

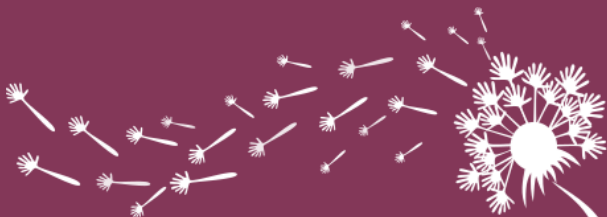


# ANNUAL REPORT

Childhood Connections - Okanagan Family & Childcare Society



2019 / 2020



**Childhood Connections**  
Okanagan Family & Childcare Society





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# Director Statement

## Message from the Executive Director

Our 2019-2020 year was a true success and showcased our Staff and Board Members' amazing ability to be creative, adaptive and resilient to unprecedented change. As I celebrate my third year with Team Awesome (a nickname given to our team by a community member), I reflect back on my first month when I listened in on a Staff in our Toy Library connecting with parent on all the creative ways to use the basic blocks the parent was borrowing. And as I think back to this past year, I am filled with pride and gratitude for each and every person in our organization who continues to bring creative ideas to the table to support children and their caregivers.



*“Creative, adaptive and resilient  
to unprecedented change.”*

In our report, you read about how our long-time program, Child Care Resource & Referral has continued to support children as we provide important resources, referrals, training and information and supports to their parents, caregivers and childcare providers. As well, you'll find in the report how we creatively adapted our Family Resource Programming from in-person at the Family Hub to online with Activity Bag pickups and deliveries during the height of Covid-19. And as we are passionate about filling in gaps and coming alongside and not duplicating programs and

**Melissa Hunt**  
Executive Director

services, you'll meet our newest program, Playful Healing, which provides free play therapy sessions to children who fall into gray areas of support, or are in waiting for therapy services and need immediate support.

Enjoy the success stories and stories of hope and joy that were made possible because of the amazing dedication of our staff, volunteers and Board members, who make us truly Team Awesome!

# Membership Survey

## How We Did

Here's what our members had to say about us in this year's Membership Service Survey.

### CONNECTION



"They are the biggest connection to the "outside world", meaning they connect me to training guidelines/standards, info, support, clients, etc., which is VITAL when you work from home!!"

### SUPPORT




"The CCRR staff are a valuable asset to our industry and the effort they expend to provide the support they do is very evident."

### KNOWLEDGE



"I love my support visits. They have always lead me to learning more about ways I can improve operations or my training."



*"Thank you for your professionalism and hard work. You are a huge asset to our community."*



# About Us

## What We Do

Since 1977, Childhood Connections – Okanagan Family & Childcare Society has been providing services and resources to help children in our community grow and thrive in safe, secure and healthy environments. We help families find the right care environment for their children, and we support those who provide care with valuable training and resources.

## Our Mission

Childhood Connections - Okanagan Family and Childcare Society's mission is to facilitate quality childcare and provide a wide range of programs, services and resources which support families in our community.



## Our Mandate

To promote quality child care within the community by working cooperatively with all local child care organizations, community partners and services. We support parents by providing child care referrals, child care information, and support to access child care subsidies, in addition to providing a wide range of family resource services and information.



## About

Throughout its time, the society has seen many changes in the community. Initially, the focus of the Society was primarily around child care, and although this is still a key service, the Society has evolved and provides many services that support the healthy growth of children in our community.

# Membership Overview

## Membership Information and Highlights

Childhood Connections had a total of 534 members for the 2019/2020 fiscal year. This is a 76% increase from the year prior. All members have access to the Early Learning Resource Library and our various workshop opportunities. Access to services varies by type of membership. See the breakdown below.

### Licensed & Registered Care Providers

150

We had 150 provider members this past year. 8 Register License-Not-Required, 40 Licensed Family and 102 Licenced Group. Our licensed and registered facilities are referred to families looking for child care based on location an age requirements. Providers also accessed our numerous workshops, courses, and networking opportunities and received a total of 128 support visits throughout the year.

### Parents, Grandparents, & Guardians

267

There were 267 members made up of parents, grandparents and other parental figures. While the primary member service accessed by parents was the Early Learning Resource Library, we also saw a handful of parents attending our public workshops and events. Membership is not required to access child care referrals, subsidy assistance or our family drop in programs.

### Community Partners, Early Childhood Educators & Informal Care Providers

117

There were a total of 117 members in our “Other” category. Service access varied from member to member. We had informal care providers being supported in becoming licensed or registered. Early Childhood Educators and ECE students attending workshops, and community partners accessing our services to support their clients.

# Our Board

## Who They Are

Our board is made up of seven professional individuals with varied backgrounds and interests, but they all have one thing in common: A passion for quality childcare in our community. All our board members are volunteers and we sincerely appreciate their involvement in our society.

Our board is very dedicated to the society and we acknowledge their commitment to their roles. Betty and Evelyn have been on the board for 11 years. This will be year six for Terry, and Kim, with Kim becoming President in 2016. Chad and Saskia are in their 2nd year and Bram has just joined this past year but has already brought much to the table, supporting some new fundraising initiatives. Their collaboration and community focus does not go unrecognized.



**Kim Hurd**  
Board President



**Betty Cleland**  
Vice President



**Terry Yesaki**  
Treasurer



**Eve Layman**  
Secretary

**Kim** holds a Master's of Arts in Clinical Developmental Psychology and works with the Interior Health Children's Assessment Network. She has extensive previous experience in child development research and supporting children with special needs.

**Betty** has her Master's degree in Early Education and is currently an ECE Instructor. Betty's keen area of interest is best practice and the role mentorship, ethics, and community has in actualizing quality childcare.

**Terry**, is a Chartered Professional Accountant, which makes him a great fit as our treasurer. As a father, Terry is very invested in the work we do investing in the future of children in the Central Okanagan.

**Eve** is a community relations professional with a BSc in Biology and Environmental studies working for Habitat Conservation Trust Foundation Education and Sagebrush Tours helping people to get outdoors.

7<sup>th</sup> Year on the Board

12<sup>th</sup> Year on the Board

7<sup>th</sup> Year on the Board

12<sup>th</sup> Year on the Board





**Saskia Battersby**  
Director at Large



**Chad Pointe**  
Director at Large



**Bram Eekhout**  
Director at Large

**Saskia** is a parent of two boys. She is a real estate investor, product management mentor and past PAC president at Anne McClymont and board president for Douglas Park Community Association, providing preschool, out of school care and other community programs.

2<sup>nd</sup> Year on the Board

**Chad** is a real estate agent with a strong entrepreneurial background. Being a father of a young daughter, he greatly appreciates the struggles that many families have finding quality child care.

2<sup>nd</sup> Year on the Board

**Bram** is a Continuous Improvement specialist, implementing large scale change and process related projects. As a father of two, both requiring after school care, he likes to contribute to the availability and accessibility of quality childcare in the Okanagan.

1<sup>st</sup> Year on the Board

# Our Staff

## Who We Are

Our Childhood Connections staff is composed of dedicated and passionate individuals with a vested interest in child and family welfare. Coming from various backgrounds and interests, they come together as a team to support Central Okanagan families and the child care community.



**Melissa Hunt**  
Executive Director  
CCRR Manager



**Cindy Polachic**  
CCRR Referral Consultant



**Yvonne Stauble**  
CCRR Program Consultant



**Nicole Hoodicoff**  
CCRR Program Consultant  
Family Resource Manager

For over three years, Melissa has been our Executive Director, and she really enjoys engaging with the community and bringing partners together around supporting early years and child care. She has a blended family of four children ranging in ages from 7-11, an elderly dog and three hens!

Cindy is proud to have supported children and families for over 26 years with many dedicated staff and board members. Her aspiration is for all children to have access to an inclusive, quality child care program. Precious time is spent with family and as a self-proclaimed yarn hobbyist.

Yvonne started here in July of 2016 with the experience of having had both ran her own in-home Multi-Age Care Program for many years as well as experience working in group child care. She is a mom of 3 daughters and loves to spend her free time exploring the outdoors with her family .

Nicole has been part of Childhood Connections since 2017, she loves connecting with families, childcare providers with resources, trainings and programing. Nicole is a mother of 2 school aged boys. When Nicole isn't at work you can find her playing in her garden.



**Oksana Martens**

CCRR Admin Support



**Sam Hawes**

CCRR Admin Support  
Family Resource Assistant



**Sylvia Wells**

Family Resource Assistant



**Kris Hickman**

Admin Support

Oksana joined the Childhood Connections team in May 2018.

Oksana has a background in administration and enjoys her job serving customers, performing administrative tasks as well as operating the Early Learning Library.

Sam came to us in May of 2019 with a passion for ensuring all children get their best chance to thrive. She has a background in childhood and developmental psychology. In her free time, she spends the winters playing and coaching hockey and the summers camping and hiking.

Sylvia started with Childhood Connections at the beginning of 2020 and is currently involved with the Nourish Families Initiative. She has worked the past 15 years in Child-care and the non-profit sector. She is passionate about the importance of good nutrition and loves to cook!

While Kris was only with us for 6 months, she was a great asset to the Childhood Connections team while she was here. Kris had ample experience in various administration positions and we wish her the best in all her future endeavors!



# Our Programs

## How We Operate

Childhood Connections hosted 5 programs in the fiscal year ending March 31<sup>st</sup>, 2020. These programs are provided to the Central Okanagan community through various contracts, grants, donations and community support.



### Child Care Resource & Referral

#### CCRR

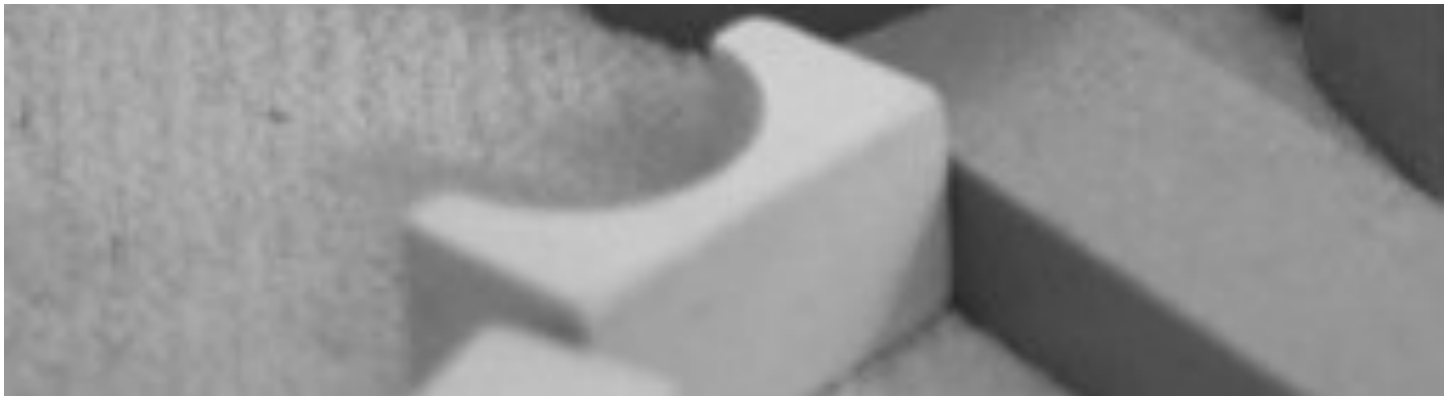
Child Care Resource and Referral (CCRR) centres make it easier for families to find and access responsive, inclusive, quality, licensed and registered child care by providing information, support, resources and referral services to parents and child care providers across the province. We work in partnership with community and government to enhance the availability and accessibility of flexible, responsive and inclusive quality child care options that support the needs of children, families and child care providers.



### Family Resource Programs

#### FRP

As a member of Family Resource Programs of BC It is our mission to provide programs, services and resources to support families. We offer many activities, programs, and workshops geared to families with children 0-6 years old.



Initially, the focus of the Society was primarily around child care, with our Child Care Resource & Referral Program. Although this is still a key service, our society has grown and provides many programs and services that support the healthy growth of children in our community.



**Ages & Stages Questionnaire**  
**ASQ**

In partnership with The Central Okanagan Universal Screening Initiative (COUSI), we ensure that EVERY child has access to Ages & Stages questionnaires. A physical and social development assessment, to help children reach their full potential.



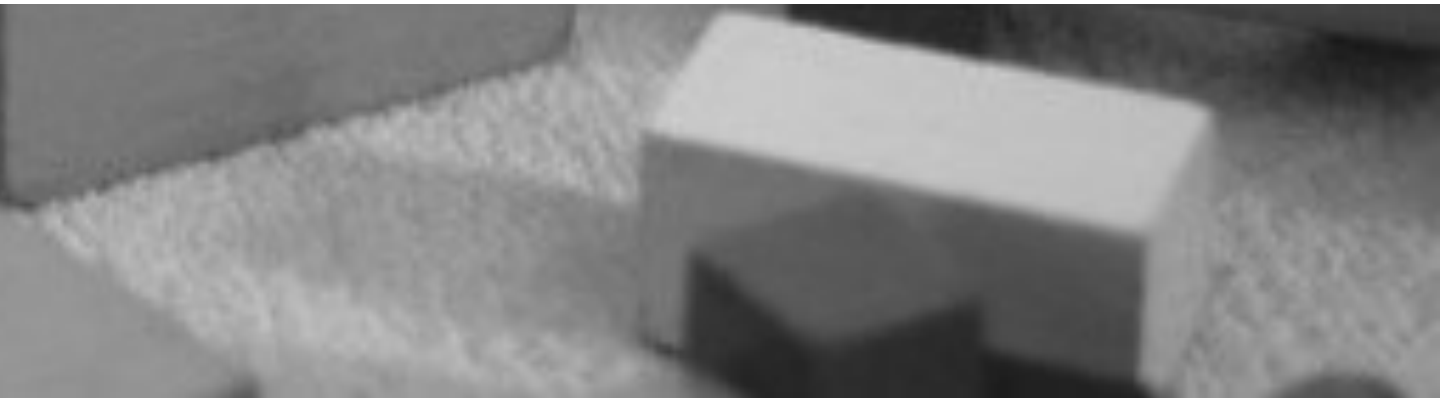
**Childminding Services**  
**Community & Partners**

We contract high quality, experienced child care providers for community events. The children are entertained and engaged with games, crafts and activities. Have peace of mind while enjoying a wedding, conference or other event.



**Playful Healing:**  
**Free Child Therapy**

Playful Healing was designed to support children who are struggling in their day to day life with feelings of worry, uncertainty, isolation, and unhappiness and whose families are unable to afford expensive therapy.



# Program Operations

## What We Did

As of March 31<sup>st</sup>, 2020, Childhood Connections hosted 5 programs supported by various contracts, grants and community partnerships. Though they are unique, they share the common goal of providing resources and supports for children, families and the child care sector.

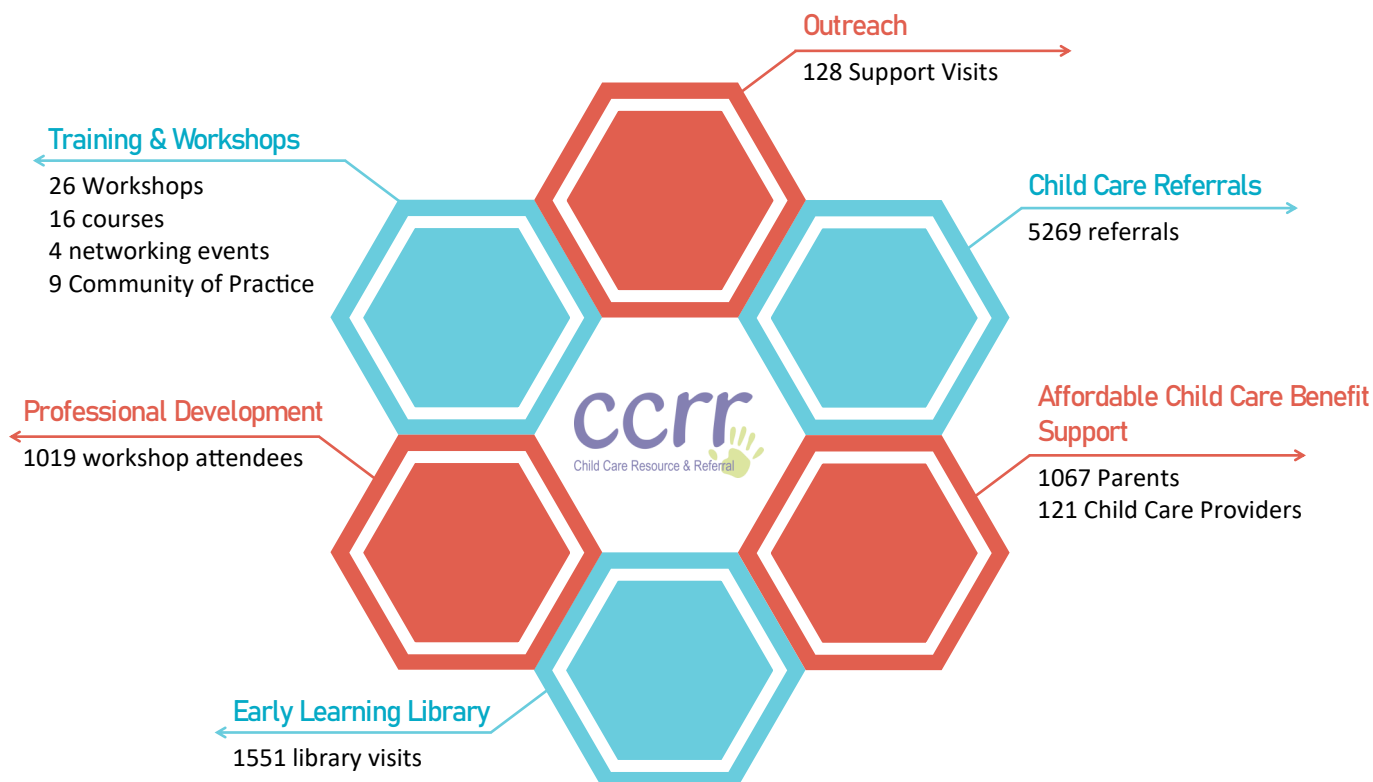


We provide referrals to child care providers and community services, access to quality resources and lending libraries, workshops, drop-in programs, and provide consultation, support and parenting information.

We hosted our 1st Toy Drive in Oct/Nov of 2019 bringing even more valuable resources to our free library. For May is child care month we offered 4 free training opportunities for care providers during our Month of Wellness. We even had hosted Vanessa Lapointe for 2 amazing workshops for National Child Day!

## Child Care Resource & Referral Program

Statistics from our CCRR services.







The program supports parents, guardians, and child care providers with child development knowledge and strategies to support children with developmentally appropriate goals and activities as well as early identification of developmental concerns, and timely referrals to appropriate community agencies.

This fiscal year, 518 ASQs were distributed; 70% in Kelowna, 20% West Kelowna, & 5% in Lake Country & Peachland. To-date, we have trained 281 facilitators for the ASQ-3 and an additional 268 for ASQ-SE (Social/Emotional).

We provided various programs, resources and supports for families this year. We hosted our parent-child drop-in program, seeing 232 adults and 468 children over 35 weekly sessions. Children ranged from 2 months to 5 years. We hosted our 8 week, Circle of Security Parenting course twice, supporting 24 parents through 16 hours of course work focused on parent-child attachment.

We also hosted monthly outreach at the Family Hub and Lake Country Boys & Girls Club. Offering ASQs, Library selection, childcare referrals and subsidy support.



To support our families and community partners this year, we provided on-sight childminding at the following locations. **Karis Support Society, Okanagan Regional Library, KCR Community Resources, Ki-Low-Na Friendship Centre & The Central Okanagan Family Hub.** These child-minding sessions provided support to parents as they attended various parenting programs, such as, the Adoptive Parents Group, new immigrant language classes, Nobody's Perfect Parenting at, Project Literacy's IPALS Program, and Circle of Security Training.

Playful Healing was created in early March of 2020. Play Therapist, Vicky Wallace, and Child Life Specialist, Amy Staheli have been contracted to provide needed play therapy to children and families in financial need. This program was taken over from another organization and came with 5 clients who we supported through the end of their sessions.

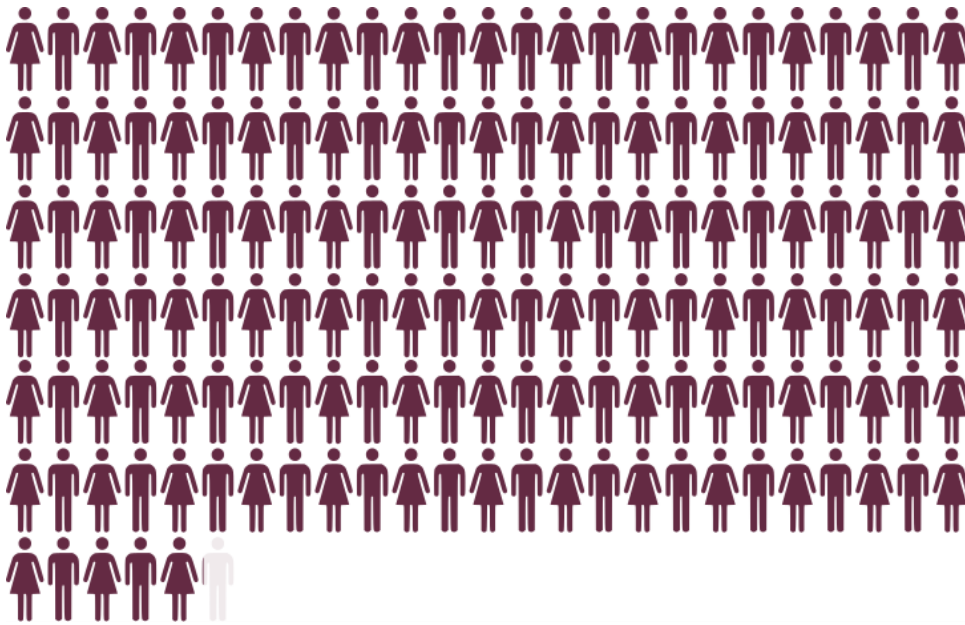
This program is funded by fundraisers and donations. Numerous campaigns have been created for the 2020/2021 fiscal year to keep this program going.



# Annual Statistics

## Graphs, Charts & Visuals

Statistical visual overview of a few of the biggest successes at Childhood Connections in the 2019/2020 fiscal year. We saw a substantial membership increase which led to more provided services and opportunities.



### 1551 LIBRARY VISITS

This is up from 851 visits in 2018/2019 which is a 82% increase from last year

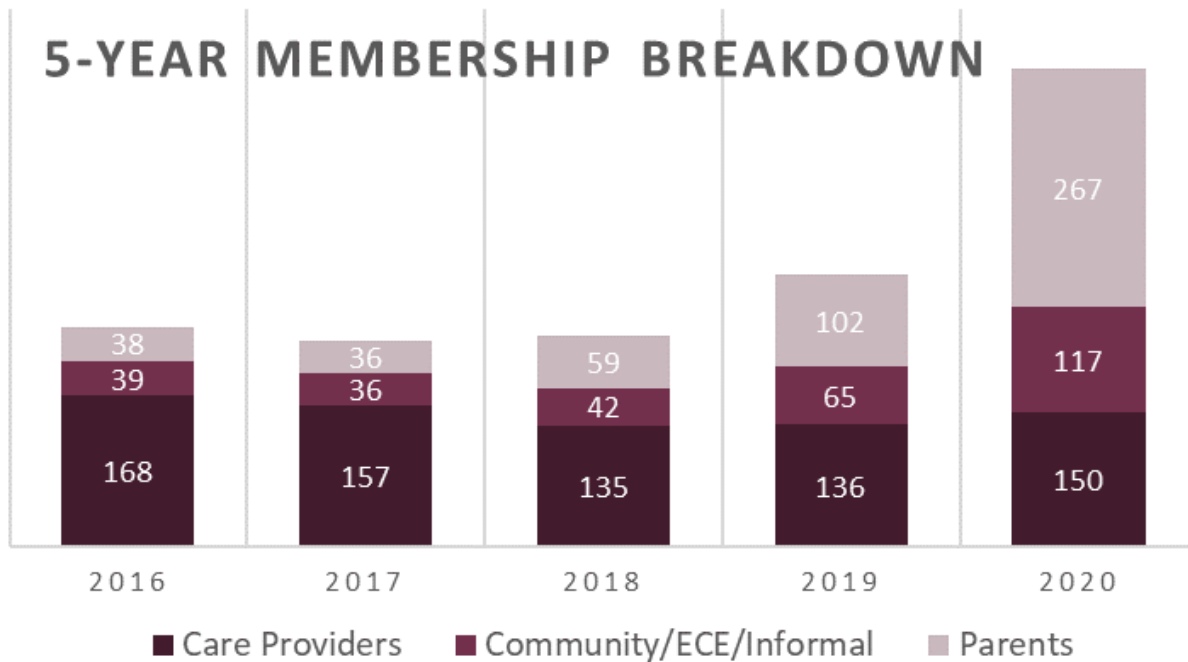


## CHANGES FROM LAST YEAR

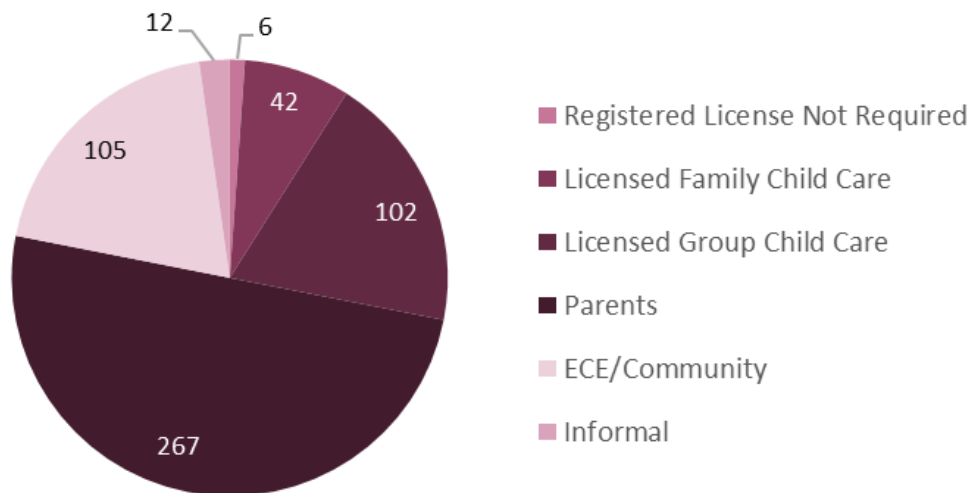
TOTAL MEMBERS	LIBRARY VISITS	TRAINING OPPTS
↑ 76%	↑ 82%	↑ 69%

Professional Development Opportunities	Events Offered	Participants
Workshops	36	865
Courses	14	112
Networking Events	5	45
	55	1022

\*2018/2019 fiscal year offered a total of 32 training opportunities seeing a total of 442 participants.



### 2019/ 20 FULL MEMBERSHIP BREAKDOWN



## MEMBERSHIP MILESTONES

### 5 YEARS

- Shannon Woods Childcare
- Jenn's Afterschool Care
- Feathstone Early Development Centre
- Lil' Dancing Owls Educational Centre
- A Place to Grow

### 10 YEARS

- Shannon Woods Childcare
- Building Blocks Educare - Sutherland
- Cozy House Family Daycare
- Gramma Momma & Me
- Little Owl Academy
- The lil' Cottage Educational Daycare

### 20 YEARS

- Dougal Road Daycare

### 25 YEARS

- Shannon Woods Childcare
- Willowstone Academy
- Westbank Child Development Centre
- Red Balloon Daycare
- Boys & Girls Club Rutland
- Glenmore Recreation A.S. Program (GRASP)
- Discovery World Child Care Centre
- Boys & Girls Club Cameron Park Early Learning Centre
- Rutland Parent Participation Preschool



# Our Community

## Who We Work With

We have a community-based needs approach and work diligently in collaboration with our community partners in various councils, tables and committees. Over the past few years, the focus of this collaboration has been to connect and unite with our early years partners with aim to fill the gaps in our Central Okanagan community and avoid duplication of services.



### Central Okanagan Universal Screening Initiative

COUSI

The COUSI committee met 4 times in 2019/2020, discussing ways to connect children to the Ages & Stages questionnaire (ASQ) and educate care givers of its uses. The goal of universally implementing ASQ's in all child care facilities is becoming closer as record numbers of facilities are being trained to administer them.

### Central Okanagan Early Years Partnership

COEYP

Childhood Connections began hosting this partnership in April of 2019 after 25 years of ministry funding came to an end. We felt the collaborative nature of the partnership was vital to the early years, and continued to meet monthly. Discussing programs, services and updates for early years in our community.

### Childcare Council of Central Okanagan

CCofCO

The council's biggest focus this past year was the *Care for Our Kids* project. This was a collaborative project with Urban Matters that surveyed over 630 parents, caregivers, childcare providers and other stakeholders. This information was used to create a comprehensive Community child Care Planning report.

### Central Okanagan Family Hub Leadership Committee

COFH

Childhood Connections is part of the leadership team for the Hub to help support them as an open, welcoming and barrier free space for families. Offering free programming, and resources. We hosted our family drop-in group at the Hub as well as provided childminding services for other programming.

# Financial Report

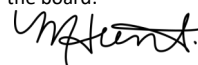
Approved October 29, 2020

Revenues	2020	2019
Ministry of Children and Families	\$ 327,424	\$ 218,014
Member fees	--	\$ 10,121
United Way	\$ 4,000	\$ 11,500
Interest income	\$ 3,661	\$ 3,384
Other funding	\$ 11,900	\$ 23,840
Fees and other	\$ 7,808	\$ 5,665
EDDD booklet	\$ 30	\$ 52
Workshops	\$ 12,516	\$ 10,966
	<b>\$ 367,339</b>	<b>\$ 283,542</b>

Expenses	2020	2019
Advertising	\$ 2,759	\$ 2,938
Amortization	\$ 8,286	\$ 7,096
Computer	\$ 2,871	\$ 2,063
Contract services	\$ 17,303	\$ 17,085
Insurance	\$ 3,581	\$ 3,154
Office and program supplies	\$ 34,430	\$ 29,634
Professional development	\$ 5,636	\$ 266
Professional fees	\$ 12,987	\$ 17,262
Rebranding	--	\$ 3,273
Repairs and maintenance	\$ 5,761	\$ 7,599
Telephone	\$ 3,003	\$ 3,895
Travel and seminars	\$ 2,682	\$ 1,155
Utilities	\$ 2,472	\$ 2,229
Wages and benefits	\$ 230,874	\$ 185,805
Workshops	\$ 18,908	\$ 6,543
	<b>\$ 351,553</b>	<b>\$ 289,997</b>

<b>Excess (deficiency) of expenses over revenue</b>	<b>\$ 15,786</b>	<b>-\$ 6,455</b>
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Approved on behalf of the board:



Executive Director



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