

**The Early Childhood Development Coalition of the North Okanagan envisions:**

- A community where children are welcomed to participate fully in all areas of daily life.
- A community where the exuberance, zest for life and incredible potential of children are celebrated.
- A community where the unique needs of every child and family are accommodated.

*The ECD Coalition is a local group of service providers and community members who are interested in the well-being of children aged 0-6 and their families in our community.*

*Would you like someone to contact you to discuss ideas on how your business or office can be more family friendly? Email [noccs@telus.net](mailto:noccs@telus.net) or phone 558-9963 for more information.*

## “Children Welcome Here”



As society has changed over the last few years with more working parents, single parents and parents working from home, we see more children accompanying their parents on their shopping and business excursions. Fast-paced, busy schedules put added pressure on families. Parents and caregivers may choose to include children in their daily business or may have no choice.

Businesses and organizations can serve their clientele well by developing child-friendly practices. Businesses who do this often find increased customer satisfaction and loyalty and parents will share their positive experiences with other parents.

Becoming family-friendly does not have to be overly expensive or time-consuming. Our coalition of child development service providers has developed criteria that will help any business or organization to make small changes in their place of business or training of staff to develop sensitivity to the needs of parents who are conducting business with their children accompanying them.

***Thank you for taking time to make a difference for children and families.***

***A child-friendly marketplace is an asset to our community!***

Children Welcome!



## How to Create a Family-Friendly Business

Sponsored by the **North Okanagan Early Childhood Development Coalition**: A coalition supporting the healthy development of young children and their families.

Contact: [coordinator@noecdcoalition.ca](mailto:coordinator@noecdcoalition.ca)  
[www.noecdcoalition.ca](http://www.noecdcoalition.ca)

# Congratulations!

By reading this pamphlet, you have taken the first step toward being a family-friendly business. We have included a checklist of ways that you can make business-specific changes to accommodate customers and clients with children. Once you have gone through the checklist and made the changes that you are able to make, you can contact the ECD Coalition Coordinator and receive a family-friendly decal to proudly display in your business window, certifying you as a family-friendly business.

Family-friendly businesses that demonstrate an exceptional standard of family-friendly practice can be nominated for our **Family-Friendly Business Award** announced every November.

## To Earn Family-Friendly Designation:

Just complete this checklist and return to the ECD Coalition (Contact the Coordinator at [coordinator@noecdcoalition.ca](mailto:coordinator@noecdcoalition.ca) to receive your certification and decal!

Name: \_\_\_\_\_

Name of Business: \_\_\_\_\_

Address: \_\_\_\_\_

Phone or email: \_\_\_\_\_

\_\_\_\_\_  
*Signature of owner/manager/representative*

## Check any box that indicates child-friendly practices at your establishment:

### Welcoming attitude by staff and efforts made to accommodate families with young children such as:

- Special parking designated for new and expecting mothers (if applicable)
- Public restroom or private restroom made available to children (with/without purchase)
- Changing table in women's restroom
- Changing table in men's unisex restroom
- Sink installed at child's height or sturdy step stool
- Towels and soap dispensers installed within child's reach
- Quiet, clean comfortable area provided for breast-feeding mothers - not toilet cubicle
- Children's play area equipped with clean, safe toys and books
- Easy stroller access and/or stroller parking area
- Staff regularly greet children and make an effort to help them feel welcome
- Staff offer assistance to parents (folding strollers, carrying bags, reaching items)

### Restaurants:

- Children's menu or child-sized portions available
- Healthy food choices available
- Crayons or other toys offered at table
- Straws and/or plastic cups available
- Wait staff friendly to children
- Crackers or other appetizers offered to hungry children who must wait
- Care is taken when serving hot foods
- High Chairs Available
- \_\_\_\_\_available

### Retail Shops, Government Offices and Service Businesses:

- Children's play area adjacent to area where parents conduct business
- Special line for families with children offered during busy/peak hours
- Photos of neighborhood children or artwork on display

**Additional Comments:** Describe unique ways you create a child-friendly atmosphere or any special programming or services for children offered by this establishment:

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