



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

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Author: Carol Ann Young
Phone No.: 604.871.6042
RTS No.: 07324
VanRIMS No.: 05-5000-10
Meeting Date: May 1, 2008

TO: Standing Committee on City Services and Budgets

FROM: Director of Social Planning

SUBJECT: 2008 Civic Childcare Grants - Allocation 1 of 3
City-wide Child Care Support Services Grant and Administration of City-owned Child Care

RECOMMENDATION

- A. THAT Council approve an Administration of City-owned Childcare Facilities grant of \$110,334 to Vancouver Society of Children's Centres (VSOCC); source of funds: 2008 Civic Childcare Grants Funds, 2008 Operating Budget;
- B. THAT Council approve a City-wide Childcare Support Services grant to Westcoast Child Care Resource Centre totalling \$224,220 to assist with support services as listed in this report; source of funds: 2008 Civic Childcare Grants Funds, 2008 Operating Budget.

GENERAL MANAGER'S COMMENTS

The General Manager of Community Services RECOMMENDS approval of A and B.

COUNCIL POLICY

In 1990, Council approved the Civic Childcare Strategy that set out to:

- support the viability, accessibility and quality of existing child care services;
- assist child care initiatives in high need areas;
- encourage and support efficient, coordinated administrative services required for a child care system in Vancouver to lever other sources of child care funding, whenever possible.

Council established the annual Civic Childcare Grants Program on October 23, 1990, as part of the Civic Childcare Strategy. The overall objectives of this grant program are:

- to support the viability, accessibility and quality of existing child care services;
- to assist child care initiatives in high need areas;
- to encourage and support efficient, coordinated, administrative services required for a child care system in Vancouver;
- to lever other sources of child care funding, whenever possible.

In December, 1994, Council approved a report outlining the goals, objectives and scope of operations for the Vancouver Society of Children's Centres.

In April, 2002, Council approved "Moving Forward Childcare: A Cornerstone of Childhood Development", which set out a strategic plan for the integration of child care and child development services within a hub framework for the City.

In January, 2005, Council approved the appointment of Westcoast Child Care Resource Centre as the operator for the #1 Kingsway Child Development Hub.

On April 15, 2008, Council adopted the final 2008 Operating Budget with a 1% cost of living increase for a total budget of \$1,115,162 for Civic Childcare Grants.

Approval of grant recommendations requires eight affirmative votes.

PURPOSE

The purpose of this report is to recommend approval of:

- One Administration of City-owned Childcare Facilities grant totalling \$110,334;
- One City-wide Childcare Support Services grant, totalling \$224,220.

BACKGROUND

Child care is important for the following reasons:

- Supports the labour force participation of parents and economic growth;
- Benefit and cost analysis indicates that good child care can generate up to 7-for-1 return, producing \$7 in benefits for every \$1 in new spending;
- Estimated contribution to the Gross Domestic Product of mothers with young children now in the labour force is estimated at \$53B, about 5% of the GDP;
- Quality early childhood development and care supports school readiness and healthy child development.

Child care is funded primarily by parents' fees, which cover between 75-85% of the costs. The mandate for legislation, policy and regulation rests with the provincial government. The provincial government also contributes a small percentage of funding to assist with operating

costs through the child care operating fund (CCOF), approximately 10-13%. The rate of support through CCOF has fluctuated over the past few years.

Since the 1980's, Councils have participated in supporting child care as a critical service to families and to the economy through local policy, social infrastructure and grants. The 1990 Civic Child Care Strategy outlined three principles that have guided City involvement: quality, affordability and accessibility.

The two organizations discussed in this report were initially developed by Council to support Vancouver's child care and child development system.

1. Vancouver Society of Children's Centres (VSOCC)

The Vancouver Society of Children's Centres (VSOCC) was established by the City to manage City owned/leased child care facilities in the Downtown core which have been developed as part of the public amenities process. Council approved the goals, objectives and scope of operations for VSOCC in 1994. The overall mission of VSOCC is "to design, develop and deliver an integrated and comprehensive continuum of high quality child care and family services that reflect community, family and children's values, needs and interests".

The Administration of City owned Facilities Grant category was established to offset the administrative costs of the Society and to help support the Society's work which includes the current management of seven City-owned/leased facilities with four additional sites under development, community consultation on the planning of new centres, evaluation of administrative structures and programs, and development of innovative service delivery options.

An annual grant has been approved to VSOCC since 1994 to help offset a portion of the administrative costs to managing the 350 spaces in 2007/08. In addition, VSOCC operates family place programs in 7 locations serving 220 children and will offer a minimum of 40 Early Childhood Development parent workshops in 6 different locations.

VSSOC currently has a budget of \$5.4 million, manages seven facilities with 350 spaces, employs 92 full-time equivalent staff and is supported by 55 volunteers. Among the staff group 34 languages are spoken to meet the range of diverse family and children needs.

2. Westcoast Child Care Resources Centre (Westcoast)

Westcoast Child Care Resource Centre is a Vancouver-based, not-for-profit, charitable organization providing child care and child development services for families, practitioners, organizations and others, in Vancouver and province-wide. The City provided leadership and funding in the development of Westcoast Child Care Resource Centre's services in the early 1990's.

Westcoast programs and services focus on creating and sustaining "Healthy Children, Healthy Families and Healthy Communities" within a strong network of high quality early childhood and child care services that address the full spectrum of needs and interests of families with children aged 0 - 12 years. Westcoast provides direct services to families in Vancouver as well as support, consultation, resources and training for child care and child development

practitioners. The Province began funding of Westcoast in the early 1990's, enabling expansion of these services province-wide. The society has a budget of approximately \$1.4M, and employs 21.5 full-time equivalent staff.

The City has provided annual grants to Westcoast through the City-Wide Childcare Support Services grant category since 1992. This grant helps to support:

- Information and referral services for parents needing child care;
- Information, consultation and training regarding ESL, multicultural and diversity issues in child care settings;
- Ongoing in-service training and networking opportunities; and
- Information and resource materials for those designing, building and operating child care services.

DISCUSSION

1. Administration of City-owned Childcare Facilities Grant: VSOCC

Staff recommend a grant of \$110,334 (2007 grant \$109,242) to fund a portion of the administration cost of VSOCC to support the day-to-day management of the current City facilities, child care programs and the early childhood development and family programs. As with the City's Community Services Grants to Neighbourhood Houses, this grant offsets the cost of core staff positions and also enables these staff to provide leadership in various initiatives, including the design and development of new centres and the development of new programs/services for families living and working Downtown.

VSOCC has a core administration budget of \$671,370 and an annual operating budget for 2008/2009 of \$5.4 million. VSOCC also provides a continuum of child development services for children from birth to 12 years of age, including licensed child care, family place, preschool and various parenting programs.

As a condition of this funding, VSOCC reports annually on its achievements with respect to accessibility, affordability, and quality programming, and on its goals and objectives for these three areas for the coming year.

See APPENDIX A for a detailed list of Proposed Goals and Objectives for 2008. APPENDIX B provides a list of 2007 Accomplishments.

Highlights of VSOCC's 2007 Accomplishments are provided below.

- VSOCC currently operates seven licensed City-owned child care facilities and one out-of-school program. All programs include children with additional support needs.
- VSOCC staff have assisted in the design of four new facilities with 192 spaces under development in the downtown area: 1188 West Pender (37 new spaces); 1451 Homer (69 new spaces); 833 Homer Street (37 new spaces) and 600 Abbott (49 new spaces). Planning work, in collaboration with other service providers, is underway on the development of a possible expansion at Dorothy Lam/Elsie Roy School for a multi-

program, multi-use space. Waitlist for VSOCC services as of March 2008 include 2,268 children; 706 infants, 546 toddlers, 210 preschool, 738 three to five year olds & 68 out-of-school).

- VSOCC is moving towards the regular evaluation of programs using a standardized tool known as the Harmes and Clifford Environmental Rating Scales as a benchmark tool. It has also implemented a Continuous Quality Improvement planning process. Past evaluation indicated that 77% of respondents were very satisfied and 21% were satisfied with the quality of the child care programs. A further 95% of families in the resource program feel that their child has increased opportunities for development and that they feel more supported in their role as a parent.

2. City-Wide Childcare Support Services: Westcoast Child Care Resource Centre

Staff are recommending a grant of \$224,220 (2007 grant \$264,000) to support the delivery of information, resource and referral services for families, child care providers and child care/child development programs throughout the City of Vancouver. Variation between 2007 and 2008 grant is a result of Westcoast withdrawing as the operator for #1 Kingsway hub development and operations. Westcoast provides families and communities with information about quality and best practise in early childhood education and child care environment. It also provides training to parents, child care providers, early childhood development practitioners and others in Vancouver, including parent and caregiver workshops and courses on racism and bullying prevention training and tools. The Society offers a large child care/child development library with a circulation of over 11,300 books, periodicals, videos and other resources in several languages.

This past year Westcoast successfully achieved accreditation through the Council of Accreditation. This is a requirement of the Provincial Government for programs who have contracts in excess of \$500,000.

APPENDIX C lists Westcoast's 2008 Goals and Activities and Appendix D shows 2007 Outcomes and Accomplishments. Highlights are provided below.

Westcoast 2007 Outcomes and Accomplishments provided below:

- Responds to inquiries from child care/child development community, families and public regarding best practice and quality issues.
- Responded to 450 inquiries in Vancouver, distributed over 800 printed resources on how to start child care, staff performance review, building positive partnerships, etc.
- Added 1,000 new resources on child care and child development, and 246 new borrowers. The service circulates 11,324 items to Vancouver users.
- Information and referral services were provided in three languages, with the demand for these services continuing to increase. 6290 calls, emails and in person, received, 660 licensed child care/registered child care settings on data base, distribution of 14,500 list of licensed child care and/or registered child care settings, and 4085

information packages were sent to families. Information services responded to 878 inquiries regarding subsidies, an increase from last years 584 inquiries.

- Funding is utilized specifically for parent orientation and educational opportunities related to child care and child development such as multiculturalism, anti-racism, anti-bias and bullying prevention. This year 1012 child care providers and parents participated in 45 workshops.
- Development of neighbourhood based hub model with on and off site services, waitlist management, draft policies and procedures, business plan, budget, capital grant application and equipment list preparation.

FINANCIAL IMPLICATIONS

On April 15, 2008, City Council adopted the final 2008 Operating Budget, which included a 1% general inflationary increase to the child care grant budget. Consequently, the 2008 budget for the Civic Childcare Grants is \$1,115,162.

This report recommends \$110,334 for an Administration of City-owned Childcare Facilities Grant for VSOCC and \$224,220 for a City-wide Support Services Grant for Westcoast Child Care Resource Centre for a total of \$334,554.

Program	2008 Proposed	2008 Allocated	2008 Remaining
Admin. Of City-Owned	\$110,334	\$110,334	0
City-Wide Support Services	\$224,220	\$224,220	0
Revised Enhancement	\$750,608 ⁽¹⁾		750,608
Program Stabilization	\$10,000 ⁽¹⁾		\$10,000
Program Development	\$5,000 ⁽¹⁾		\$5,000
Research and Innovation	\$15,000 ⁽¹⁾		\$15,000
TOTAL	\$1,115,162	\$334,554	\$780,608

⁽¹⁾To be allocated in a separate report to Council in Summer/Fall, 2008.

CONCLUSION

This report recommends approval of \$334,554 of the \$1,115,162 from the 2008 Child care Grants Budget - 2008 Operating Budget.

- One Administration of City-owned Childcare Facilities Grant totalling \$110,334;
- One City-wide Support Services Grant totalling \$224,220.

This leaves \$780,608 remaining in the 2008 Childcare Grants Funds, which will be reported on later this year.

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VSOCC - 2008 GOALS ACTION PLAN

Quality

- Offer training opportunities for staff that are based on the outcomes of program evaluations, annual work plans, staff performance reviews and best practices targets set by the agency
- Continue to access all grants/revenue sources that are available for capital, equipment and training, as well as allocate sufficient funds for high quality program delivery
- Develop a tool that assists staff to provide developmental information about their child's growth and progress
- Develop resources that will enable staff to easily enhance their infant-toddler programming
- Work with a local high tech firm (Business Objects) to further develop and refine our waitlist data base system including the ability to do formal predictions on enrolment to offer assurances to parents for guaranteed child care through their whole continuum of service needs
- Through focus group work, we will both seek input from child care and family program parents on what they feel a quality program is, and provide information on what the best practice research says about quality. From this work, we will further identify a group of parents who would be interested in assisting us with our CQI processes in these two service areas
- Updating and simplifying our program material (program handbooks, brochures) and reviewing our program curriculum material
- Implementation of new menu for our child care hot lunch program

Accessibility

- The Sapphire Children's Centre has a targeted opening of September 2008 creating more licensed spaces on the north side of downtown
- Continue to work with the City design team on the next phases of work on 1188 West Pender, 800 Homer Street, 1451 Homer Street, and 600 Abbot Street
- Committed to keeping fee increases as close as possible to the annual rate of inflation
- Committed to developing a new family place drop - in program in partnership with Coal Harbour Community Centre
- Identify and work with a group parents to do even more outreach to promote and break down barriers to participation in our family programs and help us adapt our material and ways of promoting to better reach the high need populations

Affordability

- Fees will continue to remain within the range of the City Westside averages
- More formal work on our revenue generating opportunities will be completed with a goal of generating revenues to help with the cost of operating our programs
- Commitment to apply for and to access all possible sources of funds for the delivery of our programs

Deliverables tied to goals and as a result of activities.

- Minimum of 12 staff training sessions delivered
- Grants submitted for MCFD CCOF, Minor and Major Capital, MPSSG Direct Access Gaming
- A developmental 'checklist' for staff to use in partnership with parents
- Resource kits for infant-toddler programs are developed
- Waitlist data base system is improved with more efficient reports and the ability to forecast child care spaces through the whole continuum of care for families who are coming into our agency
- A parent/community advisory committee is developed to support our commitment to increased quality in child care programs
- Parent information material is revised
- Hot lunch menu is implemented
- Child care program curriculum is reviewed and updated
- Sapphire Children's Centre is open with 37 new child care spaces
- Final design work is complete on 833 Homer and 600 Abbott Centres and construction is well underway for 1451 Homer Street
- Fee increases are kept to a minimum and as close as possible to the annual rate of inflation
- A new family place drop-in program is opened at the Coal Harbour Community Centre
- 5 parents are recruited from our family programs to assist with community outreach to high need families
- Final concept plan for the services hub around Elsie Roy School is complete and initial costing on the project is complete with a fundraising plan developed
- Casual recruitment pilot project is completed with a final report prepared
- Social Enterprise - Pilot project is underway

VSOC - 2007 OUTCOMES AND ACCOMPLISHMENTS

SERVICE INFORMATION

Current licensed child care fee structure:

- infant program: below the Westside average and less than 1 % above the City average
- toddler program: 5% higher than the Westside average
- group 3-5 programs: 6% higher than the Westside average
- kinder care program: 5% below the City average
- school age program: 12% above the Westside average however, our monthly fees include full day service on all professional development days, school holidays (spring break and Christmas) for 30 full days of service included in the monthly fee
- Offer an 'internal financial assistance program' to provide support to existing families facing hardship
- flexibility on fee payment.

Family Programs: provided at no -charge to parents, with the exception of a \$10 annual family membership or a small fee for child minding services.

B. Quality

- Applied for and received a variety of grants, including Minor Capital Grants, and Gaming grants from the Province, for all centres, resulting in physical and improvements on all indoor/outdoor environments and additional program supplies
- Delivered " 17 hands on" programming workshops for our staff (topics included child development, make & takes, art, challenging behaviours, team work, movement and growth, LEAP). We also had two full day 'in-service' professional development sessions for staff focusing on the areas of cultural diversity and improving the child care environments
- Revised a number of our child care operating policy and procedures including: further revisions to health policies related to new procedures from BC CDC, changes to our serious incident reporting and documentation, emergency procedures and recruiting procedures
- Feedback from families in both the child care and family programs is sought in a combination of ways: at minimum an annual formal written survey, an email survey and a phone survey for all families that are registered in child care programs and that are using our family place programs is administered. This past evaluation indicated that 98% of respondents were either satisfied/very satisfied with the quality in their child care programs and 95% of families in the resource programs feel that their child has increased opportunities for development and that they feel more supported in their role as a parent. There is also an evaluation form that participants are asked to complete at the end of each parent workshop, which not only evaluates the workshops but also seeks input on other topics.
- Based on the feedback from parents, a review of previous goals and objectives, and an assessment of their program, each staff team establishes annual goals, objectives and work plans.

- Continued to work closely with other service providers in the downtown to coordinate planning, resources and to develop high quality services. Work has resulted in a coordinated vision for the further development of 4 hubs in downtown Vancouver.
- Continued to work on our Admittance/Advancement Procedures: these are the steps for families to get on our waitlist and move through our programs. This work has resulted in some streamlining of steps/material and has identified some areas where further upgrades to our computerized system need be made. This work is being supported by Business Objects on a voluntary basis.
- Continued the leadership work with 6 other agencies on the development of a model for a centralized substitute employee pool. Began pilot testing and evaluating a joint recruitment approach.
- Purchased and implemented a new Human Resource data base system which allows formal tracking of employee's information, including their first aid/license expiry dates, annual performance review dates and has an electronic scheduling module that can be linked with our pay roll system. This allows for better management of the licensing requirements that we must meet for our child care staff as well as simplifying the complex task of daily staff scheduling.

C. Accessibility

- Construction is underway on the Sapphire Children's Centre at 1188 West Pender which will create 37 new spaces this year
- Construction for the centre at 1451 Homer will begin and this centre will add 69 new spaces
- Design work on the 833 Homer Street development (37 spaces) and 600 Abbot Street (49 spaces) development is under way
- Further work continued in collaboration with other service providers for the development of an expansion at Dorothy Lam/Elsie Roy school for a multi-program, multi-use space and even better coordination of services in the hub around the school began
- Added one more family place drop - in session at the Dorothy Lam Children's Centre in response to increased demand for services
- Worked closely with other partner agencies to ensure that information about programs and services is available in locations throughout the community

D. Coordination

- Portion of the staff training workshops were delivered by our partner agencies. Work has continued on the development of the service hub around the Elsie Roy Elementary School with VSOCC taking on a leadership/coordinating role.
- Continued to work in partnership with the YMCA and Gordon Neighbourhood House on the coordinated delivery of family place drop-in programs in the West-End and Yaletown through the Open Doors to Learning Project. (VSOCC administers/manages the grant). Also worked closely with the Windows of Opportunity Coalition as a member of the management committee.
- Participated in the Child Care Administrators Network and co-chaired that network for the past two years.
- Continued work and leadership on the Centralized Substitute Workers Pilot Project

- Worked collaboratively with Performing Arts Lodge, Blue tree Management and the City of Vancouver in the opening of the Bayshore Centre
- Developed a new partnership with Coal Harbour Community Centre to develop a family place drop-in program.
- Over 50 % of the parent workshops and a portion of the staff training workshops were delivered by our partner agencies

WESTCOAST - 2008 GOALS AND ACTIVITIES

Goal	Planned Activities 2008-09	Prior Year Activities 2007-08
<p>1. Increase families' knowledge of Vancouver-based child care, child development and family support programs.</p>	<p>a) Maintain free family information and referral services for Vancouver families in 3 languages through 6300 telephone, e-mail and in person contacts.</p>	<p>a) Maintained services for Vancouver families in 3 languages through 6290 telephone, e-mail and in person contacts.</p>
	<p>b) Update database of almost 700 Vancouver based licensed/registered child care settings and more than 150 child/family programs monthly.</p>	<p>b) Updated database of 660 Vancouver based licensed/registered child care settings and more than 150 child/family programs monthly (Goal 600/150)</p>
	<p>c) Conduct 6 annual child care fee/facility surveys by program type and disseminate info as required.</p>	<p>c) Conducted 6 annual child care fee/facility surveys (Goal: 6)</p>
	<p>d) Distribute 15,000 lists of Vancouver based licensed and/or registered child care and family support programs</p>	<p>d) Distributed 14,500 lists of Vancouver based licensed and/or registered child care and family support programs (Goal: 14,000)</p>
	<p>e) Mail/fax 4,000 child care/child development information packages to Vancouver families</p>	<p>e) Mailed/faxed 4085 child care/child development information packages to Vancouver families (Goal: 4000)</p>
<p>2. Increase ability of child care providers, parents and other caregivers to provide quality care for children 0 – 12 years of age.</p>	<p>a) Plan and deliver 10 child care, child development and other educational programs for up to 200 Vancouver child care providers and parents. Topics include areas of diversity and quality programming.</p>	<p>a) Delivered 10 child care, child development and other educational programs for 219 Vancouver child care providers and parents. (Goal: 200 participants)</p>
	<p>b) 4 single session diversity workshops with a focus on nutrition for Vancouver based child care/child development practitioners and parents with 50 participants.</p>	<p>b) Delivered 4 single session diversity workshops for Vancouver based child care/child development practitioners and parents with 58 participants. (Goal 4 sessions/ 40 participants)</p>

WESTCOAST - 2008 GOALS AND ACTIVITIES

Goal	Planned Activities 2008-09	Prior Year Activities 2007-08
	<p>c) Provide 24 outreach, hands-on diversity training and demonstration teaching sessions in 8 Vancouver-based child care/child development programs - 3 sessions each (280 participants including children)</p>	<p>c) Provided outreach, hands-on diversity training and demonstration teaching in 8 Vancouver-based child care/child development programs for 288 participants including children. (Goal: 8 centres/275 participants)</p>
	<p>d) Update/develop 10 diversity kits.</p>	<p>d) Updated 10 diversity or readiness kits with a focus on food and nutrition (Goal: 10 kits updated or developed)</p>
<p>3. Increase ability of parents and other family members to identify appropriate, quality child care and ECD programs for children 0 – 12 years of age</p>	<p>a) Deliver 23 Choosing Child care sessions for at least 440 Vancouver parents</p>	<p>a) Delivered 23 Choosing Child Care sessions for 447 participants (Goal 24 sessions/425 participants)</p>
<p>4. Increase access of Vancouver child providers and families to quality child care and child development information and resources.</p>	<p>a) Respond to more than 450 Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues.</p>	<p>a) Responded to almost 450 Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues (Goal: 750)</p>
	<p>b) To continue to offer the web based job postings board for the child care and related community.</p>	<p>b) Posted over 234 jobs on the online job board located in the City of Vancouver. (Goal: 200)</p>
	<p>c) Acquire new general and specialized child care/child development library resources that support child care/child development program staff and families in providing quality care for</p>	<p>c) Acquired 992 new general and specialized child care/child development library resources (Outcome is dependant on funds provided by grants - last year 1000)</p>

WESTCOAST - 2008 GOALS AND ACTIVITIES

Goal	Planned Activities 2008-09	Prior Year Activities 2007-08
	children 0 –12 years of age.	
	d) Add 250 new Vancouver borrowers to database	d) Added 246 new borrowers. (Goal: 300 new borrowers)
	e) Continue to share information with the community through the Westcoast website.	e) Maintained the Westcoast website.
5. Participate in child care/early child development planning and development in the City of Vancouver.	a) Respond to requests for information by community members and municipal representatives on children’s program trends and needs through efficient data analysis and reporting.	a) Responded to requests for information by community members and municipal reps. (Goal: responsive to requests)
	b) Transition the development of Mt Pleasant Child Development Hub when the new operator for #1 Kingsway is identified	b) Hosted meeting of the Mt Pleasant Child Development Hub. Participants discussed the draft brochure, the consequences of the construction delay, Westcoast's relocation and begun to discuss the role of the partners.
	c) Transition the development to a new operator of the 49 space City-owned licensed child care facility for infants, toddlers and 3 – 5 year old children at #1	c) Worked on the development of policies and procedures, parent handbook, operating budget, governance structure and equipment lists.

WESTCOAST - 2008 GOALS AND ACTIVITIES

Goal	Planned Activities 2008-09	Prior Year Activities 2007-08
	<p>Kingsway including:</p> <p>All Work towards completion of physical setting, philosophy, policies & procedures, parent handbook, licensing requirements, equipment acquisition, promotion plan, and operational planning.</p>	
	<p>Participate in any development meetings related to the transition of #1 Kingsway Civic Centre and the Mt Pleasant Child Development Hub</p>	<p>Participated in Program and Operations Committee meetings as required</p>
	<p>Maintain waitlist and respond to inquiries regarding child care at #1 Kingsway during transition</p>	<p>Responded to 150 families with applications for the waitlist for #1Kingsway child care centre.</p>

WESTCOAST - 2007 OUTCOMES AND ACCOMPLISHMENTS

2007 Activities:

- Responded to a total of 450 inquiries from Vancouver based callers
- 55% of callers were child care providers, 10% were parents. The remaining 35% were a blend of inquiries from government, business, media, students, instructors, researchers and others.
- Responded to a range of topics including requests for print resources (22%); child care start up or needs assessment information (8%); questions related to human resources management in programs (13%), and a number requesting referrals to other services (12.4%). Other topics covered would include questions regarding employment or job search (5%) or topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues.
- Over 800 print resources will be distributed this year. Popular subjects include: How to start a child care facility, Staff Performance Reviews, Administrative Responsibilities, Staff Orientation Manual, Children's Files, Building Positive Partnerships with Families, and Transportation Policies.

Westcoast Library:

2007 Activities

- Almost 1000 new general and specialized child care/child development library resources that support the development of stable, flexible quality child care and child development were added to the Library collection this year.
- Added approximately 246 new borrowers to the database this year as subscribers to the Westcoast services.
- Circulated over 11,324 items to Vancouver borrowers including family child care providers, ECE practitioners, students of ECE and related studies, college instructors, researchers, business operators, non-profit organizations, and others.
- Responded to a number of reference questions from borrowers on subjects catalogued in the Library.

Westcoast Training:

In the 2007-08 year, 1012 Vancouver child care providers, other early childhood practitioners and parents in Vancouver-based child care programs and family resource programs participated in 45 workshops.

a) Type of Training	# of sessions 2007-08	Actual # of participants
1. Choosing Child Care sessions for Vancouver parents in English, Cantonese, and Mandarin	23 sessions	447
2. Single session diversity workshops for Vancouver-based child care/child development practitioners and parents	2 sessions in February 2008 2 sessions scheduled in April and May 2008	February workshops: 28 April and May sessions estimated: 30
3. Single session child care/child development workshops for Vancouver-based child care/child development practitioners and parents	10 sessions	219
4. Outreach and hands-on diversity training to Vancouver-based child care/child development programs	24 sessions (8 cc programs @ 3 sessions)	288 including children
5. Multicultural, diversity resources	10 diversity kits, updated with focus on food and nutrition.	N/A
Totals	45 sessions	1,012 individuals

#1 Kingsway Child Care / Mt. Pleasant Child Development Hub:

2007 Activities:

During the past year Westcoast was facilitating the development of the neighbourhood-based Mt. Pleasant Child Development Hub to:

- Discuss multi-agency shared use of space for delivery of programs offered by existing service delivery agencies in the Mt. Pleasant area.
- Coordinate children's services with the co-located public library and community centre.
- Maintenance of the waitlist and management database (Child Pro). Currently the waitlist is at 360 children/families.
- Development of draft policies and procedures for the program
- Visioning sessions were held regarding the program design and philosophy
- Capital Grant was submitted to the Province of BC for equipment and supplies
- Equipment lists were generated to support the Capital Grant submission
- Operating budgets were developed, based on current knowledge of costs