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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	Caroline Stevenson
Sean M. Moring	

Executive Director
Lynn Burgat

~ Certificates Presented to Child Care Provider Members ~

- 5 Years -

Aleta's Daycare
Panda Bear's Daycare
The Pumpkin Patch
Samantha's Daycare
Preschooler's Playhouse, Peachland
Blossom Progressive Montessori
Kelowna Waldorf School



- 10 Years -

Annie-Tyme Daycare
Dougall Road Family Daycare
Okanagan Montessori Preschool

- 15 years -

Rutland Parent Participation Preschool	Red Balloon Daycare – Lakeview Heights
University Children's Learning Centre	Precious Moments Christian Preschool
Glenmore Rec A.S. Program	Boys & Girls Club Cameron Park Early Learning Centre
Kids Corner Daycare	Westbank Child Development Centre
The Clubhouse Child Care Centre	Okanagan Montessori Elementary Preschool
For the Kids Daycare Centre	Rose Valley Daycare
Kelowna Young Parents Program	Boys & Girls Club Westside Daycare
Daycare Connection	Westside Parent Participation Preschool
Lasting Impressions Preschool	T's Afterschool Play Station
Highlands EduCare Children's Centre	



~ Kelowna Child Care Society CCRR Staff (2009/10)~

Program Coordinator
Program Consultant
Resource & Referral Receptionist
Secretary

Lisa Robinson
Monica Neiser
Cindy Polachic
Nora Rosenthal

~ Kelowna Child Care Society YPP Staff (2009/10)~

Program Coordinator
Supervisor
Assistant Supervisor

Marilyn Kirke
Juanita Roehrig
Nanci Pinder

Child Care [Workers](#)

[Janine Braacx](#)
[Susanna Furgason](#)
[Pamela Peterson](#)
[Carolyn Stevenson](#)

[Mikiko Brown](#)
[Marijane Kruschel](#)
[Corinne Robak](#)

Cook/Assistant ECE

Deena Snider

~ Kelowna Child Care Society FRP Staff (2009/10)~

FRP Acting Coordinator

[Elizabeth Antal](#)
Jodi Quibell (Mat leave)



MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

It is with great pleasure that we present the 2009/2010 Annual Report to our members, community partners and funders who support our programs. This report will outline the many services that were provided by the Kelowna Child Care Society this year. The report also provides comprehensive data on who our clients are, the number of clients we serve and how our clients view our service.

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 main priorities consist of supporting families in finding child care and ensuring that child care providers are supported in the valuable work that they do.

While economic uncertainty this past year has impacted on our ability to provide the same level of services, thinking outside of the box has become the norm as we explore new and creative ways of providing services to vulnerable families and child care providers who care for young children.

March 31, 2010 marks the end of our current 4 year collective agreement with BCGEU. Bargaining will commence again effective April 1st. KCCS staff have been a member with BCGEU since 2000.

Space continues to be an issue for all of our programs as our client numbers steadily increase every year. We have had to be very strategic in how we use and allocate resources in our service delivery.

We value and honor the support that we have received from community partners and funders this year. This support has enabled us to increase our capacity to expand and strengthen the services we provide to our families and child care providers.

The dedication, passion and energy within our organization is incredible and the teamwork outstanding. We know we make a difference in our community and we are constantly looking at new ways of improving our services.

We are very excited this year to be part of the new Sandbox Developer's Initiative. The newly formed Sandbox Development Group is a small group of non-profit agencies who are working with Success by 6 and collectively collaborating to enhance the Family Resource Program services that are currently being offered in the community. The Sandbox Developers include the Kelowna Child Care Society, Okanagan Boys and Girls Clubs, The Bridge Youth & Family Services and Westbank First Nation Community Services. The Sandbox Project is made possible with the support of FRED, the Funding Really Early Development Table. FRED is a group of investors from local foundations, business and government who are jointly investing in high impact projects aimed at helping children to get a good start in life.

A special thank you to program staff for their ongoing contribution and commitment to the families and child care providers they serve. I would also like to extend my thanks and convey my respect to the Board of Directors. Their continued support and guidance is invaluable to the Societies program operations and direction.

Sincerely,

Kim Chernenkoff, President

Lynn Burgat, Executive Director



CCRR PROGRAM COORDINATOR'S REPORT

The CCRR Program originally started in Kelowna 1976 and has been operating for 33 years. The biggest strength of the CCRR Program and that is the staff team. We are all proud of the service we provide and enjoy working with all of the child care providers and community members.

CCRR services are valued in our community and were accessed in greater numbers again this year. In our annual CCRR Program Evaluation you told us that child care referrals, workshops and the newsletter are the most valued services. The Kelowna child care Society website is also an important two way resource. It provides parents with specific information regarding child care choices in their community, as well as the website provides helpful resource links for providers.

CCRR funding was similar to the previous year which means it gets harder and harder to maintain services as costs rise and population grows. The CCRR program strives to offer services at minimal cost to its members. We are continuing to offer some of our services off site to accommodate more participation in our workshops & networking events. This change allowed us to improve the library again with new shelves and layout for the CCRR office space. Staff continues to work towards making our space as convenient and child friendly as possible for all our clients.

Through some special professional development and training funding the CCRR office was able to offer two extra dynamic workshops. At each workshop participants were supplied with substantial materials that they were able to use in their settings. "The Block Party" provided excellent western maple block sets and "Sand Castles and Moats" provided sand and water equipment. Both workshops received great feedback from participants.

Another service that the CCRR Program offers is support and resources for child care providers. Ministry and CCRR staff have expanded the number of Best Practice Resource Policies & Procedures and Sample Forms. We are seeing providers using these tools successfully and making a difference in the child care they are providing. CCRR staff also provided some fun events for child care providers like our Fall Festival and our Festive Dinner.

I would like to acknowledge that the staff have 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 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 #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 36 families have accessed the services of the Young Parents Program.

Four new employees have joined our team during the past ten months, three early childhood educators and a cook/assistant.

Staff activities this year again 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. Following a request to a local business two years ago, the program now also receives donations of new items from a major local retailer, monthly! The young parents had the opportunity to shop from these items on this day as well.

Other special daycare activities this year included celebration meals at Christmas and Thanksgiving, an Easter egg hunt, and dress up for Halloween.

In addition to new employees in the daycare, School District 23 also had a new teacher for the parent class, Human Services 12B. As well, the school district provided daily lunch for the young parents who were enrolled in local high schools. This year, there were 15 students in the parent class, including one father.

One SD #23 family accessed the YPP services from September to June and will be returning in September 2010. There were no other community parents this year. Parents who were not subsidized for the enhanced daycare subsidy rates this year continued to supplement their subsidy with a parent portion for daycare fees. This continued to be a hardship for many of the young parents. Fortunately, the parent portion remained at the same rate as the previous year, considerably lower than other daycares in our community.

The daycare was able to purchase many items this year with the remaining gaming funds received from the BC Lottery Corp. The daycare also continued to receive donations from the community. The speech Language pathologist from School District #23 visited the Human Service Work 12 class and donated books to the parents and the program as well.

Two employees had the opportunity to attend the ECEBC Conference in Vancouver. Upon their return, they shared their experience and the information they obtained there with the other staff. During the year, several employees renewed their first aid, applied for assistant status, completed food safe and participated in other work related workshops.

Due to the impending threat of the H1N1 virus the public health professionals were not available to visit the daycare until February 2010. During their visits, children received immunization and teeth were varnished twice.

The daycare continued to accept new children right into May 2010. These were students attending the college, upgrading and completing high school courses. Many were attending part time so daycare spaces were shared by more than one child. Because of the additional part time children most staff was retained until the last day prior to summer closure.

Marilyn Kirke
Young Parents Program Coordinator



CENTRAL OKANAGAN FAMILY RESOURCE PROGRAM REPORT

Between April 1st, 2009 and March 31st, 2010, 92 drop in sessions were provided at the Martin Avenue Community Centre for families and caregivers with children from birth to age 6. The drop in program this year was offered Tuesday, Wednesday and Thursday mornings during the regular school year. This year, a total of 2392 adults and 3266 children visited the drop in program.

This year the Family Resource Program was facilitated by Jodi Quibell until the end of January when she began her maternity leave. During her absence Elizabeth Antal took on the role as acting Program Coordinator. Additional support staff this year included Shannon McMartin as the Program Assistant and Michele Hucul, the program's Parenting Support Facilitator.

The Central Okanagan Family Resource Program supported families through Five Core areas of Service:

Family Support - The Family Resource Program established a sense of community connection for families through different scheduled events. This year those events included: The Success by 6 Milk and Cookie Event, Family Literacy Week, Birthday Celebrations, Potlucks and the Year End Picnic. The program also encouraged parents to recycle and share gently used clothing, toys and books. The exchange table always has new offerings to assist families with their daily lives.

Play-Based Learning - The Family Resource Program provided a play environment that allowed children to learn and develop new skills. They learned how to join a group, respect the ideas of others, how to share, take turns and deal with their feelings. Parents and caregivers were encouraged and supported to help their children participate and enjoy a wide variety of developmentally appropriate activities that were provided during the drop in sessions.

Early Learning and Literacy - The Family Resource Program provided a comfortable area where caregivers, parents and their children could read together. A group time was also scheduled right after free play time and snack, where everyone came together for story time and to learn new songs. This year we were fortunate again to have a very talented music coordinator to assist with the circle time activities.

Parent Education and Learning - In addition to the drop in program, 33 Parent Talk sessions were provided once a week. A variety of parenting topics, chosen by parents, were facilitated by a number of guest speakers, providing an opportunity for families to share concerns and learn about effective parenting. A total of 309 parents and 400 children participated in these parent education sessions.

Information and Referrals - In addition to Parent Talk sessions the Family Resource Program provided information handouts, resource booklets and DVD's on different parenting topics including pregnancy, breast feeding, immunization, child development and community resources.

The Central Okanagan Family Resource Program Steering Committee continues to provide ongoing support and direction for the program. Committee members include: Lynn Burgat (Kelowna Child Care Society); Michel Hucul (The Bridge Youth and Family Services); Donna Walker and Lianna Michaylon (Okanagan Boys and Girls Clubs); Elizabeth Antal (Family Resource Program Acting Coordinator) Shannon McMartin (Family Resource Program Assistant) and Amanda Williams (Parent Representative).

Elizabeth Antal
Central Okanagan Family Resource Program
Acting Program Coordinator



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
- GPEB & the Central Okanagan Bingo Association
- Success by Six
- Kiwanis Clubs
- Private Donations

Community Partners Who Have Supported Us:

- The Bridge Youth & Family Services
- Okanagan Boys and Girls Clubs
- School District # 23
- Kelowna Community Resources
- Community Action Towards Children's Health Coalition
- Child Care Licensing, Interior Health
- Kelowna and District Committee
- Okanagan College ECD Department
- City of Kelowna
- Women's Resource Center

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

Our Ministry Partners:

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

Our community:

The Salvation Army, SHARE Society of Kelowna, 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, Kelowna Child Care Society, Treasures, Rose Bud's Consignment Store, The Woman's Place

Kelowna Young Parents Program Steering Committee:

Debra Treadgold (Public Health), Shara Edwards (MCFD), Brenda Appel (SD #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 2009/2010, 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 capacity 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 services Monday to Friday from 9 am to 4:30 pm. In addition the office provides 8 evening openings a year to allow for more flexible hours for parents and care providers to access CCRR services.

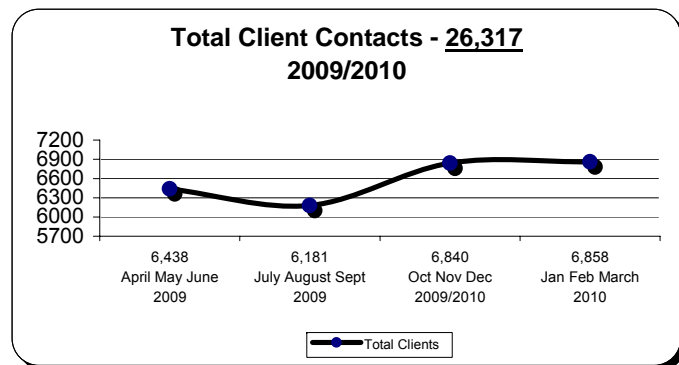
Year End Highlights

Even though some of the statistical numbers are lower this year, staff have been busier than ever. Many of the clients that contact our CCRR Program have multi service needs. It is not unusual for staff to spend 45 minutes with a referral or subsidy client, in order to provide the level of support that is needed to meet “all” of their needs.

This year staff have worked very hard to enhance the information and resources available on the Kelowna Child Care Society website. We had great feedback from clients that they love the changes and statistics show that the website is being used more and more.

CCRR staff are taking on greater roles and responsibilities in the community. This includes leadership roles in planning community events and training opportunities (PWP), providing outreach services for community organizations about subsidy services as well as expanding resources that we offer our clients.

CCRR staff were committed to offering many no cost or low cost training and networking opportunities for our clients. This takes a lot of organizing, creative budgeting 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!





Services for Parents – 2009/2010

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
- Access to information on Ministry of Children and Family Development programs and services
- Access to parent education opportunities such as workshops and printed information
- Internet computer access, including child care subsidy application assistance
- Internet access to referrals and child care resources
- Parent consultation and support for child care issues
- Newsletter, bi-monthly

Referrals

- 762 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.
- 3,484 parents received website referrals to local child care services. Website referrals are accessible to parents during office closures.

Resources/Training

- 2,251 parents accessed resources or attended training

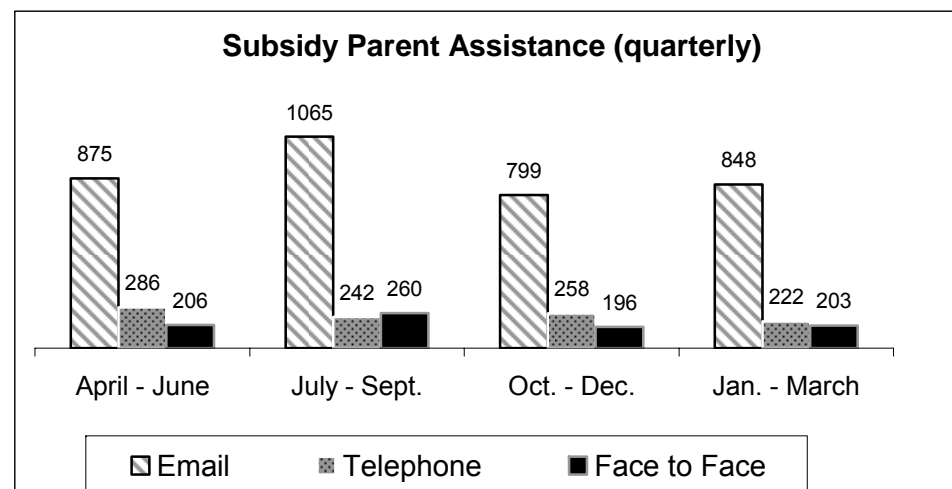
Information, Consultation and Support

- 5,525 parents received consultation by telephone, in office or by email

Subsidy

- 5,460 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 2009 to March 2010			
Number of children needing child care by age	under 3 years	3 to 5 years	6 to 12 years
	490	194	221
Number of children needing child care by days/hours	Full time	Part time	
	526	411	



Total parent contacts that have received services for the year 2009/2010:
15,231



Services for Child Care Providers - 2009/2010

Description:

- Start-up and operating information
- Workshops, training and networking opportunities
- Financial and administrative consultations
- Supportive home visits/assessments
- Access to child care resources
- Listing of child care providers in a registry for parent referral
- Internet computer access
- Bi-monthly Newsletter
- Art Supplies
- Website Referrals & Support
- Rate Survey
- Early Learning Equipment & Resource Library

Registration of Child Care Providers

- A total of 39 potential child care providers began the extensive registration process.
- By the end of March 2010, 19 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 36 existing Registered License-Not Required Child Care Providers active at the beginning of the fiscal year.
- 206 Home assessments were provided to Registered License Not Required Child Care Providers.
- 32 Supportive visits were provided to Licensed Child Care Providers.

Training

- A total of 410 participants participated in training.
- A total of 26 training opportunities were provided (19 workshops and 7 Courses).

- Of the total number of training opportunities provided, 60 (or 15%) were Registered License Not Required Child Care Providers, 84 (or 20%) were Licensed Family Child Care Providers, 179 (or 44%) were Licensed Group Child Care Providers, 12 (or 3%) were Informal Child Care Providers and 75 (or 18%) of the participants were Parent/Other.

Subsidy

- This year the CCRR presented 4 group subsidy information sessions in our community.
- Ongoing support and information provided for all types of Child Care Providers throughout the year (i.e. forms, one on one consultation, email, fax, phone and in person support).

Outreach

- CCRR supported existing community drop in programs throughout the year. They were supported through our newsletter, phone calls, emails, resources and on site support visits.
- 35 networking opportunities were provided/supported this year.

Resources and Equipment

- 4,959 individuals were provided with resources (i.e. books, videos, educational pamphlets or handouts). These individuals were 11% Registered License Not Required Child Care Providers, 7% Licensed Family Child Care Providers, 10% Licensed Group Child Care Providers, 2% Informal Child Care Providers and 70% Parents/Others.
- 559 Individuals borrowed child care related equipment (i.e. strollers, developmental toys and games). Of these were 20% Registered License Not Required Child Care Providers, 22% Licensed Family Child Care Providers, 25% Licensed Group Child Care Providers, 2% Informal Child Care Providers and 30% Parents/Others.



Information, Consultation and Support

- 19,321 Individuals received consultation by telephone, face to face/in office or by email. These individuals were 7% Registered License Not Required Child Care Providers, 6% Licensed Family Child Care Providers, 12% Licensed Group Child Care Providers, 1% Informal Child Care Providers and 74% Parent/Other.
- Of the total consultation provided to the Child Care Providers and Parents, 19% were provided in person, 58% by email and 23% by telephone.

Memberships

- 178 Licensed individuals held memberships with the Kelowna CCRR Program in 2009/2010.
- These memberships were 90 (or 51%) Licensed Family Child Care Providers, and 88 (or 49 %) Licensed Group Child Care Providers.

<p>Total provider contacts that have received services for the year 2009/2010: 11,086</p>

General Comments and Trends in the Community

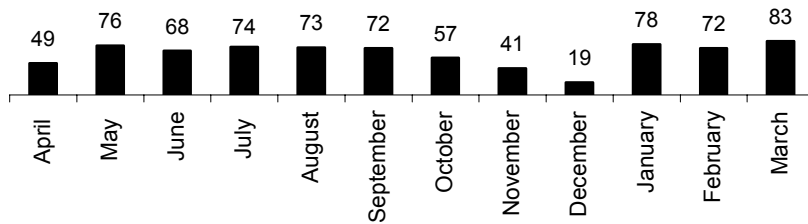
- Statistical information gathered for this report is different from previous years. The ministry has changed the way statistics are gathered and how they are documented. This makes it difficult to compare this year with the previous years of statistics.
- The community often drops off free toys, equipment and books that we share with subsidy clients, care providers, parents and children who visit our office.
- The community is more aware about the services CCRR provides.
- Staff assists clients who are in family care situations (Grand-parents, aunts, uncles etc. caring for related child) with CCRR services.
- More spaces this year in 3 to 5 year old programs and Licensed Family Child Care. Infant/Toddler spaces still waitlisted in child care programs.
- Providers commenting on the low number of calls from prospective clients.
- More inquiries regarding starting an in home child care business as a result of the economy.
- There seems to be a lot of confusion regarding full day kindergarten from care providers and parents in our community.
- The 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 job postings on our site.

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

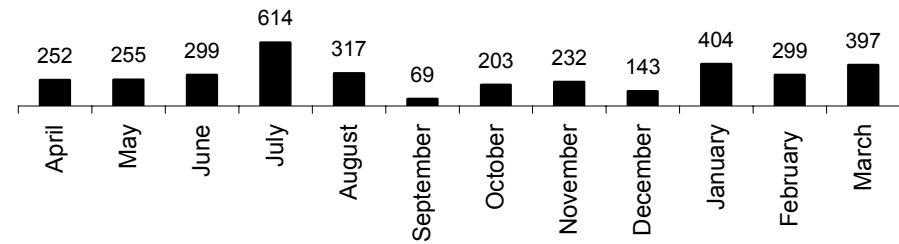


Child Care Requests April 2009 – March 2010

Number of Phone-in Child Care Requests by Month



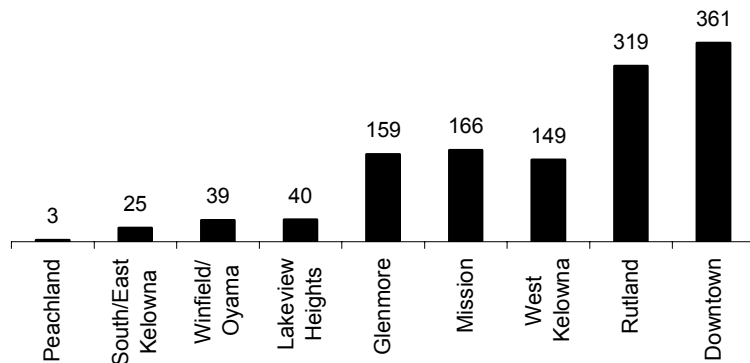
Number of Website Child Care Requests by Month



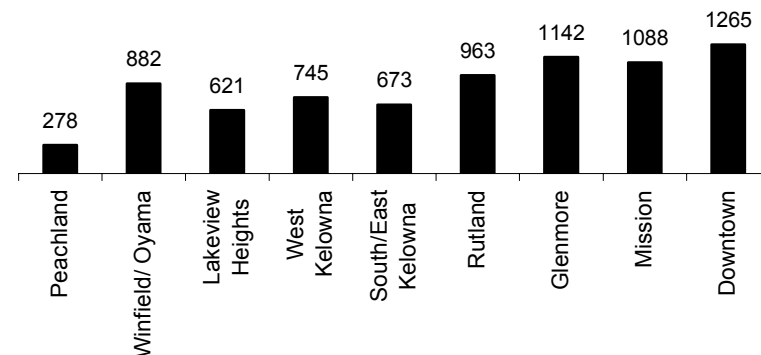
TOTAL PHONE-IN REQUESTS: 762

TOTAL WEBSITE REQUESTS: 3,484

Number of Phone-in Child Care Requests by Area



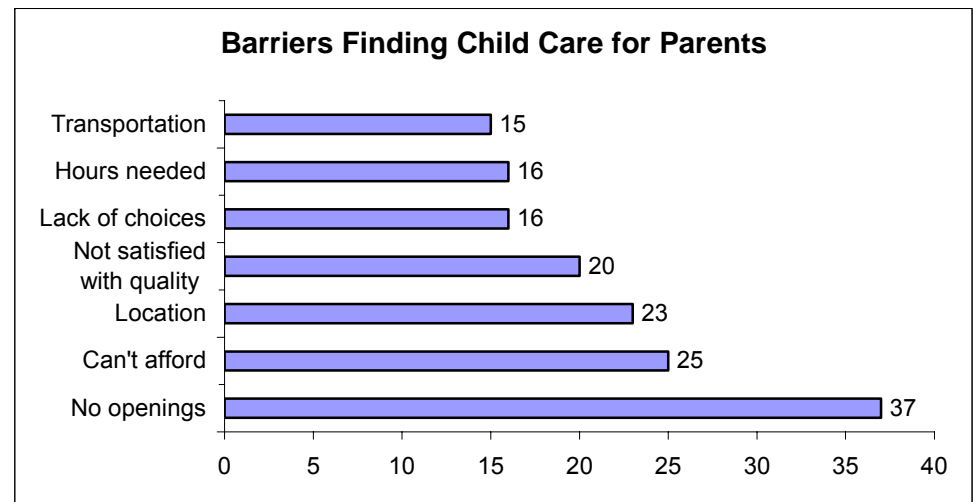
Number of Website Child Care Requests by Area





Regulated Programs by Area - March 2010 -							
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	16	7	12	0	2
E. Kelowna	2	1	0	1	3	0	0
Glenmore	3	5	12	1	5	1	2
Mission	1	4	17	0	5	0	1
Peachland	0	1	0	0	2	0	0
Rutland	6	9	28	3	14	2	5
Westside	6	16	32	1	10	0	3
Winfield/Oyama	2	3	7	0	1	0	1

Number of Programs & Capacity				
	# of Program	Capacity March/09	# of Programs	Capacity March/10
LNR Care Providers	33	66	34	68
Licensed Family Child Care	82	578	89	636
Group Child Care	102	2,915	104	3002
TOTAL	217	3,559	227	3706



*includes in-home multi-age



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

KCCS Memberships	March 31, 2009	March 31, 2010
License Not Required Child Care	31	34
Licensed Family Child Care	72	83
Licensed Group Child Care	76	86
Informal Care Providers	6	3
Parents	32	31
Other/Public	26	38
TOTAL	243	275

Child Care Provider Memberships

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

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

Parent, Informal Caregiver and Public Memberships

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



1. Workshops			
Name	Date	Hours	Number of Participants
Earth Day Celebration	April 16, 2009	2	11
Embracing Individuality and Uniqueness	April 21, 2009	2	15
Creative Wings	May 5, 2009	2	21
CCRR Services Workshop	May 14, 2009	2	8
Simply Yummy: Nutrition Made Easy	June 22, 2009	2	24
Handwriting without Tears	September 1, 2009	2.5	17
The Cow who Clucked	September 12, 2009	2	17
Active Children Need Real Food	October 21, 2009	2	23
Big Science for Little Hands	October 27, 2009	2	17
Big Science for Little Hands	October 28, 2009	2	19
Planning Night with Winter Wonders	November 17, 2009	2	5
Ouch, that Hurts! Re-directing the Punch	November 25, 2009	2	23
Marvelous Mittens	January 14, 2010	2	12
Block Party Workshop	January 20, 2010	2	17
Dental Workshop	January 24, 2010	2	14

Workshops cont'			
Name	Date	Hours	Number of Participants
Back to the Basics (Parenting with Pizzazz)	February 6, 2010	1.25	14
Super 5 Senses	February 18, 2010	2	12
Income Tax	February 23, 2010	3	27
Sand Castles and Moats	March 24, 2010	2	19
Total No. of Workshops	19	38.75	315

2. Family Training Courses			
Name	Date	Hours	Number of participants
Child Safe First Aid	April 4, 2009	8	14
Child Safe First Aid	June 6, 2009	8	12
Child Safe First Aid	September 12, 2009	8	11
Level 1 Training	October 2009	20.5	24
Child Safe First Aid	November 07, 2009	8	12
Child Safe First Aid	January 23, 2010	8	12
Child Safe First Aid	March 6, 2010	8	13
Total No. of Training Courses	7	68.5	98

Total No. of Workshops and Training Courses	26	107.25	410
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ccrr
Child Care Resource & Referral



Your Community's Best Source of Child Care Information and Resources



CCRR Annual Program Review

Feedback from our KCCS/CCRR Parent Survey 2009/2010

This year we sent out our annual CCRR Program review questionnaire by email. 525 emails were sent out and we received 86 back, a 16% return.

Seeking Referrals

- Parents of infants (0 to 18months) requested referrals the most. Preschool was the second highest and the other age groups were tied (KinderCare, School Age and Toddlers).
- The survey showed that an equal number of parents called the office or used the website to seek a referral.
- Many parents commented that they appreciated our friendly, efficient service and the time we spent helping them to find child care.
- Parents commented on how great the quality of child care in our community was. They felt confident about leaving their precious children in child care.
- Some parents commented that it was very frustrating to call so many child care providers that had no space available.

KCCS Website

- 71% of parents who answered the survey said that they have accessed our website and most of them found it easy to navigate.

Locating

- CCRR supports many parents in locating child care. Unfortunately when parents find a child care space they often can't afford it. CCRR staff encourages parents to apply for subsidy to help with child care costs. Even with the child care subsidy program some parents still can't afford to pay the

remaining parent portion.

- Parents are still having difficulty finding child care for extended hours or shift work.

Subsidy Assistance and Support

- Parents commented that they really appreciated the patience and wisdom 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.

Overall Rating of CCRR Program Services

- Out of the 80 parents that responded to this question 44 rated our services as excellent and 36 rated CCRR services as good. We did not receive any poor ratings.

In General

- Parents commented that they were interested in furthering their education about child care and the choices they are making. They are researching their choices and demanding quality care for their children.
- Parents felt it was important that they were confident in the choice of child care they selected.



General Comments from the Parents Questionnaire included:

- What great service you provide to parents and child care providers. I work in the field and I feel fortunate to see both sides. I value your work with parents and provider and for myself, there is no other resource quite like yours. I make sure to direct parents to your website and I often access the resources available!
- I was very, very happy when contacting your office by phone. I received all information that I was requesting and your phone staff was very friendly and very helpful.
- Finding good child care is the biggest stress for families and I am very grateful for your help. I was lucky to find what I have now – we need more good child care facilities for kids!

- Your office was very quick and helpful and as a parent who was looking for child care for the first time, I found your office invaluable in assisting me in starting in the right direction from the start. Thank you.
- I was unable to locate any openings for child care and one of your staff found a place with opening for me. I am very grateful. Thank you!
- I have found the program very helpful and informative. They have been able to help me with any questions I have had. Was surprised to learn that there are toys and games that can be borrowed with is great. Any time I hear a coworker talking about looking for daycare I always pass along your phone number and tell them to call. Staff are always friendly and helpful.

Feedback from our KCCS/CCRR Provider Survey 2009/2010

We received 72 (36%) surveys out of 199 that were emailed (170) or mailed (29).

CCRR Staff

The service provided by the CCRR staff was rated excellent for both referrals and support. CCRR staff are glad to hear that child care providers are happy with our service. It is challenging some times with cut backs and changes in Ministry mandates to meet everyone’s needs. We know we work hard to provide service to everyone in the community and are always open to ideas or suggestion for improvement.

Website

The Kelowna Society Website has grown in popularity over the last several years. This year is no exception. The survey results told us that you used the website to find out information in the following areas:

Work-shops Net-working	Events	Wage & Rate Survey	CCRR Calendar	Child Care Website Links	Job Postings	Art Supplies	Toy & Resource Library	Starting a Daycare
48	41	39	31	31	27	23	22	20



Training and Networking

The most requested training, no surprise, was behavior management. It was followed closely by first aid; theme based training nights and networking. We had several requests for training on communicating with families, Out of School Care and diversity and multi cultural content.

Toy and Resource Library

In general the members that use the lending library are very satisfied with the service and many of you suggested some great ideas to enhance our library. We currently have no library funding except for replacing infant/toddler equipment as needed. However, if we can find funding to add to the library we will definitely choose items that were suggested.

CCRR Services in General

Services that were chosen to be the most valued were:

- Workshops
- Newsletter
- Child care referrals

Other services that were important to many were:

- Website
- Telephone consultation
- Loan library
- Outreach support

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. It is important for CCRR staff to know what makes a difference in your child care business and be there to support your needs. CCRR 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:

- I am always very impressed with the staff, you are kind, understanding and are able to provide information and support on a huge variety of topics. I love the toy library and I really need those Tuesday nights to get and return toys.
- Thanks for all the support you provide me.
- Having the staff of the CCRR as support has been a great support to me while running my child care program. They have also been great in giving me advice on how to expand my business into a licensed family child care center. Thank you.
- You are always able to provide me with new information or a new look at my situation/behavior I am dealing with and it brightens my day and makes all of our day smoother. It is nice to be able to talk to someone when I call, I find this very important.
- I feel that CCRR is a valuable resource. I look to it to find workshops or new information on licensing policies. Nice friendly helpful staff.
- I am very grateful and thankful for the CCRR, everyone who's there is great, anytime I am in doubt or confused about anything, I know that you guys are just a phone call away, and that is a wonderful feeling. Thank you for everything you do.
- The website is accessible as you can log on anytime and get instant information with regards to workshops, useful links, and referrals for my parents who are looking for further services. The bi-monthly newsletter is always a good read. I have enjoyed many local workshops and would not have known about them if it had not been for the website. Unfortunately I have never had the opportunity to buy art supplies or use the loan library; however, I am certain they would be good value and very useful resources to have.
- It's great having such a valuable resource (CCRR) available to child care providers. Thanks for all your hard work!



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 2009/2010 year, the Kelowna Young Parent Daycare Program:

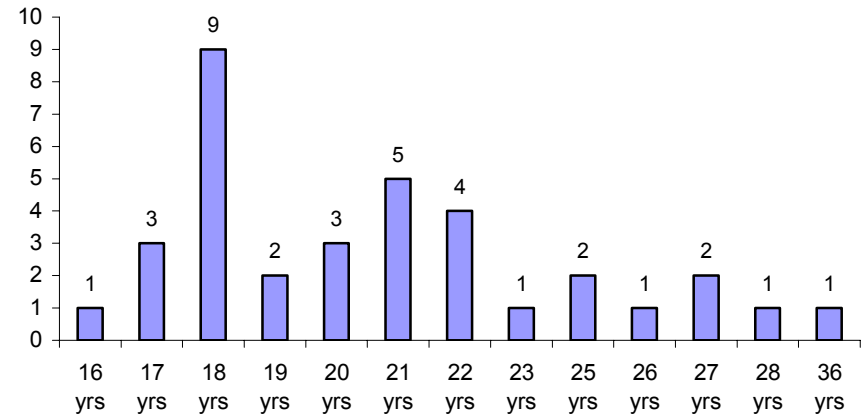
- Provided for 42 infants and toddlers
- 23 parents completed their year/programs
- 3 young parents graduated from Central School
- 3 young parents graduated from KSS
- 1 young parent graduated from OKM
- 1 young parent graduated from RSS
- 5 young parents graduated from Okanagan College and other post-secondary schools with certificates or diplomas
- 5 young parents worked and attended school
- 16 children had active co-parenting
- 15 young parents participated in Human Service Work 12 (Parent Class) offered through SD #23 as part of the program



Referrals

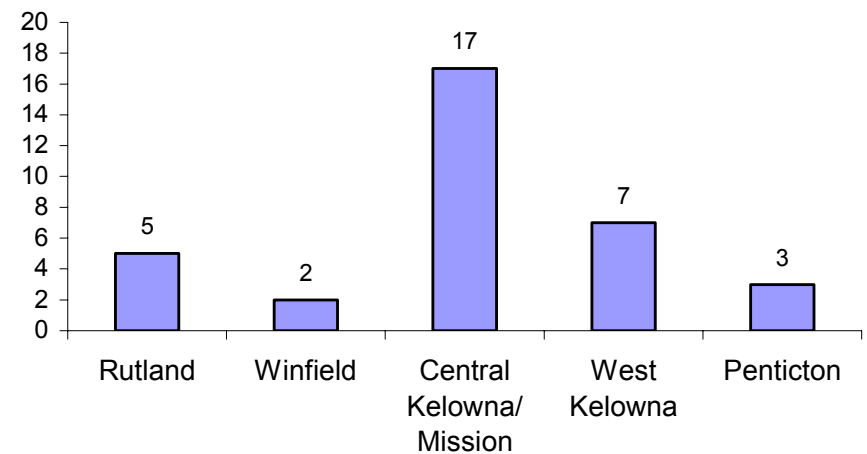
PROGRAMS ATTENDED: 2009-2010				
Program	Enrolled	Incomplete	Completed (finished year)	Graduated
KSS Day School	5	2	3	3
Central	11	3	8	3
RSS	1		1	
OC Adult ED	2	1	1	
SD 23	2		2	
Post Secondary	17	6	11	5
OKM	1		1	1

Ages of Parent Participants



CHILDREN'S ENROLLMENT STATS SEPTEMBER 2009 – JUNE 2010			
Month	Total Registered	New Registration	Withdrew
Sept 09	24	24	0
Oct	24	1	1
Nov	24	1	1
Dec	24	0	0
Jan 10	24	3	3
Feb	25	2	1
Mar	24	1	2
Apr	24	2	1
May	29	7	2
June	26	1	4

Geographic Location





Highlights of 2009-2010

Young Parents:

- 23 young parents completed their year/programs
- 8 young parents graduated from high school and 5 graduated from post secondary programs
- Two college grads obtained work immediately in their field of study
- Young parents attending Central School, RSS, OKM and KSS completed Nobody's Perfect parenting course
- Christmas hampers and grocery certificates were given to young parent families in need from: Salvation Army, Boys and Girls Club, SHARE Society and KSS First Nation's Advocate, SD 23
- Young parents received help with transportation from United Way through bus tickets
- Assistance with graduation attire and grad photos was provided by Treasures
- Ministry of Housing and Social Development continued to support young parents with the training allowance For those young parents who were receiving income assistance; however, this benefit has now been discontinued due to government budget restraint and as a result of this some of the young parents who began receiving benefits during the year were not able to receive this additional benefit
- 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
- Human Services 12B class moved back to KSS
- The Woman's Place provided trainers and access to the gym during the year

The Daycare:

- New toys and play equipment, including carpets were purchased for infant and toddler sides with a grant received from BC Lottery Corp.

- Several community celebrations were held during the year including: Thanksgiving luncheon, Christmas dinner and year end grad celebration barbeque
- Several repairs were undertaken including tacking down carpet on infant side and replacing the dishwasher with a commercial model
- Received large donation of books from SD #23 through the speech language pathologist who does presentations to Human Services 12 B class
- The daycare was sponsored by a local church for a fundraiser

The Children:

- All children immunizations are current
- Children of appropriate age and development received 2 preventative teeth varnish treatments, provided at the daycare by the dental hygienist from Interior Health
- Parents and child care providers completed Ages and Stages developmental questionnaires
- Children received healthy nutritious breakfasts and lunches daily
- Telus Community Ambassadors provided handmade mitts, hats and scarves for children and parents
- Donations from many community sources came to the daycare throughout the year, including children's clothes and furniture
- Large local retailer provides monthly donation of (new) clothes

The Staff:

- Four new staff members were hired
- Monthly potlucks and swap-a-thons
- Four staff attended a workshop with SD #23 employees on literacy
- Two staff attended ECEBC conference in Vancouver



Parent Testimonials, June 2010

June 2010

I just want to thank the Young Parents Program for being so helpful in supporting me and my daughter Lia, also Marilyn Kirke for always being helpful and supportive whenever I have any questions, helping with access to community resources such as the food bank, the YMCA, etc. I also would like to thank all the staff for taking such good care of Lia while I am in school. On behalf of everyone who works and helps to keep this program going, I just want to say, I couldn't have asked for a better program for me and my child. I would recommend this program to anyone who is a single parent it is an excellent program.

Thank you

Katie Gillis





Kelowna Secondary School Report **Submitted by Brenda Appel, Parent Education Support** **School District #23**

Highlights for September:

- Enrolling students
- Setting up guest speakers (phone calls, email, scheduling etc)
- Getting acquainted/team building/ice breaker activities
- Topics of interest
- Course outline and discussion
- Journals
- Attendance sheets
- Interactive books (Thanksgiving) “5 Little Turkeys”
- The importance of reading books to children/model reading
- Give out one book per month

Highlights for October

- “Getting to Know You” and interactive books
- Parenting counts (a lesson on bonding and attachment)
- Textbook introduction “Is This A Phase?”
- Mother Goose with Juanita and Nancy
- Practice introducing guest speakers and thank you cards
- Guest speaker Crystal, a former teen mom and now in college: What it was like – challenges – goals – hurdles – positives – support
- Gym classes at The Woman’s Place, 2 classes
- Thanksgiving luncheon at the daycare
- Introduction and the start of “You make a Difference” with Pat Smith, 3 classes
- Donna Kozak came in every other class to further reinforce and supply supplementary parenting tools to the teen parents while Pat and Brenda were video taping

Highlights for November

- Guest speaker Lisa Robinson from the CCRR to talk about daycares, costs, what to consider, etc.
- “You make a difference” continues with Pat and Donna, 3 classes
- Mother Goose training
- Gym classes at The Women’s Place, 2 classes
- First Aid Training for Level C, 2 classes
- Parent/Teacher interviews with the teen parents, 2 mornings

Highlights for December and January

- Guest speakers from OPT to talk about contraceptives and STD’s
- Doug Gunn and Jordan Klempner came and talked to the girls about the dual credit course. Lunch was provided and then we helped the girls fill out the applications
- Craft afternoon with parents and children
- Went with teen parents to pick up their Christmas hampers
- Continued throughout the month to connect with individual teachers, fill out applications, drive to appointments, deliver hampers, talk to counselors, provide work for new moms, email teachers and guest speakers and plan for the new year
- Made up recipe books
- Super Host Training with Doug Gunn, 3 classes
- Bursary presentation for the teen moms that are graduating



Highlights for February and March

- Food Safe Lessons #1 - #5
- Shawna Gibbs... Dental Hygienist Presentation
- Food Safe Lessons #5 - #7
- Sue Foisey from Bridges, 2 classes
- Nobody's Perfect with Deb Treadgold, 2 classes

Highlights for April

- Food Safe Exam
- Nobody's Perfect continued, 4 classes
- Beading class at Beadiful Art
- Networking/needs for July and August and expectations in September
- "Smoking Cessation" seminar at Central

Highlights for May and June

- Nobody is Perfect, 2 classes
- "You Make A Difference" training
- "Keen Fit" workshops with Sheri Simpson
- Resumes and job interviews with Maude from the Career Contact Center, 2 classes
- Debt Monkey with Scott Peckford
- Mother Goose training
- Networking for the summer and fall
- Meeting with Leona from the Justice Institute
- Year end wrap-up

Year End Comments:

I felt that we made a lot of progress this year and we were able to cover many topics that were relevant for the teen parents.

Most of the student parents received their First Aid Certificate, their SuperHost Certificate and their Foodsafe Certificate.

We also covered many topics that they wanted information about. They completed two parenting programs: Nobody's Perfect and You Make a Difference. I felt that they needed more information on family planning and birth control, relationship issues and tips for dealing with everyday situations. A nutrition and cooking component would have been great if we had the facilities. Next year it would be great to have the same room and run the class for 3 hours. The first 30 minutes would be lunch and "chat" time to talk about issues and things that need to be addressed. The next 1 ½ hrs would be the lesson for the day and the last hour would be for individual counseling, help with teachers, subjects etc. and time for homework and access to the library and the computers.

All in all it was a very challenging year but also a very rewarding year.



Central Okanagan Family Resource Program



Mission Statement

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

Provided in partnership with:

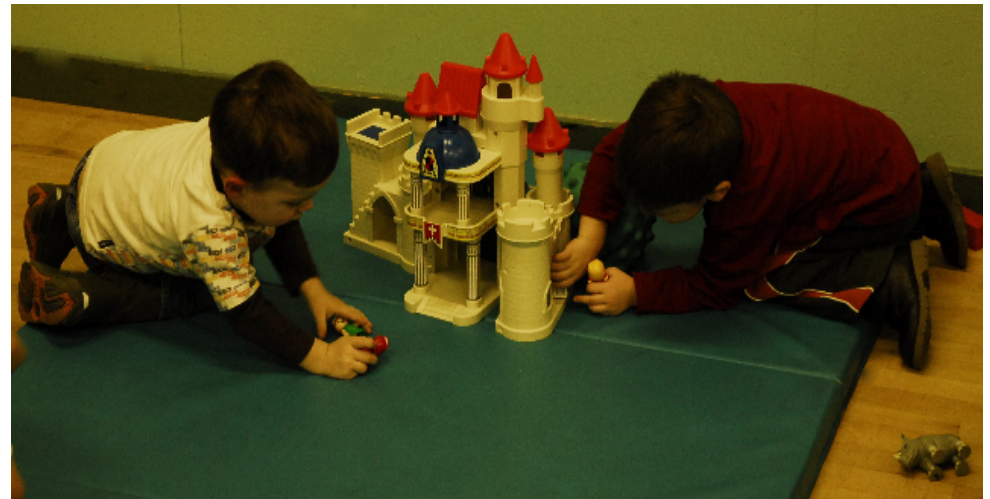
Kelowna Child Care Society (host agency)
The Bridge Youth & Family Services Society &
The Okanagan Boys and Girls Clubs

From April 1, **2009** – March 31, **2010**, the Central Okanagan Family Resource Parent/Child Drop In Program provided: **91** drop in sessions, attended by **3,266** children and **2,392** adults at one location.
A total of **5,658** adults and children visited our drop in program sessions.



**Central Okanagan Family Resource Program: “Drop In and Parent Talk”
Education Program
Annual Survey 2009/2010**

All drop in sessions were held at the Martin Avenue Community Centre at 1434 Graham Street. The Central Okanagan Family Resource drop in program provides a fun, inviting and supportive environment where parents and their children can participate in creative and positive activities. Parents are encouraged to actively interact with their children, as well as participate with other families in creative free play, crafts and manipulative activities. This year a music coordinator also provided a music program for the children twice a week. A nutritious snack and a group song and story time are also provided at each session.





58 participants commented on their experiences

Statement 1:

When I come to this centre I feel welcomed and accepted.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	2	4
(4) Strong Agreement	55	96
TOTAL:	57	100
Mean Value:	3.96	
Standard Deviation:	0.18	
Cannot Say or Does Not Apply	0	
Not Answered	1	

Statement 2:

Staff members of this centre treat me with respect

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	2	4
(4) Strong Agreement	55	96
TOTAL:	57	100
Mean Value:	3.96	
Standard Deviation:	0.18	
Cannot Say or Does Not Apply	0	
Not Answered	1	

Statement 3:

Programs and activities at this centre are designed in a way that makes it possible for me to participate.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	2	4
(4) Strong Agreement	55	96
TOTAL:	57	100
Mean Value:	3.96	
Standard Deviation:	0.18	
Cannot Say or Does Not Apply	0	
Not Answered	1	

Statement 4:

Staff and services are available when I need them.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	7	13
(4) Strong Agreement	48	87
TOTAL:	55	100
Mean Value:	3.87	
Standard Deviation:	0.33	
Cannot Say or Does Not Apply	2	
Not Answered	1	

Statement 5:

There are opportunities for me to become involved in decision making about the Programming and operations of this centre.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	3	8
(3) Moderate Agreement	12	32
(4) Strong Agreement	22	59
TOTAL:	37	100
Mean Value:	3.51	
Standard Deviation:	0.64	
Cannot Say or Does Not Apply	18	
Not Answered	3	



Statement 6:

This centre does its best to be welcoming to the diverse groups of people who live in this community.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	1	2
(4) Strong Agreement	56	98
TOTAL:	57	100
Mean Value:	3.98	
Standard Deviation:	0.13	
Cannot Say or Does Not Apply	0	
Not Answered	1	

Statement 9:

Since coming to this centre, I have felt more confident as a parent or caregiver.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	7	14
(3) Moderate Agreement	11	22
(4) Strong Agreement	33	65
TOTAL:	51	100
Mean Value:	3.51	
Standard Deviation:	0.72	
Cannot Say or Does Not Apply	6	
Not Answered	1	

Statement 7:

Since we have been participating in this centre, our family has more ideas and ways for getting along.

Response	N	%
(1) No Agreement	1	2
(2) A Little Agreement	4	9
(3) Moderate Agreement	18	40
(4) Strong Agreement	22	49
TOTAL:	45	100
Mean Value:	3.36	
Standard Deviation:	0.74	
Cannot Say or Does Not Apply	12	
Not Answered	1	

Statement 10:

Since coming to this centre, I have made friends I can connect with and turn to outside of the centre.

Response	N	%
(1) No Agreement	2	4
(2) A Little Agreement	9	17
(3) Moderate Agreement	14	26
(4) Strong Agreement	29	54
TOTAL:	54	100
Mean Value:	3.30	
Standard Deviation:	0.87	
Cannot Say or Does Not Apply	3	
Not Answered	1	

Statement 8:

Since coming to this centre, I am able to deal more effectively with the day to day challenges that we encounter as a family.

Response	N	%
(1) No Agreement	1	2
(2) A Little Agreement	5	10
(3) Moderate Agreement	20	41
(4) Strong Agreement	23	47
TOTAL:	49	100
Mean Value:	3.33	
Standard Deviation:	0.74	
Cannot Say or Does Not Apply	8	
Not Answered	1	

Statement 11:

Since coming to this centre, I have become more aware of the services and resources available in my community.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	2	4
(3) Moderate Agreement	14	25
(4) Strong Agreement	41	72
TOTAL:	57	100
Mean Value:	3.68	
Standard Deviation:	0.54	
Cannot Say or Does Not Apply	0	
Not Answered	1	



Statement 12:

Since coming to this centre, I am aware of activities that are appropriate for my child/children.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	4	7
(3) Moderate Agreement	20	37
(4) Strong Agreement	30	56
TOTAL:	54	100
Mean Value:	3.48	
Standard Deviation:	0.63	
Cannot Say or Does Not Apply	2	
Not Answered	2	

Statement 13:

Since coming to this centre, I am more aware of what to expect my child to do at his or her age.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	5	10
(3) Moderate Agreement	21	40
(4) Strong Agreement	26	50
TOTAL:	52	100
Mean Value:	3.40	
Standard Deviation:	0.66	
Cannot Say or Does Not Apply	3	
Not Answered	3	

Statement 14:

I use strategies for guiding my child/children's behavior that I learned at the centre.

Response	N	%
(1) No Agreement	1	2
(2) A Little Agreement	5	10
(3) Moderate Agreement	21	43
(4) Strong Agreement	22	45
TOTAL:	49	100
Mean Value:	3.31	
Standard Deviation:	0.73	
Cannot Say or Does Not Apply	7	
Not Answered	2	

Statement 15:

I used activities at home that I learned at the centre.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	5	10
(3) Moderate Agreement	15	29
(4) Strong Agreement	32	62
TOTAL:	52	100
Mean Value:	3.52	
Standard Deviation:	0.66	
Cannot Say or Does Not Apply	3	
Not Answered	3	

Statement 16:

Since coming to this centre I feel more supported in my role as a parent.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	4	8
(3) Moderate Agreement	11	21
(4) Strong Agreement	38	72
TOTAL:	53	100
Mean Value:	3.64	
Standard Deviation:	0.62	
Cannot Say or Does Not Apply	3	
Not Answered	2	

Statement 17:

Since coming to this centre, I understand my child/children better.

Response	N	%
(1) No Agreement	2	4
(2) A Little Agreement	8	16
(3) Moderate Agreement	22	44
(4) Strong Agreement	18	36
TOTAL:	50	100
Mean Value:	3.12	
Standard Deviation:	0.82	
Cannot Say or Does Not Apply	6	
Not Answered	2	



Statement 18:

Since coming to this centre, my child is more comfortable in social situations.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	4	7
(3) Moderate Agreement	14	26
(4) Strong Agreement	36	67
TOTAL:	54	100
Mean Value:	3.59	
Standard Deviation:	0.62	
Cannot Say or Does Not Apply	1	
Not Answered	3	

Statement 19:

Since coming to this centre my child has increased opportunities to play with other children.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	5	9
(4) Strong Agreement	50	91
TOTAL:	55	100
Mean Value:	3.91	
Standard Deviation:	0.29	
Cannot Say or Does Not Apply	1	
Not Answered	2	

Statement 20:

Since coming to this centre my child has increased opportunities to interact with adults.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	4	7
(3) Moderate Agreement	13	24
(4) Strong Agreement	38	69
TOTAL:	55	100
Mean Value:	3.62	
Standard Deviation:	0.62	
Cannot Say or Does Not Apply	1	
Not Answered	2	

Statement 21:

Since coming to this centre, my child has increased opportunities to explore new environments.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	0	0
(3) Moderate Agreement	12	22
(4) Strong Agreement	42	78
TOTAL:	54	100
Mean Value:	3.78	
Standard Deviation:	0.42	
Cannot Say or Does Not Apply	0	
Not Answered	4	

Statement 22:

Since coming to this centre my child has increased opportunities to play with age appropriate toys and equipment.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	5	9
(3) Moderate Agreement	12	22
(4) Strong Agreement	38	69
TOTAL:	55	100
Mean Value:	3.60	
Standard Deviation:	0.65	
Cannot Say or Does Not Apply	1	
Not Answered	2	

Statement 23:

Since coming to this centre my child has increased opportunities to interact with people from different cultures.

Response	N	%
(1) No Agreement	0	0
(2) A Little Agreement	3	5
(3) Moderate Agreement	5	9
(4) Strong Agreement	47	85
TOTAL:	55	100
Mean Value:	3.80	
Standard Deviation:	0.52	
Cannot Say or Does Not Apply	1	
Not Answered	2	



Question 24:
How are you connected to the child you bring to the centre?

Response	N	%
Parent	46	84
Grandparent	2	4
Relative	0	0
Caregiver	3	5
Other	4	7
TOTAL:	55	100
Not Answered	3	

Question 25:
How long have you lived in your current neighborhood?

Response	N	%
Less than 1 year	9	16
1 to 3 years	21	38
Over 3 years	25	45
TOTAL:	55	100
Not Answered	3	

Question 26:
How long have you been participating in programs offered by this centre?

Response	N	%
Less than 1 year	26	47
1 to 3 years	24	44
Over 3 years	5	9
TOTAL:	55	100
Not Answered	3	

Question 27:
What language do you use most often at home?

Response	N	%
English	48	87
French	0	0
Other	7	13
TOTAL:	55	100
Not Answered	3	

Question 28:
How long have you been a resident of Canada?

Response	N	%
Less than 1 year	1	2
1 to 3 years	2	4
3 to 10 years	1	2
More than 10 years, but not born in Canada	4	7
Born in Canada	47	85
TOTAL:	55	100
Not Answered	3	

Question 29:
Where did you receive information that led you to participate in this centre's program?

Response	N	%
Family or friends	17	31
Another participant	15	28
Health care provider	4	7
Social services professional	1	2
School system	1	2
Religious organization	0	0
Advertising, pamphlets, posters, presentations	5	9
Internet	6	11
Other	5	9
TOTAL:	54	100
Not Answered	4	



Question 31:

Please provide information about yourself and all other members of your family (including adults and children) who have participated in services of this centre during the past year.

a) Gender

Response	N	%
Female	96	58
Male	70	42
TOTAL:	166	100
Not Answered	5	

Question 31 b:

Response	N	%
Under 1 year old	8	5
1 to 3	53	33
4 to 6	12	7
7 to 12	7	4
13 to 16	3	2
17 to 20	0	0
21 to 25	10	6
26 to 30	12	7
31 to 35	20	12
36 to 40	18	11
41 to 45	11	7
46 to 50	4	2
Over 50	3	2
TOTAL:	161	100
Not Answered	10	

Question 31 c:

Response	N	%
Less than once a month	14	9
Once a month	6	4
Twice a month	17	11
3 to 5 times a month	46	30
6 to 10 times a month	53	35
More than 10 times a month	3	2
Other (handwritten surveys)	12	8
TOTAL:	151	100
Not Answered	20	

Question 32:

In addition to the children listed in question 31, how many other children do you bring to this centre as a caregiver?

Response	N	%	Headcount
1 additional child	4	44	4
2 additional children	4	44	8
3 additional children	1	11	3
4 additional children	0	0	
5 additional children	0	0	
6 additional children	0	0	
TOTAL:	9	100	15
No additional children	23		
Not Answered	26		



Relationship to child, and gender

Relationship	(unanswered)	Female	Male	Total
unanswered	3	0	0	3
Parent	0	45	1	46
Grandparent	0	2	0	2
Relative	0	0	0	0
Caregiver	0	3	0	3
Other	0	4	0	4
TOTAL:	3	54	1	58

Age and gender of all participants

Age	(unanswered)	Female	Male	Total
unanswered	3	3	4	10
under 1	0	3	5	8
1-3	1	22	30	53
4-6	0	9	3	12
7-12	0	4	3	7
13-16	0	2	1	3
17-20	0	0	0	0
21-25	0	6	4	10
26-30	0	9	3	12
31-35	0	16	4	20
36-40	0	13	5	18
41-45	1	6	4	11
46-50	0	1	3	4
51 and over	0	2	1	3
TOTAL:	5	96	70	171

Frequency of visits and gender of all participants

Visit Frequency	(unanswered)	Female	Male	Total
unanswered	3	9	8	20
Less than once a month	0	2	12	14
Once a month	1	1	4	6
Twice a month	0	10	7	17
3-5 times a month	0	30	16	46
6-10 times a month	0	36	17	53
More than 10 times a month	0	1	2	3
Other	1	7	4	12
TOTAL:	5	96	70	171

Other relationships to the child

Foster parent	2
Also a caregiver to one child	1
I have 2 kids plus I bring my nephew and other kids I do childcare for.	1

Other ways participants learned of the organization or program

Internet - Kelowna Child Care Society	1
Kelowna Child Care Society	1
Leaders at playgroup	1
Word of mouth	1
Worked here	1

Home languages other than French and English

Chinese	1
English and Japanese	1
English and Spanish	1
German	1
Greek	1
Lithuanian	1
Polish	1



Age and visit frequency of all participants:

Age	(unanswered)	Less than once a month	Once a month	Twice a month	3-5 times a month	6-10 times a month	More than 10 times a month	Other	Total
unanswered	6	1	0	0	0	3	0	0	10
under 1	0	0	0	2	3	3	0	0	8
1-3	3	0	1	8	16	21	1	3	53
4-6	1	2	0	0	3	4	0	2	12
7-12	3	2	2	0	0	0	0	0	7
13-16	2	0	0	0	0	0	0	1	3
17-20	0	0	0	0	0	0	0	0	0
21-25	0	1	1	1	4	2	1	0	10
26-30	1	1	0	1	3	4	1	1	12
31-35	1	2	1	2	5	8	0	1	20
36-40	0	1	0	1	7	6	0	3	18
41-45	1	2	1	1	5	1	0	0	11
46-50	2	1	0	0	0	1	0	0	4
51 and over	0	1	0	1	0	0	0	1	3
TOTAL:	20	14	6	17	46	53	3	12	171

Participants Comments from Questionnaire:

How has this program made a difference for you or your family?

- My boys are more confident and comfortable in groups. They are more social and eager to participate.
- We have met so many different people at the centre and have developed wonderful friendships here (not only myself but my children).
- As a person without immediate family close to me to help with my kids I had a lot of trouble keeping up when my son came aboard. This program has given me peace of mind by helping my son be more social and able to interact with his siblings and other kids.
- I have an opportunity to interact with other adults. Exchange motherhood experiences. Get an advice if I need one. My son is happy to play in group. He enjoys the choices provided in the center. We both feel safe and welcomed here.
- Allows our 2 year old interaction with children her age and develops the social skills required to advance into preschool.



- I and my baby have the opportunities to connect with other people and children. I learned some skills too.
- I love bringing my daughter here to interact with other children her age. I feel more supported as a single mother.
- Gives my child a chance to interact with other children of varying ages, social sectors, cultures and spend time with other adults. Gives me (mum) a chance to meet other women and men and interact with other children as well.
- Able to get kids involved in social playtime environment with lots of age-appropriate and safe toys/activities/crafts without expenses. As with many families with young children we are on a tight budget so it's nice for kids to still have opportunities without being precluded because of financial situation.
- It's a great opportunity to get out and socialize with other children and parents. Lots of great learning opportunities and different activities to do.
- It gives me an opportunity to communicate with other adults, gives my shy son a new place to play and new kids and adults to interact with. It provides my daycare kids with a more culturally diverse group to be involved with.
- Helped us to learn new parenting skills and has been a great pleasure for me to come every week.
- I have received as much valuable info and always have somewhere to turn with my questions and day to day dilemmas.
- I have gained valuable information and have been exposed to very helpful resources.

Other comments or suggestions:

- I hope this program goes for years to come. It's a great way for new moms to get together and meet and teach kids to get along. Excellent program. The girls are right there to meet newcomers. Cannot say enough.
- I found this program very helpful in many ways. It allows children to learn how to interact with others. They learn how to share things. Children are treated equally here, no matter what age, social background or nationality they are. The same applies to parents or caregivers.
- Program organizers are always so happy and make sure they speak to everyone. Also, they provide great knowledge or resources.
- Friendly staff, keep up the good work! Hoping for all families continued success of this program.
- We love it here. I think that more and more of these centres should be available around the province. They make such a difference in raising your kids.
- This program is an essential resource for parents and children alike. I love coming here and so does my son.
- This group has helped me through my early motherhood and post partum blues, helped me through university and divorce. I suffered from emotional abuse in our 10 year marriage and they supported me through it by helping me find personal counselor (first marriage then separate) and now I am a social worker degree looking for work and have a happy healthy child who is learning to understand about 2 blended families.



**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, 2009 until March 31, 2010, **33** "Parent Talk" sessions were held and attended by 309 parents and 400 children. A variety of parenting topics was facilitated by a number of guest speakers. Topics presented include the following:

Date	Topic	Facilitator/Guest Presenter
Apr 3	Self Defense	Tania
Apr 17	Sex, Love and Diapers	Jeff Hay
Apr 24	Sleep	Michele
May 1	Balance in Parenting	Michele
May 8	Open discussion	Michele
May 15	Book/household item swap	Michele
May 22	Home Organization	Linda Andersson
May 29	Children's Sexual Health	Myrna Kalmakoff
June 12	Summer Activity Planning	Michele
June 18	End of year potluck	Michele
Aug 7	Pot luck Networking	Michele
Aug 21	Pot Luck Networking	Michele
Sept 11	Welcome Back	Michele
Sept 25	Session Planning	Michele
Oct 2	Confident Parenting	Bonnie Harris



Oct 9	Discovering Possibilities	Lisa Roness
Oct 16	Frustration and Parenting-Coping and Caring	Michele
Oct 30	Halloween Party	Group Event
Nov 6	Part 1-What works and why when it comes to discipline and limit setting.	Michele
Nov 13	Part 2-What to do when what <u>was</u> working, no longer works.	Michele
Nov 20	Peer and Sibling Rivalry-Opportunities for learning	Michele
Nov 27	Life threatening allergies (suitable for parents and professionals who care for children)	Yvonne Russo
Dec 11	Fathering	Jeff Hay
Dec 18	Christmas Party	Group Event
Jan 8	Open session-questions and discussion	Michele
Jan 15	Challenging Behaviors-how to cope	Michele
Jan 22	Early Learning choices and decisions	Lisa Robinson,
Jan 29	Family Relationships	Michele
Feb 5	Credit and budget management	RBC & Students in Free Enterprise
Feb 12	Parents as advocates-how and when to speak up	Michele
Feb 26	Diabetes and Health	Canadian Diabetes Assoc.
Mar 5	Sexual Abuse/Safety	Myrna Kalmakoff
Mar 26	What is normal-when do I need to worry?	Geordie Belinski-Central Okanagan Child Development Association