



**BURNABY  
FAMILY LIFE**  
A PLACE TO GO... A PLACE TO GROW!



# Licensed Childcare and Child-minding Programs

## Parent and Caregiver Handbook

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## 1.0 Introduction to Burnaby Family Life

Thank you for choosing Burnaby Family Life, and welcome to our program.

We hope this handbook answers your questions and gives you information necessary to feel comfortable and confident in allowing us to care for your child.

Burnaby Family Life is a deeply rooted, community-based, social profit, multi-service agency located in Burnaby, B.C. that was established in 1971. Our extensive network and broad base of programs and services have built us a respected reputation a privileged role we've grown into over almost five decades.

At Burnaby Family Life, we pride ourselves in our flexibility and responsiveness to the needs of the community, 40 different languages are spoken by our staff, allowing us the diversity needed to embrace all cultures, increasing understanding, and breaking down barriers.

### 1.1 Mission, Vision, Values

#### Mission

Burnaby Family Life's mission is to deliver high quality services that meet the current and emerging needs of individuals, families, and the community in all its diversity. We facilitate and empower collaborative community solutions to enable all to reach their full potential.

#### Vision

Burnaby Family Life envisions a healthy and inclusive community where individuals and families can thrive.

#### Values

- Collaboration: BFL believes that the results of working together are the greatest reward.
- Empowerment: BFL supports everyone in finding their own voice and developing their strengths.
- Professionalism: BFL is committed to quality services with high ethical standards of confidentiality and honesty.
- Learning: BFL embraces and encourages lifelong personal and professional growth and development.
- Respect and Inclusion: BFL is a welcoming place where differences and similarities are shared and honoured.
- Advocacy: BFL is committed to advocating for building programs and services for the community.
- Leadership: BFL is committed to leading the discussion to provide comprehensive community solutions for all.



## 2.0 Program Philosophy

### We Believe:

- That each child has his or her unique needs strengths, interest, personality, and ways of learning.
- That each child deserves a caring non-threatening, loving, safe, unhurried environment which provides opportunities to grow, learn, develop self-worth, and develop to their potential to be age appropriate.
- Children learn from their environment and the people around them. They learn by watching, listening, and interacting with others, by playing, exploring, experimenting, questioning, problem solving, experiencing new things, making choices, being treated fairly and consistently, and having the time to enjoy being a child.
- It is important for the child's family to be included in our centre and take part in their child's program. We celebrate the diversity in the families and include children who requires extra support.

### Parents are always welcome!

We welcome you to come in and spend time with your child. We encourage open communication. Please feel free to ask questions or make suggestions. If you wish to become more involved, we always welcome extra help in various areas of the program. Some examples are sewing, gardening, painting, reading to the children, going on field trips, helping with snacks, and sharing your talents and special traditions from your cultural background and diversity.

## 3.0 Our Staff

Our child care staff are trained and certified as Early Childhood Educators or Early Childhood Educator Assistants. In some cases, staff have Infant and Toddler and/or Special Needs certification, in the Out of school program a responsible adult certification. Staff maintain valid First-Aid Certificates and Food Safe level one certification.

### 3.1 Other individuals you may see in the program are:

- **Casual Staff:** Support program and care for children when regular staff are away.
- **Students:** Currently enrolled in ECE programs or education programs, visiting our site to do observation or to complete practicum training and are supervised by Early Childhood Educators.
- **Volunteers:** Volunteers enrich our programs by assisting staff in day-to-day program needs.
- **Health Nurses/ Supported Child Care Consultants/Other professionals:** Our program provides an inclusive setting which includes children with extra support needs, thus, professionals may be in the program to observe and support a child and his/her family.



## 4.0 Program Hours

Our program hours various depending on the program your child is enrolled in.

- Burnaby South Child Care Centre open Monday to Friday from 7:30am to 5:30pm
- LINC child-minding hours will run according to parents' class time. Please make sure you pick up immediately at the end of your class.
- McKercher Centre open Monday to Friday from 9:00am to 3:30pm
- Montecito Child Care Centre 3-5 program open Monday to Friday from 7:30am to 6:00pm
- Morley Child Care Centre 3-5 program open Monday to Friday from 7:30am to 5:30pm
- Morley Preschool open Monday to Friday 9:00am to 12:30pm
- Morley Out to School Care opens 7:30am to 5:30pm
- We are closed each year for five professional development days and for facility maintenance; these dates will be announced in advance.

Our programs are closed for the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
  - British Columbia Day
  - Labour Day
  - Truth and Reconciliation Day
  - Thanksgiving Day
  - Remembrance Day
  - Christmas Day & Boxing Day



## **Emergency and Unscheduled school closures- Emergency policies**

In case of inclement weather conditions or power outages which prevents our centers from providing services to the families, our management team will make an early morning decision to close the Centre based on your school district and will follow any safety advisories. The Centre will contact you to inform you of any closures. There are no refunds on tuition:

**Severe weather (Snow or Heat)-** In the event of heavy snowfall or high heat, our first priority is the safety of our families and staff. If the public schools in our school district have made the decision to close the schools, BFL centres will also be closed (dependent on circumstances)

**In the case of power outage during the regular working day:** If there is a power outage during the regular day, the centre manager will call BC Hydro to check how long the outage is expected to last. If the power outage is going to be indefinite, or if our centre is unable to provide adequate service because of no heat or light, families will be notified to pick up their child. Staff will remain until the last child is picked up.

## **5.0 Gradual Entry**

Starting at a group child care setting is an important event in your child's life; we believe that a carefully planned gradual entry will assist you and your child to:

- feel comfortable at the centre
- promote a positive start at the centre
- begin to build a trusting relationship with the staff

Gradual entry will consist of short days that increase in length as your child becomes comfortable. Every child is different, and the time of gradual entry will depend on your child. We will make a schedule together with you for your child.

Some suggestions which may help:

- Always say goodbye when you leave and tell your child that you will be back.
- Leaving an article of your clothing or a few family pictures.
- Provide a favorite snuggly toy or blanket.
- Communicate with child's teacher or centre manager if you have any concerns or suggestions for your child's gradual entry

## **6.0 Attendance**

Regular attendance is important for your child. Please inform the staff if your child is going to be late/absent.

## **7.0 What Your Child Needs in the Program**

Each day, it is helpful if your child wears washable, comfortable clothing, labelled, and appropriate for any kind of weather or activity. One extra set of clothes, indoor/outdoor shoes, diapers, and wipes if required.



## 8.0 When You Arrive

- Please sign in your child
- Please share important information about your child
- Bring your child in a clean diaper
- Help your child settling in the program by spending a few minutes with your child before saying goodbye. Please tell us when you are ready to leave
- Say good-bye to your child before you leave

### Child-minding Program:

- Parents and children must be in the same school/building at all times during the program.

## 9.0 Pick-up: (for child care programs)

Please arrive 10 minutes prior to closing so that staff can connect with you about your child's day, and you have time to greet your child and gather their belongings. Please sign your child out and inform staff that you are leaving the program.

### 9.1 Late Pick-up (for child care programs)

- If you will be late, please call the center as soon as possible and let us know how long you will be. If we haven't heard from you at closing time, our procedure is to:
  - Call your home and work
  - Phone your emergency contact
  - If we cannot contact anyone 30 minutes after centre closed, we will call the Ministry of Children and Families to pick-up your child.
- If you are late and your child is not at the centre, a note will be left on the door as to where your child is.
- It is very important to have your alternate emergency numbers up to date.
- If you are picking up your child past the closing time of the program, you will be required to pay a late fee. Late fees are payable immediately in the amount of \$15 for every 15-minute increment.

### 9.2 Authorized Pick-Up

- In accordance with child care regulations, a child in our care will routinely only be released to the enrolled parent/ legal guardian or alternate authorized persons listed on the child's registration form and card.
- All pick-up people (including parents) must be able to provide photo identification upon request.
- The staff will not release a child to an authorized person who is unable keep the child safe.
- A staff will only release a child in care to an authorized person over the age of 16 years old.
- If authorization is not given, staff will not allow the individual to pick up your child

- If there is a custody agreement in effect a copy must be on file for staff to access if needed

If a parent appears to be impaired by drugs or alcohol and seems to be incapable of providing safe care, then staff will do the following:

- An alternate authorized person or parent will be notified by our staff member.
- Individuals will be offered to make taxi arrangements to go home safely or offer to call a relative or friend to pick up the person and child so they can arrive safely.
- If the parent refuses and chooses to leave with the child, then staff will let the parent know of their concerns and let the parent know they will be reporting this to the police and to the Ministry of Child and Family Development.
- A person with violent or abusive behavior will be asked to leave the center.

## **10.0 Custody Agreement**

If there is a custody agreement, bring in the current custody agreement or court orders to the child care as the staff will follow the written custody order. If there is no documentation,

1. Staff assume that both parents have custody.
2. Staff need written instructions about the time each of you will be picking up the child.
3. If conflict between the parents and/or family members is evident we may not be able to care for the child unless both parents and/or others sign a written agreement.

## **11.0 Caring for Your Child**

We use positive intervention techniques.

We are committed to do our best to provide a classroom which is safe for children to learn and communicate.

We will not use time-out or physical punishment.

We will support children in learning and understanding of behaviors which they can use by:

- Telling them in a clear and positive way.
- Considering each child's individual and learning needs.
- Knowing each child's learning level.
- Looking at space, time, type of activities and equipment.
- Respecting when helping your child and being aware of their body language and tone of voice and emotional state.

### **11.1 Unsafe/Out of Control Behavior**

If a child is not able to control themselves, and if others are at risk, we may need to take the child to a safer area accompanied by a staff. This would occur only after we have tried everything else.



## **12.0 Withdrawal: (For child care programs)**

A family may terminate service by providing one calendar month's written notice. Services may only be terminated on the last day of a calendar month. Families are responsible for one-month fee after providing notice regardless of attendance.

In some instances, the center may need to implement termination of services. Some of these reasons may include, but are not limited to, outstanding fees or breach of the aggressive behavior policy.

## **13.0 Fees: (for child care programs)**

- All programs require a non-refundable registration fee unless the program is run from the same facility.
- The monthly fees include program closures and remains the same each month and is non-negotiable regardless of the child's actual attendance (i.e., sick days, vacation days, or other absences).
- Each program requires a deposit upon registration. The deposit is refundable only when a full calendar months' notice is provided.
- Fees are paid monthly and are due on the first business day of each month. If fees are not received by the first of the month Burnaby Family Life reserves the right to terminate service.
- You are responsible for the full fees whether you receive the Affordable Child Care Benefits or not.
  - A refund will be given when the Affordable Child Care Benefits are received.
- Fees are payable through preauthorized debit system. A charge will be applied to any NSF cheque or un-cleared funds; this charge will be due immediately along with cash payment of outstanding fees.
- For Summer Camp, registration fees are not refundable and weekly fees are only refundable if cancelled before May 1 of that year.

## **14.0 Photos**

Pictures will be taken of your child and may be used for the program website, annual report, newspaper, or brochure for teaching others about Burnaby Family Life. A consent form will be provided to approve or disapprove. If you approve consent to photos, you waive any right to any money for the pictures.

## **15.0 Outdoor Play**

Licensed child care programs must ensure active play and physical movement between 40-60 minutes minimum per day depending on program length. Children will have opportunities to practice fundamental movement skills as part of their indoor and outdoor daily routines. Please ensure that your child has weather appropriate clothing.

## 16.0 Screen Time

Our licensed child care and child-minding programs do not provide screen time (TV, computer, electronic games) in our daily programming. We may provide occasional screen time as part of a special activity on limited occasions.

## 17.0 Injuries, Accidents, and Illnesses

Child care staff will maintain a log of minor injuries, illnesses and unexpected/unusual behaviour that occur when the child is at child care that do not require immediate medical attention or parental contact.

**In Child Care:** We will contact you immediately by telephone if your child has a serious accident, such as a fall resulting in a broken bone. We will also contact a physician or ambulance according to the parents/guardian's requests on your registration form.

**In Child-minding:** Parent will be notified in person by child-minding staff. Parent is responsible to contact the physician or ambulance at their own choice.

If there is an incident involving a child that is of a serious nature, we are required to contact our licensing body within 24 hours of when we become aware of the incident.

In the event a child becomes ill or is clearly emotionally affected during the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called.

If any of the following symptoms are present, it is required that children be excluded from care. Children may return to care when they are free of symptoms or are approved to return by the child care staff or in some extreme cases, by a medical doctor.

Symptoms	Keep child home until
High temperature of 38C or more (40C dangerous temperature) Temperature should be taken under the arm, or with an inner ear thermometer	24 hours no high temperature
Vomiting or diarrhea	48 hours after the last symptoms
Undiagnosed rash, skin infection or ear/eye discharge, including hand, foot and mouth disease	Return with doctor's note
Sore throat Water eyes Sneezing/coughing often Constant runny nose (green/yellow nasal discharge)	No longer has green or yellow nasal discharge Undiagnosed cough has been treated Able to participate fully in program
Any of the symptoms associated with communicable diseases or infections	Return with doctor's note
Chicken Pox	Return five days after rash starts and all spots must be dry
Pinkeye/Conjunctivitis (white parts of eyes turn pink/red, eyes hurt or feel scratchy, yellow discharge)	24 hours after being on antibiotics and/or with doctor's note
Can't cope in the program, emotionally or physically	Not needing one on one care. Able to participate in the program

## 17.1 Outbreaks

If there is an outbreak of a communicable illness, we will inform you. Fraser Health Community Care Facilities Licensing defines a reportable outbreak as 3 or more people (staff included) with the same symptoms within a 24-hour period. In the event of an outbreak, we would recommend that you keep your child home until the outbreak has passed to prevent spreading.

## 17.2 Head Lice

- Burnaby Family Life has a “no nit” policy.
- If head lice or nits are found on a child, you will be called to pick up your child and given information on treatment.
- Your child will be checked upon their return to the child care centre and may stay if no nits are found.

## 17.3 Reportable Incidents

The child care Licensing Officer must be notified within 24 hours for any of the incidents below as outline in the Child Care Licensing regulations. Non-Reportable Incidents will be recorded for all minor accidents, illnesses and medication error involving the persons in care.

- Aggressive or unusual behavior
- Aggression Between Person in Care
- Attempted Suicide
- Death
- Choking
- Disease outbreak or occurrence
- Emergency Restraint
- Emotional abuse
- Fall
- Financial Abuse
- Food Poisoning
- Medication error
- Missing or wandering child
- Neglect
- Other injury that needs medical practitioner
- Physical abuse
- Poisoning
- Service delivery problem
- Sexual abuse
- Unexpected illness

## 18.0 Missing Child Policy

To keep all children safe while at child care no child is ever left alone, and children are accounted for at all times. In the unlikely event of a child going missing while at child care staff will immediately check all areas of the centre and property. If the child cannot be found the police will be called immediately and the child’s parents or emergency contact person will be notified.

## 19.0 Medication

If you gave your child medication at home, please tell us about it. It is important for the Centre to have all relevant medical information at hand to ensure the safety of your children including:

- **Full Disclosure:** Parents must fully disclose all medical information about the child during registration (information as specified in the medical section of the application and/or registration form). Disclosure is vital so that the Centre can take any medical precautions as becomes necessary – such as requiring an EpiPen be kept in the program areas for a child with a severe nut allergy.
- **Up-to-Date Information:** Should a child undergo a medical procedure or treatment after registration, parents are required to inform the Centre so that changes to medical information can be amended and a medical plan implemented if deemed necessary.
- **Immunization:** Up-to-date immunization record is required for all newly enrolling children. If a child's caregivers have chosen not to have their child vaccinated: a) The Centre will provide the family with a guide from the public health unit that explains the benefits of immunization and risks of not vaccinating b) The Centre will keep a log to confirm that the parent has received a copy of the guide c) The family is advised that in the event of an outbreak, or an immediate threat of an outbreak, the child will need to temporarily stay home from their program to protect their child from becoming ill and prevent the spread of the disease
- **Allergies:** Parents must notify the Centre of any allergies and if/when any new allergies or physical condition arise. Emergency medications such as an EpiPen or puffer must be kept on premises for those children prescribed them for severe and life-threatening allergies. These are labelled and kept safely out of reach of other children in the program areas, but easily accessible to staff should they need to be administered. Parents are responsible for ensuring such medications are up to date.

## **19.1 Medication in (for child care programs)**

We ask that you give your child medication at home when possible. If the need arises for medication to be administered at child care, it can only be administered when:

- A doctor prescribes the medication.
- Non-prescription medication requires a form to be signed by a doctor.
- It must come in the original container with a label on it stating the child's name, dosage, how to administer and storage instructions.
- The appropriate medical form is filled out. (This can be obtained from staff) There will be no exceptions to this.

## **19.2 Medication (Child-minding)**

No medication will be administered in Child-minding except for life threatening illnesses. We do not accept or give any medicine. Medicine cannot be kept in the child-minding room. If your child has a life-threatening condition, a care plan will be filled out; posted and this medicine will be stored by the instructions given by you.

## 19.3 Anaphylaxis allergies and protocols

We ask that you provide us with a complete list of allergies that your child suffers from, to ensure the health of your child. It is also essential for us to have this information in order to ensure that your child's diet does not contain any known allergens.

- For life threatening allergies, we will require information to complete an individualized care plan upon child's registration
- A valid Epi-pen will be kept in school from first day of your child's attendance, we advise to bring another Epi-pen in child's daily backpack to ensure we have enough supplies to tackle an medical emergency
- Emergency procedures will be developed for each child in consultation and collaboration with the child's parent and any regulated health professional who is involved in child's care
- The plan will be in accordance with the licensing regulations for the health and safety of your child
- The plan will also be reviewed and be readily accessible to the classroom ECE staff.
- For more information or if you have any questions, please speak with the Center Manager or Facility Manager.

## 20.0 Nutrition

In a full day program, you may need to pack a lunch for your child. Each facility has a nut aware policy. This mean no nuts or nut ingredients are allowed in any food brought to the centre. We will provide two healthy snacks daily (one in the morning and one in the afternoon).

For the half day program, we will prepare one healthy snack. We will post the snack of the day. Any snacks that will be shared with the entire group of children (i.e., cupcakes for a birthday) must be store bought and nut free with the ingredients label attached.

## 21.0 Emergency Drills

Drills are practiced according to the licensing. Each site posted evacuation plan and where we will be.

## 22.0 Child Abuse

The Child, Family and Community Service Act states that all children in the Province of BC "are entitled to be protected from abuse, neglect, threat or harm". The Act also states that any "person who has a reason to believe that a child needs protection must promptly report the matter" to the Ministry for Children and Family Development. If you have any questions or would like more information, you can speak with staff.

We will contact the Ministry of Children and Family Development if we think children are being hurt or they tell us they are being hurt. The Ministry of Children and Family Development will follow up with the case.

### 22.1 Reporting Abuse

- The manager of the location must be informed immediately of any report received.
- If the disclosure was made while the child is in care, management must create a safety care plan

to be put into place immediately for the child and staff.

- All reportable incidences **MUST** be **reported to licensing within 24hrs**, as it is a requirement.
- If information was disclosed about abuse or neglect concerning a child that was not in your care at the time, you must promptly report it to the Ministry of Children and Family Development.
- The Ministry of Children and Family Development will investigate and decide what the next steps will be.
- All information must be documented in the communication book.
- All incidents must have an incident report that is completed, reviewed, and shared with management.

## 22.2 Harmful Actions That Will Not Be Permitted

- Corporal punishment of the child
- “Time out” specified as unsupervised time away from the rest of the children and adults.
- Physical restraint of the child, such as confining the child to a highchair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the childcare Centre premises for the purpose of confining the child or confining the child in an area or room without adult supervision.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame, or frighten the child or undermine his or her self-respect, dignity, or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing, or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

## 23.0 Behavioural Guidance and Strategies

Guidance provides children with appropriate and positive models of behaviour and helps them to develop respect, self-regulation, self-confidence, and sensitivity as they learn and grow. Guidance is needed while appropriate behaviour is happening, as well as before, during, and after inappropriate behaviour is displayed.

**Offer Help:** There are times when children need help. Caregivers let children know that they will help them when they need it and provide a safe, nurturing and stimulating environment. Caregivers will assess the situation by looking at the environment, recognizing feelings, giving appropriate choices, and allowing children time.

### Caregivers help the child by:

- Redirecting when possible. Offering a substitute toy or engaging them in some other activity may quickly resolve problems or conflicts.
- Demonstrating appropriate language and examples that help express feelings.
- By actively listening to the child, it teaches the child to effectively listen to others.



- Demonstrating sharing, taking turns and cooperating will facilitate the children in gaining those skills.
- Demonstrating guidance and words help to enable children in using appropriate behaviours.
- Setting clear and simple limits
- Staying calm and modeling helps to keep children calm.

### **23.1 Serious Incidents:**

The first incident of inappropriate behaviour will result in removing the child to a separate supervised space where the behaviour will stop. The staff will discuss with the child the rules that were broken and the reason for being separated from the group. Positive examples will be demonstrated and a discussion on safety. When ready, the child can try and join in again. The parent may be called to pick the child up immediately depending on the severity of the incident. Program staff will discuss the incident with the pick-up parent/guardian. An internal incident report will be filled in for documentation. Reports are available for parents to review.

1. If inappropriate behaviours continue or progresses in frequency and escalates in danger. Redirection and a different activity may be offered. If attempts to redirect and provide different activities or area that may suit the child better does not work the parent may be called to pick the child up immediately. This behaviour will be addressed, and solutions will be sought immediately with the parents. All incidents will be discussed with parents/ guardians of the child and documented in internal incident reports. The incident may be documented for our Licensing Officer to review. All reports can be reviewed by parents.
2. Should the solutions arranged by the staff and parents prove ineffective, another meeting will be scheduled to look at alternative solutions. The parents may be advised that the child cannot attend the program temporarily if the alternative solutions are unsuccessful.
3. If the behaviour is still a concern, the Centre Manager reserves the right to discharge the child from the program.

### **24.0 Conflict Resolution**

If a parent or guardian has a concern about an incident or care provided at the child care, we encourage you to follow our conflict management procedure:

1. Speak with the staff at the child care centre or speak with the program manager
2. Speak with the Senior Manager of Licensed Child Care Services
3. Contact the Director of Operations

### **25.0 Burnaby Family Life's Licensed Child Care Locations:**

- Burnaby South Child Care Centre: 5455 Rumble Street, Burnaby
- Montecito Child Care Centre: 7230 Camarillo Place, Burnaby
- Morley Child Care Centre: 7355 Morley Street, Burnaby

Burnaby Family Life's LINC Licensed Child-minding Locations- Offered in Partnership with Burnaby School District and MOSAIC

- Burnaby Language Centre: 480-4800 Kingsway Street, Burnaby
- Edmonds LINC Program: 7355 Canada Way, Burnaby
- Windsor Neighborhood Learning Centre: 6907 Gilley Avenue, Burnaby

Administration Office: 102-2101 Holdom Avenue, Burnaby Website: [www.burnabyfamilylife.org](http://www.burnabyfamilylife.org)

## **26.0 Overview of Other BFL Programs**

### **Family Support Programs**

We are proud to offer Family Resource and Family Life Education Programs that offer innovative individual and group support sessions for learning and sharing.

### **Pre and Post Natal Services**

Free and confidential programs for expecting and new moms experiencing challenges or barriers in their lives, and who reside in Burnaby or New Westminister.

### **Counselling Services**

Our counselling program offers psycho-therapy to women and children who have experienced trauma due to abuse and violence.

### **Newcomer Services**

Our Moving Ahead and Burnaby Intercultural Planning table offer services and connections for newcomers to Canada.