are managed by an elected Board of Directors and parents are often involved. Decisions are made or approved by the Board of Directors and members are not permitted to have any financial interest in the organization. Non-profit facilities must reinvest any profit back into the organization.

For-profit facilities are privately operated and managed by a person or corporation. Owners have the sole discretion to make decisions regarding policy and administration. For-profit facilities are not required to reinvest any surplus monies back into the organization.



### **3. I've decided I want to operate a group daycare facility – where do I go for resources and more information?**

The Burnaby/New Westminister Child Care Resource and Referral Program (CCRR) is sponsored by the Ministry of Children and Family Development. The CCRR supports parents and child care providers through their resources, referrals and training, all geared to building better child care, positive child development, healthy families and strong communities.

The CCRR offers information and literature on the following areas:

- number of existing child care facilities in the geographic area of interest;
- age breakdown of the child care requests from a given geographic area that have been received through the Information and Referral Line;
- average fees charged by member child care providers in Burnaby and New Westminister (obtained annually from member child care facilities);
- information on provincial and municipal funding and grants;
- information on starting up a family child care;
- promotional services;
- consultation on child care related issues;
- toy/information/resource lending library;
- referrals to community resources and services;
- workshop and training opportunities;
- networking opportunities.

Contact Burnaby/New Westminister CCRR at 604-294-1109, e-mail [bnwccrr@vanymca.org](mailto:bnwccrr@vanymca.org) or visit their website at <http://www.childcarechoices.ca/>

### **4. Where can I find out more specific information on child care needs in the City of New Westminister?**

The Child Care Needs Assessment (October 27, 2008) provides an overview of the child care system and a snapshot of the current child care situation in the City of New Westminister. To view or download a copy of the Child Care Needs Assessment, visit the City's website at:

<http://www.newwestcity.ca/database/rte/Child%20Care%20Needs%20Assessment.pdf>

### **5. Is Full Day Kindergarten available in New Westminister?**

The BC Government and New Westminister School District introduced Full Day Kindergarten for some five year olds in September 2010. It is expected that Full Day Kindergarten will be available to all five year olds by the fall of 2011.

The list of schools offering Full Day Kindergarten can be found on the School District website at [www.sd40.bc.ca](http://www.sd40.bc.ca)

## FACILITY LOCATION

The City of New Westminster permits child care facilities to operate in residential, commercial, industrial and public assembly zones. Depending on the type of child care, the number of children and the location, a rezoning may be required. For more information on rezoning, refer to the City's website at:

[http://www.newwestcity.ca/business/planning\\_development/development\\_permits.php](http://www.newwestcity.ca/business/planning_development/development_permits.php)

### **1. How do I find and select the right location for a child care facility?**

The following information should be noted when searching for child care space:

- Rental accommodation and/or multi-family dwellings require a letter confirming approval of the building owner and/or strata council.
- Licensed child care space (indoor and outdoor) must meet the minimum standards in the Child Care Licensing Regulation.
- Construction and renovation must meet the requirements of the Zoning Bylaw, BC Building Code and Child Care Licensing Regulation.
- Locating a larger space for a group child care centre can be difficult. As such, the child care provider may want to consider modular units (portables), public space (e.g., recreation centers, school buildings, etc), church properties, commercial space and residential units.
- All licensed child care space is subject to Municipal Bylaws.

If you are a child care provider in a residential neighbourhood, it is important to be a “good neighbour” and to be proactive in minimizing any potential problems. It is recommended that all applicants review the “Good Neighbour Guidelines.” (See Step 4, Appendix A – Good Neighbour Guidelines)

### **2. Is there a change in the BC Assessment Class for a group child care which is located in a single detached dwelling?**

It should be noted that there is no change in the assessment class for a group child care operation in a single detached dwelling. However, a rezoning application may have some impact. Rezoning will cause BC Assessment to review whether the property is being valued at its “highest and best use.”

If there are comparable “Comprehensive Development District” properties in the area, and if the value per square foot is higher than residential use, the subject property would be valued at the higher Comprehensive Development value and the property taxes would be slightly higher. Prior to establishing a child care facility, it is suggested that the applicant (potential child care provider) conduct research to determine if the facility will be financially viable. It is always a good idea to prepare a business and financial plan.

## FINANCIAL PLANNING:

### 1. How do I prepare a start-up budget?

The following are points to consider when preparing a start-up budget:

- building construction or renovation costs;
- loan, lease or rental costs;
- furnishings/equipment purchase;
- staffing costs, including advertising;
- utility costs, including electrical and phone.

### 2. How do I prepare an operating budget?

The following are points to consider when preparing an annual operating budget:

#### **Revenue:**

***What funds are coming into the business?***

- Parent fees
- Child care funding, grants and subsidies

#### **Expenses:**

***What funds are going out of the business?***

- Staff salaries (comprise approximately 75% to 80% of expenses)
- Program costs (furnishings, equipment and supplies)

- Professional development and training
- Food/snacks
- Janitorial supplies and service
- Administrative costs – e.g., office supplies
- Accountant fees
- Loan, lease or rental costs, including taxes
- Utilities – electrical, heat, telephone, etc.
- Insurance costs for building, contents, liability, etc.;

### 3. Are there any Municipal or Provincial Grants available to child care providers?

Yes, there are both Municipal and Provincial Grants available to licensed child care providers.





### The Child Care Operating Funding Program:

The Child Care Operating Grant is funded by the Ministry of Children and Family Development (MCFD) and is available to all licensed child care providers. Child care providers receive a monthly operating grant based upon the number of enrolled children and their ages.

For more information, contact the MCFD, Child Care Operating Funding Program Administrator at 250-356-6501 or visit their website at: <http://www.mcf.gov.bc.ca/childcare/operating.htm>

### The Child Care Capital Funding Program:

The Child Care Capital Funding Program is funded by the Ministry of Children and Family Development. The Minor Capital funding is for emergency repair, replacement and relocation. There is a maximum amount of \$2,000 per project to assist licensed, group, non-profit child care providers in meeting health, safety and quality standards.

For more information, contact the Child Care Capital Funding Program Administrator at: 250-356-6501 or visit their website at: <http://www.mcf.gov.bc.ca/childcare/capital.htm>  
The City of New Westminster Child Care Grant Program:

The City of New Westminster Child Care Grant program promotes quality, accessibility and affordability of highly needed child care services.

It is designed to assist licensed, non-profit child care operators to expand, renovate and/or repair their facility or purchase appliances, equipment and/or furnishings to better serve children in their care. Grants are for a maximum of \$5,000 and the application period is from mid-August to September 30. Grants are evaluated in the fall, and successful applicants are informed in January of the following year. Successful applicants have a year in which to use the funds and are reimbursed upon the submission of all receipts and the completion of a post-project form.

To download the application form and guidelines, please go to the City's website at:

[http://www.newwestcity.ca/business/grants/community\\_grants.php](http://www.newwestcity.ca/business/grants/community_grants.php)



## Step 2 COMMUNITY CARE FACILITIES LICENSING:

All licensed child care facilities in New Westminster are regulated under the Provincial Community Care and Assisted Living Act, and the Child Care Licensing Regulation, which are administered locally by the Community Care Facilities Licensing (CCFL) section of Fraser Health.

### 1. When do I need a license?

Any facility or location where child care is provided to three or more children, not related by blood or marriage, or not a sibling group, is considered a Community Care Facility and must be licensed.

### 2. How do I obtain a license?

Once you have decided on the type of facility you want to operate, you will need to contact the Fraser Health, Community Care Facilities Licensing Office (Burnaby/New Westminster) at 604-918-7683 or visit them in person at:

Fraser Health  
Health Protection  
Community Care Facilities Licensing  
#300-4946 Canada Way  
Burnaby, B.C.  
V5G 4H7

In order to obtain your license, you will need to purchase a Community Care Facilities License Application Package from your local Licensing Officer. The Package costs \$75.00 and includes all the necessary steps, guidelines, forms, worksheets and regulations to assist you with obtaining your Provincial license.

As the Package is non-refundable, ensure you have reviewed this Guide and the Child Care Needs Assessment prior to purchase.

For more information on Community Care Facilities Licensing, visit their website at:

<http://www.healthspace.ca/fha> and click Community Care Facilities Licensing tab for more information.



## Step 3 APPLICATION AND APPROVAL PROCESS:



In order to operate a licensed child care facility in New Westminster, you need two licenses. One is issued by the Community Care Facilities Licensing section of Fraser Health (see Step 2) and the other is issued by the City of New Westminster Business Licensing Department (see below information).

### **1. I've received the Application Package from Community Care Facilities Licensing, what do I do next?**

Once you have received the Application Package from Community Care Facilities Licensing, you would have made contact with your local Licensing Officer. If necessary, they will assist you with the completion of the paperwork. Once all the paperwork is complete, it should be returned to:

Fraser Health  
Health Protection  
Community Care Facilities Licensing  
#300-4946 Canada Way  
Burnaby, B.C.  
V5G 4H7

Tel: 604-918-7683  
Fax: 604-918-7520

### **2. In the licensing package, there is a Municipal 'Approval Form', what is this?**

The Municipal Approval Form initiates communication between the applicant and the Municipality (City of New Westminster).

### **3. Who completes the Municipal Approval Form?**

The applicant is responsible to submit the completed form to their local Municipality. The Municipal Approval Form requires the following documents:

- Application for License Form
- Outdoor Site Plan
- Indoor Floor Plan

Upon completion, the Municipal Approval Form can be faxed to the City of New Westminster Business License Department, at 604-918-7520. Alternatively, the form can be delivered to:

City of New Westminster  
Business Licensing Department  
511 Royal Avenue  
New Westminster, BC, V3L 1H9

Any questions on the Municipal Approval Form should be directed to the City of New Westminster Strategic Services at 604-521-3711.

#### 4. What happens after I send in the Municipal Approval Form?

On receipt of the Municipal Approval Form, the City of New Westminster Business License Department will check that the property is in compliance with the Zoning Bylaw and, if yes, a Building and Fire Inspection will be arranged and conducted.

#### 5. I have to have my premises inspected by both Community Care Facilities Licensing and City of New Westminster Licensing – what are they looking for?

Inspectors will check that the Provincial and Municipal Building requirements have been met to ensure the safety of the children and staff on site. The following are examples of items that are checked by inspectors:

##### Building:

- Interior and exterior stairs, guards and handrails.
- Size of nap room windows for light, ventilation and exits.
- Emergency lighting (not for Family Child Care).
- Smoke alarm installed between nap areas (usually in a hallway).
- Access to furnace, boiler and storage areas.
- Condition of the fence for outdoor play area.
- Building permit and other inspection documents for existing conditions on file at City Hall (not for Family Child Care).



##### Fire Prevention:

In order to meet the New Westminster Fire Safety Standards, child care facilities must follow all the Fire Protection Division guidelines. To review the New Westminster Fire Protection Division Business License Requirements and Inspection Information, go to:

<http://www.newwestcity.ca/database/rte/business%20license%20app.pdf>

During this inspection, the inspector may identify areas that require correction. If this occurs, the applicant will be required to complete the necessary changes and arrange with the Municipality to re-inspect the premises for approval.

**6. Building and Fire Inspections have been completed and I've been approved, what happens next?**

Upon municipal approval, the applicant will receive a City of New Westminster Business License which is valid for one year. There is no fee for a child care business license. The City will automatically renew your Business License each year.

The City of New Westminster License Department will notify your local Licensing Officer that your facility has been approved.

**7. When do I receive my Community Care Facilities License?**

Upon receipt of the Municipal Approval Form from the City of New Westminster Business License Department, the Community Care Facilities Licensing Officer will conduct an inspection for the purpose of issuing a Community Care Facilities License. Typically, more than one inspection is required.

Upon final inspection approval, the applicant will be issued a Community Care Facilities License, this is your Provincial license to operate a child care facility.





# Appendix A: GOOD NEIGHBOUR GUIDELINES

Quality, accessible and affordable child care produces significant social and economic benefits for the City of New Westminster. Establishing a child care program in a residential district provides an essential service where it is needed most – the community. Residential child care programs offer care in a home-like setting that is both familiar and comfortable to both parents and children.

As a child care provider in a residential district, it is important to be a “good neighbour” and to minimize any potential conflicts and problems in the community. The following guidelines are designed to assist you:

## **1. Communication:**

Inform your neighbours of the proposed child care operation. Meet and talk to them and provide them with information such as the type of child care program that you plan to operate, the ages of the children that will be served, the number of children and staff on the premises, and the opening hours of the program.

## **2. Parking and Traffic:**

Child care operations in residential districts may increase the demand for parking and contribute to traffic volumes.

Inform your neighbours that drop-off and pick-up times occur twice daily (e.g., between 7:00 and 9:00 a.m. and between 3:00 and 6:00 p.m.) and that the vast majority of drop-offs and pick-ups take less than five minutes. Also inform your neighbours that some parents (if this is the case) will be dropping-off and picking-up more than one-child (i.e., siblings) and that some parents (again, if this is the case) will walk their children to the child care operation or drop-them off at school for later pick-up as part of an after-school care program.

Inform your neighbours that you will actively work with parents to minimize issues related to parking and traffic, including informing parents of the need not to block or turn-around in neighbouring driveways. If parking is limited in the vicinity of the child care operation, then inform neighbours that you will develop a plan whereby parents will use designated off-street parking and/or schedule or stagger their drop-off and pick-up times.

The emphasis will be on communication with neighbours and addressing concerns prior to them becoming issues.

### **3. Noise:**

Child care operations in residential districts may create noise, either during outdoor play times or during drop-off and pick-up times.

Inform your neighbours of the operating hours for the program and of the hours for daily outdoor play times. Regarding the former, you may want to inform neighbours that the program does not operate after 6:00 p.m., on weekends or statutory holidays (when neighbours are more likely to be using their yards). Regarding the latter, you may want to inform neighbours that daily outdoor play times are reduced during periods of inclement or poor weather.

Inform your neighbours that amplified music during outdoor play times is prohibited as a condition of business licensing and consider placing play apparatus away from neighbouring fences. Additionally, consider installing a high, solid fence (possibly up to six feet) and using landscaping such as bushes and trees to help mitigate issues related to noise.

Inform your neighbours that you will actively work with parents to minimize issues related to noise, including informing parents of the need to enter and exit the premises quietly by not idling their car, honking their car horn or speaking in a loud voice. Additionally, inform staff and parents of the need to bring any child who is crying loudly back into the premises for comforting.

### **4. Privacy:**

Child care operations in residential districts may compromise privacy for neighbours during outdoor play times.

Again, inform neighbours of the operating hours of the program and of the hours for daily outdoor play times. Additionally, consider placing play apparatus away from neighbouring fences; installing a high, non-climbable, solid fence (possibly up to six feet); and using landscaping such as bushes and trees (preferably evergreens) to help mitigate issues related to privacy.

### **5. Signage:**

Although the child care operation is a business, it is important to appreciate that it is located in a residential district. As such, efforts should be made to ensure that the child care operation preserves the neighbourhood character. Therefore, signage should be minimal and in keeping with the City of New Westminster's Sign Bylaw (Bylaw No. 6625, 2000), which states that the sign area for a home-based business shall not exceed 0.2 square metres (2.2 feet) and not be illuminated.

