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Executive

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

Directors

Kent Stralbiski	Cathy Cyr
Betty Cleland	Cindy Menghini
Amanda Turner	
Sean M. Moring	

Executive Director

Lynn Burgat

~ Certificates Presented to Child Care Provider Members ~

Roots & Wings Family Daycare
 Millard Play Day
 Polka-Dot-Playhouse Family Child Care
 Spotted Giraffe
 Just Like Home
 SunRidge Community Church OOS
 Daycare Connection I/T Centre
 Mitsu's Family Daycare
 Possibilities Preschool

- 5 Years -

Mitchell's Munchkins Child Care
 Shannon Lake Preschool
 Monkey's Playhouse
 Monkey's Playhouse – Westbank
 Sprouts 'N' Cruisers Daycare
 Precious Gifts Preschool/Daycare
 Backyardigans Licensed Family
 Child Care
 Beyond Care

- 10 years -

Second Home
 Fuzzy Bear Child Care
 Red Balloon – Glenmore
 Little Discoveries Preschool



- 15 years -

L'Ecole des Petits Oursons
 L'Escale
 Boys & Girls Club Lake Country
 Heritage Christian Preschool

- 20 years -

Smiles & Chuckles Family Daycare
 Shamrock Family Daycare
 Tiny Tykes Daycare
 Happy Times Daycare

- 25 years -

Teddy Bear Family Daycare



~ Kelowna Child Care Society CCRR Staff (2010/11)~

Program Coordinator
Program Consultant
Resource & Referral Receptionist
Admin Support Worker

Lisa Robinson
Monica Neiser
Cindy Polachic
Nora Rosenthal

~ Kelowna Child Care Society YPP Staff (2010/11)~

Program Coordinator
Supervisor
Assistant Supervisor

Marilyn Kirke
Juanita Roehrig
Pamela Peterson

Child Care Workers

Susanna Furgason
Marijane Kruschel

Mikiko Brown
Candice Bulman

Cook/Child Care Worker

Tracy Goodman

~ Kelowna Child Care Society FRP Staff (2010/11)~

FRP Coordinator
FRP Program Assistant

Jodi Quibell
Elizabeth Antal

**MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR**

It is with great pleasure that we present the 2010/2011 Kelowna Child Care Society Annual report to our members, community partners and funders. Reading through the report you will find out about the many activities and services provided by the Kelowna Child Care Society this year, as well as comprehensive data on who our clients are and how our program clients view our service.

This year marks 34 years that the Kelowna Child Care Society has been providing services to families and child care providers in our community. The board and staff work continuously to ensure the programs and services offered at the Kelowna Child Care Society are of the highest standard. Our service priorities have expanded to better support families and child care providers in accessing community resources, providing quality training opportunities, as well as assisting parents with finding child care and insuring that child care providers are supported in the work that they do.

One of the goals this year was to replace our current telephone system. This will enable us to provide more effective and efficient client support. As well we made the decision to change our data collection system that was outdated. We are in the process of switching over to the new Vari Tech childcarepro Communities Services System. This data base software system is currently being used by many Child Care Resource & Referral Programs across the province. The new web-based hosted Management System will make it easier for us to collect and track data as well as produce more comprehensive reports.

Successful working partnerships this year included:

- A partnership with CATCH (Community Action Towards Children's Health) to produce the *"24 hour Cribside Assistance New Baby Manual for Dads."* 6,000 copies of this valuable new resource for fathers' will be distributed in our community free of charge by Public Health Nurses, prenatal programs & agencies and programs supporting young families.
- A partnership with School District No. 23 to expand the existing Young Parent Daycare Program building. The proposed expansion will include a community kitchen and be used for training purposes.

As a result of new funding from the Sandbox Developer's Initiative we were able to expand our existing Central Okanagan Family Resource Program that currently operates out of the Martin Avenue Community Center location, to the new Parent Place location. In partnership with the Bridge Youth and Family Services Society we are able to offer an additional morning drop in program for families living within the neighborhood. Both family resource program locations have been very successful and popular with the families that attend the two programs. The Sandbox Development Group is a small group of non-profit agencies, including the Kelowna Child Care Society, who are working with Success by 6 and collectively collaborating to enhance the family resource program services that are currently being offered in our community.

Thanks to the creativity and dedication of our staff and the thoughtful, careful, fiscal guidance of our Board of Directors, we are busy working towards being more effective and strategic in the delivery of services to our clients as well maximizing opportunities for fund development. The heart of what we do, as always, will remain on providing the supports, training, information and resources that families and child care providers have come to depend on us for.

We continue to value and honor the support that we receive from community partners and funders. This support has enabled us to increase our capacity to expand and strengthen the services we provide to our families and child care providers. We look forward to a new year with new opportunities!

Sincerely,

Kim Chernenkoff, President

Lynn Burgat, Executive Director



CCRR PROGRAM COORDINATOR'S REPORT

I would like recognize all of the hard work and dedication of the staff, as we have had another great year supporting clients and meeting our community's needs. Staff is always working towards better ways to provide services and improve the CCRR Program.

CCRR statistics were totaled again this year and client contacts were higher than last year. This confirms that it was a busy year and we provided various services to thousands of clients in our community. 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's needs seem to be greater, with clients often accessing multiple services each office visit. Subsidy clients commented that they are very happy with our supportive service and having that face to face contact makes all the difference when completing their subsidy forms.

The toy and equipment library continues to be a hub of activity and is used by parents, care providers, community groups and public members. We continue to improve the library with funding through the Kelowna Child Care Society. This year we added more new shelves, equipment and toys. Activity boxes continue to be popular so we have added more boxes to the library. Staff continues to work towards making our space as convenient and child friendly as possible for all our clients.

As a result of one time professional development funding received from MCFD, the CCRR office was able to offer an exceptional 4 hour workshop by Barbara Karmazyn. She presented a Move and Grow: Integrating Creative Movement workshop (Brain Dance). Participants raved about how great the workshop was and that they were ready to

go back and use the information and hands on experience right away in their child care settings. The funding also went towards Parenting With Pizzazz, a one day conference for parents and care providers. Attendance this year was 175 participants and that is the maximum the space will allow. The keynote by Dr. Gordon Neufield, was rated very high in the evaluations and gave participants lots to think about when parenting or providing care for children.

The CCRR Level 1 Family Child Care Training Course was successful again this year. It was held in partnership with the Okanagan College ECE Department and had 23 participants. Level 1 Family Child Care Course is a requirement of being a Registered License Not Required Care Provider.

This year as part of the changes to the CCRR Standards Manual, the Ministry expanded the number of Best Practice Resource Policies & Procedures, Information Sheets and Sample Forms. We are seeing providers using these tools successfully and making a difference in the quality of child care they are providing.

CCRR staff also provided some fun events for child care providers like our Fall Festival and our final Festive Dinner. Participants commented that even though it was the last Festive Dinner it was the best one we have offered. I would like to acknowledge that staff has had challenges meeting the demands of our growing community to provide the services you deserve. We are always open to feedback and are continually working to provide the best support that we can with the funding that is available for the CCRR Program.

Lastly, I would like to say that 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!

Lisa Robinson
CCRR Program Coordinator



YOUNG PARENTS PROGRAM COORDINATOR'S REPORT

The Young Parents Program is a daycare program with a family learning component that is operated by the Kelowna Child Care Society in partnership with School District 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 42 families accessed the services of the Young Parents Program.

Two new employees joined our team during this year, one infant/toddler Early Childhood Educator and a cook/assistant. Upon the resignation of the Assistant Supervisor in June 2010, the position was posted and filled by one of the current YPP team members. This position required an I/T ECE certificate, which the staff person completed successfully in June 2011.

Staff activities this year included monthly pot luck luncheons. Each month, a staff member was responsible for picking a theme and planning for the pot luck. On this day, birthdays which fell within the month were also celebrated, with cake and small gifts for the birthday children. We also chose this day to have our monthly "swap-a-thon". This is the day the young parents were able to share their gently used items and exchange them for "new to them" items. In addition to items from parents in the daycare, the daycare continues to receive many donations regularly from community friends.

Other special daycare activities this year included celebration meals at Christmas and Thanksgiving, an Easter egg hunt, strawberry shortcake for Mother's Day and dress up for Halloween.

The school district provided daily lunch for the young parents who were enrolled in local high schools. This year, there were 11 students in the parent class. This number fluctuated throughout the year, with some parents leaving because their child became too old for the daycare and others leaving because their child was no longer with them, for one reason or another.

Six School District No. 23 families accessed the YPP services for various lengths of time between September and June. In addition to these families, there were two community parents. In March 2011, MCFD increased the enhanced child care subsidy rate for young parents who qualified. Parents who were not subsidized for the enhanced daycare subsidy rate this year continued to supplement their subsidy with a small parent portion for daycare fees. This continues to be a hardship for some of the young parents. To help subsidize daycare costs, some of the parents applied for support & assistance from community partners, including churches, MHSD and Okanagan College.

The daycare continued to receive donations from the community. The Human Services teacher provided books to the participants in the parent class and also books and other resources to the daycare.

The daycare continued to accept new children right into May 2011. Client parents included students attending the college, students upgrading and completing high school courses and school district staff. Because of the additional children most staff was retained until the last day prior to summer closure, which this year was June 30, 2011.

Marilyn Kirke
Young Parents Program Coordinator



CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

The Central Okanagan Family Resource Program had another successful year, with 4,612 children and 3,145 adult participants attending the 111 playgroup drop-in sessions offered between April 1, 2010 and March 31, 2011. On average, there were 70 people, including adults and children attending each session.

The Parent Talk Program also saw significant growth this year, with 682 parent and child participants attending 31 educational sessions. A wide variety of parenting topics were facilitated by guest presenters from the community. An increase in participants attending our Parent Talk sessions also increased the number of children requiring child minding.

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.

Additional funding from the United Way and the Success by 6 Sandbox Developer's Project this year, enabled us to increase the number of drop-in sessions from two to three times a week, allowing us to add a Wednesday session. This resulted in an increase in the number of families accessing both the drop-in and parent talk program. New funding from the Sandbox Developers Project also enabled us to expand our Central Okanagan Family Resource Program to a new location at the Parent Place on Cadder Avenue. This new location provides a free drop-in program on Tuesday mornings. The new program is provided in partnership with the Bridge Youth and Family Services Society and the neighborhood location enables families who live nearby to walk to the program.

This year we noticed a significant increase in the number of fathers and grandfathers accessing the program. There was also a large amount of expecting mothers who attended the program, most with one other child and several with two other children.

A resource song book filled with songs and finger plays performed at group time was developed and provided to parents. A free craft bin was also set up for program participants to access additional resources to take home at the end of each drop-in session. The resources provided child participants with increased art and craft opportunities outside of the Family Resource Program. The song books were developed to encourage and support parents, child care providers and children to enjoy singing together.

This year we continued to enjoy bimonthly potlucks, organized for families to participate in, providing the diverse community of program participants an opportunity to share their family's ethnic food with other participants.

A resource table was made available for parents and care providers, offering information on a variety of topics, including nutrition, literacy, dental care and child behavior. In addition to the resource table, the Family Resource Program provided an exchange table. This additional service makes it easier for families to share items such as children's clothing and toys that they no longer need or use with other parents.

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. A decorated shoebox, filled with various finger puppets, was used to engage the children.

We were fortunate this year to have Ashley Machum, the Okanagan Regional Library's Youth and Children Services Librarian, visit the program. Beginning in September, Ashley attended the program on the third Thursday of every month. Her stories were always well received and enjoyed by the children!

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

Central Okanagan Family Resource Program
Jodi Quibell, Program Coordinator, Elizabeth Antal, Program
Assistant, Michele Hucul, Parenting Support Facilitator



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

Funders:

- (MCFD) Ministry of Children and Family Development
- BC Association of Family Resource Programs
- United Way
- Success by Six
- The Colin Lois Pritchard Foundation
- Private Donations
- 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
- Child Care Licensing, 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

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

- Ministry of Education, School District No. 23
- Ministry for Children and Family Development
- Ministry of Housing and Social Development
- Interior Health Authority: Public Health and Dental Health Programs

Our community:

The Salvation Army, SHARE Society of Kelowna, BC Housing Corporation, Kelowna and District Food Bank, Boys and Girls Clubs, Kids Count, The Kelowna Women's Shelter, Society of Hope, United Way, TELUS Community Ambassadors, Kelowna Community Resources, Sunridge Community Church, Trinity Baptist Church, Evangel Church

Kelowna Young Parents Program Steering Committee:

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



Child Care Resource & Referral Program



Child Care Resource and Referral Program Mission Statement:

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

Kelowna CCRR Program Overview

The Child Care Resource and Referral Program provides support, resources and referral services for child care providers and parents in Oyama, Lake Country, Kelowna, West Kelowna and Peachland.

In 2010/2011, CCRR staff consisted of two full time (35 hours) and two part time (28 Hours) staff. CCRR staff worked in partnership with several community organizations to be able to enrich and increase our ability to offer services to our community.

The CCRR Program also works throughout the community promoting quality child care choices that help to meet the needs of local families.

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 is open 8 evening openings a year to allow for better access for parents and care providers to the CCRR services.

Year End Highlights

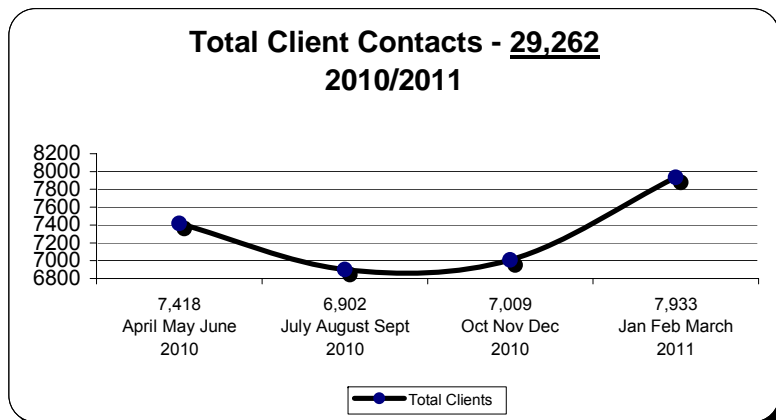
The staff has worked very hard to enhance the information on CCRR resources available to the community. This year we have been spending even more time to connect with our community to educate about the CCRR services. Staff attended over 80 different meetings, gatherings, presentations and partnership events this last year.

We updated brochures; spoke at community functions, provided outreach services and hosted onsite presentations and tours of our program. The website has been upgraded continually to improve client services and provide resources and information 24 hours a day for clients. We receive ongoing feedback from clients and the community that we are very helpful and a great resource in the community.

Child care providers attended training opportunities in higher numbers than last year. CCRR staff is committed to offering many no cost or low cost training and networking opportunities for our clients. This takes a lot of organizing, creative budgeting, partnerships and pre-planning to provide quality experiences for our clients. Feedback on our training and networking events shows our hard work was well worth it!

We see a large percent of our care providers attending more of our networking/training and community gatherings, which offers the support that our care providers require. Because we connect with many of our child care providers at these community events, we found this year that providers required less outreach support.

Subsidy statistics have increased again this year showing a growth area in subsidy client services through consultation, presentations and resources. In person/phone referrals have continued to be a core service as clients have repeatedly stated that it is important to them to have a person to person contact to get the information that are looking for.





Services for Parents – 2010/2011

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
- Bimonthly Newsletter

Referrals

- 855 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. This number is greater by 93 parents from last year.
- 3,501 parents received website referrals to local child care services. Website referrals are accessible to parents during office closures. This number is similar to last years number of website referrals.

Resources/Training

- 2,379 parents accessed resources or attended training

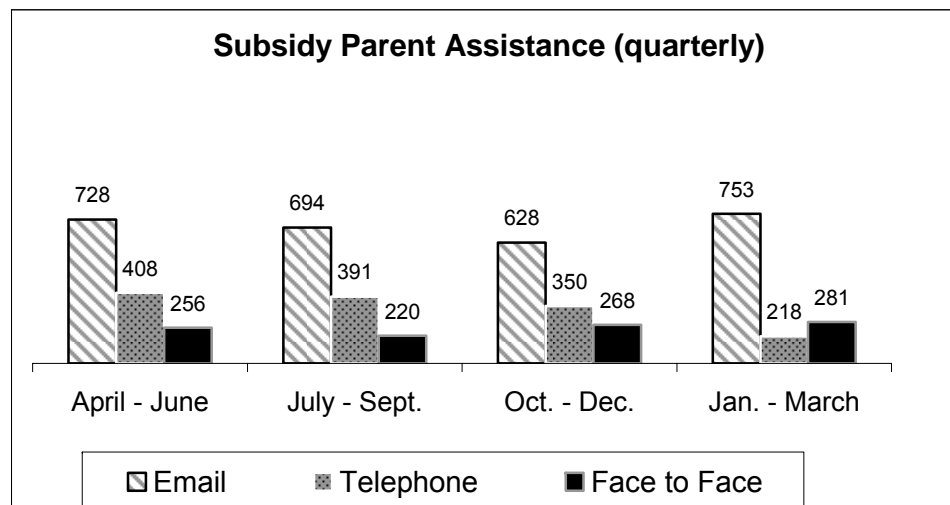
Information, Consultation and Support

- 16,382 parents received consultation by telephone, in office or by email.

Subsidy

- 5,195 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.

Phone in office referrals, April 2010 to March 2011			
Number of children needing child care by age	under 3 years	3 to 5 years	6 to 12 years
	580	260	168
Number of children needing child care by days/hours	Full time	Part time	
	586	452	



Total parent contacts that have received services for the year 2010/2011:
21,211



Services for Child Care Providers - 2010/2011

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 Provider's
- 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
- Art supplies
- Website referrals & support resources
- Rate survey
- Early learning equipment & resource library

Registration of Child Care Providers

- A total of 36 potential child care providers began the extensive registration process.
- By the end of March 2011, 12 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 33 existing Registered License Not Required Child Care Providers active at the beginning of the fiscal year.
- 166 Home assessments were provided to Registered License Not Required Child Care Providers.
- 23 Support visits were provided to Licensed Child Care Providers. More child care providers attended training opportunities this year which resulted in a lower need for support visits.

Training

- A total of 504 participants attended in training. That number is 92 more training participants than last year.
- A total of 27 training opportunities were provided (20 workshops and 7 Courses).
- Of the total number of training opportunities provided, 54 (or 11%) were Registered License Not Required Child Care Providers, 72 (or 14%) were Licensed Family Child Care Providers, 256 (or 50%) were Licensed Group Child Care Providers, 0 (or 0%) were Informal Child Care Providers and 122 (or 24%) of the participants were Parent/Other.

Subsidy

- This year the CCRR presented 8 group subsidy information sessions in our community. This number doubled from last year.
- 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).

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.
- 56 networking opportunities were provided/supported this year. Staff attended many community events and networking opportunities. We are able to support many providers and provide information and resources to meet their needs.

Resources and Equipment

- 5,328 individuals were provided with resources (i.e. books, videos, educational pamphlets or handouts). These individuals were 12% Registered License Not Required Child Care Providers, 10% Licensed Family Child Care Providers, 15% Licensed Group Child Care Providers, 3% Informal Child Care Providers and 60% Parents/Others.
- 589 Individuals borrowed child care related equipment (i.e. strollers, developmental toys and games).



Information, Consultation and Support

- 23,131 Individuals received consultation by telephone, face to face/in office or by email.
- Of the total consultation provided to the Child Care Providers and Parents, 27% were provided in person, 52% by email and 21% by telephone.

Memberships

- 184 Licensed individuals held memberships with the Kelowna CCRR Program in 2010/2011.
- These memberships were 96 (or 52%) Licensed Family Child Care Providers, and 88 (or 48%) Licensed Group Child Care Providers.

<p>Total provider contacts that have received services for the year 2010/2011: 8,051</p>
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General Comments and Trends in the Community

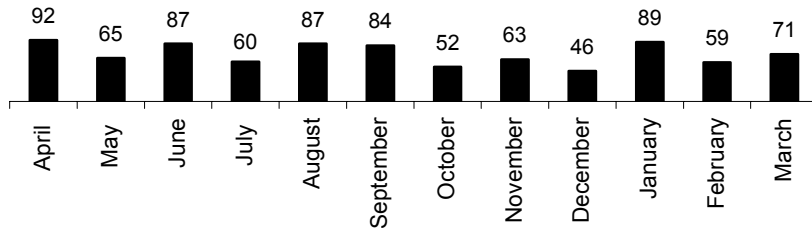
- Parent contacts are higher this year and child care provider contacts are lower due to changes in the statistical categories designated by the ministry. Overall the CCRR total contacts are 2,945 higher than last year.
- The CCRR Program is known in the community as a drop off and pick up location for 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.
- 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 low number of calls from prospective clients
- More inquiries regarding starting a home child care business as a result of the economy.
- There is a lot of confusion and questions regarding full day kindergarten from care providers and parents in our community.
- KCCS website job posting page has become the best place in our community to connect people and jobs. Employers comment that they receive the highest quality of applications from posting on our site.

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

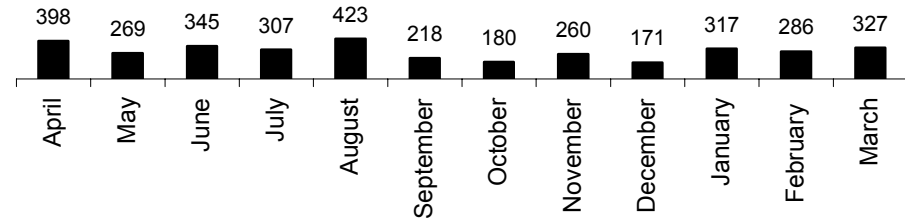


Child Care Requests April 2010 – March 2011

Number of Phone-in Child Care Requests by Month



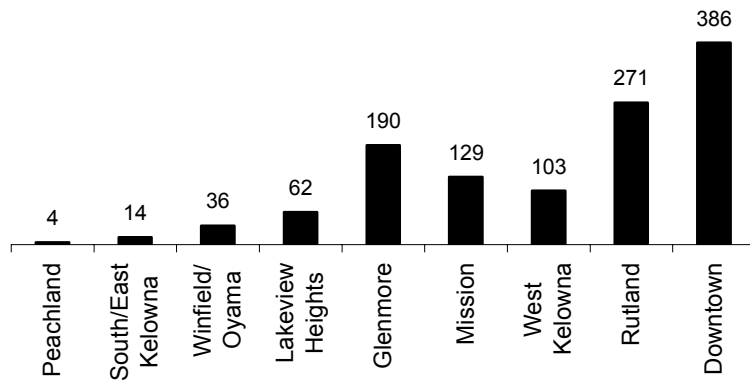
Number of Website Child Care Requests by Month



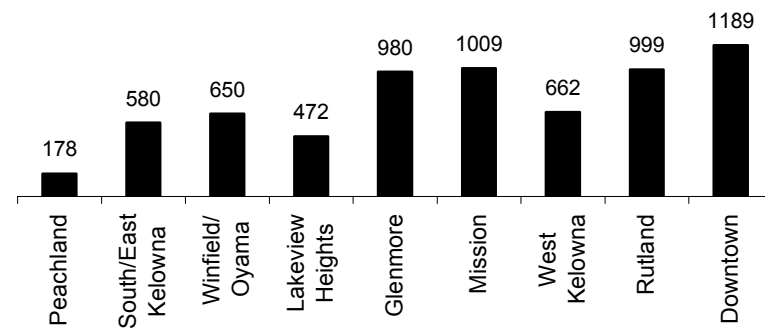
TOTAL PHONE-IN REQUESTS: 855

TOTAL WEBSITE REQUESTS: 3,501

Number of Phone-in Child Care Requests by Area



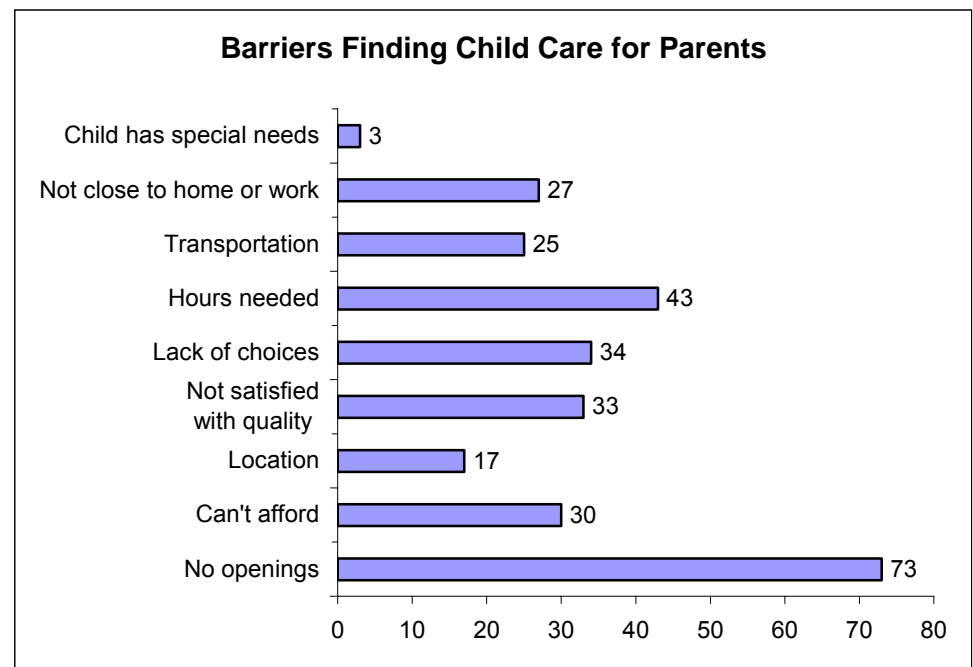
Number of Website Child Care Requests by Area





Regulated 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	11	8	12	7	12	1	1
E. Kelowna	2	1	0	1	2	0	0
Glenmore	3	5	15	2	4	0	4
Mission	2	4	15	0	4	1	1
Peachland	0	1	0	0	1	0	0
Rutland	6	10	32	4	15	3	6
Westside	6	15	29	2	6	2	1
Winfield/Oyama	2	3	6	0	3	0	1

Number of Programs & Capacity				
	# of Programs	Capacity March/10	# of Programs	Capacity March/11
LNR Care Providers	34	68	30	60
Licensed Family Child Care	89	636	95	677
Group Child Care	104	3002	106	3149
TOTAL	227	3706	231	3886



*includes in-home multi-age



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

KCCS Memberships	March 31, 2010	March 31, 2011
License Not Required Child Care	34	30
Licensed Family Child Care	83	91
Licensed Group Child Care	86	84
Informal Care Providers	3	2
Parents	31	42
Other/Public	38	46
TOTAL	275	295

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

- Bimonthly newsletter
- Child care referrals
- Child care listing on the Kelowna Society website
- Discount on workshop and training opportunities
- Access to toys, equipment (infant/toddler) and resource library
- Discount prices on craft supplies
- 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

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
- Discount prices on craft supplies
- Special event activities
- Access to a public computer and telephone to assist with subsidy services
- One on one assistance to support 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



1. Workshops			
Name	Date	Hours	Number of Participants
Food Flair	May 4, 2010	2	18
Licensing Night	May 20, 2010	2	8
Seizure Awareness	May 27, 2010	2	17
Sleep Facts	June 16, 2010	2	23
O Canada	June 24, 2010	2	6
Sleep Facts Part 2	July 6, 2010	2	10
Beyond the Climber	August 25, 2010	2	11
Camp Fires & Smores	September 16, 2010	2	9
Feel the Beat	September 23, 2010	2	32
Children in the Forest	October 27, 2010	1.5	35
Big Science for little Hands	November 8, 2010	2	24
Communicating with Parents	November 30, 2010	2	22
Speech and Language	November 30, 2010	2	21
Communication Board (RLNR)	January 12, 2011	2	3
Developing Self Regulation in Children	January 19, 2011	2	29
Income Tax WS	February 8, 2011	3	15
Behaviour: Good, Bad, and Everything in Between (PWP)	February 19, 2011	1.25	34
Healthy Interactions	March 3, 2011	2	55
Move and Grow	March 12, 2011	4	27
The rain came down	March 16, 2011	2	14
Total No. of Workshops	20	41.75	413

2. Family Training Courses			
Name	Date	Hours	Number of participants
Level 1 Training	April 2010	21	23
Child Safe First Aid	April 24, 2010	8	12
Child Safe First Aid	June 12, 2010	8	11
Child Safe First Aid	September 11, 2010	8	12
Child Safe First Aid	November 06, 2010	8	11
Child Safe First Aid	January 22, 2011	8	11
Child Safe First Aid	March 5, 2011	8	11
Total No. of Training Courses	7	69	91

Total No. of Workshops and Training Courses	27	110.75	504
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~ Your communities best resource of child care information and resources ~



CCRR Annual Program Review

Feedback from our KCCS/CCRR Parent Survey 2010/2011

This year we sent out our annual CCRR Program review questionnaire by email. 636 emails were sent out and we received 136 back, a 21% return.

Seeking Referrals

- The parents that filled in the survey mainly 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.
- Some 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

- 122 parents responded that they had used our website and only 7 responded that they have not used our website. This clearly demonstrates that our website is a very valuable tool in finding child care.

Locating Child Care

- Last year parents were concerned about the high cost of child care. This year parents could not find openings for the care they were looking for. The second greatest challenge was finding

child care for extended hours of care or shift work. Parents stated that lack of choices was the third highest and cost was the fourth biggest challenge.

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 with referrals as well as subsidy forms and our great toy and equipment lending library.
- It seems waitlists are not being used as much in the community. 34 parents stated that they were on a waitlist and 100 stated they were not.
- 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.



General Comments From the Parents Questionnaire Included:

- I was pleasantly surprised at how quickly I was sent a list of day homes/daycares that suited my needs (location, age of children). It was very helpful and I am currently using the list sent to choose a center for my children to attend next year. Thanks!
- I work at the hospital and it is really difficult to find casual daycare in Kelowna that will accommodate rotation shift hours. Most daycares want fulltime payment. It would be nice if the Kelowna Child Care Society had a different list so it is easier to find daycares who are willing to take on flexible hours instead of phoning everyone on the list and only finding one.
- We love your toy library!
- Thank you for providing such a wonderful service!
- I really like the service provided by these guys. Anytime you can pop up to their office or call them and they are ready to help you with a big smile.
- I was in the process of moving to Kelowna and needed a preschool. You were very helpful in giving general information. It would be nice to know if they were good preschools or not. Or knowing where to look for information or reviews on the individual preschools in my area.
- I would love a resource that provides parent feedback on specific day cares. If you don't know anyone who has been through the system it's difficult to come across honest experiences of individual facilities. You can of course ask questions at each centre but from my experience they may tell you what you want to hear and not what actually happens in a day. We have online rating systems for everything from restaurants to hotels; why not a system for one of the most important services we'll ever use in our lifetime?

Feedback from our KCCS/CCRR Provider Survey 2010/2011

We received 47 (23%) surveys out of 202 that were emailed (175) or mailed (27).

CCRR Staff

The service provided by the CCRR staff was rated excellent. Survey responders stated that they agreed or strongly agreed that the staff was readily available, helpful, welcoming and friendly. Also that the information provided was useful.

Website

All providers but one, who answered this survey, are listed on the KCCS website. The survey results showed these were the topics of interest:

Training/ Meetings	What's new	Rate Survey	CCRR Calendar	Child Care Website Links	Job Postings	Resources for Providers	Toy & Resource Library	Starting a Daycare
30	16	37	23	21	21	33	17	16

**Training and Networking**

Most of the people that responded to the survey had taken between 1 and 5 workshops with the CCRR in the previous year. One of the biggest barriers indicated was the time for training/networking. 35 out of 46 care providers responded that our workshop/training service is very important, 9 responded that it was important and 2 responded somewhat important. CCRR staff focuses on providing a variety of topics of quality training opportunities for care providers in our community.

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. For years, staff have been eager to update and buy new items for the library. We purchased new items thanks to funding from the Kelowna Child Care Society. Some of the items being updated are infant and toddler equipment, safety gates and strollers.

CCRR Services in General

The survey shows our most important services are still our core services such as workshops, newsletter, child care referrals, website, telephone consultation, loan library and of course our outreach support for providers.

All staff took part in reading over the results of the surveys. It was great to read the comments and see how many of you benefited from the different services we offer. 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 you and it was evident you noticed our efforts. Thank you! We read every comment and work to improve our services every year.

General Comments from the Provider Questionnaire included:

- During the years I have been a member, I have always had the best relationships with the staff. They have always been right onto anything I have questions about, the visits have been informative and friendly and very helpful. The courses have been very beneficial and have increased my expertise in the child care area. If you need a champion, here I am. Much love and gratefulness to each one of you.
- A big thank you to all the staff. They make my life easier.
- You all provide a great, necessary service to the community and you all do a super job of running the whole program. I don't regularly frequent the office or a lot of the services but feel good knowing that they are there if needed. I know that there are many caregivers out there that do rely heavily on your office for support, etc. and they are fortunate to have a service such as yours to assist them.
- Keep up the great work.
- I appreciate the support I have received from you for the past 4 years, from being an ECE student full of questions, to trying to start up a daycare, move a daycare, find kids, sort out funding/subsidy, meet and learn from other ECE's, borrow toys/games/resources and more. I am so thankful for all that you have done and continue to do for my family and my daycare. Thanks



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 2010/2011 year, the Kelowna Young Parent Daycare Program:

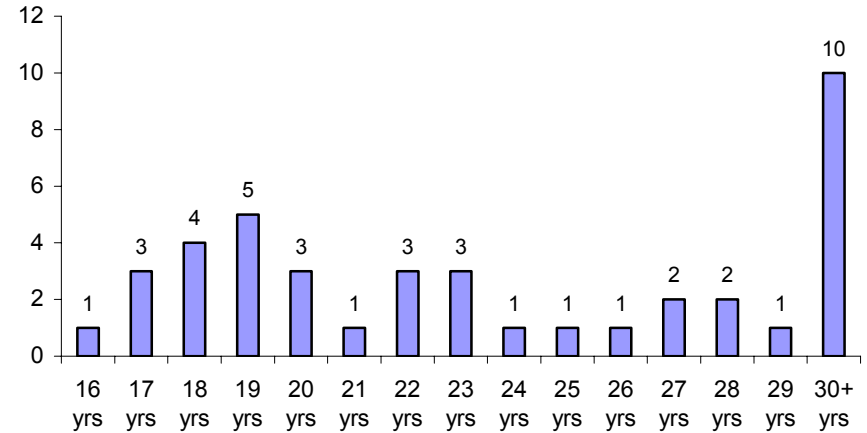
- Provided for 42 infants and toddlers
- 20 parents completed their year/programs
- 1 young parent graduated from Central School
- 2 young parents graduated from KSS
- 1 young parent graduated from RSS
- 2 young parents completed high school at Okanagan College
- 12 young parents worked and attended school
- 20 children had active co-parenting
- 11 young parents participated in Human Services 12B (Parent Class) offered through SD No. 23 as part of the program
- 5 children “aged out” during the year (over 3 years old)



Referrals

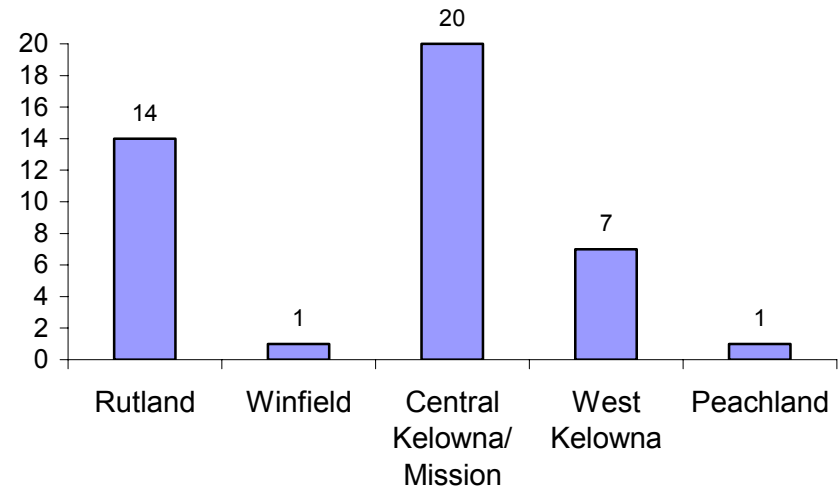
Ages of Parent Participants

PROGRAMS ATTENDED: 2010-2011				
Program	Enrolled	Incomplete	Completed (finished school year)	Graduated
KSS Day School	4	1	3	2
Central	2	1	1	1
RSS	1		1	1
OC Adult ED	4	2	2	1
SD 23	6		6	
Post Secondary	8	1	7	



Geographic Location

CHILDREN'S ENROLLMENT STATS SEPTEMBER 2010 – JUNE 2011			
Month	Total Registered	New Registration	Withdrew
Sept 10	22	4	4
Oct 10	25	5	1
Nov 10	22	4	4
Dec 10	22	0	1
Jan 11	23	6	5
Feb 11	23	0	2
Mar 11	22	0	2
Apr 11	21	4	2
May 11	24	3	4
June 11	21	0	3





Highlights of 2010-2011

Young Parents:

- 20 young parents completed their year/programs
- 5 young parents graduated from high school
- Christmas hampers and grocery certificates were given to young parent families in need from: Salvation Army, Boys and Girls Clubs, SHARE Society, KSS First Nation's Advocate and SD No. 23
- Young parents received help with transportation from United Way through 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) including speakers from The Bridge Youth and Family Services, Debt Monkey and Career Contact Center for Youth

The Daycare:

- Several community celebrations were held during the year including: Thanksgiving luncheon and Christmas dinner
- One time grant received from MCFD
- Enhanced child care subsidy rate increased in March
- Replaced equipment and toys purchased

The Children:

- All children immunizations are current
- Children of appropriate age and development received one preventative teeth varnish treatment, provided at the daycare 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
- TELUS Community Ambassadors provided handmade mitts, hats and scarves for children and parents
- Donations from many community sources came to the daycare throughout the year, including children's clothes and furniture

The Staff:

- Two new staff members were hired
- Monthly potlucks and swap-a-thons
- Coordinator attended provincial Young Parent Program Conference in Vancouver
- Coordinator and Daycare Supervisor attended FASD workshop sponsored by Westbank First Nations





Kelowna Secondary School Report
Submitted by Brenda Appel, Parent Education Support
School District No. 23

Highlights for September 2010

- Enrolling students
- Course outlines, objectives and outcomes for the Young Parent Program
- Continued consultation with Marilyn
- Setting up rooms and timetabling
- Students course selections
- Setting up guest speakers...phone calls, emails, scheduling
- Getting together to share information
- Getting acquainted
- Topics of interest
- Support and resources needed
- Community Resources Information (Marilyn)

Highlights for October 2010

- Fit 4 Defense with Michelle Tremblay (5 classes)
- Career Contact Center....resumes, job interviews, contacts
- Planning for courses and college requirements

Highlights for November 2010

- Debriefing, taking care of concerns and issues
- Budgeting with Colin Smith
- Woman In Trades with Jen Hamilton
- Debt Monkey with Scott Pickford
- Career Cruising
- Sandy Corrado....Bursaries/Scholarships/Planning for next year/Transitions 12

- Report card meetings
- Financial resources and applications
- Applying for housing
- Applying for Christmas Hampers

Highlights for December 2010

- COBBS Information
- Santa pictures at the mall
- Bowling at Capri Lanes
- Hands on Parenting
- Dental Care with Shawna Gibb
- Christmas party and gift exchange

Highlights for January 2011

- Smoking information session
- SuperHost (3 classes)
- Fit 4 Defense (2 classes)

Highlights for February 2011

- Food safe (2 classes)
- Conflict resolution & Stress
- In and out with the Woman's Shelter (4 classes)

Highlights for March 2011

- In and out (2 classes)
- Labeling and nutrition information
- Recipes and video on nutrition for children



Highlights for April 2011

- Grocery Shopping
- Cooking (2 classes)
- Family Justice Institute
- Employment Standards Act
- Child Development (Bridges)

Highlights for May 2011

- Landlord and Tenant Act
- “Nobody’s Perfect/You Make a Difference” Parenting Sessions
 - Healthy Families and Networking
 - Mother Goose and Parenting concerns
 - Parenting Styles / Temperament
 - Nutrition for babies and toddlers
 - “Stressors” and how to cope
 - Parenting Concerns/ Sleeping Patterns
- Budgeting Game
- Cooking (2 classes)

Highlights for June 2011

- Beading
- Swimming with children
- Wrap up party (picnic)
- Debriefing for the summer and fall



Central Okanagan Family Resource Program



Mission Statement

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

From April 1, 2010 – March 31, 2011,

The Family Resource Program (Martin Avenue Community Center Location)

provided: 111 parent/child drop-in sessions and 31 Parent Talk education sessions.

There was a total participant attendance of 4,954 children and 3,485 adults, a total of 8,439 participant visits.

The Family Resource Program (Parent Place Location)

provided: 40 parent/child drop-in sessions.

There was a total participant attendance of 552 children and 432 adults, a total of 984 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 2010/2011 Parent Feedback Program Summary

Martin Avenue Community Center Location
52 evaluations were completed

Tell us about you and your family:

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

46	Parent
1	Grandparent
0	Step Parent
0	Other Relative
1	Foster Parent
4	Paid Caregiver/Babysitter

How long have you been living in your neighborhood?

9	Less than 1 year
19	1 – 3 years
26	More than 3 years

How long have you been participating in this program?

19	Less than 1 year
24	1 – 3 years
9	More than 3 years

How did you hear about this family resource program?

25	Family or friends
5	Another participant

1	Health Care Provider (E.g. Public health nurse or doctor)
3	Social Service referral
1	School
0	Church
8	KCCS website
2	Presentation
5	Advertisement (brochure, poster, etc.)
6	Other (Please explain): Referrals from KCCS, child care provider, Boys and Girls Clubs, COFRP program staff and ad on Castanet.

What language do you use most often at home?

50	English
1	French
1	Other (Please name): Japanese

How long have you been a resident of Canada?

37	Born in Canada
0	Less than 1 year
1	1 – 3 years
8	3 - 10 years
6	More than 10 years, but not born in Canada



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

1. We have participated in: (Check all that apply)

- 39 Story time
- 25 Music & movement
- 36 Circle time
- 39 Play centers
- 35 Arts, crafts and play dough time
- 18 Finger play
- 14 Other: Please name: Parent Talk program; large muscle play equipment; group eating (snack time); socializing with other parents

2. I am more aware of activities that are good for children: 46 Yes 1 No 4 N/A

3. I am more aware of what to expect a child to do at his or her age: 42 Yes 1 No 4 N/A

4. I know more about how a child learns through play since coming here: 42 Yes 4 No 6 N/A

5. I know more about ways to help children learn things like reading, numbers, and speaking skills: 32 Yes 12 No 7 N/A

6. I have learned new parenting skills since coming here: 36 Yes 10 No 5 N/A

- 30 I know more about how to keep children safe
- 36 I know more about positive discipline with children
- 30 I know more about ways to handle things like sleep/naps, toileting, food like and dislikes
- 33 I know more about ways to communicate better with children
- 7 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

7. I know more about ways to keep my family physically healthy like eating healthy food choices, dental health, immunizations, and breast feeding 29 Yes 14 No 7 N/A

Comments:

- I haven't been to any of the talks yet but plan to soon
- I am well informed already
- I am aware of this already; got the kids teeth done here. Thank you!
- The pamphlets provided are helpful – a catch-all for info.



8. 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	<u>33</u> Yes	<u>10</u> No	<u>7</u> N/A
Comments:			
<ul style="list-style-type: none"> • Just having the program to come to helps with getting out of the house even on the bad days and makes sure we have fun • The program provides social outlet for both parents and children • Spending time before work or off work for 2 hrs. makes my son very happy and knows he is important • This program allows fathers to, on occasion, supervise child in a positive play environment, outside the home but indoors • Coming here keeps me emotionally happy just getting out of the house • Parent talk sessions are great for things like relationship improvements and taking care of your own needs as well as others 			
9. I know more about resources or places in my community that can meet my family's needs	<u>52</u> Yes	<u>0</u> No	<u>0</u> N/A
10. I feel more connected with my community	<u>51</u> Yes	<u>0</u> No	<u>1</u> N/A
11. We feel welcome and accepted when we come here	<u>49</u> Yes	<u>0</u> No	<u>0</u> N/A
12. The child or children I bring are more comfortable with social situations since coming to this program	<u>50</u> Yes	<u>1</u> No	<u>1</u> N/A
13. I know more about what is available in my community such as parenting activities, social activities, health services, etc.	<u>51</u> Yes	<u>1</u> No	<u>0</u> N/A
14. I know more about what is available in the surrounding communities	<u>44</u> Yes	<u>6</u> No	<u>2</u> N/A
15. I feel less isolated as a parent or caregiver	<u>49</u> Yes	<u>0</u> No	<u>2</u> N/A

Other Comments: How has this program made a difference for your family?

- The social interaction has been good for the children and myself as my friends are all currently working professionals who are unavailable during the work week
- Since moving here a few months ago, this has given us a great opportunity for socialization, meeting friends, finding out about the community and something fun and free to do almost every day, thank you!
- Provided peer interaction for both me and my children. Helps so much to share life experiences with others has made me a more confident parent
- Helps me as a caregiver to connect with other adults and to help socialize the children in my care
- It gives us something positive, social, to do and allows my daughter to learn about playing with others



- I feel definitely less isolated. I met amazing parents and staff members. I can have “adult time” while I still play with my daughter
- The playgroup at Graham Street is superbly run. I cannot fault it in any way. My daughter has gained so much confidence coming to the club. She is very shy, yet plays really confidently at the club. She has increased confidence enormously. I love coming to the club. It is a really great place to get to relax a bit, receive advice and support. We love it!
- My youngest son has a “haven” to come to after dropping my daughter off at her preschool. He “feels” the play time and builds his confidence!
- Our son is an only child and this program has helped him to make friends and learn how to react when someone takes his toys or pushes him. And we as parents have learned how to help guide him to make friends!
- When I find myself slipping into a stay-at-home rut, I know I am always welcome here
- Provides a weekly, safe, stimulating environment for my child to explore and learn new skills and assists with social development. Allows me as a parent to be engaged and out of the house; social skills for my child and I get to meet other moms;
- Made us happier and connected to other moms and kids; house is cleaner, child less stir crazy, child more social
- He has come a long way in his speech. Loves to sing the songs from playgroup
- It gives us a comfortable setting to look forward to going to on a weekly basis
- It has made us more socially active, also it has made us meet a lot of wonderful friends and family
- It helps me giving healthy ideas how to raise my child and learn more about children
- It’s given us an outlet to meet other mothers and fathers, members of the community. Great for meeting other children, learning, playing together
- I have met new friends for my child; met people, allowed child full range of motion in gymnasium/craft table exposure
- I can get out in the winter. Talk to other parents. It has been fantastic as we are new to the city and don’t know many people.
- Connected with great people helps to be more relaxed with kids, with helpful knowledge, ways to deal with my own feelings while watching kids, it gets me and my son out and gives us a chance to interact with others. We have been happier since coming here. A place for me and my child to come, great for both of us. Care and play for child. Info and adult contact for me! Highlight of my week. It has helped me with new parenting and coping strategies. Being new to Kelowna, the centre has connected many aspects of the community to me as a parent. Really helped us settle into Kelowna since we moved here, finding new resources, getting other parents’ ideas, meeting other parent friends. Gives me a place to go and parents to talk to! Love that you feed us. I am happier and less stressed now that I get out. Thank-you

What would you like this family resource program to do differently?

- Permanent space so larger equipment could be more available, open Mondays, no closures (summers, school holidays)
- Nothing, it is great
- Offer the program 5 days a week or an afternoon playtime, more often! Every day!



- Offered year round and a centre available in the Mission?
- I would like to see more equipment for the children to play on such as a slide. Larger room.
- Not sure, the director is so fantastic with her singing time & the toy stations are great. Snack time is always varied and healthy
- Nothing. It is the best! The resources are wonderful too. I often read the articles and magazines about parenting.
- Maybe have bilingual programs. I've noticed that there is quite a few French people
- Lower stimulation by playing noise-cancelling instrumental music, not just classical, could be just slow jazz or something soothing. Might aide in reducing meltdowns
- Rutland location needed
- Parent Talk Sessions - Some kind of more involved or led conversation at the beginning just to keep it welcoming. I also liked how you remind "old-timers" to keep welcoming. Run through spring break and summer. More funding could allow for longer hours; more guest speakers; more resources to help parents in every situation. Wish it was longer-love it. Be nice to have more comfortable room set up. Some topics could be given more time

Other comments or suggestions

- Keep up the good work
- I hope the program will continue what its doing for the community
- April-September incorporate some outdoor games (i.e. Parachute games). Excellent level of service from instructor/supervisors, thanks!
- Love the program with Elizabeth and Jodi, love everything about the program, maybe we could run full time!
- I love this program! The women who run this playgroup are wonderful!!
- Jodi and the program leaders are great! My child loves coming and loves the circle time songs, Thank you!!

- Love this place, hope it stays for a long, long time!
- Thank you for the opportunity this has provided the children. They really do love it!
- I absolutely love it here! Thank you to Jodi and Elizabeth! Great jobs!!
- Open earlier; thank you for being so welcoming and accommodating with the schedule
- Parents more involved (i.e. responsible for craft ideas, snack rotations, clean up), too few seem to participate
- Now that I have moved I really miss this program. Thank you to Jodi and Elizabeth
- Thank you to all who run the groups!
- Michele is the best. Parent Talk is a helpful, useful welcoming program that is beneficial to parents and the community



**Central Okanagan Family Resource Program Parent Talk
Education Program at the Martin Avenue Community Center
Friday Mornings, 9:30 – 11:00 AM**

From April 1, 2010 until March 31, 2011, **31** "Parent Talk" sessions were held and attended by **308** parents and **374** children. A variety of parenting education topics were facilitated by a number of guest speakers. Topics presented include the following:

Dates	Topics	Facilitator/Guest Presenter
April 9, 2010	Open Discussion	Michele
April 16, 2010	Temperament	Michele
April 23, 2010	Temperament	Michele
April 30, 2010	Dental	Shawna Gibb
May 14, 2010	Dental Varnishing	Shawna Gibb
May 21, 2010	Session Planning	Michele
May 28, 2010	Open Discussion - Questions and Support	Michele
June 4, 2010	Car Seat	Holly Kadlec
June 11, 2010	Summer Planning	Open discussion
June 25, 2010	Year End Picnic	Parent Place
Sept 10, 2010	Welcome Back	Open discussion
Sept 24, 2010	Session Planning	Michele
Oct 1, 2010	Child Development Questions and Feedback	Michele



Dates	Topics	Facilitator/Guest Presenter
Oct 8, 2010	Child Stranger Safety	Jodi Quibell
Oct 15, 2010	Parenting With a Full Cup	Jason McCarty
Oct 29, 2010	Halloween Party	
Nov 5, 2010	Dental	Shawna Gibb
Nov 12, 2010	Aggression and Self-Esteem	Michele
Nov 19, 2010	Christmas Stress	Michele
Nov 26, 2010	Child Care Resource and Referral	Monica Neiser
Dec 10, 2010	Program Evaluation and Open Questions	Open discussion
Dec 17, 2010	Christmas Party	
Jan 7, 2011	Welcome Back and New Years Thoughts	Open discussion
Jan 14, 2011	Communication-Adult	Michele
Jan 21, 2011	Communication-Children	Michele
Jan 28, 2011	Children and Development	Geordie Belinski
Feb 4, 2011	Sex, Love and Diapers	Jeff Hay
Feb 11, 2011	Couples – Gottman Strategies	Mike Gladman, Kelowna Family Centre
Mar 4, 2011	Program Evaluation and Scattegories	Michele
Mar 11, 2011	Stranger Safety	Michele
Mar 18, 2011	Alternatives to Punishment	Michele