

# Child Care Services Employee Handbook

**UBC Student Housing and Community Services**



THE UNIVERSITY OF BRITISH COLUMBIA

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# Who is Child Care?

Child Care is an ancillary department of UBC which acts as a service provider for the Student Housing and Community Services Units. Together we have/are:

- 726 licensed child care spaces for children and families
- 30 Vancouver campus locations
- 38 Licenses – 8 locations with dual licenses
- Over 140 early childhood educators
- The largest university-operated child care in North America
- The largest single-site provider of infant and toddler care in BC

## Message from the Director

Welcome to UBC Child Care, a place rich in dialogue, collaboration, discussion and pedagogical excellence. We invite you into this diverse community, where families, children and educators are free to share and engage others in discussing the values that they hold about children, early childhood education, cultural diversity, issues of social justice, connection to the land and various ways of knowing. UBCCCS programs are situated on the unceded ancestral territories of the Musqueam People. UBCCCS is grateful to work and play as uninvited guests on this land. *hay č x<sup>w</sup> q̓ ə*, ~“Thank You”~ and welcome.

Karen Vaughan

## Mission

We cultivate innovative and transformative pedagogies that foster early childhood spaces rich in infinite possibilities for children, educators, and families.

## Purpose

To provide exemplary child care by offering a continuum of services for UBC families in their pursuit of excellence in research, learning and engagement to foster global citizenship and advance a sustainable and just society across British Columbia, Canada and the world.

[childcare.ubc.ca](http://childcare.ubc.ca)

# Working at UBC – What You Need to Know

## 1. Collective Agreements

UBC maintains several collective agreements with its various unions and employee groups.

You are now a member of the BCGEU.

To read your collective agreement online, visit the Collective Agreements and Terms & Conditions of Employment page on UBC's website.

[hr.ubc.ca/working-ubc/collective-agreements-and-terms-conditions-employment](http://hr.ubc.ca/working-ubc/collective-agreements-and-terms-conditions-employment)

You will be invited by your union to attend a meeting where you will learn about your membership and be able to ask any questions you have.

## 2. Workday

Workday is the financial and human capital management system used at UBC. All employees will get a Workday account where you can:

- Update your personal and contact information
- Enroll in benefits; update beneficiaries and dependents
- Access your pay slips and tax documents
- Search for and apply for careers at UBC
- Submit vacation and leave of absence requests
- Submit expense reports; etc.

You will access Workday using your Campus Wide Login (CWL) and password.

[myworkday.ubc.ca](http://myworkday.ubc.ca)

## 3. Personal and Contact Information

It is very important for the University to have the most accurate and up-to-date information for all employees. Should there be any changes in your name, address, telephone number, or any element which may affect payroll, benefit programs or income tax deductions, you can update some of these changes in Workday while other items must be done in person at Payment and Procurement Services. In addition to changing your contact information online, please inform your Manager of any contact information updates.

## 4. Payroll

Your pay from UBC will be deposited directly into your bank on the 15th and the last day of each month.

Participation in direct deposit is a condition of employment. Your pay statement will be available through Workday.

## 5. Types of Appointments

### BCGEU Child Care

- **Regular Employees** (An employee who is employed for work which is of an ongoing nature.)
- **Auxiliary Employees** (An employee who is employed for work which is not of a continuous nature, such as positions created to carry out special projects of work which are not continuous; and temporary positions created to cover employees on vacation, sick leave, educational leave, compassionate leave or other leave.)

## 6. Probation

The probationary period for all employees shall be six months worked or the equivalent number of hours worked as based on the normal hours of work of a full-time employee, whichever occurs last.

You and your Senior Educator will work together to discuss your performance and future goals including career aspirations. During your probation, it is important that you raise any training and/or development needs you may need in order to be successful in your role, to your Senior Educator or manager.

## 7. Benefits

### Benefit Eligibility BCGEU

You will have been asked to set up your benefits in Workday. If you have questions, refer to the collective agreement and the link below.

[hr.ubc.ca/benefits/eligibility-enrolment/eligibility-and-plan-cost/bcgeu-child-care-benefit-eligibility-start](http://hr.ubc.ca/benefits/eligibility-enrolment/eligibility-and-plan-cost/bcgeu-child-care-benefit-eligibility-start)

- **Full Time Regular Employees:** First of the month on or after your date of hire.
- **Part Time Regular Employees/Auxiliary employees:** Employees who have worked in a full time or part time position for a minimum of three consecutive months and who have worked at least 20 hours per week will be eligible to receive benefits.

Notes:

- Part Time Regular Employees – Benefits shall be calculated on a pro rata basis.
- Auxiliary Employees – Auxiliary employees who are eligible for benefits must not refuse more than three shifts within a 30-day period in order to maintain their eligibility for benefits.

### Dental

Your UBC Dental Plan covers a wide range of dental services, from regular check-ups to major procedures such as root canals and crowns. These procedures may be provided by a licensed dentist,

denturist, dental hygienist or anesthetist.

### Extended Health

Your UBC Extended Health Plan will reimburse you and your eligible dependents for the cost of many health-care services that are not covered by BC's Medical Services Plan.

[hr.ubc.ca/wellbeing-benefits/benefits](http://hr.ubc.ca/wellbeing-benefits/benefits)

## **8. Employee and Family Assistance Program**

The Employee and Family Assistance Program (EFAP) is a confidential and voluntary support service that can help you with any personal issues.

Offering expert information and immediate support resources to help with work, health and life challenges, the EFAP provides both short-term clinical counselling and work/life consultations to all eligible UBC employees and their dependent family members, at no cost to users other than the payment of monthly premiums.

Available for those who are eligible for benefits but please let us know if you are in crisis (and not eligible for benefits). UBC strives to support all of our employees.

[hr.ubc.ca/benefits/benefit-plan-details/employee-family-assistance-program](http://hr.ubc.ca/benefits/benefit-plan-details/employee-family-assistance-program)

## **9. Pension**

Regular monthly or regular hourly UBCCCS educators will be enrolled in the BCGEU Pension plan.

Auxiliary educators may be eligible once they have completed two years of continuous service.

Contributions are based on an 8% contribution rate. UBC will contribute a maximum 4% of payroll and employees will contribute 4% of their gross regular earnings.

[Article 9.5 BCGEU CA](#)

## **10. Vacation Leave**

Vacation benefits are offered as part of UBC's overall commitment to help staff and faculty achieve work-life balance. The number of vacation days you can take depends on your UBC employee group and how many years you have worked at UBC.

### What's my annual vacation entitlement?

- All regular full time employees shall receive during the first incomplete year of service 1.67 working days' vacation for each month worked.
- All regular full time employees in their second and subsequent calendar years of service shall be entitled to an annual vacation credit of 20 working days with pay.
- All regular full time employees in their fifth and subsequent calendar years shall be entitled to one

extra day per year to a total of five additional days.

- Part time employees are entitled to vacation time on a pro rata basis.
- Auxiliary Employees receive paid vacation equivalent to 4% of gross earnings on each pay cheque.

## 11. Sick and Dependent Leave

You might need to take time off from work to recover from an injury or illness.

- If you are a full-time employee, you accumulate sick leave at 1.25 days per month worked, to a maximum of 120 days.
- If you are a part-time employee, your sick leave is pro-rated based on your percentage of employment.
- All regular employees shall be able to draw on a block of five days' sick leave when they commence employment. This will be paid back as sick leave is accrued.

### What do I do if I'm sick?

Follow the sick-call procedures to ensure your manager/supervisor are informed that you're too ill to be at work that day. Your supervisor will ask you to enter your sick time in Workday or will enter it on your behalf depending on the circumstances. For prolonged absences, you may be asked to provide a doctor's note.

### What if I use up all my sick days?

If you use up your allowed number of sick days or your sick leave bank, you should apply for an unpaid medical leave of absence.

### Can I use my sick days to care for a dependent who is ill?

You can take up to five paid sick days to care for a dependent, if you have at least 12 days in your sick leave bank for personal use. An eligible dependent is your child, foster child, spouse/partner or parent related to you by blood, marriage or adoption or, as a partner, is living in a marriage-like relationship with you.

## 12. Vacation or Non-medical Leave Requests

All requests are to be submitted in writing to the program supervisor and entered in Workday for approval.

- Requests of more than one day should be submitted a minimum of one week in advance
- Approval must be received before the absence occurs

## 13. Medical and Dental Appointments



You should make every effort to schedule your medical/dental appointments outside of working hours or when it least impacts your shift. All appointments are taken from your sick leave bank.

Approval for appointments must be obtained from the program manager in advance.

## 14. Occupational and Preventative Health

In accordance with the Child Care Licensing Regulation, child care employees are to enroll in the Occupational & Preventive Health program to confidentially discuss their vaccination history with the Occupational Health Nurse and ensure they are up-to-date with their immunizations to best protect themselves and the children in their care. You'll be connected to OPH by Child Care staff.

## 15. Safety

### Accidents in the Workplace

Hopefully you will never experience a workplace injury at UBC in your new role but if you do there are a few steps you will need to follow:

- Report your injury to your Supervisor/Manager ASAP
- UBC First Aid must be called to assess your injuries
- Your supervisor is legally responsible to complete an investigation and submit an employer report of their findings into our CAIRS Reporting System
- You will be asked to call WorkSafe BC's Teleclaim line: **1-888-967-5377** *if* you needed to see a doctor, missed time from work, or plan to miss work. This initiates the claims compensation process.

### Prevention

If you notice an unsafe condition or behaviour in the course of your work, you must report it to your supervisor.

### After an Accident/Incident

Ensure any hazard(s) in the workplace are removed/contained and/or fixed in a timely manner for the safety of all. Report your injury to your Supervisor/Manager immediately.

### Occupational First Aid at UBC

Available to all workers 24/7, 365 days a year!

- I. Inform your supervisor
- II. Call **2-4444** from any UBC landline or **604-822-4444** from a cellphone
- III. Explain the situation and request first aid
- IV. First aid support will be dispatched to your location

## First Aid Posters

- I. Know where this poster is at your center
- II. Your centers address is right on the poster for when you make the First Aid call
- III. Try to send someone out to street side to flag the UBC-First Aid vehicle down when they arrive. The main hub can be a bit confusing to navigate.

## Safety Committees

- The Child Care group has its own local safety committee which meets monthly to discuss accident reports and safety concerns within your group: 2<sup>nd</sup> Mon of the month called the CC-LST
- On the 4<sup>th</sup> Tues of the month 2-3 child care safety reps. from the CC-LST attend the Joint Occupational Health and Safety Committee for SHCS called the SHHS –JOHSC (legacy). They report on what's been happening in their group and may ask for additional assistance from this committee, if needed, to resolve outstanding safety issues

## Emergency Evacuation/Designated Meeting Places

In the event of a fire or emergency evacuation at your unit, be familiar with the location of:

- All safe exits
- Fire pull stations and extinguishers
- Your designated safe meeting place

**Note: monthly fire drills are part of your CCFL requirements**

## Emergency Procedures

Look for the Emergency Procedure poster at your Center. Become familiar with the space and location of fire safety tools.

## **16. Ergonomics**

We have a designated ergonomic expert at UBC who helps all staff with the ergonomics of their role.

You will meet with the expert or be provided training on this (either online or in person) as it relates to your role and daily work.

You can also take these online ergonomic courses designed specifically for child care.

[wpl.ubc.ca/browse/wellbeing/ergonomics/ergo-orientation/courses/wpl-ergo-0008](http://wpl.ubc.ca/browse/wellbeing/ergonomics/ergo-orientation/courses/wpl-ergo-0008)

## **17. Employee Development**

Now that you are at UBC, this may be an opportunity to branch out and build and develop new skills beyond your current role. You can explore the many opportunities available to you as a UBC Staff

member, such as online learning, Professional Development Funds, Coaching at UBC, LinkedIn learning and mentorship programs.

## Protocols

### 1. Winter Weather Conditions

In the event of heavy snow or an extreme weather event where services are curtailed, the Director, or designate, will base the decision on the following factors:

- The President's, or designates, decision about cancellation of classes and or curtailment of non-vital services
- Operational requirements for Child Care Services Programs
- Safety of employees travelling to and from work and home; the decisions made by other units and departments; and availability of public transportation.

The Director, or designate, will inform the employees via email.

### 2. Statutory Holidays & Closures

Child Care is closed on Statutory Holidays.

For all employees to qualify for a Paid Holiday, they must have worked a minimum of 11 of the 30 calendar days immediately preceding the Paid Holiday.

All Child Care Programs will close for one week in August and December 23, 24 and three days between Christmas and New Year.

### 3. Breaks

Employees working more than four and less than five hours on a shift shall be permitted one paid rest break of 15 minutes.

Employees working five or more hours on a shift shall be permitted two paid rest breaks of 15 minute in the first and the second half of a shift.

Employees working six or more hours on a shift shall be permitted one paid rest break of 15 minutes and one paid lunch break of 30 minutes

Employees working a shift of seven hours or greater shall be entitled to two 15-minute rest breaks and one 30 minute paid lunch break

Employees working a shift of nine hours or more shall be entitled to three 15 minute paid rest breaks and one 30 minute paid lunch break at midday.

Breaks are to be taken on the premises if necessary, to maintain the staff/child ratio.

Breaks are not to be taken at the beginning or the end of the shift.

#### 4. Dress Standard

UBCCCS employees must ensure that they are dressed in a way that enables them to move freely and engage comfortably in all aspects of a child's day.

Being outdoors is integral to UBCCCS' pedagogical values and philosophical direction. Educators must be prepared to be outdoors in all types of weather, including rain, wind, snow, sun, etc.

UBCCCS believes that there is no bad weather, just bad clothing.

All child care staff and volunteers will dress in a professional and appropriate manner for the work at hand, considering the demands of the job and the clients to which we serve. Consideration will be given to safety of the children and staff and the requirement to work indoors and out in all seasons.

Examples of acceptable attire:

- Clean and tidy pants or skirts or shorts
- Clean and tidy shirts or blouse/sweaters
- Sturdy shoes

#### 5. UBC Email

All employees are required to check their UBC email on a regular basis, as this is the main form of contact for UBC, VPS and SHCS to provide important updates.

Our email signature represents UBC as a public institution to the world. Having a consistent look and feel to our email communications creates a sense of legitimacy and trust in our communications. Please ensure you adhere to our email guidelines so we use this important communication channel responsibly.

You can use the [UBC Email Signature Generator](#) to create your personal signature.

#### 6. UBC Staff Card

This is the official identification card of UBC that helps identify you on campus as a staff member. It is important that you carry this card with you at all times.

Your card will expire five years after it's been issued. Just like with passports and drivers' licenses, it's important to keep the image up-to-date.

[ubccard.ubc.ca](http://ubccard.ubc.ca)

#### 7. Behaviour

We expect all educators to maintain a standard of professional and respectful behavior to everyone including their colleagues, supervisors, the children and parents.

Equally, we expect others including visitors and parents to treat you with respect. If at any time you feel threatened, bullied, and or harassed, please refer to your Senior Educator or Manager immediately.

## **UBC's Respectful Environment Statement**

The UBC Respectful Environment Statement for Students, Faculty and Staff, speaks to our freedoms and our responsibilities, and provides the guiding principles to support us in building an environment in which respect, civility, diversity, opportunity and inclusion are valued.

The University of British Columbia envisions a climate in which students, faculty and staff are provided with the best possible conditions for learning, researching and working, including an environment that is dedicated to excellence, equity and mutual respect. The University of British Columbia strives to realize this vision by establishing employment and educational practices that respect the dignity of individuals and make it possible for everyone to live, work, and study in a positive and supportive environment, free from harmful behaviours such as bullying and harassment.

The nature of the work at UBC Child Care Services is impacted by the quality of the relationships between the staff and the participants using our services. It is expected that all relationships will be friendly and professional. UBCCCS will not restrict the development of personal relationships outside the work of UBC however all UBC employees are expected to conduct themselves with integrity, in a legal and ethical manner that reflects well on the University and on Child Care Services at all times. Employees should promote the core values of caring, honesty, respect and responsibility in their speech and demeanor in all public forums and conduct themselves in a manner consistent with the interests and mission of the University and in a manner that maintains the community's trust and confidence

## **8. Social Media**

Employees should take care to;

- Refrain from doing UBC business on personal social network sites or at any event or gathering unrelated to UBC
- Where employees have identified themselves as UBC employees be clear that views expressed are theirs alone and not those of UBC
- Not disclose information that is confidential or proprietary to UBC
- Not use photos, logos or other images of UBC, its programs, staff, program participants or volunteers taken on UBC premises or as part of UBC activities without permission from UBC management
- Not initiate any contact with program participants that is unrelated to UBC Child Care Services business
- Not disclose their own or any other UBC employees personal contact information to program participants
- Ensure compliance with UBCCCS policy "Confidentiality and the Protection of Personal Information"

## 9. Use of Personal Information

All UBCCCS employees will conduct themselves in such a way that protects the privacy and personal information of UBC employees, clients and children in care upholding the principles of FIPPA and policies of the University of British Columbia.

Only personal information required for the business of UBC Child Care Services will be collected and retained.

Discussing matters of a confidential nature regarding other employees or clients or children in care are strictly prohibited unless such discussions are necessary to the business of the organization. Such discussions include any online communication including personal emails, Facebook, My Space, Twitter, etc.

## 10. Duty to Report

The Child, Family and Community Service Act requires that anyone who has reason to believe that a child has been or is likely to be abused or neglected, and that the parent is unwilling or unable to protect the child, has a legal duty to report the suspected abuse or neglect to a child welfare worker.

“Reason to believe” means that based on what you have seen or information you have received; you believe a child has been or is likely to be at risk. You do not need to be certain. It is the child welfare worker’s job to determine whether abuse or neglect has occurred or is likely to occur.

Child care staff can access the following resources to help determine whether there is reason to believe that a child has been or is likely to be abused or neglected:

- Taking Care Manual
- The BC Handbook for Action on Child Abuse and Neglect
- Observations or information other colleagues may have
- Confidential discussions with the senior supervisor or another senior supervisor at CCS
- In the case of suspected or disclosed abuse or neglect of a child the following procedure will followed:
  - Make the call to the social worker from a private location at the child care centre or the main office.
  - Inform the Director once the report has been made.
  - Record the date, time, contents of the report and the name of the child welfare work that the report was made to in the center’s bound book.

While reports are made confidentiality, it is not unusual for a parent that is investigated by the Ministry to believe that the report came from the child care staff. As a result, parents often feel angry and distrustful of the staff. Staff should have a plan in place to ensure their safety and well-being should parents arrive at the daycare angry or accusatory. Some strategies are:

- UBC Child Care Services Policies and Procedures February 2016 Policy Manual
- Ensuring no staff is alone during hours of operation immediately following a report having been made.
- Agreeing on code words or signs that indicate a potentially threatening situation.
- Alerting the neighboring daycare staff that they may be called upon for support or that children and staff may come to their centre for shelter if the need arises.
- Reminding staff to call 911 or to pull the emergency alarm in situations of serious threat.

Staff can try to de-escalate angry parents by listening without arguing and reassuring without defending the decision to make the report. If the parents are able to listen, staff can say that their role and duty is to report concerns, not to investigate or determine whether abuse or neglect has taken place.

Acknowledge the anger and lack of trust and express a desire to maintain the relationship. Above all staff should see to their well-being and the well-being of the children in their care. Disengage from the conversation and ask the parent to leave if their anger persists. Inform your supervisor/director immediately and record the incident.

## **11. Safe Release of Children**

A child in the care of UBCCCS will be released only to person(s) identified by the guardians as those authorized to pick up the child. Authorization must be given in writing and can be done by fax or email directed to the main child care office when advance arrangements are not possible. An authorized person who is unknown to the staff will be required to show picture ID before the child is released in their care.

Releasing a child to a person who appears to be impaired or unfit to provide the child safe transport home. UBCCCS staff will not release a child to an authorized person who appears to be incapable of providing safe care. If staff believe the person to be incapable of providing safe care the following steps will be taken:

- a) Express your concerns to the person and offer to call a relative, or friend, or taxi to pick up the person and child.
- b) Taking into consideration the safety of the other children, staff, and personal safety, the staff member involved will make all reasonable efforts to stop the person from leaving with the child.
- c) If staff are unable to stop the person from leaving with the child, they must immediately contact the RCMP informing them of the situation.
- d) If the person picking up the child was not the guardian, the staff will immediately attempt to reach the guardians to inform them of the situation.

## **12. Could Not Be Picked Up**

- a) No later than ten minutes past program closing time the senior staff in attendance will call the legal guardians of any child not yet picked up.

- b) If the legal guardians cannot be reached, the staff will call all persons listed by the parents as emergency contacts.
- c) Staff will record all attempts to reach any of the guardians or emergency contact persons noting the time the calls were made, the numbers called, and messages left.
- d) Staff will leave messages indicating the child is still in care, and request that contact person come to the program centre to pick up the child.
- e) Staff will continue to attempt to reach the guardians until the child is picked up and will release the child to the first authorized person who arrives at the program centre.
- f) If the person who picks up the child is not the legal guardian, the staff will leave a note on the door of the program centre clearly indicating which emergency contact person has picked up the child and at what time.

When guardians have not arrived within 15 minutes past the pick-up time indicated on the sign-out sheet, staff may consider contacting them and the emergency contacts prior to the program centre closing. Consideration will be given to the normal patterns of the guardians and other extenuating circumstances that may hinder the parent's arrival, e.g. weather conditions.

- a) One hour after the program centre closing time, staff who have not been successful in reaching authorized persons to pick up a child still in care will contact emergency services to inform them of the situation.
- b) The staff will continue to attempt to reach all authorized and emergency contact persons listed by the guardians.
- c) One and a half hours after closing time the child will be released to emergency services. When emergency services personnel arrive, staff will request to see identification, noting the person's name, the time, and the location to which the child will be taken.
- d) The staff will inform the director and the senior supervisor of the outcome.
- e) Before leaving the program centre, the staff will leave a note on the door of the program centre clearing indicating the location of the child and the number for emergency services.
- f) Under no circumstances will a child be released to an unauthorized person, even if that person is known to the child.

### **13. Cell Phone Use**

Personal use of a cell phone should only be done on personal time. For example, during breaks and after work.

### **14. Active Play - Minimum Requirements**

The Director of Licensing Standard of Practice requires a minimum of one hundred and twenty minutes of active play be incorporated in a licensed childcare center's daily routines and activities.



At least sixty minutes must be outdoor active play except when extreme weather prevents it. (For a four-hour program, the minimum outdoor active play requirement is forty minutes). The active play minimum can be accumulated in fifteen-minute portions of time.

- [https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/active\\_play\\_june\\_2016.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/active_play_june_2016.pdf)

## 15. Conflict of Interest

Employees of UBC Child Care Services are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the University and of Child Care Services. Personal gain shall not conflict with duty to the University and Child Care Services. Participation of the employee in other business, organizations or activities that compromise the employment relationship or disadvantages UBC CCS will be considered a conflict of interest. This could include providing privately arranged child care services (babysitting) outside of the normal working day to currently or previously enrolled families of UBC Child Care Services. A private arrangement with families outside of the employee's role with UBC CCC changes the employee's relationship with the family from a professional to a personal relationship, which could compromise the employee's role with UBC CCS and lead to a conflict of Interest.

## 16. Licensing Standards

The University agrees to ensure that the Provincial *Child Care Licensing Act* regulation standards are met. The employees agree to observe the regulations of the *Community Care Facilities Act* and to inform the University of any action or practice being carried out within the day care premise which they consider a breach of the Regulations.

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/332\\_2007](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/332_2007)

[https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02075\\_01](https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/02075_01)

[https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/safe\\_play\\_space.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/safe_play_space.pdf)

## 17. Certification Expectation

You are expected to maintain the following:

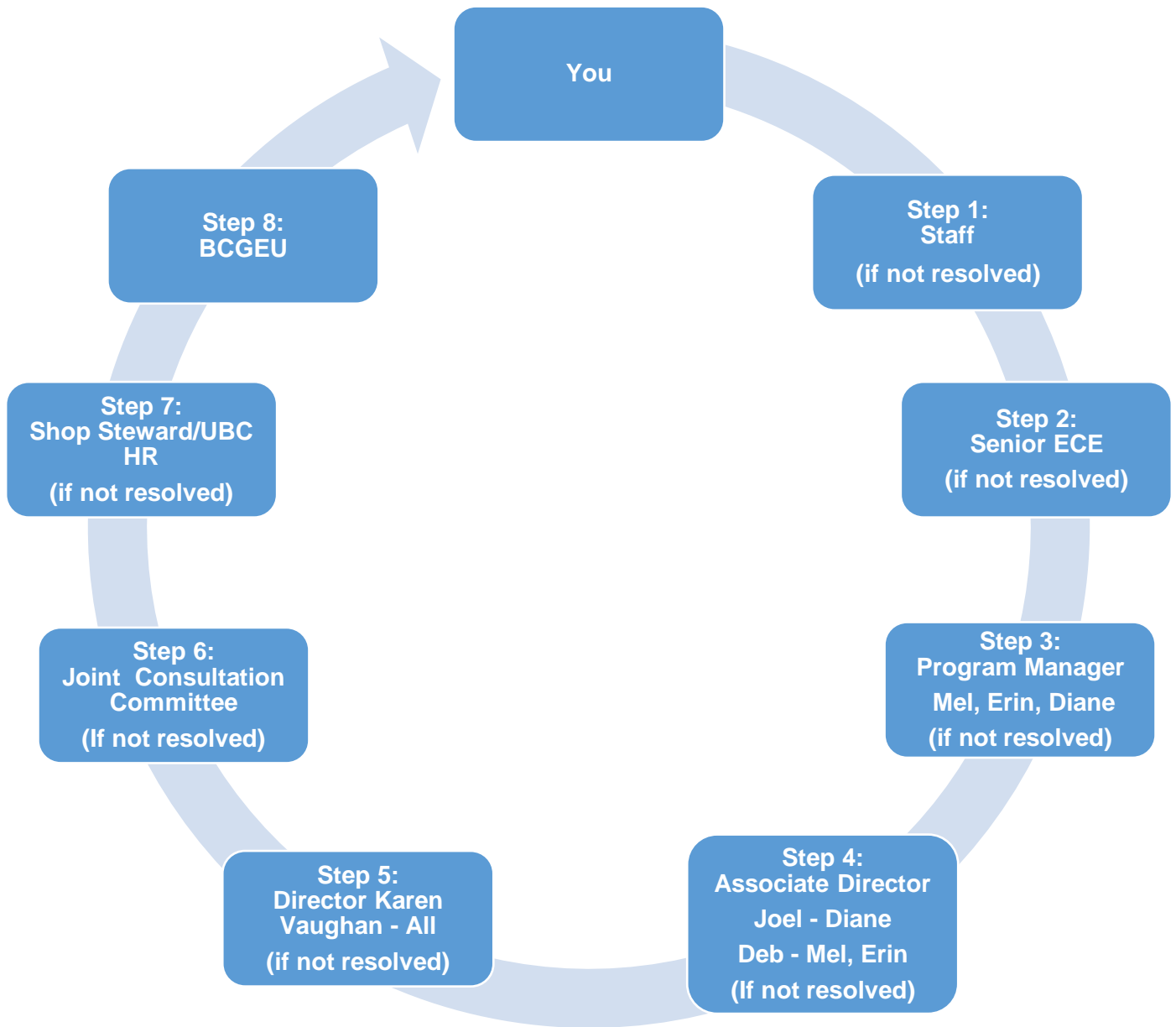
- License Practice in BC (5 years)
- Emergency Child Care First Aid and CPR. (3 years)
  - Costs are covered by UBC for successful completion of the required course
- Criminal Record Check (5 years)

[redcross.ca](http://redcross.ca)

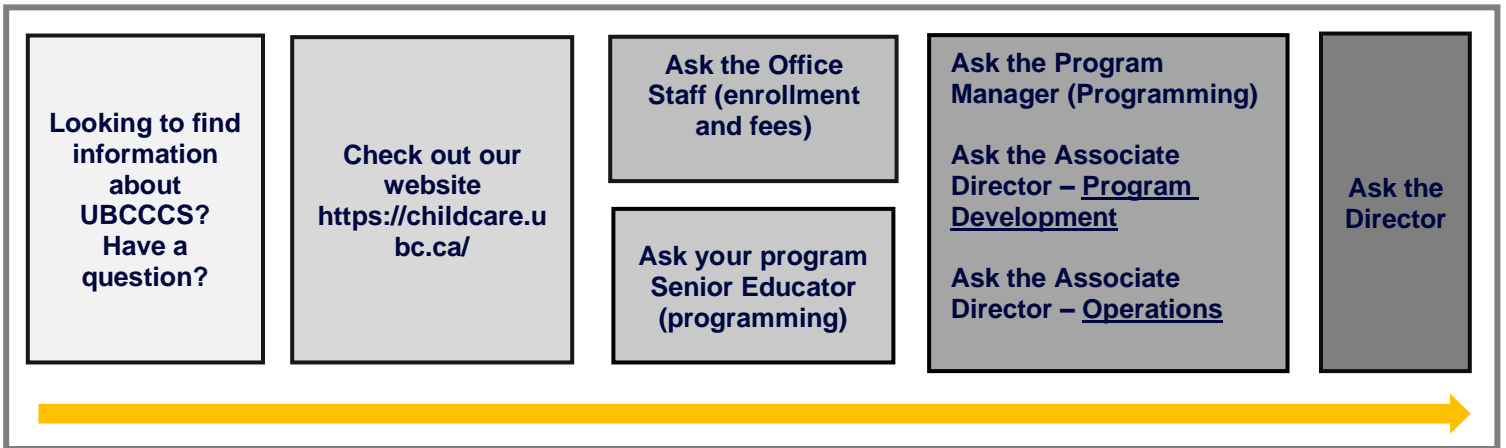
# Workplace Issues and Concerns

UBCCCS has a pathway of communication. Please refer to the following infographics for specifics of communication pathway and resources available to support communication and clarity. Employees may connect with a shop steward for *support, advice, or consultation* at any point in the process.

## 1. UBCCCS Pathway of Communication:



## 2. As a Parent – Where do I go to have my questions answered?

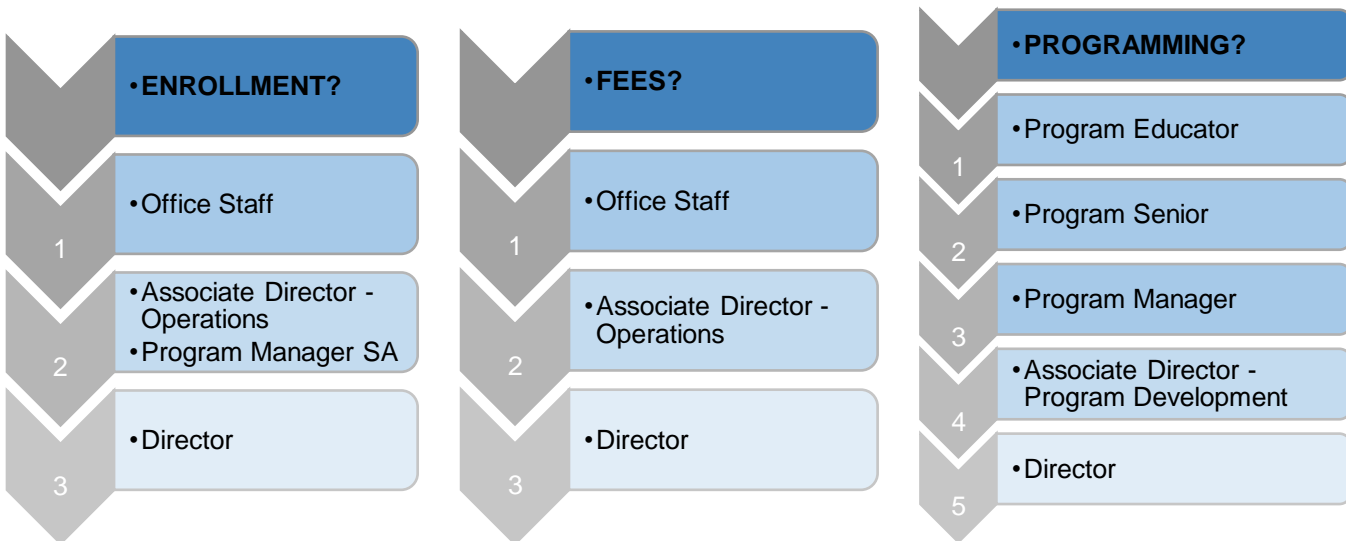


Operational considerations fall under the oversight of UBC Child Care Services Director but other members of the UBCCCS team will likely be able to assist you.

Operational considerations are divided into three broad categories:

- 1) Enrollment (waitlist, schedule changes, space offers, timelines)
- 2) Fees (payment options, billing)
- 3) Programming (pedagogy, policies, procedures, staffing)

Depending on which category your question falls into, you should follow the pathway of communication as outlined:



### 3. Resources Available to Support Communication

- BCGEU Collective Agreement - <http://www.hr.ubc.ca/wp-content/uploads/BCGEU-Childcare-UBC-Agreement-2014-2019.pdf>
- UBCCCS Policies and Procedures Manual – Shared Drive - L:\Policy Manual

# UBC

UBC is a global centre for teaching, learning and research, consistently ranked among the top 20 public universities in the world, and recently recognized as North America's most international university.

## Vision

Inspiring people, ideas and actions for a better world.

## Purpose

Pursuing excellence in research, learning and engagement to foster global citizenship and advance a sustainable and just society across British Columbia, Canada and the world.

## Values

1. Excellence
2. Integrity
3. Respect
4. Academic Freedom
5. Accountability

## Vice-President, Students

The Vice-President, Students office provides institutional leadership in the areas of housing and food services, student health and wellbeing, student engagement, and athletics and recreation - engaging students everyday where they study, live, eat, play, and grow.

## Vision

Living and learning for a better world.

## Student Housing & Community Services (SHCS)

Student Housing and Community Services (SHCS) provides essential and outstanding campus resources that support and enhance UBC.

We do this by creating facilities and operations that demonstrate enduring value and superior design, and we support them through strong service principles. As a result, SHCS is one of the best and largest service providers in the North American academic landscape and helps to create an active and exceptional campus culture. SHCS is a self-funded ancillary division within UBC's Vice-President, Students portfolio.

## Vision

Cultivating community, inspiring wellbeing, enriching lives.

## **Mission**

Student Housing and Community Services enhances the UBC experience.

We do this by:

- delivering high quality and innovative services and products
- driving revenue and managing costs which contributes to UBC's academic mission
- stewarding our assets and resources
- embedding a culture of wellbeing, indigeneity, inclusivity, transparency and sustainability in our processes and practices
- offering industry leadership beyond UBC

## **Departments Within SHCS**

- **Bookstore**

The largest academic bookstore in Western Canada, the UBC Bookstore provides course materials to students in numerous cost-saving formats, including digital, used and rentals.

Each year the UBC Bookstore donates more than \$5,000 to student groups and associations.

The Bookstore prides itself on providing a large variety of product options. Whether you're looking for a new book to read, some clothing, tech items, office supplies or wellness and home décor, the bookstore is your one-stop shop. It also has a Corner Store, which carries food from local and independent providers.

For Starbucks fans, there is a location also on site.

- **Campus Mail**

Campus Mail provide daily sorting and delivery of all mail and processes incoming and campus interdepartmental mail free of charge to all University departments, faculties and affiliated organizations. They actually sort and deliver over 4,300 parcels a day, or over 1 million a year!

Their goal is to receive, sort, and deliver incoming Canada Post mail addressed to UBC within one business day. That's fast!

You'll see their trucks moving about on campus every day. They work hard so that people have the information and documents they need, when they need them!

- **Conferences & Accommodation**

This department is abuzz, especially in the summer months, with all sorts of events and groups staying on campus. They not only support UBC faculty who host conferences that showcase research, talent and UBC at large, they also host a variety of other groups, associations and summer programs.

They have some full time hotel accommodations, and in the summer, the student housing units are repurposed to house all the various groups on campus. Cool partnerships with Food Services also happen to provide great experiences for our customers.

- **Food Services**

They support and nourish our UBC Vancouver and Okanagan campuses through 50 food service locations. From restaurants and residence dining rooms to catering, cafés, national brands and even a grocery store, they provide exceptional dining experiences to our customers. This is one of the largest post-secondary education food service operations in Canada!

Our established food vision and values ensures our leadership position in sustainability, wellness and nutrition.

- **Parking**

Parking provides parking facilities and services for the community. They ensure parking facilities, services and equipment are functional and accessible.

Parking works with student researchers on campus to create “living laboratories”, working with private companies to create Smart Cities applications, where technology enhances the in-person experience for commuters, and streamline operations.

With over 10,000 vehicles parking on campus a day, Parking has improved its efficiencies through license plate recognition, gateless operations, integrated hardware and software systems, remote paying through Honk Mobile and more.

- **Residence Life & Administration**

This team provides supportive and inclusive living communities that help students succeed at UBC. There are 16 (and counting!) residence communities for students on the Vancouver campus.

To support the students in residence, this department provides counselling services, residence life administrators and also employs many student staff who work within the residences.

There is always a lot going on in these spaces and some of the rooms are able to be rented out to SHCS and other UBC staff.

- **Facilities & Building Services**

This team is made up of trades, warehouse, building service managers and custodial staff. Together they make sure that the buildings for Child Care, Student Housing, Conferences and Accommodations and offices are functional, clean and inviting. Other?

In addition, they are actively involved in all the renovations and developments for SHCS, in cooperation with UBC Properties Trust.

- **SHCS Support Teams:** IT, Marketing & Communications, Procurement, Payroll & Finance, Human Resources, Occupational Health & Safety

## Outstanding Workplace Committee (OWC)

The OWC is a group of staff from every department in SHCS, who put on events, activities, and more—to help make our workplace awesome!

[shcs.ubc.ca](https://shcs.ubc.ca)

## Professional Development

There are many learning opportunities available to UBC faculty and staff, from leadership programs and professional development funding to in-person workshops, online training and one-to-one coaching.

[coaching.hr.ubc.ca/app/coaching](https://coaching.hr.ubc.ca/app/coaching)

## Health and Wellbeing

You'll discover programs designed to support mental health, to encourage fitness and health, and to even help you look after your financial wellbeing. We support people to be their best in all aspects of life, including their work.

[hr.ubc.ca/wellbeing-benefits/living-well](https://hr.ubc.ca/wellbeing-benefits/living-well)

## UBC Perks

As UBC staff, you and your family are eligible for perks and discounts that are exclusive to UBC employees. Campus perks demonstrate UBC's overall commitment to workplace health and wellbeing. From recreational options to arts and culture activities to professional development and learning opportunities, both UBC campuses provide a variety of events, programs, activities and options to explore.

[hr.ubc.ca/wellbeing-benefits/living-well/physical-wellbeing/ubc-perks-for-faculty-and-staff/](https://hr.ubc.ca/wellbeing-benefits/living-well/physical-wellbeing/ubc-perks-for-faculty-and-staff/)