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Board of Directors

Executive:

President..... **Caroline Noga**
 Vice-President..... **Margaret Blair-Cook**
 Treasurer..... **Tanis Skaggs**
 Secretary..... **Wendy Dolynuk**

Directors:

Maureen Shepherd	Shirley Ganton
Lloyd Davis	Lindsay Wilson
Dorothy Weavers	Cathy Cyr
Teresa McDonald	Dana Graves



Certificates Presented to Child Care Provider Members

5 Years

Anne Colk
 Cathy Cyr
 Creative Kids
 Darylee Gordon
 Jennifer James
 Motoko Mitchell
 Peachland Recreation Department
 Red Balloon - Glenmore

10 Years

Boys & Girls Club – Lake Country
 Donna Scondo
 Heritage Christian Preschool
 L'Ecole des Petits Oursons



15 Years

Joan Gleason
 Lisa Snyders
 Martha Koop
 Maureen Blagburn
 Oliveria Loureiro
 Sandra Hewitt
 Sonya Degner

20 Years

Cheryl Ellis



Kelowna Child Care Society CCRR Staff

Executive Director.....Lynn Burgat (21 years)
 Program Coordinator.....Chris Marteinsson (15 years)
 Outreach Support Worker.....Lisa Robinson (5 years)
 Outreach Resource Worker....Shannon Yearley (3 months)
 Referral Receptionist.....Faye Sheldon (14 years)
 Secretary.....Cindy Polachic (12 years)



Shannon Yearley



*Back Row From Left to Right: Chris Marteinsson, Faye Sheldon, Lisa Robinson
 Front Row From Left to Right: Cindy Polachic, Lynn Burgat*



*From Left to Right:
 Deena Snider, Deborah McGovern*



*From Left to Right:
 Lori Fodor, Kerry Waters, Sherri Jones*



*From Left to Right:
 Corinne Robak, Juanita Roehrig, Nanci Pinder*

Kelowna Child Care Society YPP Staff

Program Coordinator.....Marilyn Kirke (4 months)
 Deborah McGovern (12.5 yrs)
 Daycare Supervisor.....Juanita Roehrig (12.5 years)
 Child Care Workers.....Lori Fodor (12.5 years)
 Nanci Pinder (11.5 years)
 Corinne Robak (2.5 years)
 Sherri Jones (2.5 years)
 Kerry Waters (1.6 years)
 Deena Snider (.80 years)

Kelowna Child Care Society FRP Staff

FRP Coordinator.....Rhonda Middleton (1 year)
 Community Liaison (contract).....Elizabeth Van Dyk (3 years)
 FRP Assistant.....Maria Campese (3 months)



PRESIDENT'S REPORT

This year we celebrate the 29th Anniversary of the Kelowna Child Care Society. It has been a very productive year marked with significant growth and accomplishments.

Okanagan Parent Magazine again published its eighth edition in 2005. It had another very successful year with a profit of \$8,100 due to ad sales. The pullout child care program map was a new feature in this publication. It was very well received and will be repeated in next year's edition. The magazine is produced by our Society and distributed to families and businesses free of charge. As always, it is packed with valuable articles and information for families in our community.

The two year Collective Agreement with BCGEU expired March 31st, 2006 and bargaining has commenced. We are optimistic that a new agreement will soon be ratified to the benefit of the staff as well as the Society.

For the past two years our Executive Director, Lynn Burgat has been working closely with the School District #23 Pre-School Partnership Sub-Committee in the development and writing of the "Early Learning and Development Framework Document for 3-5 Year Olds." The Society allocated \$3,500 in reserve funds towards the printing costs of this document.

Publication is complete and the document will be shared free of charge with child care providers and kindergarten teachers in our community and school district. There has been a lot of interest shown provincially in this document. Yet *another* successful project our Society has participated in. We have much to be proud of!

Another milestone was achieved this past year when we qualified for and received a \$14,000.00 Capital Funding Grant from MCFD for the Young Parents Program. The Capital Funding Grant along with \$10,000.00 from the Kelowna Child Care Society YPP Equipment Expansion Project funded the new outside infant-toddler napping area.

The CCRR Program was able to use \$2,900.00 provided by the Loan Library Equipment Replacement Reserve Fund, to purchase new play equipment as well as infant-toddler equipment. The new equipment was a welcome addition to the Loan Library and is available to the members for use.

To wrap up the year, I would like to recognize the excellent work of the staff at the Kelowna Child Care Society. Those staff include: Lynn Burgat our Executive Director, Marilyn Kirke the YPP Coordinator, who replaced Deborah McGovern who is currently on a year's leave of absence; as well as, all the staff of the Child Care Resource and Referral Program, the Family Resource Program and the Young Parents Program. Their hard work and dedication continues to ensure these programs are successful.

I would also like to thank all the volunteers and Board Members who have worked very hard to ensure the Society's role in our community, to provide services to families, and to insure that those services continue to grow and change with the needs of those families.

Caroline Noga
President of the Kelowna Child Care Society Board



EXECUTIVE DIRECTOR'S REPORT

It has been a very busy year again for the CCRR Program. Mid-way through the contract year the ministry, accessing new federal funds, provided an increase in one time funding. The funding was added to cover costs for increasing LNR registrations and Outreach services as well as additional new service deliverables that included:

- Providing Start-Up Funds to License Not Required and Licensed Family Child Care providers in order to minimize financial barriers to starting up a registered or licensed family child care program.
- Promoting and advertising the CCRR Program in order for CCRR Programs to be more visible in the community.
- Increased support for clients accessing the Child Care Subsidy program by expanding services in consultation with MEIA (Ministry of Employment and Income Assistance) in assisting parents with the child care subsidy application procedure. CCRR Programs across the province also were included in the provinces list of eligible Guarantors.

The additional ministry funds for increased LNR registration and outreach services enabled our CCRR Program to expand the current CCRR Recruitment and Training Coordinator's work hours from 28 hours a week to 35 hours a week, as well as hire Shannon Yearley as our new full time Outreach Resource Worker.

New funds were also allocated to a one location Family Child Care Provider Drop-In Program Pilot Project. A partnership was formed with the Central Okanagan Child Development Association in order for their agency to provide the location for the drop-in program. A cupboard was built and housed at COCDA to hold all the toys and play equipment used by the program. The purpose of this new Outreach Service was to have a one location site that would enable CCRR staff to demonstrate best practices as well as provide support and resources specific to the needs of Family Based Child Care Providers.

In August 2005, MCFD implemented several new funding initiatives that included a BC Early Childhood Education Bursary Fund and a Child Care Provider Professional Development & Training Fund. The Kelowna Child Care Society in partnership with the CCRR Program was successful in receiving funds from the ministry to offer a 30 hour training course on the "Management of a Child Care Facility." The training course was very successful with **21** participants completing the 9 session course. In addition to this training, the CCRR program partnered with the Central Okanagan Boys and Girls Clubs and the Okanagan Families Society to offer a 3 day training course on "Working with High Risk Families in Child Care Settings" and an 8 day training course on "Working with School Age Children." A total of **40** workshops were offered to caregivers and parents this year with **889** people attending the workshops.

This year, enrollment at the Young Parents Program remained high and stable with a monthly average of **23** children. In total the Young Parent's Program admitted **33** young parents into the program. Of this number, **25** parents will complete the school year. **9** of these parents will graduate from high school, **2** from college, and **2** from Central School. This is a significant increase from last year and clearly reflects the success of the program in supporting and meeting the needs of young parents in our community.

Several changes occurred within the Young Parent's Program this year. In December 2005 the current YPP Program Coordinator, Deborah McGovern took a leave of absence to pursue a part-time contract with Interior Health as a Child Care Licensing officer. We were very fortunate to hire Marilyn Kirke who assumed her position as Coordinator mid-December. In addition to hiring a new Coordinator, new service deliverables were added to the Coordinator's contract this year with MCFD (Ministry for Children & Families Development). New language was added to include service expectations that would support young parents with career development and employment readiness skills.



The Mobile Outreach Family Resource Program was very successful again this year with a substantial increase in the number of families accessing the drop in program in a variety of locations in the Central Okanagan. Due to this increase in numbers, and based on feedback from parents, several changes were implemented to the Family Resource Program this year. Starting in September 2005 the drop in sessions were offered twice a week (instead of 3 times), the time designated for each play session was lengthened, and the number of locations decreased, allowing the program to stay in the same location for a longer period of time. In addition, as the number of parents continued to increase at each drop in session, a decision was made to hire Maria Campese as the new Family Resource Program Assistant.

Again this year, the Society allocated gaming funds to subsidize the operations of the mobile Family Resource Program. These funds, in addition to Society Project Reserve funds and MCFD contract, have allowed the Society to continue operating this very successful community program.

Based on the continued success of this program the Society has again allocated gaming funds as well as Society Project Reserve funds to subsidize this program for the 2006/2007 fiscal year.

It has been a real pleasure to work with the board, staff, funders, child care providers, parents and other community agencies, each of whom have contributed immensely to the work of the Society. I look forward to a new year with new opportunities.

Lynn Burgat
Executive Director
Kelowna Child Care Society

The Kelowna Child Care Society acknowledges and thanks the following ministries, community organizations and community partners for their support:

Ministry Partners:

- (MCFD) Ministry of Children and Family Development (CCRR Program, YPP and FRP Program)
- (MEIA) Ministry of Employment and Income Assistance (Child Care Subsidy)
- Ministry of Health (Child Care Licensing)

Community Funders:

- United Way
- GPEB/COBA

Community Partners:

- CATCH (Community Action Towards Children's Health)
- Okanagan Boys and Girls Club
- Okanagan Families Society
- Central Okanagan Child Development Association
- Kelowna and District Child Care Committee
- Okanagan College Early Childhood Development Department
- School District # 23



YOUNG PARENTS PROGRAM COORDINATOR'S REPORT

The Young Parent's Program is a **Family Resource Center** operated by the Kelowna Child Care Society in partnership with School District #23. The program enables young parents to combine their education with learning about parenting and healthy child development. The program provides quality inclusive childcare, parent participation and an educational program. Education is the key component of early intervention in assisting young parents to change their lifelong patterns. This year **33 young parents** have been supported to continue their education and to learn about parenting.

The program accepted **56 referrals** and **admitted 33 young parents**. Childcare was provided for **34 children** from 6 weeks to 3 years old. **25 parents have completed the year. 9 of these are highschool grads, 2 are college grads, 2 are grads through Central school.** Parents ranged in age from 15 years to 24 years old. They attended different educational programs that included Kelowna Secondary School, Central School, Okanagan College and Esteem Program. Many young parents choose the option of completing their adult grad **through KSS. One young parent traveled from northwestern Ontario to participate in the program. For those students attending KSS, the program provided a credited course in child development.**

Enrollment remained **consistently** high and stable with a **monthly average of 23 children.** Young parent attendance and achievement this year was **impressive** as indicated by the **number of graduates** and achievement awards given. **70% of young parents completing the year at KSS achieved "Honour Roll" status.** Young parents enrolled included: **1** community working parent; **3** at Okanagan College, Adult Certificate Program; **1** at Okanagan College, Business Management Certificate Program; **15** at KSS. In addition to attending school, **8** of the young parents began part-time jobs during the year.

The daycare provides many opportunities for parent/child interaction at the daycare and during parenting class. The **Parent/Child Mother Goose Program** focuses on language development and on nurturing the parent/child relationship through the use of rhymes and songs. This year

during parenting class, parents also participated in a **Nobodies Perfect Parenting Program, child development, community resource information, budgeting and life skills instruction.** In addition, representatives from various community agencies made presentations during parenting class on services available to support the young parents in job search and post-secondary options. Of those graduating this year, two have received bursaries/scholarships. Four of the nine graduates are enrolled in community colleges. Special daycare events this year included: holiday celebrations, field trips, open house during childcare month, graduation celebrations and year-end picnic at City Park.

The young parent's **Community Kitchen** continued one or two times a month during parent class. This project assists parents to make low cost nutritious meals during their parenting class to eat at the daycare or to take home. In addition, prior to Mother Goose times the young parents had the opportunity to have breakfast, which was provided for them, with their children.

Following a very successful year, the daycare will close for the summer on June 30, 2006 with a very high number of **22** children in care and **21** moms in school and working.

Marilyn Kirke
Young Parent's Program Coordinator



The Young Parent's Program acknowledges and thanks the following Ministries, community organizations and people for their support for our program and our young parents:

Our Ministry Partners:

- Ministry of Education; School District #23
- Ministry of Children and Family Development
- Ministry of Human Resources
- Interior Health Authority: Public Health & Dental Health Programs

Our Community:

- Medical Office Assistants of Kelowna
- The Salvation Army
- The Kelowna Women's Shelter
- Telus Community Volunteers
- Yellow Brick Road Children's Clothing Store
- Treasures for Graduates
- Ten Fashions
- SHARE Society
- Kelowna and Westbank Food Banks
- Neighbourlink and Church Serve
- Willow Park Church
- Okanagan College, Automotive Program
- United Way

Community Committees:

- CATCH (Community Action towards Children's Health)
- Young Parent's Steering Committee: Debra Treadgold (Public Health), Sharon Crux (MCFD), Linda Atkinson (SD#23), Lindsay Atkinson-Smith (MEIA)
- BC Alliance Concerned with Early Pregnancy and Parenting Coalition Provincial Steering Committee
- ECE Advisory Committee OUC

Our Child Care Society Staff:

Lynn Burgat, Executive Director; Marilyn Kirke, (Interim) Program Coordinator; Juanita Roehrig, Supervisor; Lori Fodor, Assistant Supervisor; Child Care Workers: Sherri Jones, Nancy Pinder, Corinne Roback, Deena Snider, Kerry Waters

Highlights of 2005 – 2006

Young Parents:

- 24 young parents completed their program
- there are: 9 highschool grads
2 college grads
2 completed ESTEEM program
- young parents completed Nobody's Perfect parenting course
- young parents raised about \$150.00 in funds for year-end celebration through lunch time bake sales at KSS
- Christmas hampers and grocery certificates were given to young parent families in need
- young parents received free bus tickets when needed provided by the United Way Transportation Assistance Program
- young parents received assistance with graduation attire, pictures and esthetics from Treasures Program and Ten Fashions
- young parents and the coordinator successfully advocated for continued assistance of the MHR training allowance for those on income assistance
- young parents received year-end group and grad photos from the Young Parents' Program
- young parents participated in a fashion show sponsored by Ten Fashions, with proceeds coming back to the young parent program
- 2 parents received scholarships/bursaries enabling them to proceed with post-secondary training
- 3 students participated in the KSS year-end fine arts production
- 9 young parents both worked part-time and attended school
- presentation made to Kiwanis Summit Club to request funds for "Kids Have Stress Too"



The Daycare:

- new carpet was installed on the infant side
- one new quad stroller and several new toys and activities were purchased with grant funds received
- 2 quad strollers were sold
- new deck was built outside infant doors with grants received from Ministry for Children and Family Development
- open house in honour of childcare month was held in May
- the daycare was closed for nine days in October due to teacher's job action

The Children:

- all children immunizations are current
- all children of appropriate age/development received preventative fluoride dental treatment, provided at the daycare
- parents and caregivers completed developmental checklists
- children received healthy nutritious breakfasts and lunches daily
- Willow Park Church volunteers provided children with gift filled Christmas stockings
- Walmart gift cards were presented to the moms for Christmas
- Telus community volunteers knitted hats and mittens for the children

The Staff:

- Deborah McGovern, Coordinator, on leave from November/05 until June/06 (*tentative*)
- Interim Coordinator, Marilyn Kirke, covered for Deborah until June/06 (*tentative*)
- two child care workers successfully completed infant/toddler ECE component through different colleges
- daycare supervised three practicum students from various colleges
- implemented staggered start/finish times for daycare staff, to allow flexibility in student schedules
- Coordinator (Deborah McGovern) and Executive Director (Lynn Burgat) attended the BC Conference for Young Parent Programs
- one staff attended the Invest in Kids workshop
- staff attended a board/staff Christmas dinner
- Coordinator (Marilyn Kirke) attended training through Taxation Canada on completing income tax forms and supported several of the young parents in successfully completing this task
- Coordinator (Marilyn Kirke) attended meeting and made presentation to Kiwanis Summit Club soliciting support for "Kids have Stress Too" workshop (cost of \$200 for facilitator)



CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

The Central Okanagan Family Resource Program offers adults with children aged 0 to 6 an opportunity to participate in free Drop-In Creative Playtimes. It is a mobile program which moves throughout the community utilizing a variety of settings. In the past year, halls and churches from Winfield to Westbank have been used. This program is available September through June, excluding all school holidays.

Throughout the past year some program changes were implemented, beginning in September 2006. From April to June, playgroup sessions were offered 3 mornings a week from 9:30 to 11:00 a.m. After reviewing best practices, it was decided to lengthen the time of each playtime and to stay in the same location for a longer period of time. From September to March 31, drop-in sessions were offered 2 times a week from 9:30 to 11:30 a.m. and remained in the same location for up to 14 weeks. As numbers continued to increase an assistant was hired in January 2006. The Central Okanagan Family Resource Playtime Sessions are facilitated by Rhonda Middleton (Early Childhood Educator) with Maria Campese assisting. Implementing these changes have led to more quality interactions and stronger relationships between the facilitators and the families who attend. The numbers of participants have continued to grow, with 2,081 children and 1,516 adults in attendance at the **84** playgroups offered between April 1, 2005 and March 31, 2006. An email contact list was established to keep participants informed of the locations of the programs and over **300** parents and care-givers are now receiving up-dates with this format.

Each setting of the Central Okanagan Family Resource Program offers an inviting and comfortable environment where adults and their children can engage in creative, positive child development activities. Toys, equipment and resources are housed in the Kelowna Child Care Society van and set-up and removed before and after each session. Families coming to the program are offered a non-threatening environment where everyone is encouraged to participate in free play activities, a nutritious snack and a group song, rhyme and story time. A Resource Library of books, videos and toys is available to all who attend and **306** items were borrowed during the past year.

In response to requests from parents who attended the Central Okanagan Family Resource Program, Elizabeth Van Dyk (Central Okanagan Family Resource Program Community Liaison) developed a Parent Education Drop-In Program that began in November 2005. “**Parent Talk**” takes place every Friday morning from 9:30 to 11:00 a.m. at the Kelowna Christian Reformed Church in Glenmore and offers parents and caregivers a chance to interact and discuss parenting issues while the children are being cared for by qualified child-minders. The program resulted from a partnership between the Parenting with Purpose Coalition and the Central Okanagan Family Resource Program and is largely supported by the Family Resource Program Enhancement Funds from the Ministry for Children and Family Development. From November 4, 2005 until March 31, 2006, **15** different “Parent Talk” sessions were held and attended by 252 parents and 299 children. A variety of parenting topics were facilitated by Maggie Reigh, co-facilitator of the Parenting with Purpose Coalition, as well as by a number of guest speakers.

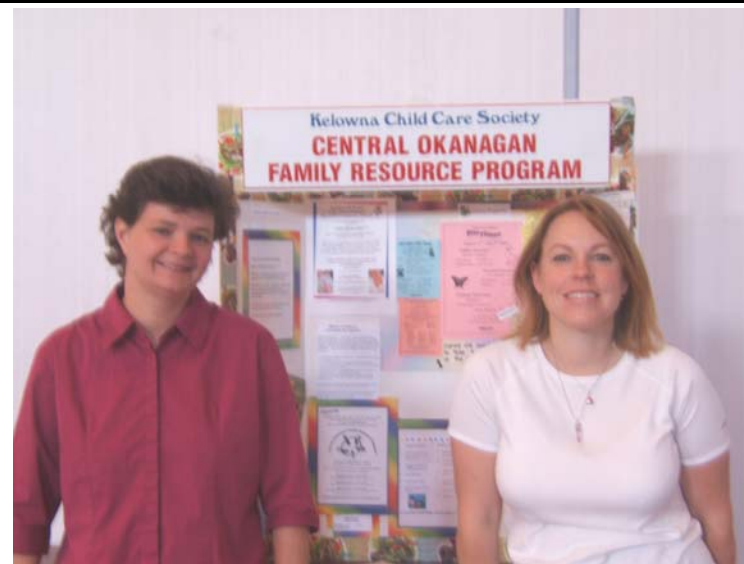
The Central Okanagan Family Resource Program was also involved in **2** different evaluation activities during the past year. In September 2005, Participant Surveys were completed for the BC Association of Family Resource Programs and in November 2005, different surveys were completed on-line as part of a pilot project from the Canadian Association of Family Resource Programs. Results from both surveys indicate a high level of satisfaction among participants of the Central Okanagan Family Resource Program. Elizabeth Van Dyk was also elected to the Board of Directors of the BC Association of Family Resource Programs as the representative for Family Resource Programs of the Interior Region of BC.



The Central Okanagan Family Resource Program Steering Committee provided ongoing support and direction for the Central Okanagan Family Resource Program. The members included: Lynn Burgat (Kelowna Child Care Society); Anima Anand (Okanagan Families); Donna Walker (Okanagan Boys & Girls Clubs); Menno Salverda (Community Action Towards Children’s Health); Elizabeth Van Dyk (Central Okanagan Family Resource Program Community Liaison) and Rhonda Middleton (Central Okanagan Family Resource Program Facilitator). The commitment and dedication of the committee members is greatly appreciated.

Both drop-in programs continue to provide welcoming environments for families to connect with each other, have creative fun with their children, access a lending library and learn more about other parenting resources offered in the community.

*Rhonda Middleton & Elizabeth Van Dyk
Central Okanagan Family Resource Program*



From Left to Right: Elizabeth Van Dyk, Community Liaison
Rhonda Middleton, Early Childhood Development Facilitator



Maria Campese, Assistant



Child Care Resource & Referral Program

Overview

- MISSION STATEMENT -

“To work in partnership with community and government to enhance the availability and accessibility of a range of flexible, inclusive quality child care options and services that support the needs of children, families and child care providers.”

The CCRR is an Information and Referral Service that serves children and families by supporting parents and caregivers.

The program has 2 goals:

- To enhance the quality of child care
- To enhance the availability of child care

Referrals to Child Care

In 2005/2006 the CCRR received **1,433** individual requests from parents for Child Care Referrals. There was a **14%** increase from last year in the number of parents phoning our office for child care as well as a **20%** increase in the number of children needing care this year. Although website referrals appear to be down significantly from last year, this is due to the changes in the process of how we collect data from our website, consequently the number shown more accurately reflects the actual number of parents who now “complete” a website search for child care convenient for them. The web site is also being accessed by parents from other communities looking for child care in Kelowna.

Referral Statistics		
	<u>05/06</u>	<u>04/05</u>
# of Parents Phoning for Child Care	1,433	1,260
Number of Children Needing Care	2,048	1,706
Number of Referrals Made to Child Care	17,609	15,090

Web Site Statistics		
	<u>05/06</u>	<u>04/05</u>
# of Web Site Searches for Child Care	4,989	8,497

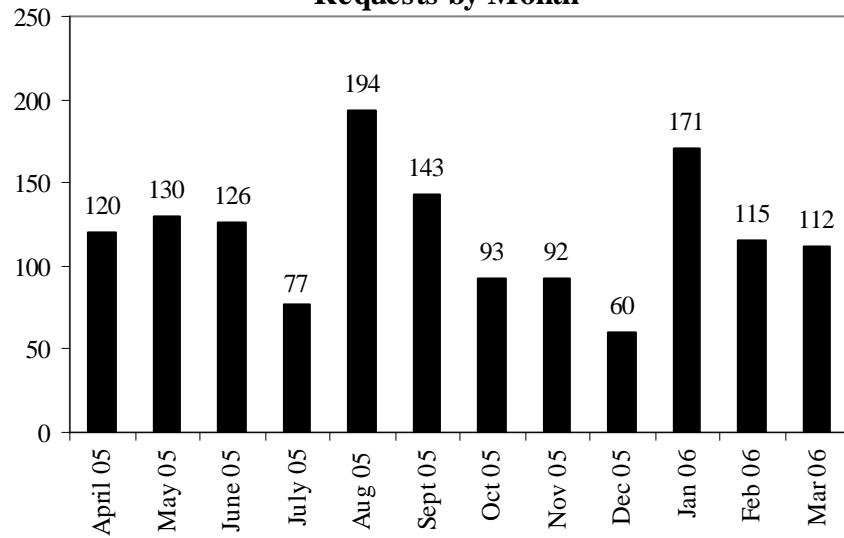
Parent Contacts		
	<u>05/06</u>	<u>04/05</u>
Parent Request for Child Care <i>(including web site contacts)</i>	6,422	9,757
Parent Information Calls	1,105	930
Parent Office Visits	385	226
TOTAL	7,912	10,913

New information links have been added to our web site and parents continue to access the extensive web site information links for general information about what to look for when choosing child care, information about Community Services and Parenting Courses as well as information on child development. It is interesting to note that we saw a dramatic **70%** increase in parents coming into our office to access information and resources. As well **19%** more parents called our office for information. This is in addition to parents accessing our website for information. This indicates to us that parents are realizing that the Child Care Resource and Referral Program is a good source for general parenting and community information.

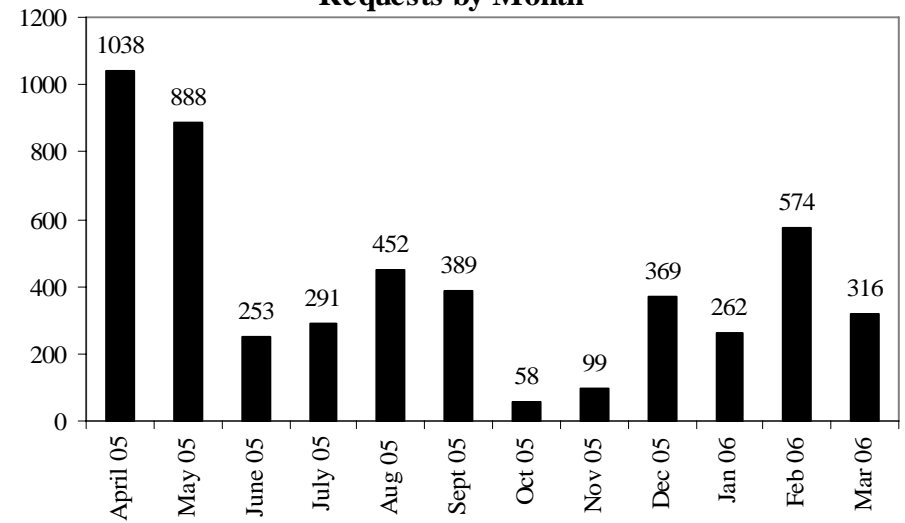


Child Care Registry

Number of Phone-In Child Care Requests by Month



Number of Website Child Care Requests by Month





The Society provides referrals to a full range of regulated child care options including Group Day Care, Family Child Care and Preschool, for children aging from birth to 12 years. This year we again saw a **11%** increase in the number of new facility based child care programs, which resulted in **198** new child care spaces being created in our community. There was also a **73%** increase in the number of LNR (Licensed Not Required) caregivers that the CCRR program recruited this year, which resulted in an additional **22** spaces being made available for parents. The numbers of Licensed Family Child Care Programs dropped slightly from last year due to some caregivers retiring. The total number of Family Child Care Providers fluctuates monthly and is often dependant on economic factors. The statistics shown reflect the total number as of **March 31st 2006**.

Caregiver Recruitment

The newspaper continues to be the most successful way of recruiting new caregivers.

The CCRR program actively recruits caregivers, (throughout the year), to provide child care spaces which meet community need. Recruitment is planned, based on an annual Child Care Needs Assessment, as well as, on going Consultation with the child care community.

We determine need based on statistics collected from Family and Group Providers, and parent requests for service. Based on the type of child care requests received this year, we continue to work closely with Child Care Licensing to recruit and register both Home Based and Facility Based Child Care Providers, as well as advertise for caregivers who will provide a wide variety of different child care options for parents needing child care.

Staff completed a total of **80** screening visits this year. Each new caregiver receives a minimum of **3** screening visits before they become members. This year, the CCRR Program successfully recruited **21** new Home Based (LNR) Licensed Not Required Child Care Providers.

Number of Child Care Programs & Capacity				
	# of Programs	Capacity March/06	# of Programs	Capacity Mar/05
LNR Caregivers	26	52	15	30
Licensed Family Child Care	76	532	80	560
Group Child Care	98	2,396	89	2,198
TOTAL	200	2,928	184	2,788



**Membership Support Services Available For
Child Care Providers, Parents and the Community**

Memberships (As of March 31st, 2006)	
License Not Required	26
Licensed Family Day Care	73
Licensed Group Day Care	80
Informal Caregivers	13
Child Care Substitutes	7
Parents	36
Other/Public	28
TOTAL	263

Child Care Provider Membership

This membership is available for all Family and Facility based Child Care Providers in our community.

Benefits: Bi-Monthly Newsletter, Child Care Referrals, Listing on Kelowna Child Care Society Website, access to Workshops and Training Opportunities, access to Toy Loan and Resource Library, access to Infant and Toddler Equipment, Discount Prices on Craft Supplies, Start-Up and Marketing Information, Outreach Support & Telephone Consultation, access to the Photocopier, Special Event Activities, Networking Opportunities, Creative Connection Drop-In Program, General Child Care and Parenting Information, Access to information on Government Grants, Substitute List, assistance with Child Care Subsidy questions, Kelowna Child Care Society voting privileges, annual issue of the Okanagan Parent Magazine, Caregiver’s Handbook.

Parent, Informal Caregiver, Substitute, or Public Membership

Benefits: Bi-Monthly Newsletter, access to Workshops and Training Opportunities, access to Toy Loan and Resource Library, Discount Prices on Craft Supplies, Special Event Activities, Networking Opportunities, Information on Child Care Subsidy and Government Grants, Outreach Support and Telephone Consultation, General Child Care and Parenting Information, annual issue of the Okanagan Parent Magazine, Kelowna Child Care Society voting privileges.



Support to Caregivers & Day Cares

The Society's Child Care Resource & Referral Program enhances quality of child care by providing Outreach and Support Services to our **200** child care programs and providers. The CCRP program's catchment area covers from Peachland to Oyama.

Support Services to Home Based & Facility Based Caregivers include:

- Referrals of Children
- Bi-Monthly Newsletter
- Outreach Support and Telephone Consultation
- Access to Toy & Equipment Loan Library
- Information about Liability Insurance
- Workshops and Training Opportunities
- Access to Infant & Toddler Equipment
- Networking and Caregiver Drop-In Opportunities
- Access to Resource Library (videos, activity & resource books, publications)
- Start-up and Marketing Information
- Caregiver Handbook
- General Child Care & Parenting Information
- Networking and Drop-In Program Opportunities
- Special Event Activities
- Assistance w/Child Care Subsidy Questions

Support and Outreach Visits

The Training Program Coordinator and Support Worker provide outreach services and support to all member family child care and group child care providers. Last year, staff completed a total of **204** Support and Recruitment Visits to both Family and Facility Based Child Care Programs. **This is a 71% increase in Support**

and Outreach Services provided to child care providers from last year.

Office Visits and Telephone Consultation w/Child Care Home & Facility Based Providers

The staff provides 1-2 support visits a year per child care program depending on need. Our Telephone Consultation Service and our availability for office visits are an integral part of our direct service delivery to caregivers, and assists child care providers in dealing with problems and concerns as they arise.

Child Care Providers contacted the office **6,639** times between **April 2005 and March 2006**. This includes email, telephone calls and in-office visits. **This is a 83% increase in the number of caregiver contacts from last year. An Average of 550 Child Care Provider contacts per month!**

Loan Library

The Society CCRP Program has a Toy Loan Library Service, where child care provider members can access large play equipment, manipulative toys, and general play equipment such as puzzles, dolls, cars, games, etc. Additional resources include infant toddler equipment (playpens, high chairs, double strollers etc.) and resource books and training videos on all aspects of child care.

This year there was a total of **1,818** Loan library transactions made by child care providers accessing our Loan Library Service for play equipment and information resources. The Loan Library Service is free as part of our annual **\$20.00** membership fee.



Caregiver Training and Workshops

The Society’s Child Care Resource & Referral Program provides a number of workshops and training opportunities for parents and child care providers. The purpose of the training is to build skill development and to enhance the quality of care provided to children. A total of **40** workshops were offered to caregivers and parents. **889** people attended the workshops. This number is more than double the amount of participants that attended our training programs last year.

See below for specific workshop and training opportunities that were provided through the Kelowna Child Care Resource & Referral Program for child care providers and parents.

1. Level 1 Training Family Child Care Course

Name	Date	Hours	Number of Participants
What is Daycare?	April 5, 2005	3	17
Child Care Options	April 12, 2005	3	17
Child Development	April 19, 2005	3	17
Child Behaviour	April 26, 2005	3	17
Planning Children’s Experiences	May 3, 2005	3	17
Health, Safety and Nutrition	May 10, 2005	3	17
Operation of a Family Daycare	May 17, 2005	3	17

2. Management of a Child Care Facility Training Course

Name	Date	Hours	Number of Participants
Employment Standards	Sept 14, 2005	3	21
Effective Team Building	Sept 28, 2005	3	21
Effective Team Building	Oct 5, 2005	3	21
Dealing w/Staff & Program Issues	Oct 15, 2005	6	21
Supervision & Evaluation of Staff	Oct 19, 2005	3	21
Dealing w/Challenging Parents	Nov 2, 2005	3	21
Budgeting & Financial Mgmt	Nov 23, 2005	3	21
Budgeting & Financial Mgmt	Nov 30, 2005	3	21
Computer Lab	Dec 7, 2005	3	21

3. School Age Provider Training (Partnership Training Program)

Name	Date	Hours	Number of Participants
School Age Child Care Intro	Oct 1, 2005	6	45
Development & Programming	Oct 15, 2005	6	45
Guiding Children’s Behaviour	Oct 29, 2005	6	45
Working w/Children Who Require Extra Support	Nov 5, 2005	6	45
Health, Safety & Supervision	Nov 19, 2005	6	45
Leadership & Organization	Dec 3, 2005	6	45
Wrap-up Training - Special Interest	December 10 or 17	6	45
Follow Up Observation & Support	Nov – Dec	6	45



4. Working w/High Risk Families in a Child Care Setting Training (Partnership Training Program)

Name	Date	Hours	Number of Participants
Working w/High Risk Families in a Child Care Setting	Oct 21, 22, 23, 2005	21	28

5. Level 1 Training Family Child Care Course

Name	Date	Hours	Number of Participants
What is Daycare	Feb 21, 2006	3	28
Child Care Options	Feb 28, 2006	3	28
Child Behaviour	Mar 6, 2006	3	28
Child Development	Mar 14, 2006	3	28
Health, Safety & Nutrition	Mar 21, 2006	3	28
Planning Children's Experiences	Mar 28, 2006	3	28
Operation of a Family Daycare	Apr 4, 2006	3	28

6. Training Workshops

Name	Date	Hours	Number of Participants
Child Safe First Aid	Apr 2, 2005	8	12
	May 7, 2005	8	12
	Sept 10, 2005	8	12
	Nov 7, 2005	8	11
	Jan 14, 2006	8	10
	Mar 4, 2005	8	11
Licensing Child's Play	Apr 7, 2005	1	10
	June 9, 2005	1	10
	Sept 8, 2005	1	13

	Oct 13, 2005	1	12
	Nov 3, 2005	1	10
	Jan 5, 2006	1	17
	Feb 9, 2006	1	17
	Mar 2, 2006	1	20
Child Care Forum	Apr 13, 2005	3	40
EZ Themes	May 19, 2005	2	13
Job Wave	May 30, 2005	1	10
Baby Talk	July 12, 2005	1	21
	Aug 10, 2005	1	20
	Nov 8, 2005	1	10
	Nov 23, 2005	1	25
	Dec 20, 2005	2	9
	Mar 22, 2006	1	13
Effective Discipline	Sept 21, 2005	2	14
Building Self-Esteem	Sept 22, 2005	2	10
Let Children Be Children	Oct 1, 2005	9	55
The Magic of Music	Oct 11, 2005	2	10
Outdoor Play Workshop	Nov 1, 2005	2	13
Parent Participation PS Westbank	Nov 9, 2005	2	15
Storytelling Workshop	Nov 29, 2005	2	12
Christmas Crafts	Dec 6, 2005	2	10
Ki-Low-Na Friendship Society	Jan 13, 2006	2	8
All Candidates Child Care Forum	Jan 18, 2006	1	200
Income Tax	Feb 15, 2006	3	17
Healthy Eating	Feb 28, 2006	1	7
Building Empathy	Mar 29, 2006	3	19



Support to Parents, Community & Informal Child Care Providers

The ministry’s mandate for the CCRR Program this year was expanded to include a more leadership role in assisting parents with the child care subsidy application procedure. CCRR Programs across the province also were included in the provinces list of eligible guarantors. Parents, Informal Child Care Providers and the general community continue to access our CCRR program services. *Some of these support services provided include:*

Toy and Resource Loan Library

The Society CCRR Program has a Toy Loan Library Service, where parents, and public members can access large play equipment, manipulative toys, general play equipment and resource books and training videos on all aspects of parenting and child care.

This year there was a total of **122** play equipment loan library transactions made by parents as well as **11,432** information resources were provided to parents. Resources to parents and community include distribution of **10,000** copies of our Okanagan Parent Magazine are distributed free to parents in the community. The toy loan library service is free as part of our annual \$20 membership fee.

Office Visits and Telephone Consultation

Parents, Informal Child Care Providers, and the community, can come into our office to talk with one of our CCRR support staff, or contact the CCRR Program to request information specific to child care, or to inquire about general parenting issues such as toilet training, or behaviour management concerns. This year, we have also noticed a significant increase in the number of calls from parents requesting information about community resources.

This year our CCRR Program received **6,821** emails, **5,940** phone calls, and **2,789** office visits from parents, informal caregivers, and the general community.

Expansion of Services for Child Care Providers and Parents

This year the ministry provided Start-Up Funds to assist Licensed and LNR Family Child Care Providers in providing child care in their home by paying for the cost of Level 1 Family Child Care Training, First Aid training, Criminal Record Checks and First Aid Kits. The purpose of these funds was to attract and recruit more Home Based Child Care Providers, as well as eliminate financial barriers in starting up a new day care program. In addition, this year we included new information on our web site at the request of child care providers and parents. New information links included: child care job postings including nanny care, a substitute child care provider registry, wage and rate survey, as a well as a listing of all training and workshop opportunities for both parents and child care providers occurring in our community.



CCRR Annual Program Review

Parent Survey Results

This year we sent out our annual CCRR program review questionnaire by email. This enabled us to increase our email capacity and simplify the process for parents. 14% of the 202 parent questionnaires were returned this year.

Most parents who felt that there was not enough child care to meet their specific needs. As Kelowna’s population continues to grow, the demand for child care increases. At present we do not have enough child care to meet current demand. The highest need area is infant toddler care.

Barriers for parents successfully finding child care included:

- Openings
- I wasn’t satisfied with the quality of care available to me
- Lack of childcare choices
- Can’t afford the child care that is available
- Hours of work (shift work, drop-ins, weekends, etc.)
- Location

In this year’s questionnaire, parents stated that both part-time and full-time care was difficult to find. The Kelowna CCRR Program continues to work towards expanding spaces for child care that meet the diverse needs of parents.

Despite the challenges in finding child care, 62% of the parents, who responded to the survey, found child care from the referral provided by the Child Care Resource & Referral Program.

General Comments from parents from the Parent’s CCRR Program Evaluation Questionnaire regarding our website referral service:

- The website didn’t have enough specifics on the day cares listed, it would be easier if we knew about openings or whether we could see how long the wait list is.
- It would be helpful to have more information about the day care answers to commonly asked questions.
- I didn’t know you had a website referral service – I’m glad you do, I’ll add it to my favourites.

Regulated Child Care Programs By Area - JUNE 2006 -					
Area	Group Day Care (3-5 yr olds)	Pre-School	Family Day Care	Group Infant Care	O.O.S. Care
Downtown	7	7	18	4	11
E. Kelowna	1	1	2	1	2
Glenmore	3	4	15	1	4
Mission	1	4	9	0	5
Peachland	0	3	3	0	1
Rutland	10	10	29	4	10
Westside	7	13	26	2	7
Winfield	4	4	7	0	2



Caregiver Evaluation of the CCRR Program

The 2005/2006 Program Evaluation of the Child Care Resource and Referral Program was sent out (email and mail), to all child care providers both Home Based and Facility Based, at the beginning of January 2006. [84](#) Facility Based Group Child Care Questionnaires and [107](#) Home Based Child Care Questionnaires were sent out to providers. We had an excellent return rate on the Program Review Questionnaire with [30%](#) of the questionnaires returned. The results of the Program Review are invaluable in determining gaps in service delivery and areas where we can improve our services to the community.

Usefulness Of Outreach Support Visits In Providing Quality Care - Facility Based & Family Child Care

Caregivers polled in the [January, 2006](#) CCRR Program Questionnaire (who received support visits), commented that they found the Outreach Services and Support Visits very useful. Caregivers seemed very satisfied with the way the support visits were being conducted and felt that they were very valuable in providing assistance with child care behaviour management issues, programming, ideas for team building, marketing, and ideas for working more effectively with parents.

Referrals and Web Site Service

Home and Facility Based Child Care Programs continue to find the referral service invaluable. Many of them feel it is their best connection to new clients. Approximately [80%](#) of the child care

programs who are registered with the KCCS Child Care Resource & Referral Program are now listed on our KCCS Web Site Child Care Directory. There is no charge for child care providers to be listed on our web site.

Workshops and Training Opportunities

[95%](#) of both Facility Based and Family Child Care Providers who responded to the questionnaire stated that they had attended training courses that were provided by the CCRR Program and felt the training was valuable in increasing their skills as a child care provider. The CCRR program is currently the main service in our community that provides training to child care providers.

Toy Loan Library and Resources

About [50%](#) of the child care providers who responded indicated that they accessed the toy loan and resource library as well as purchase craft supplies from the office. This number does not include the number of child care providers that didn't respond to the survey but use the loan and resource library services on a regular basis.

Bi-Monthly Newsletter

[100%](#) of the child care providers who responded to our Annual Survey rated the quality of information provided in the newsletter as excellent or very good.



Network Meetings

100% of the child care providers who participated in Networking Events such as the caregiver movie night, caregiver's Christmas dinner, make and take sessions etc., indicated on the questionnaire that they really enjoyed the peer interaction during network meetings and found the networking sessions a useful way of sharing ideas and connecting and building relationships with other caregivers.

Creative Connections Caregiver/Child Drop-In Program

This is a continuing program that was facilitated by the Outreach Support Worker from April to January then was transferred over to the new Outreach Resource Worker who facilitated from February to March 31, 2006. A total of 20 Creative Connections Drop-In Programs were provided in a variety of different locations and communities. In addition, a new stationary location was added for care providers at the COCDA. The providers and their children had opportunities to participate in a creative learning play environment, where the CCRR staff could also model best practices to the care providers.

General Comments from the Facility and Home Based Child Care Providers Evaluation Questionnaire:

- We appreciate any sub-staff referrals we receive. The workshops are informative and useful. The extra programs you have (parenting, child behaviour, etc.) are great!
- You provide an invaluable service. Special thanks to Lisa.
- Keep up the good work everyone! A fabulous service we could not be without.
- I thank you all for your hard work and strong commitment to the children, childcare providers and community. The more

we support families the better children are raised. Keep up the outstanding work!

- I think you are doing a bang-up job ladies! Keep up the good work!
- Keep up the good work!! Tell the government, "we need you!"
- It's a good service to the community.
- Staff is very friendly and helpful.
- I am working towards utilizing Creative Connection features of your program. Need different car and older age group. Even once a week or other week extended hours or couple of hours on Saturday would be most helpful. Your overall program is excellent. Smaller get-together with only 2-3 caregivers and children near their neighbourhood would be most helpful where someone else takes over for half an hour while we meet with other caregivers. Hiring a floater sub for family caregivers – we are in desperate need of someone subbing our children when we have appointments and other emergencies. Someone lobbying for us for better insurance coverage for caregivers. Thank you for a wonderful job.
- Keep up the great work everyone. I know I don't come in often or use many of the services you offer, but please know that I am totally in support of all these programs. I have used many of these services in the past and have always found them to be very good. I also appreciate that I can phone at any time with any issue I may be having with a child, family etc. and get the support I need. Being that anything to do with our families is so confidential, it is so great to have someone we can openly talk to. Thank you so much for this.
- I continue to appreciate and value the staff and programs provided by KCCS.
- Everyone is always friendly and useful. All my questions and requests were answered and acted upon promptly. A very important and necessary resource for caregivers.