



# **ANNUAL REPORT**

## **2011 - 2012**



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**Executive**

President	Kim Chernenkoff (resigned 11/27/2011)
President (acting)	Caroline Noga
Vice-President (acting)	Kent Stralbiski
Treasurer	Janet Dillon
Secretary	Eve Layman

**Directors**

Betty Cleland	Cathy Cyr
Sue Manzuik	Cindy Menghini
Donna Kozak	Jennifer Sencar
Leitha Cosentino (resigned 05/29/2012)	

**Executive Director**

Lynn Burgat

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

**- 5 Years -**

Aberdeen Hall Daycare/Preschool  
 April's Daycare  
 Dilly-Dally Daycare  
 Eaglenest Family Daycare  
 Green Gables Early Learning Centre  
 Grow With Me  
 Imagination Station  
 Lil' Beaners Family Daycare  
 Lil' Bloomers  
 Little People Learning Centre  
 Mi Escuelita Preschool  
 Miss Melissa's Modified Montessori PS  
 Peak-A-Boo Daycare  
 Ruki's Daycare



**- 10 Years -**

After School in the Mission  
 Care-A-Lot Preschool  
 Dynamic After-School Care  
 Little Puddle Jumpers  
 Rutland Community School  
 Children's Centre

**- 15 Years -**

Expanding Horizons  
 Lynda's Daycare

**- 20 Years -**

House at Pooh Corner





## **MESSAGE FROM THE PRESIDENT**

I am very proud to announce that this year, 2012 marks the 35<sup>th</sup> anniversary of the Kelowna Child Care Society. The Kelowna Child Care Society, formally known as the Kelowna Family Day Care Society was established in June 1977. For thirty five years our Society has grown and expanded to provide exceptional child care services and supports for families and child care providers in our community. The Board of Directors and staff hope you will join us throughout the year for special events commemorating this very special celebration. Starting with our Annual General Meeting where memorabilia of the past thirty five years will be displayed in the new Kelowna Young Parent Education Center.

I would like to report that the Society has continued to provide the following important services to our community: The Young Parent's Child Care Program; provided in partnership with SD No. 23, the Central Okanagan Family Resource Program, that currently operates out of 2 locations; the Martin Avenue Community Center and the Parent Place and the Child Care Resource & Referral Program which also provides a Toy and Resource Lending Library, as part of their services for child care providers and families.

In addition, successful publications developed by the Kelowna Child Care Society, that support child care providers as well as parents in our community, have included the following: The Okanagan Parent Magazine, What Should Your Child Be Doing booklet, The Early Learning & Development Framework for 3-5 year olds (developed in partnership with SD No. 23) and the Kelowna Child Care Resource and Referral Program bi-monthly newsletter.

After years of hard work and dedication, Lynn Burgat will be retiring as of July 6, 2012. Lynn has been with the Society for 27 years, 12 of which were as the Executive Director. Lynn's dedication and hard work has been one of the main contributors to the great success Kelowna Child Care Society has had over the years. Lynn's commitment and enthusiasm over the years has made our Society the strong, respected organization that it is today. On behalf of the Board of Directors, the staff and the community, I wish to thank Lynn for her time with us and wish her all the best in her future endeavors.

Replacing Lynn as the Executive Director has not been an easy task. The Board ED recruitment committee has been reviewing applicants and hopes to be making an announcement soon.

To wrap up the year, I would like to recognize the excellent work of the staff at the Kelowna Child Care Society; Lisa Robinson, the CCRR Coordinator and support staff at the Child Care Resource and Referral Program; Marilyn Kirke, the YPP Coordinator and child care staff at the Young Parents Program; and lastly, Jodi Quibell, Coordinator of the Family Resource Program and support staff. Their hard work and dedication continues to ensure these programs are successful.

I would also like to thank all the volunteers and Board of Directors who gave of their time and have worked very hard this year to meet the goals of the Society and strengthen the Society's role in our community.

Our goal as always over the past 35 years has been to provide services to families and to ensure that those services continue to grow and change with the needs of families.

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**Respectively submitted**

**Caroline Noga, Acting Director**

**Lynn Burgat, Executive Director**



## **CCRR PROGRAM COORDINATOR'S REPORT**

This year we had a total of 34,231 client contacts. This is an increase of 4,969 client contacts from last year. Staff has had a difficult time meeting workload demands as the needs of our clients grow. Staff commented that this year more than ever, clients need more one to one support and attention.

I would like recognize all of the hard work and dedication of the CCRR staff. Staff has taken extra time and effort above and beyond their jobs to assist our clients with their needs. Staff are always working towards better ways to provide services and improve the CCRR Program.

With tough economic times in our community this year, many child care programs had more vacancies and increased difficulties with the families they support. Providers are still feeling the effects of the changes to the school system with the implementation of all day Kindergarten. CCRR staff offered extra support and resources to assist our providers.

The Annual CCRR Service Survey shows our most important services are still our core services; training, newsletters, child care referrals, website, in person and telephone consultation, loan library and of course our outreach support for providers. The CCRR program strives to offer services at minimal cost to its members. We are continuing to offer some of our services off site to accommodate more participation in our workshops and networking events.

Subsidy has become a major part of our workload over the past several years. Client needs seem to be greater, with clients often accessing multiple services each office visit. Subsidy clients commented that they are very happy with our support service and having face to face contact makes all the difference when completing their subsidy forms. Many parents commented this year that it is difficult for them to pay over and above the subsidy rate and are looking at unregulated care as a result of the tough times. CCRR staff has been spending extra time educating and advocating for choosing quality regulated child care.

This year the ministry updated more Best Practice Resource Policies and Procedure forms and added some new information sheets and guidelines for RLNR (Registered License Not Required) providers for advertizing and social media use.

CCRR staff applied for literacy funding this year through the Central Okanagan Partners for Literacy and were excited to receive enough funding to create story activity boxes for our lending library and provide two free hands on workshops for our clients.

This year the CCRR received the same amount of professional development funding as previous years. With the funding we offered the following training opportunities: Creative Custom Cricut Finger Plays in Minutes Part 1 & 2, Natural Elements – Focus on Light and Level 1 Family Child Care Training Course. As a result of these training workshops the CCRR was able to purchase a light table and a cricut machine which have both been used non stop by child care providers since we purchased them.

The funding also went towards Parenting With Pizzazz, a one day conference for parents and care providers. Attendance this year was 110 participants. The keynote was presented by Trisha Miltimore of Contagious Leadership Training and was rated very high by participants who felt they learned many new parenting tips. I was a very involved member of the committee and spent many hours assisting with this great conference.

The Fall Festival this year was another perfect day for CCRR members and their children to play at McMillan Farms. The CCRR provided many activities and snacks to add to the farm experience.

CCRR staff 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. The CCRR is a great place to be and we truly live up to our tag line "Your Community's best source of child care information and resources!"

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**Lisa Robinson, CCRR Program Coordinator**



## **YOUNG PARENTS PROGRAM COORDINATOR'S REPORT6**

The Young Parents 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 No. 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 34 families accessed the services of the Young Parents Program.

The year was highlighted by the opening of the YPEC (Young Parent Education Center) in December 2011. This project was spear headed by School District No. 23 with special grants and funding coming from Kelowna Rotary and Kelowna Child Care Society. The center is an approximate 2000 square foot classroom attached to the day care facility and is adjacent to Kelowna Secondary School. This location allows the Human Services 12B Parent Class component of the program to have a permanent location which is easily accessible for the young parents both to the day care and the high school. The classroom has a fully equipped kitchen which is used for community kitchen and a cooking component in the parent class. The space is also used by the young parents for homework, studying and a safe space in which they can debrief with each other and discuss their children, parenting experiences and issues in their young lives. There are 13 lap top computers available for the students to use in the YPEC or sign out as required.

This room has allowed for an integral new part of the young parent program to proceed: a new peer support group. This group is facilitated by two of the young parents who have been in the program for two and three years respectively. Both young parents are in second year at Okanagan College. Once a week the peer support group meets in the YPEC to share snacks, provided by School District No. 23 and KCCS, create crafts and just be with their peers. The facilitators offer support and mentor in skill building for these young families. This group is providing young people another friendly outlet and safe meeting place for themselves and their children. Currently, between seven to ten young parents, mothers and fathers and their children from the community and the Young Parent Program participate in the group. Many clients of YPP and members of other parenting programs in the

community have reported that they value this type of non-judgmental environment.

For the first time, students who were completing their high school diplomas at Okanagan College participated in the parent class component. This gave them the opportunity to interact with other young parents and to acquire valuable child development and life skills information.

During the year:

- There were five pregnancies
- Three children were born
- Eight families were involved with other community partners including MCFD and Interior Health
- Fourteen families received income assistance
- Nine families suffered with some form of abuse
- Eight young parents returned to complete high school after an extended absence due to life challenges
- Twenty young parents struggled living on their own and supporting their child(ren)
- Five young parents participated in work placements

All of the young families who are attending school are facing severe financial hardship. Many use the community kitchen for breakfast and lunch daily and when parent class has a cooking component, the young parents are always sent away with nutritious meals. Fifteen of the young families are involved in child custody and maintenance issues through the court system. So in addition to being single parent students living in poverty, they have to face the stress of dealing with lawyers, judges and challenges from the estranged other parent or other family members.

Registration remained high right into June. Seven school district employees accessed the Young Parent Program services during the year. Day care fees remained the same this year and MCFD changed the parameters surrounding eligibility for full child care subsidy for young parents making child care through the YPP easier for some young parents.

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**Marilyn Kirke, Young Parent's Program Coordinator**



## CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

The Central Okanagan Family Resource Program provides a free drop-in program for parents, extended family members, foster parents, grandparents and child care providers and their children from birth to age 6. This year the parent/child drop-in program operated Tuesday, Wednesday and Thursday mornings and the Parent Talk program was offered Friday mornings.

The Central Okanagan Family Resource Program at the Martin Avenue Community Center location had another successful year, with 4,903 children and 3,419 adult participants visiting the 111 playgroup drop-in sessions and 34 Parent Talk sessions offered at our program between April 1, 2011 and March 31, 2012. On average, there were 70 participants, including adults and children attending each session.

In November, our Parent Talk Education Program moved from the Martin Avenue location to the Parent Place to better meet the needs of the infants and toddlers attending the program. The change in location also allowed the program to expand its hours so families had more time to network with each other as well as consult with the Parent Support Facilitator. A wide variety of parenting topics were facilitated again this year by guest presenters from the community.

Our Family Resource Program at the Parent Place location on Cadder Avenue that is provided in partnership with the Bridge, moved from Tuesday afternoons this year to Tuesday evenings. The program ran from 4:00 pm to 7:00 pm. The new time proved to be quite successful with families, particularly working families and dads who couldn't attend the program during the day. Families attending the program enjoyed a full range of activities including dinner and outside playtime. 40 parent and child drop-in sessions were provided at this location with a total of 413 children and 349 adults attending the program sessions.

This year the program saw an increase in the number of families who reported stress in their relationships with their spouses, including spousal abuse and assault and economic stress. Some of the relationships broke apart, leading to referrals to the Elizabeth Fry Society and Legal Aid. Some families had partners who were forced to leave the province

to look for work. We continue to support these families in whatever way we can.

An exchange/donation table was made available again this year, for families to take items that they needed and donate items they no longer had a use for. Items included children's/adults clothing, books, toys, unopened baby food/formula, puzzles, decorations, bedding sets, etc. This resource table has been a blessing for many of our expectant mothers who were having a second child, as they found they didn't have the resources to purchase the infant clothing that they required.

A resource table also was made available for parents and care providers, offering information on a variety of topics, including nutrition, literacy, dental care and behavior.

This year we continued to enjoy bi-monthly potlucks that were organized for families to participate in. This provided the diverse community of program participants an opportunity to share their family's ethnic food with other participants.

During each session a nutritious snack was provided, followed by a group music time. Quite often, participants brought fruit or fresh baking to share with everyone at snack time. The Coordinator typically facilitated group time with the parents and children, using finger puppets, songs, stories and games to engage the children.

We were also fortunate this year to develop a partnership with Okanagan Grocery Artisan Bread Company. Their weekly donation of unsold artisan bread was picked up and brought to the program, to supplement snack time, as well as to give away to families in need.

We look forward to another successful year at the Family Resource Program!

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Jodi Quibell, Program Coordinator



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

**Funders:**

- Ministry of Children and Family Development
- United Way
- Success by Six / Sandbox project
- Central Okanagan Partners for Literacy
- Ministry of Education, School District No. 23
- Ministry of Housing and Social Development
- Interior Health Authority: Public Health and Dental Health Programs
- Private Donations
- Rotary Club of Kelowna
- RBC Foundation
- Kelowna Okanagan Mission Rotary Club
- We acknowledge the financial assistance of the Province of British Columbia

**Community partners who have supported us:**

- The Bridge Youth & Family Services
- Okanagan Boys and Girls Clubs
- School District No. 23
- Kelowna Community Resources
- CATCH Coalition
- Interior Health Authority
- Kelowna and District Child Care Committee
- Okanagan College Early Childhood Education Department
- City of Kelowna
- Central Okanagan Child Development Association
- ECE BC Okanagan Branch
- YMCA/YWCA
- Okanagan Grocery Artisan Breads
- Costco
- The Salvation Army
- SHARE Society of Kelowna
- BC Housing Corporation
- Kelowna and District Food Bank
- Kids Count
- The Kelowna Women's Shelter
- Society of Hope
- United Way
- TELUS Community Ambassadors
- Trinity Baptist Church
- Evangel Church



# Child Care Resource & Referral Program

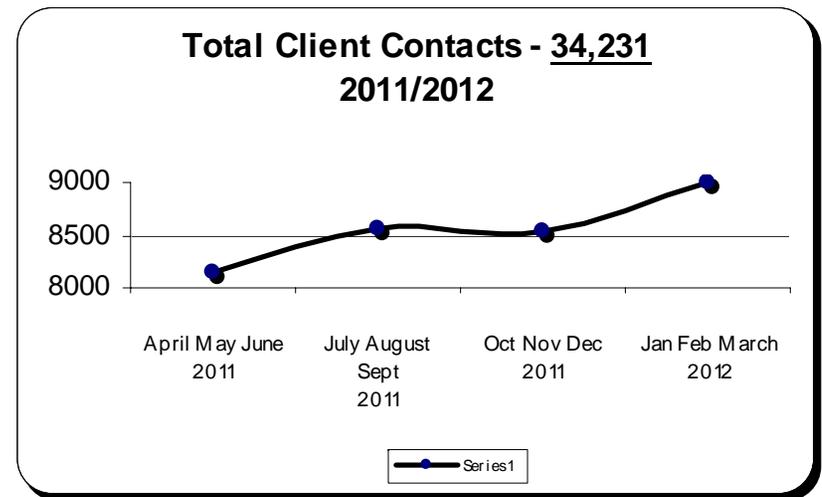
## Kelowna CCRR Program Overview

The Child Care Resource and Referral program provides the following core services: resources and information, child care referrals, care provider and parent support, outreach, subsidy, resource and toy lending library and training and networking opportunities. These services are available to care providers, parents and the public in Oyama, Lake Country, Kelowna, West Kelowna and Peachland. Service is provided in the office and outreach in the community.

The CCRR program works to promote quality child care choices that help to meet the needs of local families. Staff informs clients on what types of child care is being offered and what support services are available to assist and meet their needs.

The CCRR program is a strong part of the community and is connected by working in partnership with several community organizations to be able to enrich and increase our ability to offer services to our community.

In 2011/2012, CCRR staff consisted of two full time (35 hours) and two part time (28 hours) staff. CCRR office hours of operation continue to meet client needs. We offer Monday to Friday services from 9:00 am to 4:30 pm. In addition the office offers 8 evening openings a year to allow parents and care providers to access CCRR services.



## Child Care Resource and Referral Program Mission Statement:

Recognizing that:

- children are our future
- quality child care supports the healthy development of children
- quality, accessible and affordable child care supports families in their abilities to take advantage of training and work opportunities.



## **Year End Highlights**

The CCRR updated the main data base program this year and spent many hours training and inputting data to upgrade our systems. This was a huge undertaking and I would like to thank Cindy, Nora and Monica for taking extra time and effort to get this program working to assist us in our work.

Childcarepro data base holds information regarding: referrals, child care providers, membership, training and statistical data. This new program improves referrals for parents with a map that shows information about location and distance from where the parent is to where the child care is that they are searching for. I would also like to thank clients for their patience as we switched to this new system of operation.

CCRR was excited to offer some unique literacy training this year as we were successful in accessing funding through Central Okanagan partners for Literacy. 41 participants created their own story baskets to use in programs and with families with children throughout the community. CCRR staff also created 7 fantastic literacy activity boxes for our lending library. These are amazing resources for our community.

Many of the training opportunities that the CCRR provided this year included a wide variety of hands on learning opportunities. Clients requested this type of training in our CCRR service surveys, so we took on that challenge and had great results! Participants had an opportunity to play in learning environments with various materials that we set up on training nights, (Natural Elements - Focus on Light, Mighty Machines and Campfires & Smores). Participants also created many make and take projects by using various materials to create and complete ready to use resources for their programs. CCRR continues to offer many low cost training and networking opportunities for our clients.

The CCRR is a strong partner in our community and we participate in many community events and committees like: National Child Day, Parenting with Pizzazz, CATCH Events and Kelowna & District Child Care Committee.

Clients need more support than ever in these challenging economic times and we are happy to be able to effectively provide support and resources through the CCRR program!

***~Your Community's best source of child care information and resources! ~***



**Services for Parents – 2011/2012**

**Description**

- Referrals to local child care providers and other child care services in the Kelowna, Peachland, West Kelowna, Lake Country and Oyama areas
- Information on how to choose quality child care
- Information on the types of child care available in the community
- Subsidy support and assistance with subsidy forms and faxing
- Access to information on Ministry of Children and Family Development programs and services
- Access to parent education opportunities such as workshops and printed information
- Public access to Internet/computer and telephone
- Parent consultation and support for child care issues
- Bi-monthly Newsletter

**Referrals**

- 740 parents received phone-in referrals to local child care services. Parents are able to phone in during office hours to discuss their child care needs in detail. This results in a more personalized referral which narrows down the number of phone calls the parent would otherwise have to make
- 3344 parents received website referrals to local child care services. Website referrals are accessible to parents during office closures. This number is higher by 293 from last years number of website referrals
- The Kelowna Child Care Society website referral has been well received by parents in their search for child care. We feel that simplicity of our website referrals makes it easy for parents to access referrals during evenings and weekends. This enables the Resource & Referral Receptionist, during office hours, more time to give a in depth consultation with parents that required this service

Phone in office referrals, April 2011 to March 2012			
Number of children needing child care by age	under 3 years	3 to 5 years	6 to 12 years
	502	255	137
Number of children needing child care by days/hours	Full time	Part time	
	534	464	

**Resources/Training**

- 2,343 parents accessed resources or attended training
- 86 parents attended training

**Information, Consultation and Support (Parents, Community)**

- 23,101 parents and community persons received consultation by telephone, in office or by email. This number includes subsidy clients but it does not include child care referrals.
- 6,707 were parent consultations and 16,394 were community consultations

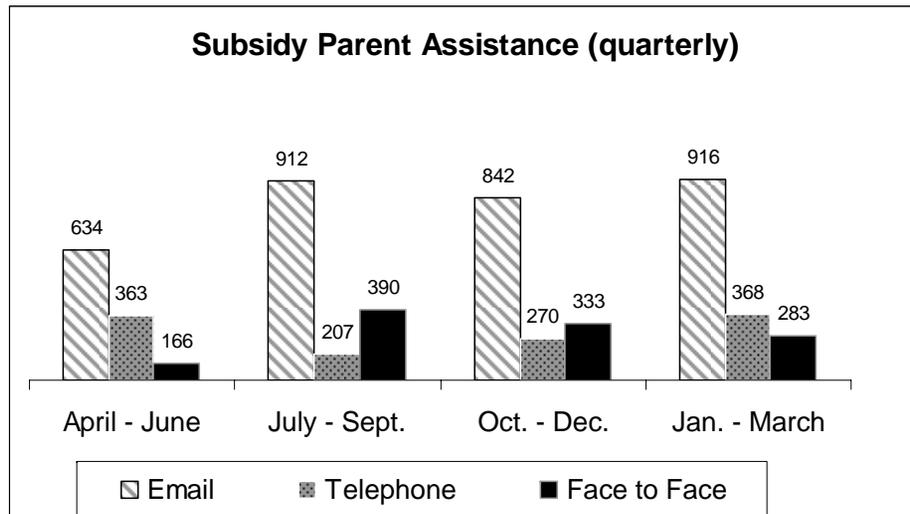
**Memberships**

- We had a total of 88 parent/other memberships
- These memberships were 44 parent and 44 other



**Subsidy**

- 5,684 parents received assistance regarding child care subsidy by telephone, in office or by email. Services included the publicly accessible computer, fax services, printing or reproduction services and telephone services.
- Subsidy clients expressed the need for many services this year. When clients were visiting the CCR program for subsidy information they also received resources, support and information on several topics such as: rental assistance, support groups, referrals, legal information and counseling services.



**Total parent and community contacts that have received services for the year 2011/2012:  
27,185**



## **Services for Child Care Providers - 2011/2012**

### **Description**

- Information on start-up and operating a child care program
- Workshops, courses and networking opportunities
- Financial and administrative consultations
- Registration process for Registered License Not Required Child Care Providers
- Supportive home visits/assessments
- Access to child care resources
- Listing of child care providers on child care referral data base
- Internet, computer and telephone access
- Subsidy assistance
- Bi-monthly newsletter
- Website referrals & support resources
- Rate survey
- Early learning equipment & resource library

### **Registration of Child Care Providers**

- A total of 26 potential child care providers began the extensive registration process
- By the end of March 2011, 10 new child care providers were registered by the CCRR, enabling the families they provide service to, to be eligible for the enhanced child care subsidy rate
- There was a total of 31 existing Registered License Not Required Child Care Providers active at the beginning of the fiscal year
- 142 Home assessments were provided to Registered License Not Required Child Care Providers.
- 50 Support visits were provided to Licensed Child Care Providers. This number more than doubled from last year. Many providers needed support for child guidance, marketing, child development and environment.

### **Training**

- 363 care providers attended training
- A total of 23 training opportunities were provided, 16 workshops and 7 Courses
- Of the total number of training opportunities provided, 46 were Registered License Not Required Child Care Providers, 70 were Licensed Family Child Care Providers, 230 were Licensed Group Child Care Providers, and 17 were Informal Child Care Providers.

### **Resources and Equipment**

- 5790 individuals were provided with resources (i.e. books, videos, educational pamphlets or handouts)
- 662 Individuals borrowed child care related equipment (i.e. strollers, developmental toys and games)

### **Information, Consultation and Support (Child Care Provider)**

- 7035 child care providers received consultation by telephone, face to face/in office or by email

### **Memberships**

- 175 Licensed individuals held memberships with the Kelowna CCRR Program in 2011/2012
- These memberships were 85 Licensed Family Child Care Providers, and 89 Licensed Group Child Care Providers

### **Outreach**

- CCRR supported existing community drop-in programs throughout the year. They were supported through our newsletter, phone calls, emails, resources, toy & equipment loan library and on site support visits.
- 49 networking opportunities were provided/supported this year. Staff attended many community events and networking opportunities. We are able to support many providers and offer information and resources to meet their needs.



**Subsidy**

- This year the CCRR presented 5 group subsidy information sessions in our community. This number is slightly less than last year as we had a couple presentations cancelled for various reasons.
- Ongoing support and information was provided for all types of Child Care Providers throughout the year (i.e. forms, one on one consultation, email, fax, phone, and computer.

**Total child care provider contacts that have received services for the year 2011/2012:  
7,046**

**General Comments and Trends in the Community**

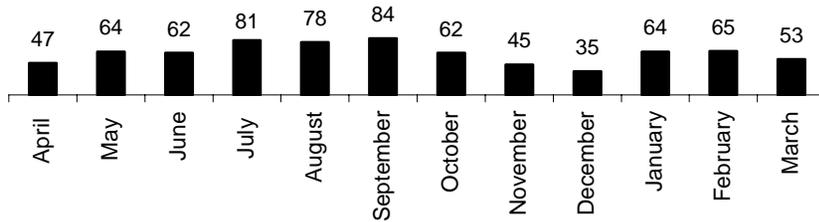
- Parent/Community contacts are higher this year and child care provider contacts are slightly lower. Overall the CCRR total contacts are 4,951 higher than last year.
- More clients are using our AGM report statistics to research child care in our community when looking to open a child care setting
- The CCRR Program is known in the community as a drop off and pick up location for recycled or free toys, equipment, and books. Subsidy clients, care providers, community members and the general public are able to access these items.
- Staff assists extended family members (i.e. Grandparents, Aunts, Uncles, etc. caring for a related child) with CCRR services
- Parents can not afford child care fees and are telling us they are choosing unregulated care that will accept child care subsidy rates as the total fee to be paid by the parent
- There are more open spaces in 3 to 5 year old programs and licensed family child care. Infant Toddler spaces are still waitlisted in child care programs
- Providers commenting on the change in all day Kindergarten. No change to the Child Care Licensing Regulations made it hard to fill their spaces
- CCRR received many support requests for prospective family and group licensed providers, as Interior Health changed to a new system of regional service called Licensing Direct
- KCCS website job posting page has become the best place in our community to connect people and jobs. Employers commented that they received the highest quality of applications from posting on our website.

*~ Your community's best source of child care information and resources ~*

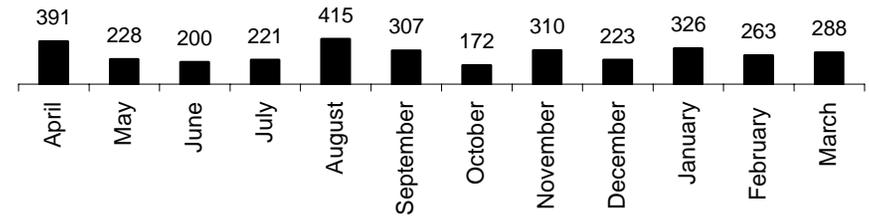


# Child Care Requests April 2011 – March 2012

Number of Phone-in Child Care Requests by Month



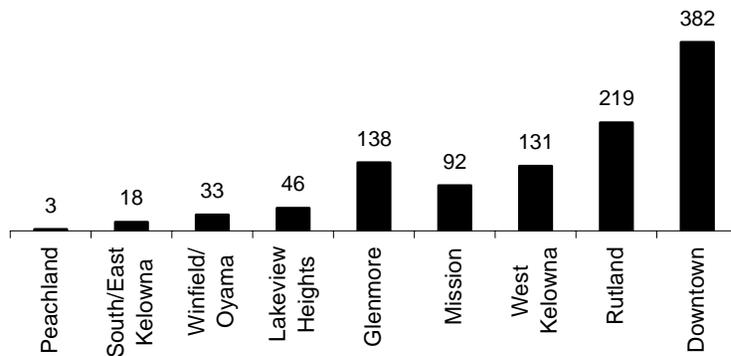
Number of Website Child Care Requests by Month



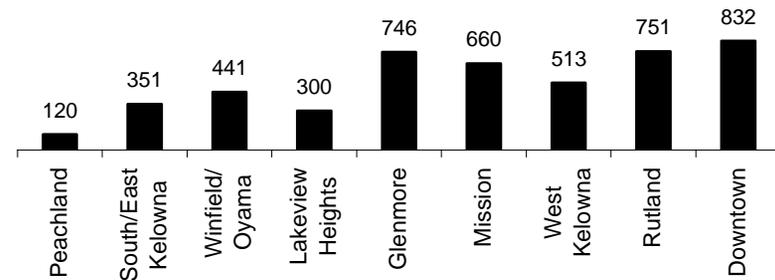
**TOTAL PHONE-IN REQUESTS: 740**

**TOTAL WEBSITE REQUESTS: 3344**

Number of Phone-in Child Care Requests by Area



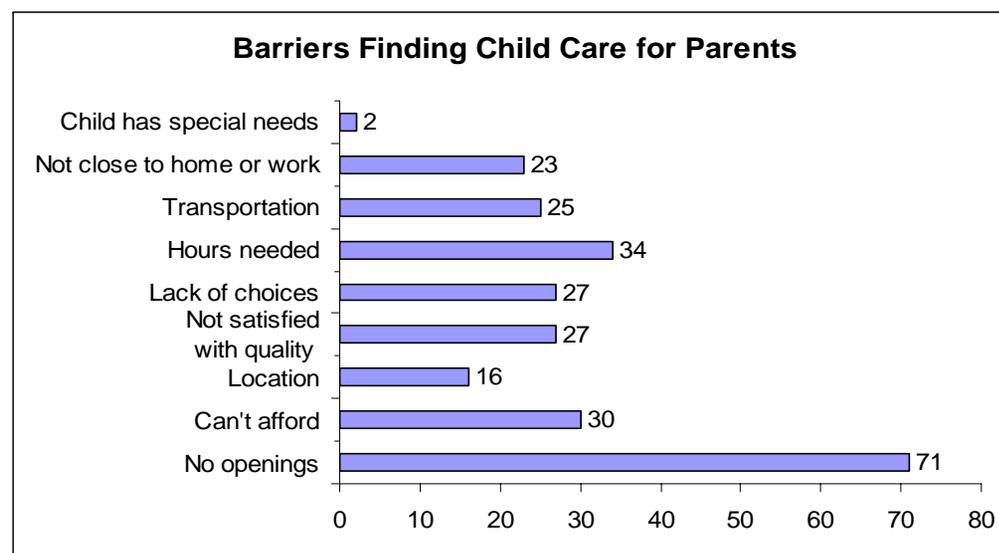
Number of Website Child Care Requests by Area





Regulated Child Care Programs by Area - March 2011 -							
Area	Group Daycare (3-5 yr olds)	Preschool	Family Daycare	Group Infant Care	Out of School Care	Multi Age Group	In-Home Multi Age
Downtown	16	9	13	10	11	3	1
E. Kelowna	3	1	0	1	2	0	0
Glenmore	3	4	15	2	5	0	3
Mission	4	4	15	0	5	1	1
Peachland	0	1	0	0	1	0	0
Rutland	8	10	33	4	13	2	7
Westside	6	15	22	2	5	3	3
Winfield/Oyama	2	4	6	0	3	0	1

Number of Programs & Capacity				
	# of Programs	Capacity March/11	# of Programs	Capacity March/12
<b>LNR Care Providers</b>	30	60	24	48
<b>Licensed Family Child Care</b>	95	677	93	661
<b>Group Child Care</b>	106	3149	115	3361
<b>TOTAL</b>	<b>231</b>	<b>3886</b>	<b>232</b>	<b>4070</b>





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

KCCS Memberships	March 31, 2011	March 31, 2012
License Not Required Child Care	30	24
Licensed Family Child Care	91	85
Licensed Group Child Care	84	89
Informal Care Providers	2	8
Parents	42	44
Other/Public	46	44
<b>TOTAL</b>	<b>295</b>	<b>294</b>

### **Basic Child Care Provider Memberships**

- Bimonthly newsletter
- Child care referrals (phone, email, in office)
- Discount on workshop and training opportunities
- Access to toys, equipment (infant/toddler) and resource library
- Start-up and marketing information
- Outreach support visits & telephone consultation
- Special event activities and networking opportunities
- Information on government grants.
- One on one assistance to support care providers with questions and subsidy form (including faxing)
- Members have access to a public computer and telephone to assist with subsidy services
- Annual child care rate survey
- Child care job listings on KCCS website
- Access to public computer for information links and resources

### **Enhanced Child Care Provider Memberships**

- The Enhanced Child Care Provider Membership includes all services under the Basic Child Care Provider Membership. In addition the enhanced membership includes referrals and a personalized write up on your child care program on the Kelowna Child Care Society website.

### **Parent, Informal Caregiver and Public Memberships**

- Child care referrals and information on choosing child care
- Bimonthly newsletter
- Discount on workshop and training opportunities
- Access to toy loan and resource library
- Special event activities
- Access to a public computer and telephone to assist with subsidy services
- Support to subsidy clients with questions and subsidy form (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 website
- Child care rate survey information



CCRR Workshops			
Name	Date	Hours	Number of Participants
Camp Fires and Smores	April 28, 2011	2	11
Great Places To Be A Baby	May 12, 2011	2	18
Kids Have Stress Too!	June 7, 2011	3	20
Creative Custom Finger Plays	September 13 & 14, 2011	4	19
When The Leaf Blew In	September 21, 2011	2	13
Story Basket Night, Peter the Fisherman	October 20, 2011	2.5	18
9 traits of Temperament	October 26, 2011	2	21
Workspace Planning Night Big Bear Hug	November 3, 2011	3	10
Focus on Lights	November 22, 2011	2	16
Understanding and Dealing With Challenging Behavior	December 7, 2011	2	17
Parasaurolophus Fun, Tracks & Facts	January 10, 2012	2	10
Children In The Forest	February 16, 2012	1.5	27
Story Basket Night, Little Old Lady	February 25, 2012	3	23
Income Tax	February 29, 2012	3	12
Mighty Machines	March 14, 2012	2	12
Parenting With Pizzazz	March 31, 2012	4	110
<b>Total No. of Workshops</b>	<b>16</b>	<b>40</b>	<b>357</b>

CCRR Training Courses			
Name	Date	Hours	Number of participants
Level 1 Training	Sept – Nov 2011	21	22
Child Safe First Aid	April 9, 2011	8	12
Child Safe First Aid	June 11, 2011	8	12
Child Safe First Aid	September 10, 2011	8	12
Child Safe First Aid	November 5, 2011	8	12
Child Safe First Aid	January 21, 2012	8	11
Child Safe First Aid	March 3, 2012	8	11
<b>Total No. of Training Courses</b>	<b>7</b>	<b>69</b>	<b>92</b>

<b>Total No. of Workshops and Training Courses</b>	<b>23</b>	<b>109</b>	<b>449</b>
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# CCRR Annual Program Review

## CCRR Parent Survey 2010/2011

This year we received feedback from 118 parents who used our services and then filled in a survey from our website.

### Seeking Referrals

- The parents that filled in the survey had children that were Infants (0 to 18 months). Toddler was second, third was for Preschool aged children and last was 6 to 12 years of age.
- Equal numbers of parents called/visited the CCRR or used the website to seek a referral. Many parents also commented that they appreciated our friendly efficient service and the time we spent helping them to find child care.
- Parents commented that it was very frustrating to call so many child care places that have no spaces available.
- Many parents also commented that they called child care settings and never received a call back and found it unprofessional and frustrating.

### KCCS Website

- 100 parents responded that they had used our website and only 9 responded that they have not used our website. This clearly demonstrates that our website is a very valuable tool in finding child care.

### Problems Locating Child Care

- Out of nine choices parents indicated that “no openings” were the most difficult. Some parents selected more than one problem when locating child care as shown in the table of feedback.

### Subsidy Assistance and Support

- Parents commented that they really appreciated the patience and knowledge of the staff in providing advice on child care subsidy and the subsidy process.
- One on one assistance was invaluable for parents struggling with the subsidy process and subsidy paperwork.

### In General

- Parents commented that they used our services for many reasons. Parents appreciated our help and prompt service with referrals as well as subsidy forms and our great lending library.
- It seems waitlists are not being used as much in the community. Only one third of parents who are looking for child care are on one or more waitlists.
- When parents researched their choices for child care, they stated that they wanted quality care for their children.
- Many parents stated that they are participating in CCRR workshops being offered.



## CCRR Child Care Provider Survey 2011/2012

Feedback was gathered from child care providers who offer the following types of child care: Registered License Not Required child care 9 responses, Licensed Family child care had 20 responses, and Licensed Group Facility child care had 17 responses.

### CCRR Staff

- A high majority of excellent ratings were given for Interpersonal contact for staff in the following areas: telephone accessibility, in person communication and helpfulness of staff and usefulness of information given.
- Many of the general comments given on the survey included positive statements about the service and “thank you” to staff from the clients.

### Training and Networking

- Providers rated the quality of our training service as 28 excellent, 14 good, 0 poor, and 3 not used. Providers responded with many comments about the types of training they appreciated and found most useful.
- Some of the topics were: behavior, first aid, programming, hands on training, make and take, temperaments, school age care, nutrition and health.
- CCRR staff work hard to respond to the types of training asked for by our community by offering a wide variety of quality training opportunities.

### Toy and Resource Library

- In general, the members that use the lending library are very satisfied with the service and many suggested ideas to enhance our library.
- Members have commented on the great new items we have added to our library over the last year. The quality of this service was rated 17 excellent, 13 good, 1 poor and 13 not used.

### Website and Website Referrals

- Overall service quality of our website content was rated 27 excellent, 13 good, 0 poor and 4 not used.
- With our enhanced membership this year providers are able to include a short detailed description of their child care setting. Providers stated that this was a valuable addition to our services and they liked the option to be able to give specific and unique information about their programs for our website referrals.

### General Comments from the Provider Questionnaire included:

- You are an amazing bunch of talented gals and I appreciate all you do for us as providers, parents.... You all go above and beyond your job requirements to help us get our needs met.
- I do prefer to receive the Newsletter by mail. I find it so much easier to just have it on hand instead of on the computer. I would have no problem paying an extra fee for mailed out newsletters. Other than that I am very happy with CCRR program.
- Thank you for all the wonderful work you do
- I just feel that you are providing a VERY valuable service for ECE in Kelowna - Thank you!!!
- Your staff team and services are awesome! The coordinated effort and centralized service office is a huge benefit to this city. I always know that you are there to provide an answer or direct me to find the answer.
- Thanks for all you do. I could not have gotten off the ground this year without all your hard work and support.



**CCRR Services in General**

- The survey asked providers to prioritize the services that we offer and what is most important for them. The results are:

	<b>Not Important</b>	<b>Very Important</b>	<b>Important</b>	<b>Not Used</b>
Workshops	0	14	27	3
Newsletter	0	14	29	2
One on one support	1	21	12	11
Telephone consultation	3	20	16	5
Information about child care subsidy	2	16	13	13
Child care referrals	2	7	34	1
Toy loan library	3	18	11	12
Networking	2	25	11	7
Website	2	22	17	3

- Feedback was sought on hours of operation of the CCRR program. 28 responded to continue having evening openings where the office is open till 7:00 pm, 3 responded to have consistent hours and 16 responded no preference.
- All staff took part in reading over the results of the surveys. It was great to read the comments and see how many clients benefited from the different services we offer. We also appreciated the surveys that offered constructive feedback on how to improve the CCRR services and program.
- As a staff member, it is great to see what makes a difference in your child care business and be there to support your needs. Our staff all work hard to assist clients and it was evident you noticed our efforts. Thank you! We read every comment and work to improve our services every year.



# 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 2011/2012 year, the Kelowna Young Parent Day care Program:**

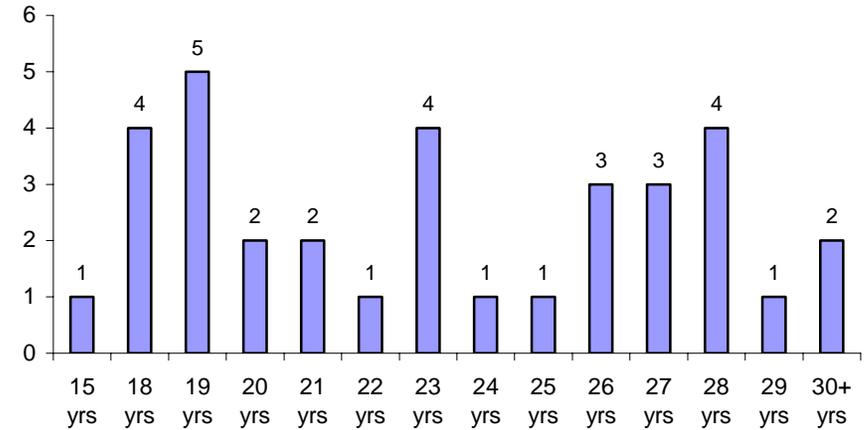
- Provided for 36 infants and toddlers
- 20 parents completed their year/programs
- 1 young parent graduated from Central School
- 3 young parents graduated from KSS
- 2 young parents completed high school at Okanagan College
- 4 young parents graduated with diplomas/certificates from Okanagan College or other post secondary programs
- 1 parent completed a dual certificate graduation program through SD No. 23 and Okanagan College
- 2 new immigrant parents participated in ESL courses at Okanagan College
- 3 student parents had two children in the day care
- 21 children had active co-parenting
- 4 children “aged out” during the year
- 1 former parent graduated from UBCO with Honors Degree, Forensic Psychology and has applied to do her Masters



# Referrals

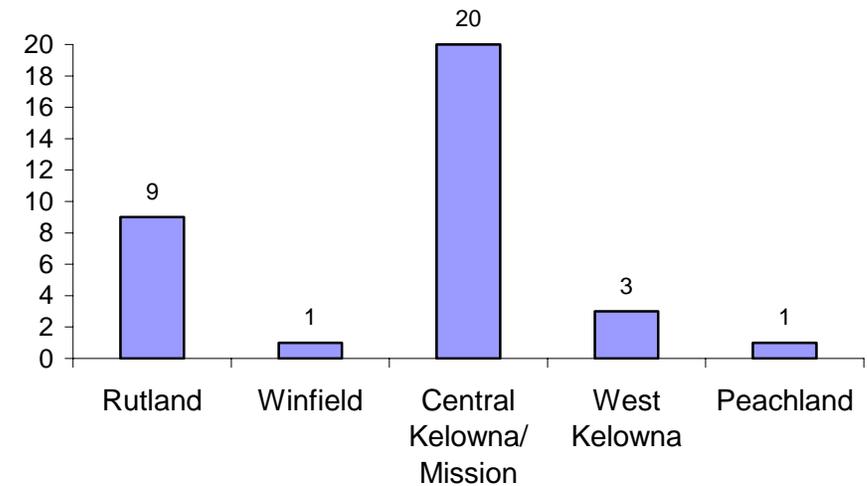
**Ages of Parent Participants**

PROGRAMS ATTENDED: 2011-2012				
Program	Enrolled	Incomplete	Completed (finished school year)	Graduated
KSS Day School	4	2	2	2
Central	2	1	1	1
OC Adult ED	5		5	2
Post Secondary	9		9	4
Other Programs (including ESL)	4		4	



CHILDREN'S ENROLLMENT STATS SEPTEMBER 2011 – JUNE 2012	
Month	Total Registered
September 2011	25
October 2011	25
November 2011	26
December 2011	26
January 2012	25
February 2012	25
March 2012	25
April 2012	24
May 2012	23
June 2012	22

**Geographic Location**



Note: Some child care spots were shared by 2 parents



## **Highlights of 2011-2012**

### **Young Parents:**

- 20 young parents completed their year/programs
- 6 young parents graduated from high school
- Christmas hampers were distributed to families in need from: Salvation Army, SHARE Society, SD No. 23 and Kelowna Community Resources
- Young parents received help with transportation from United Way with bus tickets
- Young parents received group and grad photos from the YPP
- Several guest speakers from the community made presentations to the Human Services 12B Class (Parent Class)
- 1 young parent delivered her child during the year
- Young parents used the new Young Parent Education Program Classroom daily for homework, studying, networking and support and community kitchen
- Young parents started a community Young Parent Peer Support group, which was held weekly in the new Young Parent Education Center, SD No. 23 provided craft supplies and snacks for this group.
- Young parents received (free) HPV immunization from Interior Health

### **The Daycare:**

- Several community celebrations were held during the school year including: Thanksgiving luncheon, grand opening of the Young Parent Education Center in December, Christmas luncheon, Easter egg hunt
- Program year end purchases included: new outdoor ride on toys, bed linens, floor cushions
- Each month a team member facilitated a special theme, which was carried through with activities and nutrition
- Entire day care space was prepped for re-painting of the facility
- New signage for the day care was ordered

- New Kelowna Young Parents Program full color rack cards were designed and distributed in the community

### **The Children:**

- All day care children's immunizations are current
- Children of appropriate age and development received one preventative teeth varnish treatment, provided in the Young Parent Education Center by the dental hygienist from Interior Health
- Parents and child care providers completed Ages and Stages developmental questionnaires
- Children received daily healthy nutritious breakfasts and lunches
- Children had the opportunity to bake cookies and make other snacks, such as rice crispy squares
- Children visited the Clubhouse Day Care "Farm", destination field trip, where they had an outdoor farm like experience and lunch

### **The Staff:**

- One new staff member was hired
- All team members attended provincial "Building Bridges" Conference in Kelowna in June 2012
- One team member completed her Infant Toddler Certificate at Okanagan College
- Exhibit at National Child's Day Health Fair
- Attended National Child's Day release of State of the Child Report





## **Kelowna Secondary School Report**

### **Submitted by Brenda Appel, Parent Education Support**

### **School District No. 23**

#### **Highlights for September 2011**

- Enrolling students
- Setting up guest speakers
- Getting acquainted/team building/ice breaker activities
- Topics of interest
- Course outline and discussion
- Journals
- Attendance sheets
- The importance of reading books to youngsters/model reading
- Give out one book per month

#### **Highlights for October 2011**

- Setting up the new Young Parent Education Center
- Buying toys, books, learning activities etc for the daycare children
- Purchasing equipment, tables, chairs, etc. and stocking the community kitchen
- Making sure the teen parents were on track with their courses and mentoring them
- Tutoring a teen mom
- Enrolling students for 2<sup>nd</sup> semester at Central School

#### **Highlights for November 2011**

- Focus on nutrition and cooking healthy meals
- Chose and cooked recipes for easy casseroles and child friendly dishes
- Self esteem builder: day trip in community
- Crafts for children

- Visit to Kelowna Community Resources
- Made gifts for YPEC donors

#### **Highlights for December 2011**

- Made Christmas gifts
- Visit with parents and children to Santa
- Set up for YPEC grand opening
- Participated in YPEC grand opening celebration

#### **Highlights for January 2012**

- Kid's crafts
- Public health nurse visits and presentations on solid foods, parenting styles, values and focus on infants
- Grocery store tour: reviewing labels and nutritional values of food
- Foodsafe Course at Rutland Senior Secondary
- Community kitchen

#### **Highlights for February 2012**

- Complete foodsafe at RSS
- Superhost training
- Guest presentation: Justice institute
- Dental health information session
- Focus on how to read to children
- Discussion on children's literacy
- Guest presentation: The Bridge on child development



**Highlights for March 2012**

- Guest presentation: Public Health Nurse on parenting
- Continue to discuss labels and nutrition
- Guest presentation: Public Health Nurse
- Visit to grocery store and community kitchen

**Highlights for April 2012**

- Focus on fitness
- Attended Woman's Place Fitness Center three to four times weekly to help students complete requirement for grad

**Highlights for May 2012**

- Guest presentation: public health nurse on baby questions
- Cooking and Mother's Day gifts
- Visit to strong start
- Guest presentation: Debt Monkey on budgeting
- Work BC field trip

- Career cruising with counselor from KSS
- Guest presentation: The Bridge, the Budget Game
- Employment Standards Act review
- Prepare resumes and cover letters
- Practice interviews
- Review career and post secondary plans
- Guest presentation: The Bridge, on child development

**Highlights for June 2012**

- Wrap up and transition plan for summer and fall
- Creative outlet, community trip
- Creative outlet, project in YPEC
- Year end celebration and graduation with children and guests

**Kelowna Young Parents Program Steering Committee:**

Marilyn Kirke (KYPP), Debra Treadgold (Public Health),  
Brenda Appel (SD No. 23), Lindsay Atkinson-Smith (MHSD)



# Central Okanagan Family Resource Program



## Mission Statement

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

**The Family Resource Program (Martin Avenue Community Center Location)**  
**provided: 111 parent/child drop-in sessions and 34 Parent Talk education sessions.**  
 There was a total participant attendance of **4,903** children and **3,419** adults,  
 a total of **8,322** participant visits.

**The Family Resource Program (Parent Place Location, Tuesday evenings)**  
**provided: 40 parent/child drop-in sessions.**  
 There was a total participant attendance of **413** children and **349** adults, a total of **762** participant visits.

**Provided in partnership with:**  
 Kelowna Child Care Society (host agency)  
 The Bridge Youth & Family Services Society &  
 The Okanagan Boys and Girls Clubs



### Drop In and Parent Talk Program Participant 2011/2012 Sandbox Project Evaluation

Martin Avenue Community Center and Parent Place Locations  
66 evaluations were completed

**Tell us about you and your family:**

**How are you connected to the child or children you bring to this program?**

57	Parent
1	Grandparent
0	Step Parent
1	Other Relative
2	Foster Parent
6	Paid Caregiver/Babysitter
1	Other

**How long have you been living in your neighborhood?**

12	Less than 1 year
24	1 – 3 years
28	More than 3 years

**How long have you been participating in this program?**

14	Less than 1 year
25	1 – 3 years
24	More than 3 years

**How did you hear about this family resource program?**

33	Family or friends
2	Health Care Provider (E.g. Public health nurse or doctor)
9	Another participant

1	Social Services
0	School
0	Church
10	Internet site
0	Presentation
3	Advertisement (brochure, poster, etc.)
12	Other (Please explain): Child Care Provider, Mother of child, Michele Hucul from the Bridge (x3), Kelowna Child Care Society, Parent Place, OK Parent Magazine (x2), Strong Start, Baby Talk

**What language do you use most often at home?**

58	English
0	French
12	Other (Please name): Serbian, Korean (3), Japanese (6), Romanian, Turkish

**How long have you been a resident of Canada?**

40	Born in Canada
1	Less than 1 year
3	1 – 3 years
12	3 - 10 years
9	More than 10 years, but not born in Canada



**How has the family resource program helped you and your family?**

- 1. We have learned about culture and language such as songs, rhymes, stories and food since coming here (check one): 51 Yes   3 No   9 N/A (Haven't stayed for songs)
- 2. We know about and have participated in cultural events and programs (check one): 36 Yes   14 No   12 N/A (I don't think there are "cultural programs" here)
- 3. We have participated in: (Check all that apply)
  - 52 Story time
  - 43 Music & movement
  - 54 Circle time
  - 20 Sand and water tables
  - 46 Play centers
  - 53 Arts, crafts and play dough time
  - 34 Finger play
  - 2 Other: Please name: Outside play, puzzles
- 4. I am more aware of activities that are good for children: 56 Yes   6 No   3 N/A (gained ideas for crafts)
- 5. I am more aware of what to expect a child to do at his or her age: 49 Yes   9 No   5 N/A
- 6. I know more about how a child learns through play since coming here: 50 Yes   8 No   4 N/A
- 7. I know more about ways to help children learn things like reading, numbers, and speaking skills: 48 Yes   10 No   5 N/A
- 8. I have learned new parenting skills since coming here:(check one) 48 Yes   9 No   5 N/A (know more about how my children interact, interacting with mothers and hearing new advice, every situation in life is opportunity to learn, I know how we can be better parents overall, everything is better! Learned about wills, self care, marriage, etc.)

If no, proceed to question 9.  
If yes, check all that apply below:

- 31 I know more about how to keep children safe
- 43 I know more about positive discipline with children
- 33 I know more about ways to handle things like sleep/naps, toileting, food likes and dislikes



- 40 I know more about ways to communicate better with children
- 1 Other: Please explain: I know more about affirmative responses to negative behaviors; how to help my child interact with other children; what not to do; health concerns; what's normal development; how to use books and other resources; how to ask for help; talking with other parents brings new ideas

9. I know more about ways to keep my family physically healthy like eating healthy food choices, dental health, immunizations and breast feeding (check one) 43 Yes 10 No 8 N/A

10. I know more about how to keep my family emotionally happy by having good self-care, managing stress, spending time as a family and healthy problem-solving 46 Yes 7 No 7 N/A

Comments:

- This place does make me and my family more emotionally happy because it is a place to come play and socialize in the winter
- Drop-in play center allows my child to be more active in the winter time (active=self care, health problem solving)
- I have learned so much about myself and how it affects my family – more than I could have imagined!

11. I know more about resources or places in my community that can meet my family's needs 54 Yes 6 No 1 N/A

12. I feel more connected with my community 51 Yes 6 No 2 N/A

13. We feel welcome and accepted when we come here 62 Yes 0 No 0 N/A

14. The child or children I bring are more comfortable with social situations since coming to this program 54 Yes 4 No 5 N/A (One is, one isn't, Loved "playgroup" Fridays!)

15. I know more about what is available in my community such as parenting activities, social activities, health services, etc. 57 Yes 4 No 1 N/A

16. I know more about what is available in the surrounding communities 41 Yes 16 No 4 N/A

17. I feel less isolated as a parent or caregiver 49 Yes 3 No 3 N/A

**Other Comments: How has this program made a difference for your family?****\*\*\*Martin Avenue Community Center FRP Program\*\*\***

- It gives us a place to go to play or socialize. We don't know a lot of people with children so this is a good experience for our kids.
- It gives us a place to go, so I don't feel so trapped at home in the winter.
- It gives my kids the chance to improve social skills.
- It provides a social environment for parents and child.
- Our son now has social skills – our family moved to Kelowna in May and we did not know anyone. Our son had no friends. Now he does.
- This program has allowed me to give my children an opportunity to meet and interact with other kids their age. Also, it has given me a chance to meet other parents in my community.
- Jodi and Elizabeth are wonderful! My 2.5 year old son has blossomed since we began coming in October 2011. He feels comfortable with Jodi and Elizabeth, and in this space. He has become more confident and independent. I really appreciate this program.
- It has given us a great place to go where the kids can interact with new friends and different toys. It is also a great source for information.
- It offers lots of activities for myself and children, that are affordable and fun.
- We just moved here and it has provided us with a wonderful place to meet people, play, enjoy each other and feel welcomed into the community.
- Children participate with other children their own age.
- Spending time together as a family.
- My son who is now in kindergarten became socialized because of this program! He would not go to preschool or leave my side. This program made him comfortable in social situations.
- I can receive information on what is going on in the community through other parents and staff.

**\*\*\*Parent Place FRP Program\*\*\***

- It's nice to have a fun and kids friendly place nearby our home.
- Is a place to go on interact with other parents. Place for my child to socialize with other kids. If I have question I can always find answers here.
- Gave us someplace to feel welcome and seek advice and support.
- It has made me get out of the house more and has made my kids look forward to something fun each week to see so many and interact with other kids.
- We recently moved here and knew no one so this has been a fantastic way to meet other parents , find out about local programs and other resources!



**\*\*\* Parent Place FRP Program (Continued) \*\*\***

- It has given my daughter an opportunity to be excited to come here and given her more social skills plus I have developed more social skills.
- Being able to come to a place with the “messy” crafts/playdough etc, set up helps as these not necessary but fun activities often get neglected!
- Opportunity to go and play and socialize and learn how to parent better.
- Given a bigger view of the community and its resources available to us.
- This program has provided myself and my children a safe, free and accepting peace that focuses on giving parents and children the confidence and knowledge to be better. Better parents and generally more accepting of others.
- My 2.5 year old son is more confident, independent, happy and stimulated.
- I really appreciate that on Friday morning parent talk sessions that I get to go upstairs, learn from Michele, leave my kids with the caregivers and get a break away from my kids!
- Opportunities, structure, consistency, respite, education, appreciation.
- I have so much information to share with my husband after every session.



**Central Okanagan Family Resource Program Parent Talk  
Education Program was moved from the Martin Avenue Community Center location in  
November to the Parent Place - Friday Mornings, 9:30 – 11:00 AM**

From April 1, 2011 until March 31, 2012, **34** "Parent Talk" sessions were held and attended by **372** parents and **405** children. A variety of parenting education topics were facilitated by a number of guest speakers. Topics presented include the following:

Dates	Topics
April 8, 2011	Children's behavior
April 15, 2011	Conflict resolution
April 29, 2011	Assertiveness
May 6, 2011	Open discussion - questions and answers
May 13, 2011	Values card sort
May 20, 2011	Values and the connection to parenting
May 27, 2011	Self-care
June 10, 2011	Guilt – how to manage
June 17, 2011	Self care
June 24, 2011	Pot Luck – end of year picnic
August 6, 2011	Drop-in – Informal play time & open discussion
August 13, 2011	Drop-in – Informal play time & open discussion
August 20, 2011	Drop-in – Informal play time & open discussion
August 27, 2011	Drop-in – Informal play time & open discussion
Sept 9, 2011	Welcome back and session planning
Sept 16, 2011	Raising Resilient Children
Sept 30, 2011	Couponing

Dates	Topics
Oct 7, 2011	Open discussion
Oct 14, 2011	Healthy development – part 1
Oct 28, 2011	Halloween party
Nov 4, 2011	Dental varnish
Nov 18, 2011	Healthy development – part 2
Nov 25, 2011	Children's mental health – when to worry
Dec 9, 2011	Christmas stress and wellness plan
Jan 6, 2012	Christmas debrief
Jan 13, 2012	Happy New Years party & potluck
Jan 20, 2012	Co-Parenting – part 1
Jan 27, 2012	Self-discipline
Feb 3, 2012	Hitting and biting
Feb 10, 2012	Kindergarten readiness
Feb 24, 2012	Importance of physical activity
Mar 2, 2012	Co-parenting – follow up to Jan. 20
Mar 9, 2012	Parenting and generational transmission
Mar 30, 2012	Pictionary/potluck/session planning