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Executive

President	Kim Chernenkoff
Vice-President	Caroline Noga
Treasurer	Janet Dillon
Secretary	Eve Layman

Directors

Kent Stralbiski	Cathy Cyr
Betty Cleland	Dana Graves
Amanda Turner	Sherri Baran
Adrian Fontenla (resigned 11/05/08)	

Executive Director
Lynn Burgat

~ **Certificates Presented to Child Care Provider Members** ~

- 5 Years -

Boys & Girls Club Helen Gorman Preschool
 Curious George Childcare
 Kids On Cadder Daycare
 Kids Kingdom Family Daycare
 Le Petit Hibou – Westside
 Little Tykes
 Mission Creek Family Daycare
 Ponderosa Playhouse
 Room to Grow Daycare
 Shannon Lake Montessori Preschool
 Verona’s Daycare
 YMCA/YWCA Out of School Care



- 10 Years -

Carla’s Daycare
 Kelly’s Little School House
 Lydia’s Family Daycare
 Nana K’s Daycare
 Rosie’s Buds and Sprouts Family
 Twin Care
 You Gotta Love the Children Daycare

- 15 Years -

Jane’s Family Childcare
 Kamp He-Ho-Ha

- 20 Years -

T’s Playhouse
 Unicorn Day Care



~ Kelowna Child Care Society CCRR Staff (2009)~

Program Coordinator
Program Consultant
Resource & Referral Receptionist
Secretary

Lisa Robinson
Monica Neiser
Cindy Polachic
Nora Rosenthal

~ Kelowna Child Care Society YPP Staff (2009)~

Program Coordinator
Supervisor
Assistant Supervisor

Marilyn Kirke
Juanita Roehrig
Nanci Pinder

Child Care Workers
Cook/Assistant ECE

Corinne Robak
Janine Braacx
Deena Snider

Carolyn Stevenson
Susanna Furgason

~ Kelowna Child Care Society FRP Staff (2009)~

FRP Coordinator

Jodi Quibell



PRESIDENT'S REPORT

This year has once again been a busy and successful year for the Society.

I would first like to thank each and every board member for their dedication and constant support. It is so fulfilling to sit on a board, with board members with such varied backgrounds that include: child care providers from the non profit and private sector, parents, an accountant, a lawyer and even a biologist. Each and every one sees the importance of the work KCCS does every day.

The board got together early this spring for a strategic planning session to map out the future plans for the Kelowna Child Care Society. This planning session was very exciting to take part in and showed again the dedication of this amazing group of people.

The Young Parent Program under the guidance of Marilyn Kirke had another great year, this program is so needed and respected in our community. Thank you to Marilyn and all the staff (Juanita, Nancy, Corrine, Janine, Susanna, Deena and Carolyn) at YPP for guiding the parents and children who attend the program. We were also very lucky this year to receive a Direct Access Gaming Grant of \$9,370.00 to purchase new play equipment for the Young Parent Program.

The Okanagan Parent Magazine was very well received again this year, thank you to Terri and Lori for their hard work to produce such a professional product.

The Family Resource Program welcomed back Jodi from her mat leave and the program was busy all year! We were very pleased to have Lynn Burgat be able to attend the National Family Resource Program Conference this year in Niagara Falls and bring back many resources for the program. It will be a busy summer for both Lynn and Jodi as they draft the new FRP Standards Manual for the Family Resource Program. This is a new requirement of the FRP Association of BC to insure that standards of practice are consistent across the province.

The CCRR program once again did an outstanding job fielding calls and requests from parents and child care providers, putting on much needed training for child care providers and being that constant support that is so important in our community. Thank you to Lisa, Monica, Cindy and Nora for your hard work and commitment to all of us!

A special thank you to Lynn Burgat who works tirelessly to keep the Society and all its facets working together!

Kim Chernenkoff
President of the Kelowna Child Care Society Board



EXECUTIVE DIRECTOR'S REPORT

The past year has been a year of successes as the Kelowna Child Care Society continues to provide a wide range of programs, services and resources that support families in our community. Many new community partnerships were developed this year and existing partnerships strengthened. Our community is growing and changing. It is important for us to reflect on the diverse and ever changing needs of our community and continually evaluate our ability to lead, reach out, participate, support and be relevant to those we serve. Working together we can make a difference for the families and child care providers that we provide services for in our community.

It has been a busy year of activities with all of our programs this year.

From April 1st 2008 to March 31st 2009 the CCRR Program received 29,551 emails, 5,200 phone calls and 3,478 office visits, from parents, child care providers and the general community. Emails from clients increased by 93% from last year and client contacts (phone calls, office visits and community meetings) increased by 30%. Child care providers contacted the CCRR Program 17,894 times, averaging 1,491 child care contacts per month (this includes emails, telephone calls and in office visits)! This resulted in a 60% increase in the number of child care contacts from last year.

Our website www.kelownachildcare.com continues to be very popular with both child care providers and parents. We saw a 37% increase in the number of website searches for child care this year. Both child care providers and parents value our website for up to date information on workshop and training opportunities, job postings, special events and resources.

The number of clients accessing our services continues to grow year after year and clearly demonstrates the need for Child Care Resource & Referral Program Services in our community.

Enrollment at the Young Parent's Day Care Program this year remained consistently high with a general monthly average of 23-24 children. In total the Young Parent Day Care admitted 38 young

parents into the program.

Parents ranged in age from 16 to 29 years of age. Of the 28 parents who completed the school year, 4 parents will graduate from Central School, 2 from KSS, 5 from the Okanagan College High School Certificate Program and 3 from Okanagan College. As part of the Operating Agreement with School District # 23, the Program Admissions Criteria for the day care program was revised to include spaces for 4 school district staff children as part of the day care numbers. As well, due to increased operation costs, parents receiving the basic child care subsidy rate were required to pay for the first time a small parent portion fee over and above their regular day care fee.

Our Family Resource Drop-In Program for parents and children was again very successful this year with 2690 children and 1996 adults attending at the 71 playgroup sessions that were provided at the Martin Avenue Community Center. The number of ESL families accessing our Drop-In and Parent Talk Program continues to grow. The bi-monthly pot lucks are very popular and have provided an opportunity for families to experience foods from a variety of different countries and cultures. In October 2008 we were successful in obtaining Success By Six funding to provide a Parent and Child Training Initiative for 20 designated families who were currently attending the FRP Program. The Parent/Child Training Initiative "You Make the Difference, Parent and Child Learning Together" focused on early learning and literacy and was offered during 5 separate evening sessions from November 2008 to March 2009. The initiative was done in partnership with the Okanagan Boys and Girls Clubs, the Bridge and School District # 23.

It has been a real pleasure again this year to work with such dedicated and passionate board members and staff who contribute so much to the Society and its programs. A special thank you also to the child care providers, parents, community partners and funders. Our Society would not be where we are today with out your continued support!

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
- Interior Health Authority
-

Community Funders:

- United Way
- GPEB & the Central Okanagan Bingo Association
- Success by Six

Community Partners Who Have Supported Us:

- Okanagan Boys and Girls Club
- The Bridge Youth & Family Services
- Central Okanagan Child Development Association
- Kelowna Community Resources
- Community Action Towards Children's Health Coalition CATCH Coalition & members of the Child Care Action Team
- Child Care Licensing, Interior Health
- Kelowna and District Child Care Committee
- Okanagan College ECD Department
- School District # 23
- City of Kelowna
- Women's Resource Center
- Ki-Low-Na Friendship Center

From left to right:

- Lisa Robinson
- Nora Rosenthal
- Lynn Burgat
- Monica Neiser
- Cindy Polachic





CCRR PROGRAM COORDINATOR'S REPORT

I would like to start off by recognizing the biggest strength of the CCRR Program and that is the staff team. Their dedication and commitment to the program is amazing. Lynn has been with or directing the CCRR Program for 24 years followed by Cindy at 15 years. Even though I have only been Program Coordinator for 1 year I have been part of the team for 7 years. Nora has been with us for over a year now and Monica is in her first year. We are all proud of the service we provide and enjoy working with all of the child care providers and community members.

CCRR services are valued in our community and were accessed in greater numbers again this year. Through our survey you told us that child care referrals, workshops and the newsletter are the most valued services. The Kelowna Child Care Society website is also an important two way resource. It shares our members services (your child care settings, etc.) with the community and the website shares information to you about child care services, resources (links) and information.

CCRR funding was similar to the previous year which means it gets harder and harder to maintain services as costs rise and population grows. The CCRR program strives to offer services at minimal cost to its members. Due to recent changes in licensing regulations there were many members that wanted to participate in training opportunities. We decided to provide most of our training off site to accommodate more participants. This was a transition that has proved successful, as it gave us an opportunity to offer more training and reorganize the Toy and Equipment Lending Library space. This change allowed us to move the library to one main room for easier access and has been a positive experience for all. With additional Society funding we are looking to make continued changes to the office space to continue to improve our services.

Another service that the CCRR Program offers is support and resources for child care providers. This year the Ministry has provided CCRR Programs province wide with Best Practice Resource Policies and Procedures Sample forms. We are seeing providers using these new tools successfully and making a difference in the child care they are providing. CCRR staff also provided some fun events for child care providers like our Fall Festival, National Child Day Networking Night and our Festive Dinner.

Lastly, I would like to acknowledge that the staff has had challenges meeting the demands of our growing community to provide the services you deserve. Over the last year you will have noticed in your newsletters different office hours and service availability being offered. We are always open to feedback and are continually working to provide the best support that we can with the funding that is available for the CCRR Program.

Lisa Robinson
CCRR Program Coordinator



YOUNG PARENTS PROGRAM COORDINATOR'S REPORT

The Young Parents Program is a daycare program with a family learning component that is 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. Education is the key component of early intervention in assisting young parents to change their lifelong patterns. This year 38 families accessed the services of the Young Parents Program.

Staff activities this year again included monthly pot luck luncheons. New this year, we introduced "theme" months. Each month a staff member was responsible for identifying a theme for the month. Following the theme, the pot luck menu was based on the topic identified for the month. The day care was also decorated to support the theme. Some of the topics during the year included Aboriginal ancestors, "thankful" things, things we love, fresh and green. The children enjoyed seeing the changing décor, which included a tree of thanks painted on the window between the infant and toddler rooms.

Other special day care activities this year included celebration meals at Christmas and Thanksgiving, decorating cupcakes at Easter, Mother's Day brunch, and combined Father's Day, YPP reunion and year end celebration.

The young parent community kitchen continued on days on which the Human Service Work Grade12 (Parent Class) was held. Parents participated in preparing and enjoying lunch on these days. This is an integral part of the program as it gives the young parents the opportunity to meet and share in a safe supportive environment and provides much needed nourishment to many who are struggling to feed themselves and their children.

As the community meals are held at the day care, this also allows the young parents the opportunity to enjoy the meals with their children. All of the young parents who are in need are also able to access lunch through a program provided by the First Nations' Advocate at KSS. In addition many of the guest visitors that attend the Grade 12 Human Service Work class bring lunch for the students who attend as well. As this class was generally well attended throughout the year, food appears to be a huge motivator!

As a Christmas gift to the young parents this year we decided to give a gift that kept "on giving" from January to June, 2009. Each young parent received a "coupon book". The coupons in the book could be redeemed monthly for a "take-out" home-made dinner to go. Wow! What a success and how greatly this was appreciated by the parents. Our skilled day care cook prepared and packaged the well-balanced, nutritious meals and the young parents picked up their meals at the end of the day on the last Thursday of each month. The meals chosen were all low cost and easy to prepare and suitable for the parents and their children. Copies of the recipes were included so that the parents could start to build an inventory for themselves.

The day care was able to purchase new toys and play equipment this year thanks to funds received following a successful application to BC Lottery Corp. The day care also continued to receive donations from the community as well as SD # 23 that donated over \$400 in books.

Marilyn Kirke
Young Parents Program Coordinator



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

Our Ministry Partners:

Ministry of Education, School District #23
Ministry for Children and Family Development
Ministry of Housing and Social Development
Interior Health Authority: Public Health and Dental Health Programs

Our Community:

The Salvation Army, SHARE Society of Kelowna, Society of Hope, United Way, Telus Community Ambassadors, Kelowna Community Resources, Kelowna Child Care Society, Treasures, Rose Bud's Consignment Store, BC Housing Corporation, Kelowna and District Food Bank, Boys and Girls Club, Kids Count, The Kelowna Women's Shelter

Kelowna Young Parents Program Steering Committee:

Debra Treadgold (Public health), Shara Edwards (MCFD), Colleen Edstrom (SD #23) Lindsay Atkinson-Smith (MHSD)



YPP Staff: Marilyn Kirke, Juanita Roehrig, Nanci Pinder, Janine Braacx, Deena Snider and Carolyn Stevenson with Parents and their children



CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

The Central Okanagan Family Resource Program provides a free drop-in program for parents, grandparents, care providers and their children from birth to age 6. The program operates on Tuesday and Thursday mornings from 9:30 to 11:30 am at the Martin Avenue Community Centre located at 1434 Graham Street. This program is available September through June, excluding school closure days and statutory holidays. Jodi Quibell, Program Coordinator, along with Elizabeth Antal and Michele Hucul facilitate the program sessions.

The Central Okanagan Family Resource Program provides an inviting and supportive environment where adults and their children can engage in creative and developmentally appropriate activities. Everyone is encouraged to interact in a positive, respectful way, as well as participate with his or her child in the activities offered. Bi-monthly potlucks are organized for families to participate in, providing the diverse community of program participants an opportunity to share their family's ethnic food with other participants.

A resource table is available to parents and care providers, offering information on a variety of topics, including toilet learning, nutrition and literacy. Also provided is information on community resources that pertain to family support.

In addition to the resource table the Family Resource Program provides an "exchange table". This additional service has been very successful and has made it easier for families to share items such as children's clothing and toys that they no longer need or use with other parents.

A nutritious snack and a group music time are provided to finish the end of each drop in session. We were excited to have David Moore bring his guitar, his enthusiasm and his energy to the program this year. He was the main attraction at music time! We continued to enjoy story time from Amber Ritchie, Okanagan Regional Library's Youth and Children Services Librarian. She attended the program every other Tuesday from September 2008 until February 2009. David and Amber worked together to provide families with an enjoyable circle time!

The number of program participants has continued to grow, with 2,690 children and 1,996 adults in attendance at the 71 playgroup sessions offered between April 1, 2008 and March 31, 2009. On average, there are 75 people, including adults and children, attending each drop-in session.

As part of the Family Resource Program services for parents, a "Parent Talk" drop in program is offered Friday mornings from 9:30 to 11:00 a.m. This program is also located at the Martin Avenue Community Centre. Michele Hucul, the Family Resource Program Parenting Support facilitator, organizes these parent education drop-in sessions.

Each session provides parents a chance to interact with each other and discuss parenting issues while their children are being cared for by qualified child-minders. From April 1, 2008 until March 31, 2009, 29 Parent Talk sessions were held and attended by 272 parents and 409 children. A variety of parenting topics were facilitated by a number of guest speakers.

The Central Okanagan Family Resource Program Steering Committee provided ongoing support and direction for the program. Committee members include: Lynn Burgat (Kelowna Child Care Society); Michele Hucul (The Bridge Youth and Family Services); Donna Walker and Michelle Laurie (Okanagan Boys & Girls Clubs); Jodi Quibell (Family Resource Program Coordinator) and Elizabeth Antal (Family Resource Program Assistant and employee of the Boys and Girls Club).

Jodi Quibell

Central Okanagan Family Resource Program Coordinator



Child Care Resource & Referral Program

Overview

– KCCS MISSION STATEMENT –

“The mission of the Kelowna Child Care Society is to facilitate quality child care and provide a wide range of programs, services and resources which support families in our community.”

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 2008/2009 the CCRR received 944 calls from parents looking for child care. The Ministry only allows us to count one request for child care per month from a parent despite how many times in a month the same parent may phone our office looking for child care. There was a small decrease in the number of calls to our office from the previous year which may be a result of the current economy and change in the labor market. You will note however the **37% increase** in the number of parents searching for child care through our website search link. More parents are accessing our website to search for child care during evening hours and weekends. This year we added additional information links on our website for parents to make it easier for parents to find information specific to child care. Parents tell us that there is still an acute shortage of child in our community particularly for infant and toddler spaces.

Referral Statistics

	<u>08/09</u>	<u>07/08</u>
# of Parents phoning for child care	944	1,169
Number of children needing care	1,236	1,432
Number of referrals made to child care providers	16,956	22,283

Web Site Statistics

	<u>08/09</u>	<u>07/08</u>
# of web site searches for child care	11,244	8,210

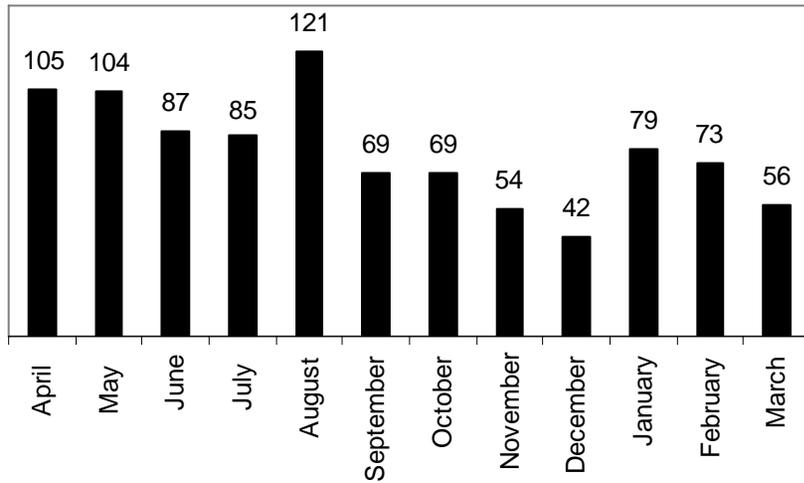
Parent Contacts Specific to Child Care Referrals

	<u>08/09</u>	<u>07/08</u>
Parent request for child care (including web site contacts)	12,188	9,379
Parent child care information calls	745	957
Parent office visits	439	567
TOTAL	13,303	10,903

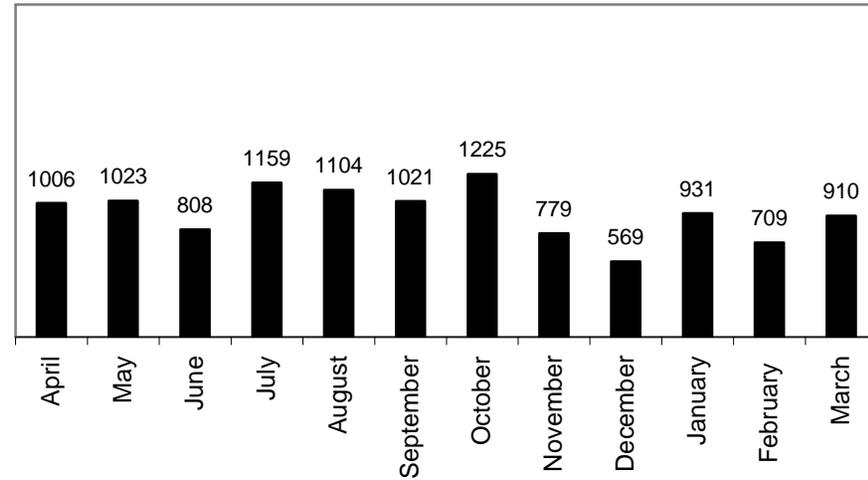


Child Care Registry

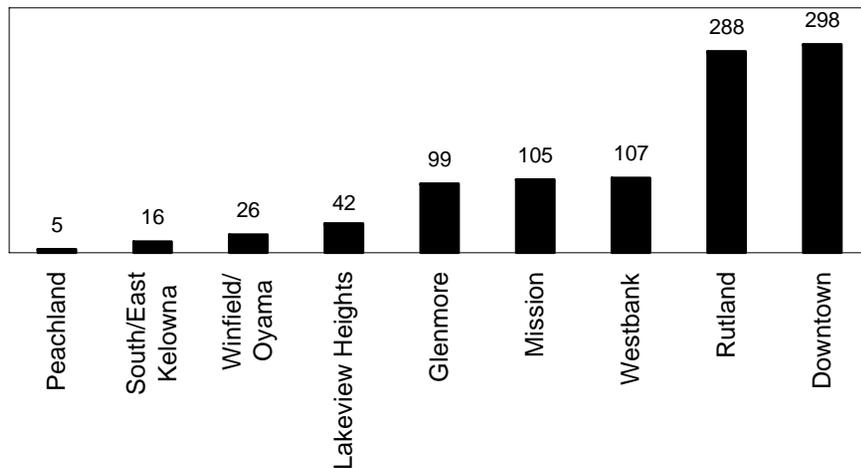
Number of Phone-In Child Care Requests
April 2008 - March 2009 by Month



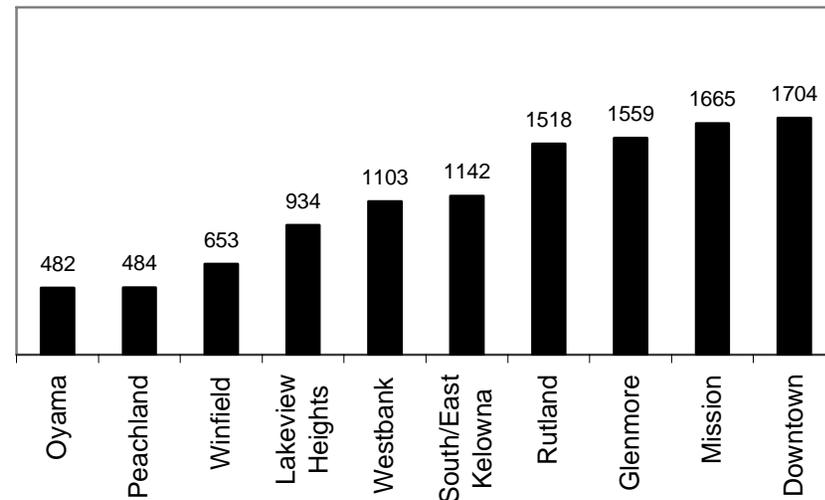
Number of Website Child Care Requests
April 2008 - March 2009 by Month

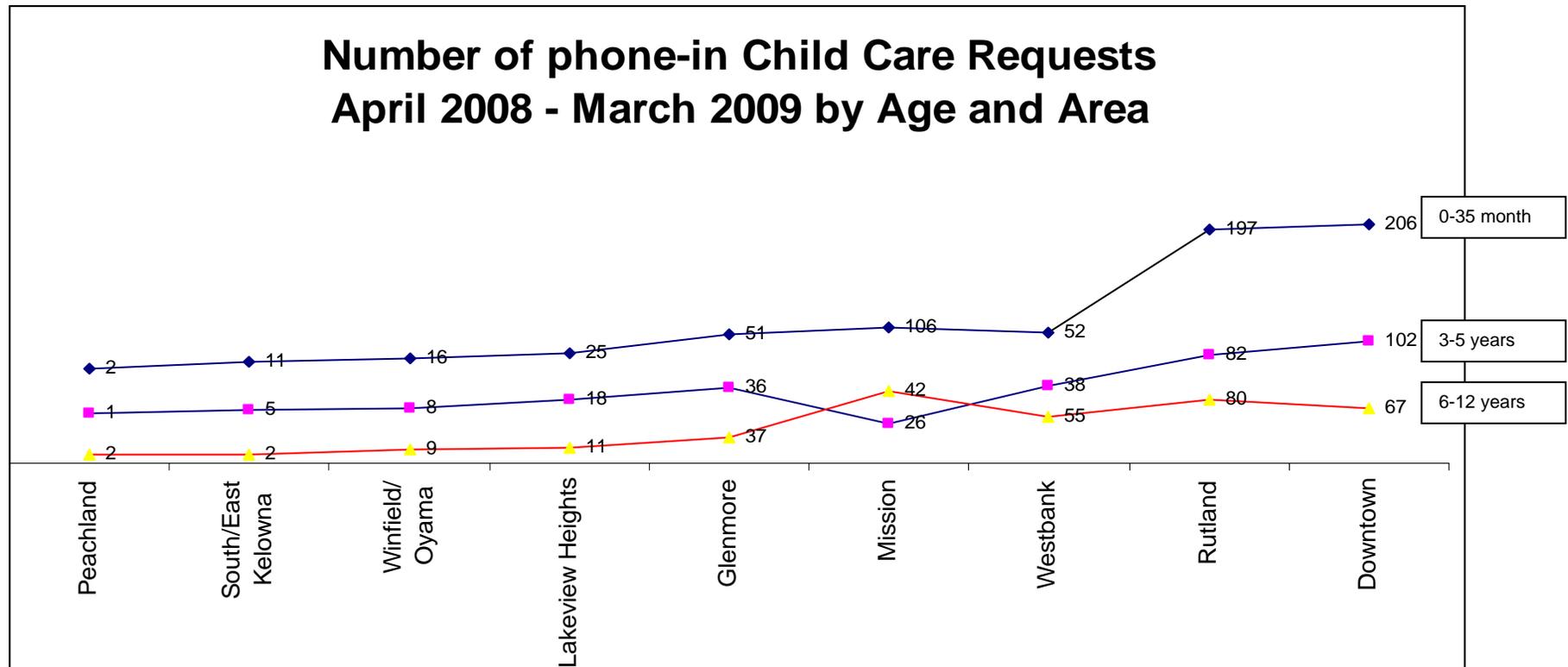


Number of Phone-In Child Care Requests
April 2008 - March 2009 by Area



Number of Website Child Care Requests by Area





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 saw an increase of **191** new child care spaces being created in our community as well as an increase in the number of both family and facility based child care programs.

Retention of child care providers continues to be the greatest challenge for child care in our community, given the difficulties in recruiting and retaining child care providers. The actual total number of child care programs and spaces change on an ongoing basis.



Regulated Child Care Programs by area - March 2009 -							
Area	Group Day Care (3-5 yr olds)	Preschool	Family Day Care	Group Infant Care	OOS Care	Multi Age Child Care Group	In-Home Multi Age Child Care
Downtown	11	8	13	5	12	0	0
E. Kelowna	2	1	2	1	3	0	0
Glenmore	3	5	13	1	5	1	1
Mission	0	3	14	0	5	0	0
Peachland	0	1	1	0	2	0	0
Rutland	6	9	33	3	13	1	2
Westside	6	17	31	2	11	0	1
Winfield/Oyama	2	3	8	0	2	0	1

Number of Child Care Programs & Capacity				
	# of Programs	Capacity March/09	# of Programs	Capacity March/08
LNR Caregivers	33	66	31	62
Licensed Family Child Care	82	578	76	536
Group Child Care	102	2,915	101	2,774
TOTAL	217	3,559	208	3,368

Caregiver Recruitment

The CCRR program actively recruits caregivers, (throughout the year), to provide child care spaces which meet community need. Recruitment is planned based on the feedback received from parents who participate in our annual CCRR program needs assessment, as well as ongoing consultation with the child care community.

Staff completed a total of 87 LNR screening visits this year. Each new caregiver receives a minimum of **3** screening visits before they become registered as an LNR care provider with the CCRR program. This year the CCRR Program successfully recruited 17 new home based (LNR) Licensed not Required Child Care Providers. The ministry continues to revise the current assessment screening tools used to register LNR caregivers.



Membership Support Services available for Child Care Providers, Parents, and the Community

KCCS Memberships (as of March 31 st , 2009)	March 2008
License Not Required	33
Licensed Family Child Care	77
Licensed Group Child Care	85
Informal Caregivers	5
Parents	26
Other/Public	32
TOTAL	258

Child Care Provider Memberships

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

- Bi-monthly newsletter
- Child care referrals
- Day care listing on the Kelowna Child Care Society Website
- Discount on workshop and training opportunities
- Access to toy loan, resource library and infant and toddler equipment
- Discount prices on craft supplies
- Start-up and marketing information
- Outreach support & telephone consultation
- Access to public computer
- Special event activities and networking opportunities
- Information on government grants
- Assistance with child care subsidy questions
- Annual issue of the Okanagan Parent Magazine
- Caregiver's Handbook
- Annual child care provider wage and child care rate survey
- Child care job listings on KCCS Website

Parent, Informal Caregiver and Public Memberships

- Child care referrals and information on choosing child care
- Bi-monthly newsletter
- Discount on workshop and training opportunities
- Access to toy loan and resource library
- Discount prices on craft supplies
- Special event activities
- Information on child care subsidy and assistance with filling out the child care subsidy application package (including faxing and photo-copying of appropriate documents)
- Access to a public computer and telephone to assist with completing the child care subsidy estimator
- In office and telephone consultation
- General child care and parenting information
- Annual issue of the Okanagan Parent Magazine
- Information on nanny care and nanny care listing on KCCS Website
- Child care rate survey information



Support to Caregivers & Child Care Programs

The Society's Child Care Resource & Referral Program enhances quality of child care by providing outreach and support services to our **217** child care programs and providers. The CCRR program's catchment area covers from Peachland to Oyama.

Support and Outreach Visits

The Training and Recruitment Coordinator and Outreach Support Worker provide outreach services and support to all member family child care and group child care providers. This year, staff completed a total of **206** support and recruitment visits to both family and facility based child care programs.

Office Visits and Telephone Consultation with Family and Facility Based Child Care Providers

In order to meet the Provincial CCRR Program Standards, the CCRR outreach staff provides 2 support visits a year to LNR caregivers, and 1 to 2 support visits per year to licensed child care programs upon request. Our telephone and email 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 immediately as they arise.

Child care providers contacted the office **17,894** times between April 2008 and March 2009. This includes email, telephone calls and in-office visits. *An average of **1,491** child care provider contacts per month! We saw a **60%** increase in the number of child care contact from last year.*

Loan Library

The Society CCRR Program has a toy loan library service, where 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 parenting and child care.

In 2008/2009, **341** child care providers borrowed equipment and toys from our loan library service and **1,613** child care providers accessed information resources.

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 **22** workshops and **2 seven session** courses were offered to caregivers and parents. **512** people attended the workshops and courses.

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. Training Workshops			
Name	Date	Hours	Number of Participants
Child Safe First Aid	April 5, 2008	8	11
	June 7, 2008	8	13
	Sept. 20, 2008	8	11
	Nov. 15, 2008	8	12
	Jan. 17, 2009	8	12
	March 7, 2009	8	12
Managing challenging behaviors	April 9, 2008	3	26
Subsidy training	April 24, 2009	2	6
Celebrate your inner child	May 3, 2008	6	30
Picture this	May 6, 2008	2	12
Guiding children's behavior	June 12, 2008	2	18
Speech & Language	June 17, 2008	2	45
Why children do what they do – the first six years	Sept. 16, 2008	2	26
Working together to resolve conflict	Sept. 23, 2008	2	25
Big science for little hands	Oct. 29, 2008	2	28
Big science for little hands	Oct. 30, 2008	2	24

Name	Date	Hours	Number of Participants
Programming for prevention & protection	Nov. 6, 2008	2	17
Sensational seasonal activities	Dec. 9, 2008	2	19
Dental workshop	Jan. 20, 2009	2	24
Income tax	Feb. 18, 2009	3	29
In praise of slow	Feb. 20, 2009	1.5	66
TV & Media	Feb. 28, 2009	1.25	9

2. Training Courses			
Name	Date	Hours	Number of participants
Level 2 Training	May 2008	22	13
Level 1 Training	Oct. 2008	20.5	24



Support to Parents and the Community

Parents 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 **95 parents and community members borrowing** play equipment from our loan library service. In addition to our loan library service, **13,462** information resources were distributed to parents and community members. The toy loan library service is part of our \$20.00 annual membership fee.

Parent and community Consultation

This year we received **16,363** emails, **2,243** phone calls and had contact with **1,729** parents and community members.

General Client Support to Child Care Providers Parents and the Community

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 behavior management concerns. This year we had again a significant increase in the number of office visits from grandparents, single fathers requesting information about child care as well as community resources. Our number of ESL parent and child care provider clients have also increased as our community becomes more ethnically diverse.

This year our CCRR program received **29,551** e-mails, **5,200** phone calls and **3,478** office visits from parents, child care providers, and the general community. E-mails from clients have increased by **93%** from last year and client contacts have increased by **30%**.



CCRR Annual Program Review

Parent Survey Results

This year we again sent out our annual CCRR program review questionnaire by email. **17%** of the **333** parent questionnaires were returned this year.

Again this year, most parents felt that there was not enough child care to meet their specific needs. The lack of flexible care was also listed as a barrier in accessing child care. As Kelowna's population continues to grow, the demand for child care increases. At present despite the increase in new child care spaces this year, we do not have enough child care to meet current demand. The highest need area continues to be infant toddler care.

Barriers identified by parents successfully finding child care included:

- 36 parents responded that there was no openings
- 6 parents felt there was a lack of child care choices
- 10 parents responded that they couldn't find child care programs that would provide shift work, drop-in, or weekend care
- 8 parents were not satisfied with the quality of care available to them
- 6 parents couldn't find child care where they lived
- 2 parents had children with special needs

- 4 parents stated that they couldn't afford the child care that is available
- 6 parents stated that they had problems with transporting their child to child care.

Parents were also asked again this year if they were on a waiting list at a child care center. 17 parents responded by saying that they had their child on at least one wait list. Wait times included any where from one month to one year.

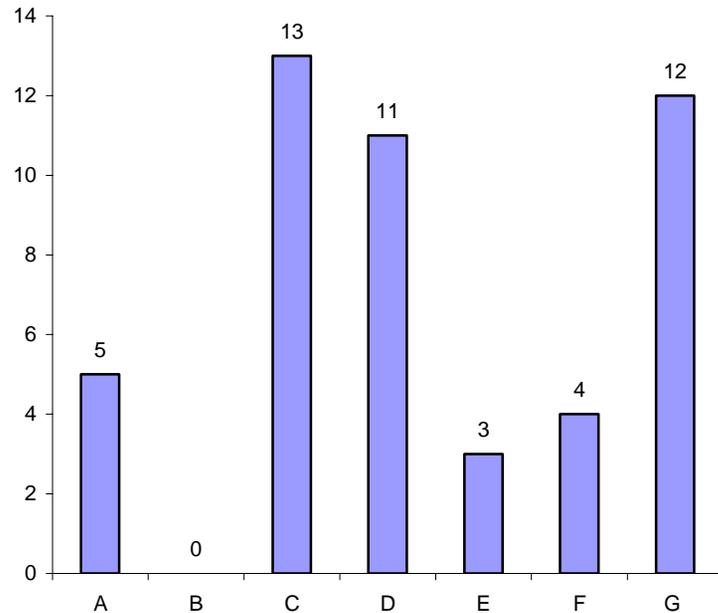
Parents were also asked what other services that the CCRR Program provided that they accessed. Services included:

- KCCS Website (36 parents found the website information links very helpful. This number is double the number of parents from last year)
- Reading material on child care
- Toy loan library membership
- Child care subsidy assistance
- Workshops on parenting

Despite the challenges in finding child care, **48%** of the parents who responded to the survey, found child care from the referral provided by the Child Care Resource & Referral Program



What Type of Child Care Parents are using



- A – LNR registered with CCRR
- B – LNR not registered with CCRR
- C – Licensed Group Facility Daycare
- D – Licensed Family Daycare
- E – Friend or Neighbor
- F – Family Relative
- G – Other types of child care parents are using:
 - I have not been able to start work since there is no child care
 - Still on Mat leave
 - Could not find day care & chose to stay at home

General comments from the parents questionnaire:

- The CCRR program is a vital part of the community. Thank you for offering such great services.
- I was very happy with the phone call that I had with the Child Care Society. The lady was very friendly and helpful and she immediately e-mailed me a list of day cares that suited my needs.
- I wasn't able to get day care for both kids that were convenient so I opted to stay home and look after 2 children, plus my own.
- The information you provided was accurate and promptly acquired, but unfortunately you are not magicians and cannot create child care spaces for the increased demand in this town.
- There is a huge lack of childcare available for under 2 years. I am on the waiting list for a baby that is not yet born because of the shortage. My 2.5 year old is at Tigger and Me Too.
- I have used CCRR before in the lower mainland and both there and here have been extremely helpful in helping me find appropriate care for my children. The only problem I face is here is a lack of care available for Kindergarten aged children in my area so I am forced to rely on family and friends which is not a very good situation at times :(Otherwise great job keep up with the excellent work :)
- Thought the service you provide was very helpful. I phoned all of the daycares on the list. Most had no spots available. I ended up putting my daughter in an in-home daycare close to home that was referred to me by my sister-in-law. A month later a spot was available (after I phoned and inquired almost daily) at the daycare I was waitlisted on. My daughter has been going there ever since
- Even if a childcare facility is on your list, there is a long waiting list at most of the locations, if you can even get on a list. A listing of all facilities in each category would be more helpful as then you could at least get on wait lists everywhere.
- I really need to find child care asap so I can continue my training for school.
- Everything that I've ever needed from your site has been great so no complaints from me.
- First time mom, new to your services, but have found it very helpful.



Caregiver Evaluation of the CCRR Program

A Child Care Resource and Referral Program Evaluation was sent out to both home and facility based child care providers in January 2009. Program Evaluations were sent out to **68** Facility Based Child Care Programs and **130** Home Based Child Care providers. 26% of the Facility based Child Care Programs and 39% of the Family Child Care Providers responded to the survey. The results of the Program Evaluation are invaluable in determining gaps in service delivery and areas where we can improve our services to the community.

CCRR Services

This year we again asked facility and home based child care providers to list the services that we provide that they value and are the most useful to the child care program and staff. Their response in order of priority is as follows:

	Home Based Child Care Providers:	Child Care Group Facility:
Most important		
↓	Child Care Referrals	Workshops
	Workshops	Newsletter
	Newsletter	Child Care Referrals
	Telephone Consultation	KCCS Website
	KCCS Website	Networking
	Outreach Support	Information on Child Care Subsidy
	Information on Child Care Subsidy	Toy & Resource Loan Library
	Toy & Resource Loan Library	Art Supplies
Least important	Networking/Art supplies	*Outreach Support

* Note the ministry only allows the CCRR Program to visit Facility based child care programs upon request. The level of support is dependent on work load.

90% of the child care providers who responded to the survey stated that they are currently listed on our website www.kelownachildcare.com for child care referrals.

KCCS Information Links

Child care programs who accessing our website for information links on child care listed the following web site links as the most important. In order of priority they are as follows:

1. Workshop and training opportunities
2. Special Events
3. Child Care Wage & Rate Survey
4. Calendar of Events
5. General Child Care Provider Information
6. List of Art Supplies Available
7. Job Postings
8. Loan Library Items Available
9. Information on Starting a Day Care

General comments from the Facility and Home Based Child Care Providers evaluation Survey:

- I think that the CCRR is a wonderful resource for the community and I think that you ladies are doing a BANG UP job!!! Way to go!!!
- You are a great resource for the community! Thank you.
- As an owner/operator of a group facility I truly appreciate all of the services you provide child.
- I feel KCCS is an excellent source of info for parents and providers. It's an excellent resource and support for the community and everyone is very pleasant to deal with. Keep um the good work!
- I find the KCCS to be a wealth of info in running my daycare. Thank you!
- I love being able to phone in and talk to someone about any questions, issues, etc that I may have. No pressing one! Or



- clicking here or there to get what I need – just a real live voice!!!!
- In general, I am happy with everything. I use mainly the child care society for workshops and networking. Also, I use the loan library and enjoy the newsletter. I have also bought supplies from the society store. Great job!
- I think the service you guys offer is amazing. I don't think I would have been able to get started with my daycare with as much ease or information without you guys. The advice and home visits and inspections, delivery of toys, set up of courses and workshops etc, etc, is amazing. Thank you, thank you, thank you.



Kelowna Young Parents Program



Mission Statement

To provide quality child care for young parents so they may continue their education, and enhance their parenting skills.

Program Statistics

During the 2008/2009 year, the Kelowna Young Parent Day Care Program:

- Provided child care for 40 infants and toddlers
- **28** parents completed their year/programs
- 4 young parents graduated from Central School
- 2 young parents graduated from KSS
- 5 young parents graduated high school from Okanagan College
- 3 young parents graduated from Okanagan College and other post-secondary schools with certificates or diplomas
- ALL young parent college grads obtained full-time employment in their fields of study (Healthcare)
- 12 young parents worked and attended school
- 22 children had active co-parenting
- 10 young parents participated in Human Service Work 12 (Parent Class) offered through SD #23 as part of the program

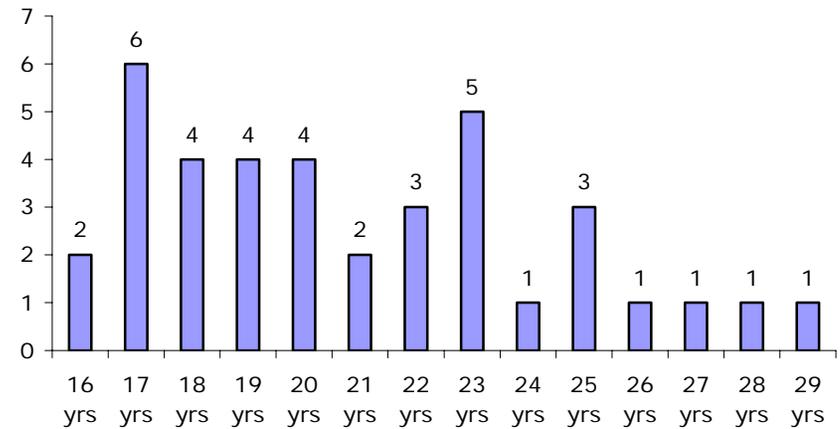


Referrals

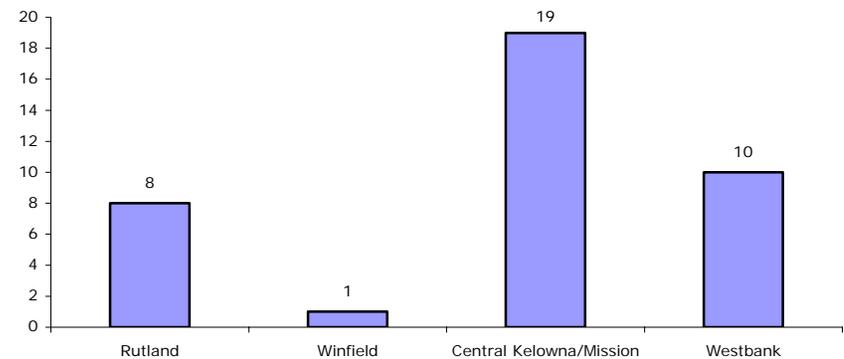
PROGRAMS ATTENDED: 2008-2009				
Program	Enrolled	Incomplete	Completed (finished year)	Graduated
KSS Day School	5	2	3	2
Central	10	4	6	4
Store Front				
OC Adult ED	7		7	5
Working	4		4	
Post Secondary (College)	11	4	7	3
Mount Boucherie	1		1	

CHILDREN'S ENROLLMENT STATS SEPTEMBER 2008 – JUNE 2009			
Month	Total Registered	New Registration	Withdrew
Sept 08	23		
Oct	24	2	3
Nov	24	0	0
Dec	24	0	0
Jan 09	25	6	5
Feb	24	0	0
Mar	24	1	1
Apr	23	1	2
May	17	0	6
June	16	0	0

Ages of Parent Participants



Geographic Location





Highlights of 2008-2009

Young Parents:

- 28 young parents completed their year/programs
- 11 young parents graduated from high school and 3 graduated from post secondary programs
- all college grads obtained full time work in their field of study: healthcare
- young parents attending Central School and KSS completed Nobody's Perfect parenting course
- Christmas hampers and grocery certificates were given to young parent families in need from: Salvation Army, Boys and Girls Club, SHARE Society and KSS First Nation's Advocate
- Young parents received help with transportation from United Way through bus tickets
- Assistance with graduation attire and grad photos was provided by Treasures
- Ministry of Housing and Social Assistance continued to support young parents with the training allowance and covering the cost of grad and student fees (for those on income assistance)
- Young parents received group and grad photos from the YPP
- Several guest speakers from the community made presentation to the Human Service Work 12 (Parent Class) including three speakers from The Bridge Youth and Family Services
- Human Service Work 12 class moved from KSS to Okanagan College
- One young parent received a community gift of \$2000 in dental work
- "coupon dinners" presented as Christmas gifts to the young families (each month a "take-out" dinner is prepared for the young parent to take home and serve)

The Daycare:

- New toys and play equipment, including mats, were purchased for infant and toddler sides with a grant received from BC Lottery Corp.
- Several community celebrations were held during the year,

including: Thanksgiving luncheon, sit down Christmas dinner, Mother's Day brunch and year end combination Father's Day, YPP reunion and grad celebration barbeque

- Several repairs were undertaken including fixing leaks in nap rooms and change table sink taps
- SD # 23 performed an audit of the exterior of the facility and necessary work will be planned into their schedule
- Received large donation of books from SD # 23 through speech language pathologist who does presentation to Human Service Work 12 class

The Children:

- All children (s) immunizations are current. The children also received preventative fluoride treatments provided at the daycare by the dental hygienist from Interior Health
- Parents and caregivers completed Ages and Stages developmental questionnaires
- Children received healthy nutritious breakfasts and lunches daily
- Telus Community Ambassadors provided handmade mitts, hats and scarves for children and parents
- Donations from many community sources came to the day care throughout the year, including children's clothes and furniture

The Staff:

- One new staff member was hired to replace a retiring member
- One person is completing infant/toddler module of ECE (June 2009)
- Monthly potluck and themes
- Four staff attended a workshop with SD #23 employees on literacy
- One staff attended Mother Goose in Vernon
- 2 caregivers attended the provincial YPP conference in Victoria
- Administrative team updated the policy and procedure manual and the young parent handbook
- Staff attended Parenting with Pizzazz Conference



Parent Testimonials, June 2009

December, 2008

"Dear Ms. Chernenkoff:

I want to take this opportunity to provide you with some feedback. In November 2007, my daughter was attending Okanagan College to complete her high school upgrading. She was very lucky to secure a seat in the Day Care located at KSS which is in close proximity to the college.

My daughter, her husband and my grandson were living with us while they settled in the Kelowna area. I am employed at Okanagan College. During the period of November/07 until June/08, I was at the day care just about every day. I was fortunate enough to attend a number of functions that the staff arranged for the children and parents.

It has been at least fifteen years since our youngest daughter was in day care, but it is very easy to recognize excellence in child care. On a daily basis, the caregivers and administrator created a warm and inviting environment for the children. I saw my grandson's excitement as we drove up to the building each day.

I observed your administrator, Marilyn, as she dealt with a daily stream of challenges from her young mothers. She was firm but fair and always put in the extra effort. On occasion, I had discussions with her about the business of education and the importance of these young women getting an education. The staff are the ones who make a difference whether these young women become successful and self-sufficient or spend the rest of their lives in the system.

I sometimes wondered how one location could have so many excellent care givers. All of the staff are happy, child-focused, nurturing individuals. They make every child feel special and create an environment in which they can flourish. My grandson started when he was four months old and stayed until he was almost one. These early months are so important in the development of children. I want you to know how very much we appreciate the great care that your staff gave to both our daughter and our grandson. Your staff makes a huge difference in the children's development and provide much needed support for the young parents.
Sincerely,

Lyle and Nancy Howlett, grandparents



Kelowna Secondary School Parent Education Support

Kelowna Secondary School Young Parents Program 2008-2009

September started with five girls attending KSS, three girls attending Central and 1 girl attending OC. Throughout the year we had a few additions and a few deletions, with the core group being eight students. The class was held at Okanagan College in the Health wing, from 1:15-3pm Tuesdays and Thursdays. This set time was to enable all students to attend the class, and for the least disruption to their school timetables. It was a challenge at times to transfer to the college, but generally worked well. There was a room change in January but we adapted to the change adequately. Ideally it would be great to have a classroom as part of the daycare structure to allow a smoother transition and maximize time with the girls. A number of speakers attended the class and the facilities at Okanagan College were good. We greatly appreciate their support of our program.

Highlights of September:

- Expectations and course outline was presented
- Attendance/ academic rules outlined
- Student log/monthly observations outlined
- Daycare rules and expectations presented
- Student input and feedback in what the moms would like to see from the course
- *Nobody's Perfect Program* overview (Deb Treadgold)
- Fundamentals of child development/ Importance of studying children
- Personal demographics/ getting to know each other
- Speech/Language Development Specialists SD #23 introduced their Early Smart Start program (Pat Smith/ Donna Kuzak)
- Video: "I Love When You Read"

Highlights for October

- Mediation –speaker Leona
- Exploring education and career options
- goal setting, grad requirements, scholarships
- Dental Hygienist Shauna
- Public Health Nurse Deb Treadgold- child development
- Scrapbook sessions Fall and Halloween (books started for each child)
- Public Health Nurse - car seats, safety legislation
- Thanksgiving luncheon-guests invited

**Highlights for November**

- Budgeting presentation –preparing a budget, living within your means
- Speech/Language development- Pat and Donna
- *Nobody's Perfect Program* -Deb T
- Scrapbooks –highlights of baby's year in YPP
- *Kids Have Stress Too* Program- The Bridge (Sue)

Highlights for December and January

- Craft-Dream Catchers-guest Richard KSS
- Speech/Language development- Pat and Donna
- Making Christmas cards
- Christmas Dinner-guests invited
- Relationship building
- *Nobody's Perfect Program* -Deb T

Highlights for February and March

- Speech/Language development- Pat and Donna
- *Nobody's Perfect Program* -Deb T
- Scrapbooks and cardmaking- Valentines & loving your child
- Roots of Empathy Program
- Child Development- videos
- Conflict Resolution- The Bridge (Sue)
- Wrap-up Nobody's Perfect Program

Highlights for April

- Infant Massage- guest (Leslie)
- Employment/ career plans/ Grad Transition plan- trip to Central
- Easter Party and "Mother Goose" (singing with their children)
- Public Health Nurse- Nutrition
- Speech/Language development- Pat and Donna
- Child Development- moral behavior (video)

Highlights for May and June

- Dental Hygienist- Shauna –healthy snacks
- Speech/Language development- Pat and Donna
- Public Health Nurse- Toilet Training, Solid foods, video
- Building healthy relationships/ Values- The Bridge (Michelle)
- Public Health Nurse- Sun Safety and Preparation- Deb T
- Bullying/ Respect- speaker(Kathy)
- Speech/Language development- Pat and Donna
- Year End wrap-up

Year End Comments:

I am a new instructor to the program this year but my teaching experience in this area is extensive. I am very impressed by the dedication, hard work and commitment from Marilyn Kirke and her daycare caregivers! The young mothers and children receive the best care possible in this program and it was a privilege to work with them. All in all I feel the year was very successful in reaching as many goals as possible for these young mothers and their children.

Respectfully submitted,

Colleen Edstrom B.A. Sc., B.Ed., M.A.
Instructor SD #23 Young Parent Program



Central Okanagan Family Resource Program



Providing outreach support to families with young children through drop-in sessions and parenting education opportunities

Provided in partnership with:

Kelowna Child Care Society (host agency)
The Bridge Youth & Family Services &
The Okanagan Boys and Girls Clubs

From April 1, **2008** – March 31, **2009**, the Central Okanagan Family Resource Parent/Child drop-in Program provided: **71** drop-in sessions, attended by **2690** children and **1996** adults at one location.



FAMILY RESOURCE PROGRAM PARENT/CHILD DROP IN SESSIONS

All sessions were held at the Martin Avenue Community Centre, 1434 Graham Street. The Central Okanagan Family Resource Parent/Child Drop-in Program provides a fun, inviting and supportive environment where parents and their children can participate in creative and positive activities. Parents are encouraged to actively interact with their children, as well as participate with other families in creative play, crafts and manipulative activities. A nutritious snack and a group song **and story time** are provided at each session. The Youth Services Librarian comes on alternate Tuesdays and shares song/story time with the assistant.

Central Okanagan Parent/Child Drop In Program Participant Survey Results (54 parents responded to survey)

How would you describe who you are in this family?		
Response	Number	Percentage
Did not answer	3	5.5 %
Mother	43	80%
Father	4	7%
Extended Family		
Step Mother		
Step Father		
Caregiver	3	5.5%
Grandmother	1	2%
TOTAL	54	100

How many children do you bring to the drop in program?		
Response	Number	Percentage
Did not answer	4	7%
One	23	43%
Two	24	44%
Three	3	4%
Four		0
TOTAL	54	100

What language(s) do you speak at home?	
Response	Percentage
Did not answer	12%
*English	80%
French	2%
Thai/English	2%
English/German	2%
Greek	2%
*Other languages spoken at home:	
Spanish	9%
Chinese	4%
French	9%
Italian	2%
Japanese	2%
Portuguese	2%



How many times a month do you usually attend this program?		
Response	Number	Percentage
Did not answer	4	7%
Up to 2 times	8	15%
3 to 4 times	18	33%
5 to 6 times	15	28%
7 or more	9	17%
TOTAL	54	100

How long have you participated in this program?		
Response	Number	Percentage
Did not answer	4	7%
Less than one year	26	48%
1-2 years	15	28%
3 years or more	9	17%
TOTAL	54	100

FRP Drop In Program Evaluation Stats for 2008-2009

Engaging Families	% Agree	% Disagree	N/A
1. I have learned a lot about raising children here.	78	19	4
2. I am better prepared to help my child in school because of this program.	76	13	11
3. My child looks forward to coming to this program.	96	0	4
4. My child has made friends with other children at this program.	80	13	7
5. My child is better prepared for school because of this program.	83	9	7
6. Staff encourages all children to take part.	92	0	7
7. I read or sing more with my child because of this program.	70	24	6
8. Coming to this program is an important part of my family's routine.	95	3	2
9. The safety of our children is important to the staff.	95	2	3
10. The program gives me an opportunity to further develop my relationship with my child.	94	2	4
Empowerment	% Agree	% Disagree	n/a
11. The parent training opportunities provided are useful.	78	0	22
12. I do not feel judged by staff.	93	0	7
13. I do not feel judged by other people in this program.	84	7	9
14. The staff respects what I have to say.	89	0	11
15. Diversity of all kinds is valued.	93	0	7
16. I have been able to build on my strengths by taking part in this program.	87	6	13
17. I am encouraged to participate in many activities at the program.	85	4	11
18. My participation in the program has been a positive experience for me.	93	0	7



Social Support and Social Capital	% Agree	% Disagree	n/a
19. When we come here my child and I feel welcomed by staff	94	0	6
20. When we come here my child and I feel welcomed by other participants.	87	6	7
21. Everyone here is treated with respect.	91	4	5
22. I know that anything I say to staff is kept private and confidential.	85	2	13
23. I have received practical help I can use in daily life.	78	7	15
24. I have made friends here.	74	13	13
25. The information I get is up to date.	91	2	7
26. There are new opportunities for me because of this program.	70	17	13
Building Community	% Agree	% Disagree	n/a
27. Money does not stop me from taking part in this program.	87	6	7
28. I give back what I can to this program.	85	6	9
29. I am more involved in my community now.	74	17	9
30. People in the community respect this program.	94	0	6
31. This program benefits me and my family.	94	0	6
32. I talk about the program with my family or friends.	94	0	6
33. Because of this program, I know about services and resources in this community.	89	4	7
34. This Program benefits my community.	95	0	5

2008/2009 Evaluation Comments From Parents Regarding the Family Resource Program Parent / Child Drop in Sessions

- Excellent job done by the staff
- I tell everyone I can about this program! I love all the games, crafts, songs, etc...The staff are always warm and welcoming and have become good friends and support. Thanks for all you do for our family
- Thank you all wonderful people for offering us this program. We always look forward to come here.
- This is an awesome program for the community which helps so many. Thank you for providing it!!
- I'm glad to have this time as a consistent event that my daughter and I can attend together.
- This is the best play group, very friendly and very organized. There are so many kids and they all love being here. The staff are helpful and so friendly all the time.
- I was so happy to discover this program just before Christmas 2008. I absolutely LOVE it. It gives my son and I great opportunity to connect with others in the community and he has an opportunity to socialize that he would not normally have. I believe it is an invaluable program.
- Thank-you for being a resource for me and our family and offering your support (Jodi). I am grateful to say "do you want to go to playgroup today?" and hear YES!! Thanks again.



- I live quite a distance from the program and so I am sad it doesn't move from space to space anymore. I enjoyed in the past when it would travel.
- We really look forward to coming to this program. We have made it part of our weekly routine. There's so much to do and it's great for moms to interact while the children are playing.
- I have told lots of girls about this program. It is s-o-o good. Can't even come up with any suggestions or improvements.
- This program is essential for me. I am a shift worker and I don't get off work until 2:15 AM so having somewhere to bring him where he can run and play is fantastic. Especially in mornings when I am so tired.
- Thank-you for this opportunity for me to grow, meet new people and gain information to raise my child.
- It's a great and safe place for kids from all backgrounds and developmental skills positive/fun environment. Good for mixing children of different ages/strengths and playing while learning. Thank-you!
- I love these kinds of programs. It gives the children an opportunity to interact with other children as me with other mom.
- We love coming to this playgroup. It has become an important part of our week. We wish it ran more days and through the summer.
- The program is a great opportunity for children and mothers to learn, grow, share.
- This community is very fortunate to have this program. I can't believe there is no charge. I wish there would have been opportunities like this when I had a young family! Thank-you and keep up the good work in our community!
- My wife takes our girls to the program and speaks extremely highly of it.
- This is an awesome program. We love coming every week. Circle is great! Jodi keep the program going!
- We love coming to the play group, it gets us out and socializing. I really enjoy connecting with other moms on a regular basis. It has helped us feel at home in Kelowna.
- I met many Japanese mom friends in this program. I did not know anyone before. Thank-you!
- Myself and my daughter have a great time here. I feel fortunate that I am able to attend this program and it is right in my neighborhood. The staff are great, they do an excellent job and I appreciate their efforts.
- We love coming here! Jodi is always so welcoming to us it has helped our move to Kelowna so much easier! Thank-you!
- I am grateful to all involved in this program. Keep up the great work. Xoxo
- Because of programs like this mothers and caregivers are given a safe indoor environment to bring their children for free play, especially when weather is not favorable. Thank-you for this.



Central Okanagan Family Resource Program
 “Parent Talk” Education Program
 Martin Avenue Community Center
 Friday Mornings, 9:30 – 11:00 am

From April 1, 2008 until March 31, 2009, 29 "Parent Talk" sessions were held and attended by 272 parents and 409 children. A variety of parenting topics was facilitated by a number of guest speakers. Topics presented include the following:

Date	Topic	Presenter
April 4	Time Out-is it a good idea	Michele
April 11	Child Misbehaviour	Michele
April 18	Baby Proofing your Marriage	Jeff Hay
April 25	Temperament	Michele
May 2	Financial Planning	Jodi Schmitke
May 9	Fun and Fitness	Marilyn Heron
May 23	Travelling with Children	Michelle Collie
May 30	Open Discussion	Michele
June 13	Last session-potluck picnic	
Sept 12	Welcome back	Michele
Sept 26	Resilient Children	Jodi
Oct 3	Communication	Michele
October 17	Self-Esteem	Michele
October 31	Halloween Celebration	Michele
Nov 7	Allergy Awareness	Yvonne Russo
Nov 21	Boundaries part one	Michele
Nov 28	Boundaries part two	Michele
Dec 5	Household swap day	Dalyce
Dec 12	Whole foods nutrition	Angela Wright-Align
Dec 19	Christmas party	Michele
Jan 9	Wish Boards (goal visioning)	Jodi Schmitke
Jan 16	Change	Michele
Jan 23	Car Seat Education	Holly Kadec (PHN)
Jan 30	Relationship Struggles and Solutions	
Feb 6	Household Swap	Dalyce
Feb 13	Values	Michele
Feb 27	Open discussion and questions	Michele
Mar 6	Emotional Literacy	Michele
March 13	Fraud Awareness	RBC Financial-Mark Garret Willms



Parent Talk Family Resource Program Education Sessions

Program Evaluations

14 Parents completed evaluations

How would you describe who you are in this family?	
Response	Number
Mother	8
Father	1
Extended Family	1
Stepfather	1
Caregiver/babysitter	3

How many children do you bring to Parent Talk?	
Response	Number
No children	0
One	6
Two	7
Three	1
TOTAL	14

How long have you participated in the Parent Talk Program?	
Response	Number
Less than one year	3
1-2 years	8
TOTAL	11

What language do you speak at home?	
Response	Number
English	10
Czech	2
TOTAL	12

How many times a month do you usually attend the Parent Talk program?	
Response	Number
Once per month	0
Twice per month	2
Three -four times per month	10
TOTAL	12



Parent Talk Program Evaluation Stats for 2008-2009

Engaging Families	Agree	Disagree	n/a
1. I have learned a lot about raising children here.	99%		
2. I am better prepared to help my child in school because of this program.	90%	9%	
3. My child looks forward to coming to this program.	81%		18%
4. My child has made friends with other children at this program.	81%		18%
5. My child is better prepared for school because of this program.	81%		18%
6. Staff encourages all children to take part.	90%		9%
7. I read or sing more with my child because of this program.	54%	45%	
8. Coming to this program is an important part of my family's routine.	90%		9%
9. The safety of our children is important to the staff.	90%		9%
10. The program gives me an opportunity to further develop my relationship with my child.	100%		
Empowerment	Agree	Disagree	n/a
11. The workshops are useful.	100%		
12. I do not feel judged by staff.	100%		
13. I do not feel judged by other people in this program.	90%	9%	
14. The staff respects what I have to say.	99%		
15. Diversity of all kinds is valued.	99%		
16. I have been able to build on my strengths by taking part in this program.	99%		
17. I am encouraged to participate in many activities at the program.	99%		
18. My participation in the program has been a positive experience for me.	100%		
Social Support and social capital	Agree	Disagree	n/a
19. When we come here my child and I feel welcomed by staff	100%		
20. When we come here my child and I feel welcomed by other participants.	100%		
21. Everyone here is treated with respect.	100%		
22. I know that anything I say to staff is kept private and confidential.	99%		
23. I feel safe here..	99%		
24. I have received practical help I can use in daily life.	90%	9%	
25. I have made friends here.	90%	9%	
26. The information I get is up to date.	99%		
27. There are new opportunities for me because of this program.	90%	9%	



Building Community	Agree	Disagree	n/a
28. Money does not stop me from taking part in this program.	100%		
29. I give back what I can to this program.	72%	18%	9%
30. I am more involved in my community now.	54%	36%	9%
31. People in the community respect this program.	99%		
32. This program benefits me and my family.	100%		
33. I talk about the program with my family or friends.	100%		
34. Because of this program, I know about services and resources in this community.	99%		
35. This Program benefits my community.	99%		

2008/2009 Evaluation Comments From Parents Regarding the “Parent Talk” Education Program Sessions

- This program has become a ritual in my weekly routine. Sometimes it’s the only break from my kids I get and I don’t have to worry about the quality of care. I love this program. I am a better mom, wife and friend because of this program
- I love this program
- I really enjoy coming to this program every week
- I love Parent Talk
- I have found this program to be a valuable resource for me. Practical info. A new perspective on parenting.

From left to right:

Michele Hucul
Parent Facilitator
(Bridge)

Elizabeth Antal
FRP Assistant
(Boys & Girls Club)

Jody Quibell
FRP Coordinator
(KCCS)

