

TABLE OF CONTENTS

	Page
Board of Directors	2
Certificates – Member Caregivers	2
Kelowna Child Care Society Staff	3
President’s Report	4
Executive Director’s Report	5-6
CCRR Program Coordinator’s Report	7
YPP Program Coordinator’s Report	8-9
Central Okanagan Family Resource Program Coordinator’s Report	10-11
<u>REPORT ON PROGRAMS</u>	
<u>CHILD CARE RESOURCE AND REFERRAL PROGRAM</u>	
Overview	12
Child Care Registry	13-14
Caregiver Recruitment	15
Membership Support Services Available for Child Care Providers, Parents & the Community	16
Support to Caregivers & Day Care	17-18
Support to Parents, Community & Informal Child Care Providers	19
CCRR Annual Program Review	20-24
<u>YOUNG PARENTS PROGRAM</u>	
Mission Statement	25
Program Statistics	26
Program Highlights	27
Parent Testimonials	28
Kelowna Secondary School Report	29-30
Public Health Report	31
<u>FAMILY RESOURCE PROGRAM</u>	
Mission Statement	32
Program Statistics	33-36
Parent Talk Program	37
Evaluations	38-40
<u>FINANCIAL YEAR END STATEMENTS</u>	

Board of Directors

Executive
President Kim Chernenkoff
Vice-President Caroline Noga
Treasurer Adrian Fontenla
Secretary Eve Layman

Directors
Kent Stralbiski
Carole Gordon
Amanda Turner
Teresa McDonald
Cathy Cyr
Dana Graves
Sherri Baran

Executive Director
Lynn Burgat

~ Certificates Presented to Child Care Provider Members ~



-5 Years-
A Ray of Sun Family Day Care
After School in the Mission
Brenda's Daycare
Green Gables Glenmore
Loving an Learning Daycare
Tigger "N Me Too
Green Gables 2

-10 Years-
Archangels Children's Centre
Cleo's Sunshine Day Care
Friends Family Daycare
Green Gables Daycare
Jackie's Happy Daycare
Miss Helen's Daycare
Monda's Place
Pauline's Daycare

-15 Years-
Gail's Family Daycare
Our Place



~ Kelowna Child Care Society CCRR Staff (2008) ~

Program Coordinator	Shannon Yearley
CCRR Program Consultant	Lisa Robinson
Resource & Referral Receptionist	Cindy Polachic
Secretary	Nora Rosenthal

~ Kelowna Child Care Society YPP Staff (2008) ~

Program Coordinator	Marilyn Kirke	
Supervisor	Juanita Roehrig	
Assistant Supervisor	Nanci Pinder	
Child Care Workers	Corinne Robak	Sherri Jones
	Deena Snider	Kerry Waters
	Janine Braacx	Susanna Furgason

~ Kelowna Child Care Society FRP Staff (2008) ~

FRP Coordinator	Cindy Ross
	Jodi Quibell (mat. Leave)



PRESIDENT'S REPORT

This month the Kelowna Child Care Society celebrates 31 years of service to the community! Congratulations to all! Once again, the year has been successful in meeting the needs of parents and caregivers who depend on the KCCS for all its many services.

The Board of Directors has seen a very small turnover, which demonstrates the strong commitment of Board Members to the Society. I thank each board member for their hard work over the past year; it has been an honor to be the President. A special thank you to Caroline, the Vice President, for her guidance and to Lynn for her leadership!

The Board recognizes the ever-changing landscape of childcare needs in the Central Okanagan. We are dedicated to working with our community partners to address the needs of families and caregivers.

One of the goals of the Board for the upcoming year is to seek additional funding for the expansion of services for the Family Resource Program. This program is extremely well received and

serves a large number of families needing support not available in other childcare settings.

The Board is also very pleased to be moving forward with the joint partnership with CATCH to hire a new Childcare Coordinator for the Central Okanagan, a position which has been a dream for many years for all involved in the field of childcare!

On behalf of the Board, I would like to thank Lynn Burgat, Executive Director, for all her hard work, as well to Shannon Yearley, CCRR Coordinator, Marilyn Kirke, YPP Coordinator, Cindy Ross, FRP Coordinator, and all the great staff who make the Society so successful.

I look forward to the upcoming year as we all work together to archive more for the families and caregivers in our area!

Kim Chernenkoff
President of the Kelowna Child Care Society Board



EXECUTIVE DIRECTOR'S REPORT

What a year! There were many changes and challenges, yet through it all the Kelowna Child Care Society continued to provide a wide range of services that supported both providers and families in our community. This was a direct result of the hard work, dedication and commitment from staff, board members and community partners who collaboratively worked together to make a difference for the families and child care providers that we provide services for in our community.

At the start of April 2007 funding cuts to CCRR Programs across the province, resulted in the lost of 100 full time CCRR staff. For our CCRR Program the cuts resulted in a loss of 1.7 FTE's. This was significant and impacted our capacity this year to provide the same level of services that we have provided in the past through the CCRR Program.

Despite fewer staff , the number of child care provider contacts doubled from last year with caregivers contacting our office a total of 11,172 times (this included emails, telephone calls and in office visits). This is an average of 931 child care contacts per month!

This year our CCRR Program also received 15,337 emails, 4,036 phone calls and 2,608 office visits from parents, informal caregivers, and the general community. Emails have more than doubled since last year and we had an 85% increase in office visits.

The number of clients accessing our services continues to increase, clearly demonstrating 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 monthly average of 22 children. The Young Parent Program admitted 32 young parents into the program. Parents ranged in aged from 16 to 27 years of age. Of the parents who completed the school year, 3 will graduate from Central School Programs, 1 will graduate from KSS and 3 will graduate from Okanagan College. This year we saw an increase in the number of parents completing high school through Okanagan College and a decrease in the numbers of parents completing their high school education in School District # 23 Education programs. The Young Parent Program's strategic location "between" KSS and OC provides more educational options for parents attending the day care program.

YPP child care staff remained consistent through the year with only one addition, Susanna Furgason who was hired in September 2007.

The Family Resource Drop-In Program for parents and children was again very successful this year with 2784 children and 2096 adults in attendance at the 75 playgroup sessions offered between April 1, 2007 and March 13, 2008. We saw an increase of 57% more children attending the family resource program drop in sessions and a 64% increase in the number of adults attending.

Cindy Ross (the previous FRP Assistant) was hired as the new Family Resource Program Coordinator to cover for Jodi Quibell's Mat leave and Dave Moore was hired by the Boys and Girls Club as the new FRP Assistant. Dave's talent in playing the guitar during circle times was very popular with program participants. During the year we saw an increase in the number of ESL families accessing our drop in program. We were fortunate to have an exchange student working with the program. Yuki Miyashita successfully organized an "International Week" for the drop in program participants, encouraging parents to bring food from their particular culture.

In December, our Family Resource Program was honored to be selected as the winner of the "Distinguished Service Award for Quality Programming" amongst 22 nominated Family Resource Programs across BC! Minster Reid presented the award at the BC FRP Association AGM December 7th.

It has been a real pleasure to work with the board, staff, funders, child care providers, parents and community partners, who have contributed immensely to the work of the Society. Our Society would not be where we are today with out their 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
- (Child Care Licensing) Interior Health Authority

Community Funders:

- United Way
- GPEB & the Central Okanagan Bingo Association

Community Partners Who Have Supported Us:

- Okanagan Boys and Girls Club
- The Bridge Youth & Family Services
- Central Okanagan Child Development Association
- Kelowna Community Resources
- CATCH Coalition & the members of the Child Care Action Team
- Kelowna and District Child Care Committee
- Okanagan College ECD Department
- School District # 23
- City of Kelowna
- Regional District of the Central Okanagan
- Board of Education
- Women's Resource Center
- Okanagan Regional Library
- YMCA-YWCA



CCRR PROGRAM COORDINATOR'S REPORT

In my first year as the CCRR program coordinator I have had an opportunity to work with a variety of dedicated people who all have a strong commitment to Child Care in our community. It has been a pleasure to work in a program that has such a positive impact on childcare providers, parents and members of the community.

The CCRR program has experienced another successful year even though we had large reduction in funding and staff. This reduction in staffing levels has been very significant to our program. Our program recognizes that the demand for child care spaces is still at the forefront of what we do. We have been very successful in maintaining and recruiting RLNR's child care providers to help meet the demand for these spaces. We are still in a "crisis" situation for child care spaces in our community. Our Child Care community has rallied and joined together to initiate many projects that support child care providers and families. When the community thinks of child care they think of the CCRR program.

New changes to Child Care licensing regulations this year, regarding increased training requirements for child care providers, resulted in more demand for child care training. Since the CCRR Program currently provides most of the child care provider training in our community, this resulted in a dramatic increase in the number of child care providers contacting our office to register for training. Due to reduced staffing the ability to respond to community demand has been challenging. New partnerships have been developed to assist us in providing increased services to our clients. The number of child care providers and parents accessing our program services has substantially increased this year. It is apparent that the CCRR program is a vital part of our community.

It has been a pleasure to work with the board. I would also like to say a special thank you to Lynn Burgat for this past year, for sharing with me her knowledge as well as mentoring me as the Program Coordinator.

Also I would like to thank, Lisa, Cindy and Nora for there strong commitment to our CCRR program. Thank you for all your hard work and dedication in this year. I look forward to the upcoming year and working to making the CCRR program an integral part of our community.

Shannon Yearley
CCRR Program Coordinator



YOUNG PARENTS PROGRAM COORDINATOR'S REPORT

The Young Parent's Program is a day care 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 32 young parents have been supported to continue their education and to learn about parenting.

This year started with the challenge of hiring one early childhood educator, following the resignation of one part-time ECE. The new employee was in place by early October. Staff activities this year included monthly potluck lunches. This continued to be a well-received activity, which was enjoyed by all team members.

The program admitted 32 young parents. Childcare was provided for 36 children from 6 weeks to 3 years old; parents ranged in age from sixteen to twenty-seven years of age. 21 parents have completed the year. 4 of these are high school graduates, with 1 completing the year at Kelowna Secondary School and 3 at Central School Programs and the remainder, 3, graduated from college programs. For those young parents attending Kelowna Secondary School and Central School Programs, the program provided a credited course in child development. A new component of the child development class featured a speech language pathologist visiting the class monthly and training the young parents on reading and language development in their children.

Twenty-five percent of the young parents admitted this year were returning young parents who participated in the Young Parent Program in previous years. Four of the young parents in the program had two children, including one set of twins.

Enrolment remained consistently high and stable with a monthly average of around 22 children. Young parent attendance and achievement this year was excellent for most of the participants. All of the graduating high school students received bursaries and or scholarships and all are registered in post secondary programs for the fall.

The daycare provides many opportunities for parent/child interaction at the daycare and during parenting class. This year during parenting class, parents participated in Nobodies Perfect Parenting Program, child development, Smart Women financial planning, and life skills instruction, and the new Strong Start component. Guest speakers from various community partner agencies made presentations. These included presenters from Building Healthy Families, Interior Health, Brenda Fischer from Edwards Jones Financial Group, and the Ministry of the Attorney General: Kelowna Family Justice Services.

Special daycare events this year included holiday celebrations at Thanksgiving, Christmas, Easter, Mother's Day, Father's Day, and a year-end celebration here at the day care.

The young parent's community kitchen continued during parenting 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, the young parents had the opportunity to have breakfast, which was provided for them, with their children. Some of the young parents were also able to take advantage of the lunch program provided by the First Nation's Advocate at KSS.

Marilyn Kirke
Young Parent Program Coordinator

The Young Parents' 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 for Children and Family Development
- Ministry of Employment and Income Assistance
- Interior Health Authority: Public Health and Dental Health Programs

Our Community:

- The Salvation Army
- The Kelowna Women's Shelter
- Treasures for Graduates
- United Way
- SHARE Society
- Kelowna and District Food Bank



Neighbour link and Church Serve
Telus Community Volunteers
Kelowna Community Resources
Manteo Resort staff
Mary Kay representative
Wal-Mart Canada
Save-On Foods Mission store

Community Committees:

Kelowna Young Parents' Steering Committee: Debra Treadgold (Public Health), Shara Edwards (MCFD), Karen Lewis (School District 23), Lindsay Atkinson-Smith (MCFD)

Our Child Care Program Staff:

Marilyn Kirke, Program Coordinator, Juanita Roehrig, Supervisor, Nancy Pinder, Assistant Supervisor, Child Care Workers: Corinne Robak, Kerry Waters, Janine Braacx, and Susanna Furgason, and Deena Snider, Cook/ECE Assistant



CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

The Central Okanagan Family Resource Program provides a free drop-in program for parents and their children aged 0 to 6 years. The program is held Tuesday and Thursday mornings from 9:30 to 11:30 am at the Martin Avenue Community Centre. This program is available September through June, excluding school closure days and statutory holidays.

The Central Okanagan Family Resource Program sessions are facilitated by Cindy Ross who is the Program Coordinator and David Moore who is the program assistant. The central location is accessible to most families and the one location makes set up and take down of equipment much more convenient, as we have been given on site storage space. Parents are directed to the Kelowna Child Care Society if they wish to borrow books, puzzles and/or toys.

The Central Okanagan Family Resource Program provides an inviting, comfortable and supportive environment where adults and their children can engage in creative and positive development enhancing activities. Families are encouraged to interact with other parents and their children, as well as participate with their children in structure free play activities. A nutritious snack and a group song time are provided each session. We are excited to have Dave Moore with us this year. He brings a "musical note" to the program and plays guitar at our circle times. Amber Ritchie the Okanagan Regional Library's Youth and Children Services Librarian has started coming to the program every other Tuesday. Dave and Amber coordinate the circle time activities. Dave opens with a song and Amber reads a story to the children. A resource table is available to parents, and includes information on a variety of topics of interest to anyone caring for children, such as toilet training, nutrition, stress relief, as well as information on community resources. The end of February a practicum student from the Bridge Youth and Family Services was able to develop a comprehensive community resource list for parents. The list includes community events and functions for families with children 0-6.

We were fortunate this year to have Yuki Miyashita, a Japanese student, from England work in the Family Resource Program Parent/Child drop-

in program from February 18th to March 20th 2008. Yuki participated in all aspects of the program. She assisted with set up and take-down, snack preparation and interacting with parents. Yuki's main focus was liaising with the Japanese families that attend our drop-in program. Yuki also took on the task of translating the FRP Information Welcome brochure into Japanese.

The numbers of drop in program participants have continued to grow, with 2784 children and 2096 adults in attendance at the 75 playgroup sessions offered between April 1, 2007 and March 13, 2008. This year we saw an increase of 57% more children attending the family resource program drop in sessions and a 64% increase in the number of adults attending. Typically there are 70 or more parents and children that attend each drop in session.

In December 2007, the Central Okanagan Family Resource Program was selected as the winner of the distinguished service award for quality programming amongst 22 nominated programs across BC! Minster Reid presented the award at the BC FRP Association AGM December 7th.

As part of the Family Resource Program services for parents, a "Parent Talk" drop in program is offered Friday morning from 9:30 to 11:00 a.m 2 to 3 times a month. 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 drop in 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, 2007 until March 31, 2008, 28 "Parent Talk" sessions were held and attended by 267 parents and 403 children. A variety of parenting topics was facilitated by a number of guest speakers. Parents are encouraged to arrive early to ensure a space for their child. Some parents chose to take their infants to the sessions with them.

The Central Okanagan Family Resource Program Steering Committee provided ongoing support and direction for the Central Okanagan Family Resource Program. The members include: Lynn Burgat (Kelowna Child Care Society); Anima Anand (Okanagan Families);



Donna Walker and Michelle Laurie (Okanagan Boys & Girls Clubs); Michele Hucul (The Bridge Youth and Family Services); Cindy Ross (Central Okanagan Family Resource Program Coordinator) and Dave Moore (Central Okanagan Family Resource Program Assistant and employee of the Boys and Girls Club). Beginning in April 2007, a Parent Representative was invited to sit on the Steering Committee. Alicia Hurd a parent and caregiver who regularly attends the Central Okanagan Family Resource Program, has given a new and welcome viewpoint on the direction of the Family Resource Program. The commitment and dedication of the committee members is greatly appreciated.

Cindy Ross

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 2007/2008 the CCRR received **1,169** “telephone or email” requests from parents looking for Child Care. This is slightly less than the previous year. It is important to note that for statistical purposes, the ministry only allows us to count a child care referral once from a parent in any one month, regardless of the number of times a parent phones back looking for child care. For this reason, the total number of referrals does not accurately reflect the “actual” number of times a parent phones our office. You will note that the number of parents searching for child care on our website has more than doubled from last year. Busy parents find the website easier to access during evening hours and weekends. There still is an acute shortage of child

care spaces in our community. Parents are often forced to travel great distances in order to find child care and may also have 2 to 3 child care providers in order to insure that their child care needs are being met.

Referral Statistics		
	<u>07/08</u>	<u>06/07</u>
# of Parents Phoning for Child Care	1,169	1,382
Number of Children Needing Care	1,432	1,793
Number of Referrals Made to Child Care	22,283	25,418

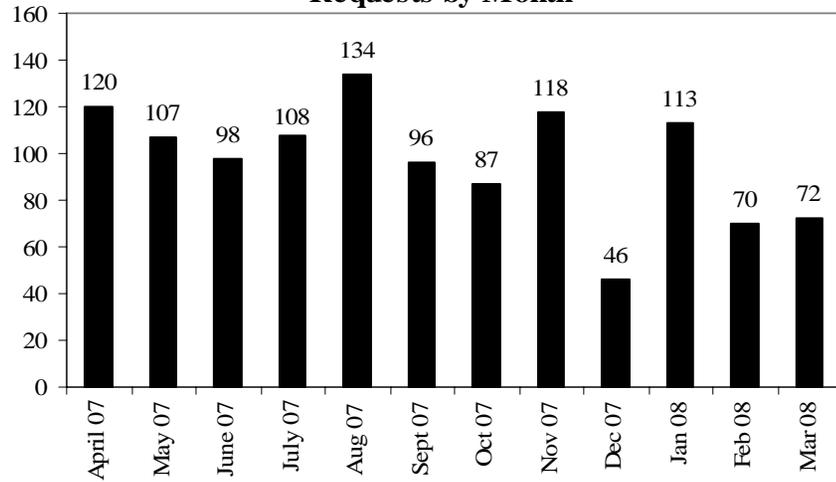
Web Site Statistics		
	<u>07/08</u>	<u>06/07</u>
# of Web Site Searches for Child Care	8,210	4,037

Parent Contacts		
	<u>07/08</u>	<u>06/07</u>
Parent Request for Child Care <i>(including web site contacts)</i>	9,379	5,419
Parent Information Calls	957	996
Parent Office Visits	567	448
TOTAL	10,903	6,863

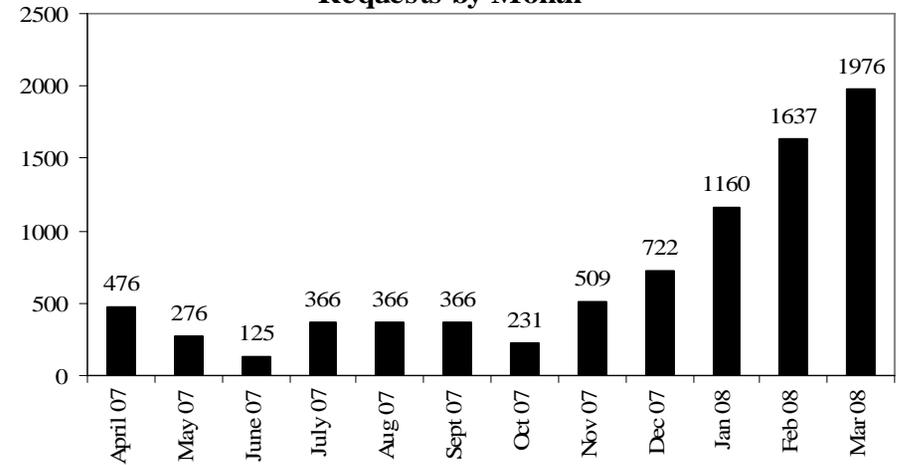


Child Care Registry

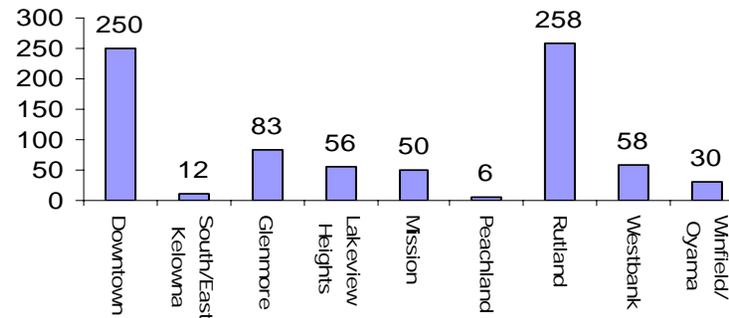
Number of Phone-In Child Care Requests by Month



Number of Website Child Care Requests by Month

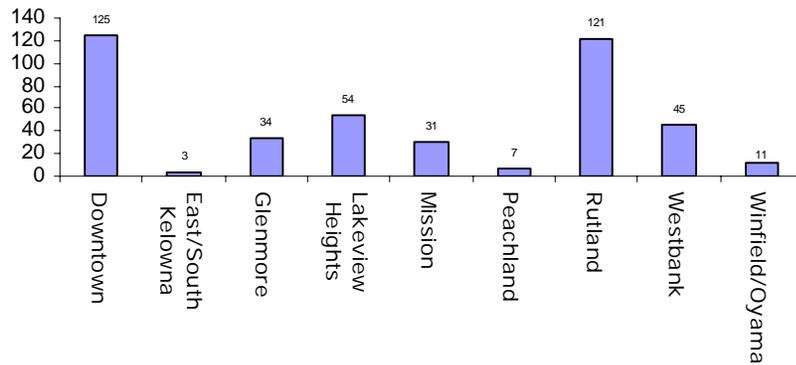


Number of Child Care Request April 2007 - March 2008 Ages 0 - 35 month

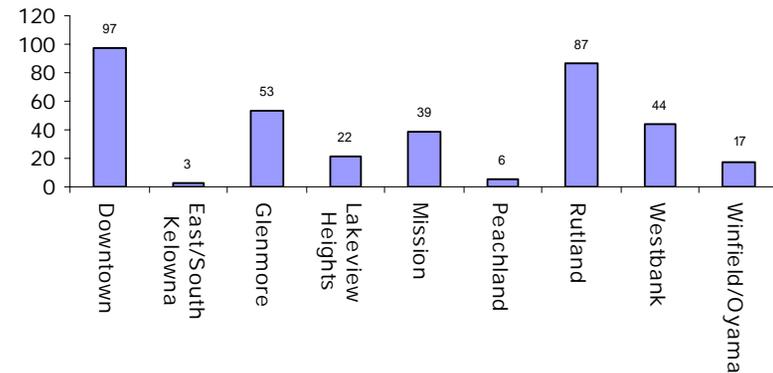




Number of Child Care Requests
April 2007 to March 2008
Ages 3 years - 5 years



Number of Child Care Requests
March 2007 to April 2008
Ages 6 - 12 years



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 **274** new child care spaces being created in our community. The Increase was attributed to an increase specifically in group child care spaces.

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. In comparison to the same time last year we saw a small decrease in the number of child care programs. The actual total number of child care programs and spaces change on an ongoing basis.



Regulated Child Care Programs By Area - APRIL 2008 -							
Area	Group Day Care (3-5 yr olds)	Pre-School	Family Day Care	Group Infant Care	O.O.S. Care	Multi Age Child Care Group	In-Home Multi Age Child Care
Downtown	9	8	12	5	12		
E. Kelowna	2	1	1	1	3		
Glenmore	3	5	14	1	5		
Mission	0	3	12	0	5		
Peachland	0	1	1	0	2		
Rutland	10	11	31	3	13	1	1
Westside	5	16	33	1	9		1
Winfield	2	3	7	0	2		

Caregiver Recruitment

Number of Child Care Programs & Capacity				
	# of Programs	Capacity March/08	# of Programs	Capacity Mar/07
LNR Caregivers	31	62	33	66
Licensed Family Child Care	76	532	77	539
Group Child Care	101	2,774	102	2,489
TOTAL	208	3,368	212	3,094

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, 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 **75** LNR screening visits this year. Each new caregiver receives a minimum of **3** screening visits before they become members. The CCRR Program successfully recruited **19** 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. In January 2008 new screening requirements were added to include the new CRC legislation.



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

Memberships (As of March 31st, 2008)	
License Not Required	31
Licensed Family Day Care	72
Licensed Group Day Care	76
Informal Caregivers	6
Parents	32
Other/Public	26
TOTAL	243

Our membership numbers have remained consistent with last year's numbers, with a slight decrease in the number of child care provider members.

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 photocopying 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 web site
- Child Care Rate Survey information



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 **208** 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 **191** Support and Recruitment Visits to both Family and Facility Based Child Care Programs.

Office Visits and Telephone Consultation w/Child Care Home & Facility Based 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 **11,172** times between April 2007 and March 2008. This includes email, telephone calls and in-office visits. *An Average of **931** Child Care Provider contacts per month!* The number of child care provider contacts has **doubled** since last year. It has been especially challenging for staff this year because of the loss of CCRR staff due to funding cuts.

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.

This year there was a total of **3,534** Loan library transactions made by child care providers and parents accessing our loan library service for

play equipment and information resources. This is a **63%** increase in loan library transactions from last year.

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 **23** workshops and **2 seven session** courses were offered to caregivers and parents. **352** 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 28, 2007	8	11
	May 12, 2007	8	12
	Sept 15, 2007	8	12
	Nov 17, 2007	8	12
	Jan 26, 2008	8	11
	Mar 8, 2008	8	15
If I said it once I said it a thousand times	April 30, 2007	2,5	15
Dad's at the Door	May 16, 2007	2	13
An Evening in the Rain Forest	June 5, 2007	2	17
Out of the Binder WS OOSC	June 11, 2007	2	16



Behavior Workshop	Sept. 12, 2007	2	16
	Sept. 19, 2007	2	14
Licensing Meeting	Sept. 15, 2007	1	9
Child Care Subsidy	October 19, 2007	1,5	15
Artists Alive & Well	October 20, 2007	2	7
Literacy Workshop	Nov.21, 2007	2	17
Registered LNR Policies & Procedure Workshop	Nov. 27, 2007	2	7
Dental Workshop	January 24, 2008	2	17
Science Workshop	February 9, 2008	3	17
Income Tax Workshop	February 13, 2008	3	12
Managing challenging behavior	February 13, 2008	3	12
LEAP	February 23, 2008	3	23
Managing challenging behavior	March 27, 2008	3	23

2. Courses			
Name	Date	Hours	Number of Participants
Level 1 Training	Oct/Nov. 2007	21	15
Level 1 Training	Jan/Feb. 2008	21	14



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 **78** play equipment loan library transactions made by parents as well as **6,564** information resources provided to parents. This is in addition to the distribution of **10,000** copies of our Okanagan Parent Magazine that is distributed free to parents in the community. The toy loan library service is 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 behavior management concerns. This year, we have noticed a significant increase in the number of office visits from grandparents and single fathers requesting information about child care as well as community resources.

This year our CCRR Program received **15,337** emails, **4,036** phone calls and **2,608** office visits from parents, informal caregivers, and the general community. Emails have more than **doubled** since last year and we have had a **85%** increase in office visits.

The number of clients accessing our services continues to increase. The numbers clearly demonstrate the need for Child Care Resource & Referral Program Services in our community.

CCRR Annual Program Review

Parent Survey Results

This year we again sent out our annual CCRR Program Review Questionnaire by email. **15%** of the **382** parent questionnaires were returned this year.

Again this year, most parents 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 despite the increase in new child care spaces, 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:

- 40 parents responded that there was no openings
- 15 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
- 14 parents were not satisfied with the quality of care available to them
- 10 parents couldn't find child care where they lived

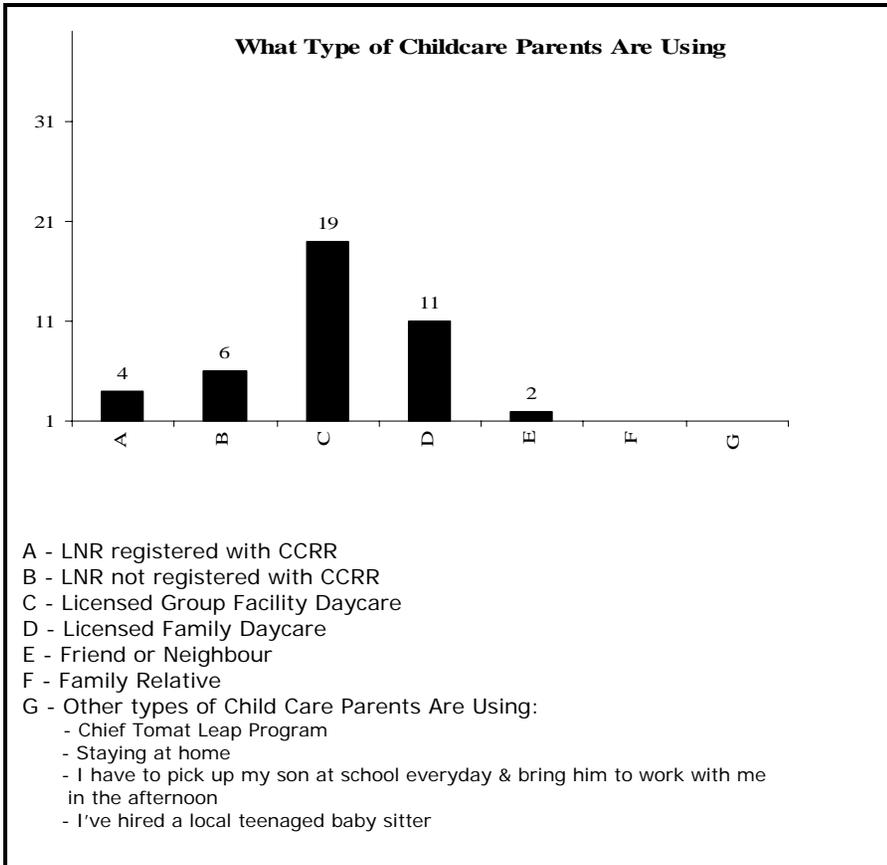
- 8 parents stated that they couldn't afford the child care that is available
- 3 parents stated that they had problems with transporting their child to child care

Parents were also asked again this year if they were on a waiting list at a child care center. Parents responded that they were on **1 – 13** individual child care program waiting lists hoping to find space for their child/children.

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

- KCCS Website (*18 parents found the website information links very helpful*)
- Reading material on child care
- Toy Loan Library membership
- Child Care Subsidy Assistance
- Telephone consultation regarding parenting issues
- Workshops on parenting

Despite the challenges in finding child care, **53%** 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 the Parents Questionnaire:

- I only used your site to get a list of names of daycares in our neighborhood. I received a response very quickly from the staff and found names on the list that I would not have known were daycares. I really appreciated the service. My son is in our #1 choice of daycare. Thanks!
- It's an excellent service you provide. When I needed a child care I didn't know where to start and you made it so much easier for me and my family. Thank you!
- I found the website easy to use – responses by email were always fast and friendly – information on child care available extremely useful!

- Services were great, friendly staff. Finding quality, flexible daycare was next to impossible- out of the 10 or so waitlist I have been on- not one has contacted me with an opening. I just happened to meet someone who was opening up a daycare. I have to pay for a full time spot even though I only need it for 10 days a month. Works out to \$80 per day. We need more flexible quality daycares in Kelowna!!
- The people that I spoke with on the phone were very supportive and helpful. The list that they sent me was valuable and I feel that I understand the differences between the kinds of childcare available now. I am a new mother and new to Kelowna so it was a much-needed starting point. I was looking for September 2008 when my child will be 14 months old. My husband and I are happy with the decision that we've made.
- I think the CCRR is an excellent resource (although I've only used it for child care finding). It's just really frustrating, the lack of care, especially for infants. It's hard enough to leave your child and even harder still when finding care is so hard. There's no trying to find the place you think is the best. It's more about finding any place. And as a parent I don't want to leave my child just any place, I want to leave them somewhere I feel good about and have confidence in. Unfortunately, up until this point that has not been our experience.
- Friendly and informative staff. Easy to use the toy lending library and good selection. Good resource books.
- CCRR provides an invaluable service to both parents and child care providers, particularly as centralized source of info on providers within geographic areas screening providers and the toy lending library. Thank you for your service.
- It sounds like you offer far more services that I was not aware of. Thanks, we found day care for 2 days a week as we were very flexible. It would have been very difficult to find full time care if needed or if we required specific days of the week. I am sure numerous parents are challenged.
- Have no problems with your service other than giving up to date list of available openings, would be nice to know which places have available spaces rather than phoning the whole list to find out.
- I appreciated that there was this service available for me. The only thing I wish is that there were more choices of daycare in my area



Caregiver Evaluation of the CCRR Program

The 2007/2008 Program Evaluation of the Child Care Resource and Referral Program was mailed and emailed out to all child care providers both Home Based and Facility Based. Program Evaluations were sent out to **58** Facility Based Group Child Care Program and **116** Home Based Child Care providers. We had an good return rate this year on the Program Evaluation with **47%** 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.

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	Newsletter
↓	Workshops	Workshops
	Newsletter	Child care referrals
	Outreach support	Art supplies
	Telephone consultation	Information on child care subsidy
	Loan library/website	Loan library
	Networking	Telephone consultation
		Outreach support
	Website	
Least important		Networking

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

Caregivers polled in the February 2008 CCRR Program Evaluation 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 child care programs feel it is their best connection to new clients. Child Care providers also stated that they liked having the option of including their day care on the KCCS website Child Care Search data base. In addition to general child care referrals this exposure resulted in less money being spent on advertsing. Caregivers responding to the survey this year stated that most of their child care referrals came from either the CCRR office or the KCCS website. 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 oppourtunities
2. Wage and child care rate survey
3. Job postings
4. Calendar of events
5. Grant information
6. Licensing regulations

Workshops and Training Opportunities

74% of Facility Based child care program providers and **61%** of 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. With the new changes to the child care regulations that went into affect November 2007, our office has already started to see a substantial increase in the number of child care providers registering for training courses through the CCRR Program.

Toy Loan Library and Resources

53% of the child care providers who responded indicated that they accessed the toy loan and resource library. 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 receive our newsletter rated the quality of information provided in the newsletter as excellent or very good.

Network Meetings

This year the CCRR Program provided **13** network opportunities for child care providers.

A variety of networking sessions were offered in the 07-08 year. We provided networking sessions such as, Fall festival, care provider Christmas dinner and workspace planning. We also collaborated with the Parenting with Pizzazz one day conference and the local ECEBC Okangan branch meetings.

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

Home Based Child Care Providers:

- Online resources, links, info, are my best (starting) resource because I can get info at anytime, i.e. before and after daycare hours.
- Have enjoyed being a member of the KCCS, especially when first starting out. Very informative and helpful when needed. Hope to see more workshops that will count towards professional development in order to renew ECE license since new regulation of 40 hours.
- It is a great service, the loan of toys is a huge help for new centers. New toys would be great. The workshops are very helpful for our training. More workshops would be great. The staff is amazing helpful and friendly. I'm always happy going and leaving the KCCS.
- I appreciate the low cost to your workshops and art supplies. Thank you!
- Thanks for the great work, even though I do not use you very much it is a good feeling to know you are there for me and others too.
- I think you guys do a fantastic job there at the KCCS. Whenever I phone or come in the staff is ALWAYS friendly and eager to help. Also I find you all to be supportive and knowledgeable. If ever I need to know something and I phone, you all do your best to find my answers or direct me to the spot where they can be found. If only you could teach our government how to run an effective agency! THANK YOU for all you do for us caregivers and the community all year through. I would be lost without the KCCS!
- I'm now licensed as multi-aged in home care. There is not a spot for me at the top. I am so grateful to the KCCS, I feel like I'm partners with our community by being a member. I can get lonely when you run your own family daycare, KCCS are my partners in the important work we all do every day with our youngest citizens



Child Care Group Facility:

- You provide an invaluable service to all childcare providers. The loan library is particularly important for providing quality educational materials on a rotating basis throughout the centre. Without the workshops, no one in Kelowna would be able to retain their license. The workshops are of high quality and greatly beneficial for getting pumped up again about child care and new things we can bring to our programs
- I use the website for posting of job opportunities and wage surveys
- I think you provide a great service to child care in Kelowna. I would like to see more for Group child care and school age programs.
- All of the above!! Even though I don't use all the services, they are essential to supporting childcare operators and families.

Outreach support is important for LNR's and licensed family childcares. Subsidy information at CCRR is the way families can talk to a person about their questions, rather than receiving voice mails. Finding childcare is a challenge, which makes the referral service vital. The loan library and art supplies are useful for these who are just beginning their childcare or those that don't have storage to build up resources. Networking is a positive outlet for caregivers to learn from each other and encourage each other, knowing everyone faces challenges

- Hats off to you ladies. You do a great job and are a tremendous asset to the childcare community. Many Parents calling our centres comment on the friendliness and the help that they received from your office. We really look forward to the newsletters and great ideas sent our way. Thank you.
- Please have more workshops/training applicable to out of school care centers. Thanks!



Kelowna Young Parents Program



Mission Statement

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

Program Statistics

During the 2007/2008 year, the YPP provided child care for:

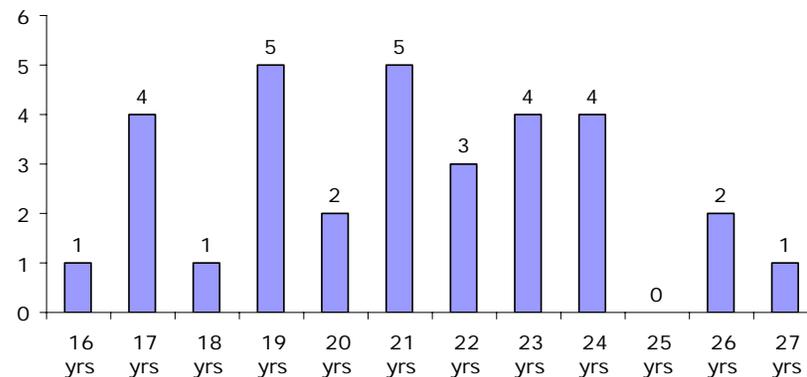
36 infants and toddlers, 21 parents will complete the year,
3 will graduate from Central School Programs,
1 will graduate from Kelowna Secondary School,
and 3 will graduate from Okanagan College.



Referrals

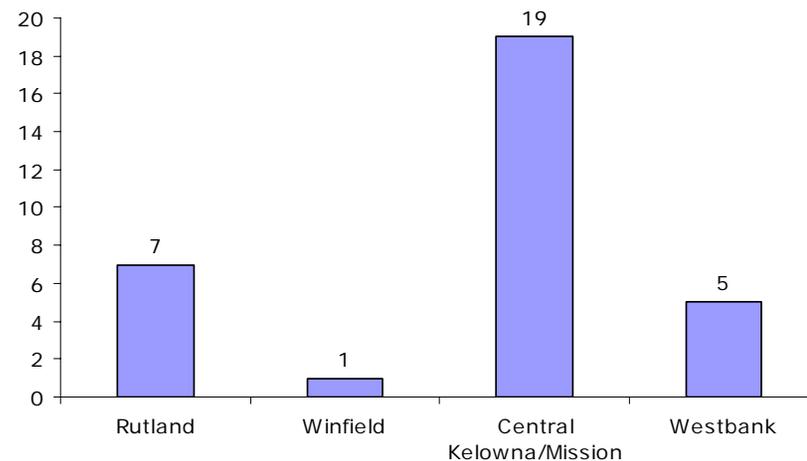
PROGRAMS ATTENDED: 2007-2008				
Program	Enrolled	Incomplete	Completed	Graduated
KSS Day School	3	1	1	1
Central	8	3	2	3
Store Front				
OC Adult ED	8	3	5	0
Working	3	1	2	n/a
Post Secondary	9	1	5	3
Rutland Sec	1	1		

Ages of Parent Participants



CHILDREN'S ENROLLMENT STATS SEPTEMBER 2007 – JUNE 2008			
Month	Total Registered	New Registration	Withdrew
Sept 07	21		1
Oct	23	4	2
Nov	23	2	4
Dec	23	1	2
Jan 08	24	5	2
Feb	24	1	1
Mar	24	0	0
Apr	24	3	3
May	22	1	4
June	16	0	0

Geographic Location





Highlights of 2007-2008

Young Parents:

- 21 young parents completed the year
- There were 4 high school grads and 3 post secondary grads
- 4 high school grads were accepted into post secondary programs at Okanagan College as well as UBCO
- Young parents attending KSS and Central School Programs completed Nobody's Perfect parenting course
- Christmas hampers and grocery certificates were given to young parent families in need from: Salvation Army, Share Society and KSS First Nations Advocate
- Manteo Resort staff and Kelowna Community Resources community volunteers sponsored all young parent families at Christmas and provided gifts and dinner
- Young parents received bus tickets from the United Way
- Young parents received graduation assistance with attire, pictures and esthetic services through Treasures Program
- Young parents and the YPP Coordinator successfully advocated for continued assistance from the Ministry of Employment and Income Assistance for the monthly training allowance for those young parents on income assistance; in addition, this ministry also covered the cost of graduation, student and extra course fees for students on income assistance
- Young parents received year end group and grad photos from the Young Parents Program
- 4 graduating students received scholarships or bursaries enabling them to proceed with post-secondary training
- One young parent attended a week long conference in Ottawa, YOUCAN, on conflict resolution, then did presentation to grade 8 class at KLO Middle School
- One young Parent received a community donation of \$350 allowing them to proceed with urgent dental surgery for their child

The Daycare:

- New theme carpets were purchased for the toddler side, replacing dated and aged carpet
- New toys and play equipment, including mats, were purchased for infant and toddler sides

- Several community celebrations were held during the year, including: Thanksgiving turkey bun dinner, Christmas luncheon,
- Mother's Day Strawberry Shortcake Social, year end barbeque and Father's Day Ice Cream Social
- New dishwasher, washer and dryer were purchased for the day care
- Several repairs were undertaken including paint and sink leaks
- Work order in place to complete upgrades in kitchen over the summer

The Children:

- All children immunizations are current
- Children of appropriate age and development 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
- Manteo Resort staff and community members registered through Kelowna Community Resources donated HUGE hampers to the children at Christmas
- Wal-Mart gift cards were presented to the young parents for Christmas and at year end in recognition of their achievement in successfully completing the year
- Telus community volunteers knitted hats and mittens for the children
- Donations received throughout the year from many community supporters of clothes and other items for children

The Staff:

- One new daycare staff member: Susanna Furgason
- Two daycare staff attended training presented by interior Health on changes to licensing act and regulations
- One staff member completing infant toddler component of ECE training
- Held monthly pot luck lunches and participated in team building activities
- Two staff attended workshop on play at Okanagan College



Parent Testimonials, June 2008

Dear Ladies of the Young Parents Daycare,

The past four years have been a struggle for me and my family, but with your help, support and kindness you've all made them good years also. I've accomplished a lot and made huge strides forward thanks in large part to the fact that I've had people like you, people I trust to care for my children while I was out there reaching my goals. The daycare has become a home, its staff like a chosen family, it's sad to leave, but once again thanks to all of you, we are now on to bigger things. I will always remember what you've meant to me and my kids, you're not just caregivers to me and mine you're family, forever.

Sincerely,
S, C and E

P.S. Don't worry you're not rid of me just yet we'll be back to visit!!

I'm very grateful for the Kelowna Young Parents Program. It has expanded horizons for both me and my daughter. It's an amazing program with great staff and an amazing coordinator.
Thank you.

When I first entered those doors of the young parent program I had absolutely no idea what a wonderful program I had found. They offered me support with other moms just like myself, going through the same hardships of being a young parent, where I just would not have gotten anywhere else. They put forth information through guest speakers which opened my eyes to subjects I thought I knew everything about. From teething to potty training, sunscreen and tantrums, I have a healthy, smart, beautiful three year old little girl now and I give a lot of credit to those wonderful people who helped me along the way. I am graduating in two weeks now and I can honestly say I never thought I could do it. I am attending Okanagan College in the fall and have bright hopes for the future. This program has changed my life in so many ways and I will carry the memory of it forever.

Love a thankful mom and her little girl



Kelowna Secondary School Young Parents Program Year End Summary

Kelowna Secondary School Young Parents Program 2007-2008

KSS Child Development Class

September started with three girls registered at KSS and throughout the year we had a steady stream of participants. We ended up with a core group of 7 students. The parenting course was held every second day on an eight day rotation. It was held at KSS and took the duration of one hour and fifteen minutes. The parenting room was moved to the home economics room where we shared space with the Home Economics teacher. This did not work well for our students and guest speakers and we ended up moving to another space in the building. Allocated, designated space was a challenge for the Teen Parents class this year.

Highlights for September

- Expectations and the Course outline was presented
- Attendance/academic rules for classes
- Student log/monthly observations outlined
- Daycare rules and expectations
- Student input and feedback in what they would like to see out of course gathered
- Community kitchen established
- History on child development
- Fundamentals of child development/importance of studying children
- Personal demographics/history/experience
- Childhood stages of development overview
- Guest Speaker-Family Life Program. This year rather than conduct a survey, the students presented their feedback about young parenting.

Highlights for October.

- Career Development: Identifying interests
- Exploring education and career options/goal setting
- Educational planner online
- Research post secondary school options
- Applications to post secondary schools
- Community kitchen- food safety, preparation, budgeting and shopping

- Self Esteem/Image/burning issues booklets
- Observations and attendance sheets for October
Guest speakers included: Deb Treadgold, Interior Health, Leona and Tony, Family Justice, Shawna, Dental hygienist
- Marilyn and Karen shared their experiences at the Young Parents conference in San Francisco including videos on Child Behavior/discipline
- Pat Smith and Donna Kozak , speech pathologists for SD #23 introduced their Early smart start program.

Highlights for November

- Community kitchen continued
- Guest speaker- Sandra Corrado- Scholarships and Bursaries
- Pat Smith and Donna Kozak returned
- Marie Peters,
- Wee Care sign language- communicating with infants with sign language
- Budgeting: Preparing household budget/ Living within your means
- Creating monthly budgets and future budgets for next year
- Identifying strengths/identifying weaknesses
- Guest speaker- Deb Treadgold- community support
- Guest speaker- Lindsay Atkinson Smith- Ministry of Family Resources
- Appreciation cards for students
- Observations and attendance sheets for November



Highlights for December

- Practical Parenting/Toddler discipline
- Guest Speaker- Pat Smith and Donna Kozak continued program- ran double blocks
- Community kitchen
- Craft- Christmas stocking for children/ Christmas cards
- Talking to babies/ Reading to infants
- Toddlers at risk- childhood milestones
- Christmas Breakfast
- Observations and attendance sheets for December

Highlights for January

- Community kitchen
- Developing good nutritional habits
- Individual assignment project (personal interest research)
- Poster projects (topic of interest)
- Dream boards- goal setting for short and long term goals
- Guest Speaker- Jill -Pat Smith and Donna Kozak
- Guest Speaker- Deb Treadgold- Nobody's Perfect Parenting Program
- Observations and attendance sheets for January

Highlights for February

- Nobody's Perfect Parenting Program
- Exploring Relationships/ self and with children
- Relationship building
- Community Kitchen
- Observations and attendance sheets for February

Highlights for March

- Continuation of Pat and Donna's program including gifts and video taping
- Continuation of Nobody's Perfect Parenting Program
- Community kitchen
- Visit from Anita Vieritz- Building Healthy Families
- Visit from Tony – family justice- child maintenance and custody issues
- Observations and attendance sheets for March

Highlights for April

- Working on personal income taxes
- Guest Speaker- Pat Smith and Donna Kozak continue
- Community kitchen
- Understanding personal values/mutual respect
- Communicating with your child
- 9 Ways to bring out the best in your child- Exploring Maggie Reigh's workbook
- Art with children/making parenting fun
- Observation and attendance sheets for April

Highlights for May

- Communication and building children's self-esteem
- Community Kitchen
- Coping and identifying key stress
- Heart Math strategies- dealing with stress
- Resume writing/Job search strategies and resources
- Continuation of Pat and Donna's program
- Breakfast at college for transitional planning
- Deb Treadgold- identifying and solving key issues in parenting
- Guest Speaker- Brenda Fisher- Smart Women Financial- Financial planning
- Observations and attendance sheets for May

Highlights for June

- Year End breakfast/goal setting
- Transition/Exit plan for Grads and Teen Moms
- Community Kitchen
- Year End wrap up
- Observation and attendance sheet for June

Karen Lewis
KSS Instructor of the Kelowna Young Parent Program
Child Development class



Public Health Report

The Highlights of the Public Health Nurse involvement with the Young Parents Program the 2007-2008 year includes:

The Nobody's Perfect Parenting Program was held from Jan. 3, 2008 to March 4, 2008 in the high school classroom. We had 6 students involved in this program and 5 of these students received certificates of completion.

Many visits were made to the daycare to update children's immunizations and to provide flu shots to any interested staff, parents, infants, or children.

Since many of the parents using the daycare this year attended Central School or Okanagan College, it was difficult to provide ongoing

parenting information to the parents in a classroom setting, so in the Fall I attended a number of lunch hour meetings to provide information on topics such as brain growth and attachment during the early years, safety, and nutrition.

Additional educational sessions were offered in the classroom setting again during May. Topics such as summer safety, sun protection, nutrition, discipline, and resiliency were discussed.

Working closely with Marilyn this year I was able to help provide a link from the Daycare to the Community. The objective of the involvement with these parents is to provide a strong support system and relevant information that will help them be successful with their education and as parents.

Debra Treadgold, Public Health Nurse



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, 2007 – March 31, 2008, the Central Okanagan Family Resource Parent/Child drop-in Program provided: **74** drop-in sessions, attended by 2784 children and 2096 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 time are provided 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 (58 parents responded to survey)

How would you describe who you are in this family?		
Response	Number	Percentage
Mother	48	84%
Father	4	7%
Extended Family		
Step Mother		
Step Father		
Caregiver	4	7%
Grandmother	2	2%
TOTAL	58	100

What language(s) do you speak at home?		
Response	Number	Percentage
*English	53	91%
French	3	5%
Japanese	6	10%
Spanish	4	7%
*Other languages spoken in addition to English include: Danish, Tagalog and Chinese		

How many children do you bring to the drop in program?		
Response	Number	Percentage
One	37	64%
Two	16	28%
Three	5	8%
Four		
TOTAL	58	100



How many times a month do you usually attend this program?		
Response	Number	Percentage
Up to 2 times ¹	19	33%
3 to 4 times	24	41%
5 to 6 times	8	14%
7 or more	7	12%
TOTAL	10	100

How long have you participated in this program?		
Response	Number	Percentage
Less than one year	44	76%
1-2 years	11	19%
3 years or more	3	5%
TOTAL	58	100

Total number of respondents: 58 Numbers represent % of respondents answering question % that does not add up to 100 represents questions not completed.	Agree	Disagree	This is important to me	This is not important to me	This does not apply to me
Engaging Families					
1. I have learned a lot about raising children here.	60%	26%	53%	2%	9%
2. I am better prepared to help my child in school because of this program.	61%	28%	55%	9%	10%
3. My child looks forward to coming this program.	91%	2%	66%	2%	2%
4. My child has made friends with other children at this program.	77%	12%	64%	3%	2%
5. My child is better prepared for school because of this program.	75%	12%	57%	3%	10%
6. Staff encourage all children to take part.	90%	5%	64%	3%	
7. I read or sing more with my child because of this program.	67%	19%	59%	3%	5%
8. Coming to this program is an important part of my family's routine.	83%	9%	66%	3%	
9. The safety of our children is important to the staff.	99%		67%	2%	
10. The program gives me an opportunity to further develop my relationship with my child.	90%	3%	67%	5%	
Empowerment					
11. The workshops are useful.	59%		36%	9%	24%
12. I do not feel judged by staff.	93%		62%	10%	1%
13. I do not feel judged by other people in this program.	89%	3%	62%	12%	
14. The staff respect what I have to say.	94%		66%	5%	3%
15. Diversity of all kinds is valued.	98%		67%	3%	2%
16. I have been able to build on my strengths by taking part in this program.	81%		57%	5%	5%
17. I am encouraged to participate in many activities at the program.	83%	9%	47%	16%	2%
18. My participation in the program has been a positive experience for me.	97%		48%		



Social Support and social capital					
19. When we come here my child and I feel welcomed by staff	97%		71%		
20. When we come here my child and I feel welcomed by other participants.	93%	5%	64%	5%	
21. Everyone here is treated with respect.	100%		67%	5%	
22. I know that anything I say to staff is kept private and confidential.	86%		57%	5%	1%
23. I have received practical help that I can use in daily life.	94%	2%	62%	5%	
24. I have made friends here.	78%	12%	59%	5%	3%
25. The information I get is up to date.	86%		55%	5%	9%
26. There are new opportunities for me because of this program.	69%	17%	53%	7%	9%
Building Community					
27. Money does not stop me from taking part in this program.	87%	3%	52%	10%	7%
28. I give back what I can to this program.	42%	31%	26%	9%	29%
29. I am more involved in my community now.	47%	38%	36%	12%	14%
30. People in the community respect this program.	92%		57%	9%	3%
31. This program benefits me and my family.	93%		67%		
32. I talk about the program with my family or friends.	93%		60%	7%	
33. Because of this program, I know about services and resources in this community.	88%	3%	62%	3%	2%
34. This program benefits my community	96%		69%	2%	

2007/2008 Evaluation Comments From Parents Regarding the Family Resource Program Parent /Child Drop In Sessions

- The kids are having lots of fun
- The staff are so friendly
- Lots of creativeness
- Children are learning lots
- We've just started attending the program so many of the questions do not yet apply as we've only been here 3 x
- I find it's a great way to meet new people, and my child loves the crafts
- As an early childhood educator myself, I enjoy this program and all it has to offer from gross motor to crafts it's always inviting and changing. My daughter loves coming here, its lots of fun and very stimulating
- This is a great program. I wish it ran during summer vacation.
- The program is very well organized and staffed by caring people. My daughter loves coming and participating in this program. P.S Everytime my daughter sees a guitar she says "Down by the bay" and "Dave"
- Love the program. I think it's fantastic that a free service is offered during the winter months. I am surprised that Kelowna does not have an indoor activity centre for kids. One suggestion I would make is that there is some more structured activity to encourage the children to play with one another rather than doing their own thing. Love the songs, love the rotation in toys and as a newcomer to Kelowna the information available is a great service.
- The program is wonderful. Dave and Cindy are great. Mothers are friendly. Found pamphlets very interesting. Wish I had all this information when I was raising my four kids. Thanks for everything.
- Thank-you Cindy and Dave for being here to support us and make our Tuesday mornings fun.
- This program has been great for my daughter. I recommend it to everyone I know!



- I wish there were more older kids like older than four years. My son needs older friends. Thanks for your help.
- Thanks so much for this program. It is lots of fun and it's nice it's so close to where we live. Not driving is important to me as well.
- I think that music and songs is very important for children and I can see they are very happy...more, more
- We love coming here!! The staff are amazing, friendly and helpful and I really don't know what I'd do without this program.
- I love the structure of the program, and believe it helps contribute to preparing my child for a school setting. We use a lot of the songs and crafts learned here at home.
- My kids love it here. Dave and Cindy are great-they are both a great asset.
- This program is a fantastic way for kids to interact. It is great for social skills and independence. Great outing for parents.
- Excellent staff. I love this program.



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

From April 1, 2007 until March 31, 2008, 28 "Parent Talk" sessions were held and attended by 267 parents and 403 children. A variety of parenting topics was facilitated by a number of guest speakers. Topics presented include the following:

Date	Topic	Presenter
April 13, 2007	Wills and Estates	Shawn Swail, B.A. L.L.B
April 20, 2007	Sleep, routines, toilet training	Kim Bucek, PHN
April 27, 2007	Routines and open discussion	Michele
May 4, 2007	Fire Safety-DVD	Michele & TBA
May 11, 2007	Relationship – Communication	Terry Dunn, Counselor
May 18, 2007	Save that Child-St.John's First Aid	Instructor
June 1, 2007	Family Events for Summer	Michele
June 8, 2007	Depression-child and adult	TBA
June 15, 2007	Final day Celebration-Games & Food	
Sept 21, 2007	Welcome and topic planning	Michele
Sept 28, 2007	Community Resource list	Michele
Oct 5, 2007	Open discussion – My child does this? How do I deal with it?	Michele
Oct 12, 2007	Balancing being a parent and an individual	Maggie Reigh
Nov 2, 2007	Child Development and Parent Success	
Nov 9, 2007	The Not So Super Nanny	Jeff Hay
Nov 16, 2007	Discipline/enabling	Doug Werry
Nov 23, 2007	Sustaining and Nurturing Relationships	Mike Gladman
Dec 7, 2007	Open questions	Michele
Dec 14, 2007	Family Relationships	Michele
Dec 21, 2007	Christmas Social	
Jan 11, 2008	Making and adjusting to change	Michele
Jan 18, 2008	Fire Safety	TBA
Jan 25, 2008	Toilet Training and open discussion if time	Michele and Public Health
Feb 8, 2008	Adult and Child Temper Tantrums	Michele
Feb 15, 2008	Making change	Michele
Feb 29, 2008	Adult and Child Temper Tantrums	Michele
Mar 7, 2008	Household Exchange Day	Jodi Quibel
Mar 14, 2008	Pitfalls of Praise	Teresa Bouchard



Parent Talk Education Sessions

Program Evaluations

14 parents completed evaluations

How would you describe who you are in this family?		
Response	Number	Percentage
Mother	14	100

How many children do you bring to Parent Talk?		
Response	Number	Percentage
One	7	50
Two	7	50
TOTAL	10	100

How long have you participated in this program?		
Response	Number	Percentage
Less than one year	7	50
1-2 years	7	50
TOTAL	14	100

What language do you speak at home?		
Response	Number	Percentage
English	14	100
Other in addition to English - French	1	7%
TOTAL	14	100

How many times a month do you usually attend this program?		
Response	Number	Percentage
Once per month	1	7%
Twice per month	3	21%
Three times per month	3	21%
Four times per month	7	51
TOTAL	14	100



Total number of respondents: 14 Numbers represent % of respondents answering question % that does not add up to 100 represents questions not completed.	Agree	Disagree	This is important to me	This is not important to me	This does not apply to me
Engaging Families					
1. I have learned a lot about raising children here.	100%		64%		
2. I am better prepared to help my child in school because of this program.	93%	7%	57%		7%
3. My child looks forward to coming this program.	79%	7%	57%		14%
4. My child has made friends with other children at this program.	86%		57%		14%
5. My child is better prepared for school because of this program.	79%	7%	57%		21%
6. Staff encourage all children to take part.	93%		50%	7%	7%
7. I read or sing more with my child because of this program.	79%	21%	50%		7%
8. Coming to this program is an important part of my family's routine.	93%	7%	57%		
9. The safety of our children is important to the staff.	93%		57%		7%
10. The program gives me an opportunity to further develop my relationship with my child.	100%		57%		
Empowerment					
11. The workshops are useful.	100%		57%		
12. I do not feel judged by staff.	100%		57%		
13. I do not feel judged by other people in this program.	100%		50%	7%	
14. The staff respect what I have to say.	100%		50%	7%	
15. Diversity of all kinds is valued.	100%		57%		
16. I have been able to build on my strengths by taking part in this program.	100%		50%	7%	
17. I am encouraged to participate in many activities at the program.	100%		50%	7%	
18. My participation in the program has been a positive experience for me.	100%		57%		
Social Support and social capital					
19. When we come here my child and I feel welcomed by staff	100%		57%		7%
20. When we come here my child and I feel welcomed by other participants.	100%		50%	7%	
21. Everyone here is treated with respect.	100%		57%		
22. I know that anything I say to staff is kept private and confidential.	100%		57%		
23. I feel safe here	100%		57%		
24. I have received practical help that I can use in daily life.	100%		57%		
25. I have made friends here.	100%		57%		
26. The information I get is up to date.	100%		57%		
27. There are new opportunities for me because of this program.	100%		57%		



Building Community					
28. Money does not stop me from taking part in this program.	64%	7%	57%		
29. I give back what I can to this program.	57%	36%	43%	7%	7%
30. I am more involved in my community now.	57%	36%	43%	14%	
31. People in the community respect this program.	71%		57%		
32. This program benefits me and my family.	79%		57%		
33. I talk about the program with my family or friends.	86%		57%		
34. Because of this program, I know about services and resources in this community.	64%		57%		
35. This program benefits my community	71%		50%		

2007/2008 Evaluation Comments From Parents Regarding the "Parent Talk" Education Program Sessions

- Very good program for mom's who need to get out and socialize. I look forward to Friday's
- This program is important to me. I look forward to Friday's and interacting with parents who are experiencing the same issues on a daily basis. It is comforting to know I have found a support system.
- This program has been essential in my personal and parental growth. I feel that this program is run in an amazing manner that helps it apply to everyone. Thank-you.
- Love it, love it love it!
- We are not regular attendees yet every time we come it is a positive experience. Thanks and I hope to participate more as my child gets older.
- The connections I have developed have been invaluable. Topics are always relevant and thought provoking. Michele is a very interesting, effective and skillful facilitator who includes her listeners. I look forward to Friday sessions as an important part of my week-I appreciate snacks and coffee so much too!!
- Michele Hucul is an excellent friend, mentor, and coordinator for many resources to community programs and events. A good shoulder to lean on.
- I really enjoyed coming here and feel it has been beneficial to my family dynamics.
- ! Love you guys!