

WESTCOAST CHILD CARE RESOURCE CENTRE



ANNUAL REPORT
2010–2011

REFLECTIONS



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VISION

Inspiring and promoting excellence in child care and early learning.

MISSION

Westcoast provides information, referrals, training and resources to families, individuals and organizations who are seeking the best care and early learning for children.

From the Board

Greetings from the Westcoast Child Care Resource Centre Board of Directors. It has been another productive year for Westcoast. Work has continued towards the goals set out in our last strategic plan. Successes include our partnerships with Kidsbooks, Creative Children and Child Care Pro and many other organizations. These partnerships have helped us offer new exciting training experiences and successfully host a fall conference for a second year. These workshops and conferences have brought new perspectives and an increased diversity of expertise as well as much needed revenue.

We also expanded our purview with the creation of our curriculum room and small grants to a limited number of Vancouver child care providers through the Lydia Albert fund. These activities have expanded our awareness of the many exciting and creative ideas of local child care providers.

Our Board continues to be strong and the changes made to the Board structure in the 2009/2010 year have improved Board functioning over this past year. The addition of two fantastic new Board members this year is a testament to this success and strength. We look forward to continuing on this new path.

Many of our accomplishments over the past few years will be put to the test in the re-accreditation process which culminates in late 2011. We have been working hard to develop new policies and use them in a way that makes sense for us. It has been a long but worthwhile endeavour and we are proud of the high standards that Westcoast maintains.

Lastly, it is with some regret that this will be my last year as chair and as a Board member. I have had a truly meaningful experience during my eight years with the Westcoast Board. In my time here, I have met some extraordinary individuals from the Westcoast Board and staff. These people are the heart of Westcoast and make it the exemplary organization that it is today. Allow me to express my admiration and appreciation for Westcoast and everyone who has contributed to Westcoast's success. I look forward to hearing about more achievements in the future.

Sincerely,



Rebecca Clarke, Chairperson

Board of Directors

Wendy Brundige (Fund Development Chairperson)
Gyda Chud (Secretary)
Rebecca Clarke (Chairperson)
Michelle de Salaberry (Board Development Chairperson)
Jenna Harper (Member at Large)
Christine Hibbert (Treasurer)
Judi McCormick (Member at Large)
Karen Norman (Member at Large)
Merle Viaud (Member at Large)
Susan Young (Chairperson Elect)

**Volunteer hours accumulated
during Board year: 447**

From the Executive Directors

Reflecting on the past can be a challenge. The years don't end and begin naturally, but rather blend from one day, one week, one month, and one year into the next. However, it is an important and necessary part of our practice to reflect on the past and consider its relationship to the future. That is what the annual report is all about.

This year we continued to work on maintaining our Accreditation with the Council on Accreditation (COA). Through the Accreditation process we have learned more about outcomes and how to measure the work we are doing. Thank you to all of you who have completed a survey or otherwise provided feedback to us – it is truly helpful to hear from the community we serve.

We were fortunate to be able to provide some in-house training for the staff this year funded by the Workplace Training for Innovation Program sponsored by the BC Ministry of Advanced Education and Labour Market Development. This enabled us to bring respected trainers on-site to provide some excellent training on team building, communications, facilitation skills, and workplace safety. By necessity, we frequently put together the patchwork of resources available to us to create the whole – this is a good example of how a small funding opportunity was put to very good use!

It is always a pleasure to work with an enthusiastic Board such as we have at Westcoast. The Board is a well established, committed group of people who have the best interest of the agency and child care at heart. They are diligent and hardworking, attending monthly meetings as well as numerous committee and community meetings that often go on into the evening. The Board is not afraid to take on hard tasks and always asks just the right question at just the right time. If you are interested in joining this outstanding group, please be in touch with us – we would love to extend the invitation to join our Board of Directors to fresh new faces!

Westcoast staff team continues to be exceptional! Where else would you find such a creative crowd? Together staff think of better ways to do the work, more effective ways to meet the needs of clients, and are unafraid to take the risk to try something new. This year we were thrilled to initiate the Westcoast Curriculum Room, its Exploratory Labs and related workshops. Look for more detail in this report to learn more.

We thank our funders for their continued support and belief in the work that we do for children and families every single day. They are: The BC Ministry of Children and Family Development, the City of Vancouver, United Way of the Lower Mainland, BC Gaming, Vancity Foundation, Social Research Demonstration Corporation, the Government of Canada (Environmental Health), and private foundations.

And of course we thank our individual donors who continue to support the work by participating in our fundraising activities and making annual donations, often without being asked! Donors are at the very heart of what we do because we know how much you value our work. Your gifts are an investment in Westcoast's future. Thank you.

Dianne Liscumb
Executive Director
Agency Development and Training

Pam Preston
Executive Director
Communications and Administration

Westcoast Staff

Ana Vojnovic	Angel Li	Annette Matthew	Chris Baerg	Christine Fong
Christine Lawson	Crystal Janes	David Tsui	Dianne Liscumb	Dorothy Buckland
Jen Hong	Joanne Soo	Jyoti Joon	Kari Fowler	Katherine Parker
Kathleen Gray	Linda Wheeler	Lynne Griffin	Maria Ressel	Maureen Feeney
Nikki Macarei	Nilofer Poonja	Nora Mejia	Pam Preston	Sandy Yip
Shawn Nygren	Stephen Tsui	Vesna Krcmar	Wafa Bilal	

Westcoast Training Services

This was another eventful year for Training at Westcoast. We worked to develop and deliver a wide range of courses and workshops to meet the growing needs and demand of the child care community. There was hardly an empty room in the building on any evening or Saturday by the time the training schedule was published. The public response to the offerings was very supportive. In addition to the 2 hour workshops, the Short Courses offering 5-10 hours of training continue to be popular. The Family Child Care and Responsible Adult courses were highly subscribed this year with almost 100 participants. The workshops that staff presented at several conferences provided a great way to meet people in the community.

996 Workshop participants

111 Responsible Adult course participants

87 Family Child Care course participants

151 Short course participants

Diversity Circle Times

Westcoast offers demonstration teaching regarding multicultural and diversity programming to Vancouver child care centres through its Diversity Circle Times. Each year 8 centres are visited three times offering a series of circle times that introduce children to basic diversity concepts including *Alike and Different*, *the Colors We Are* and *Friends and Feelings*. Staff are encouraged to expand on these basic concepts to extend children's anti-bias education.

Diversity Circle Times participants:

82 adults, 420 children

Diversity Circle Time Network:

3 meetings, 38 participants

This year we introduced the Diversity Circle Time Network. Staff from centres who participated in Diversity Circle Times were invited to meet together every few weeks to explore and expand their own knowledge and attitudes toward diversity and to support each others' efforts to continue their personal learning and support children's learning in this area. Sessions were facilitated by Gyda Chud, a well respected leader in diversity education. Response was very positive with a growing number of centres represented at Network meetings.

Westcoast Conference 2010

On November 20, 2010, Westcoast was thrilled to host our second annual conference at the downtown campus of Vancouver Community College (VCC). The Westcoast Conference has become an annual tradition supported through a partnership with VCC, Child Care Pro, many local ECE instructors and workshop presenters and the participants from our child care community.

135 Conference participants



The Keynote Address was given by Dr. Thomas Sticht, who spoke about the importance of adult literacy in relation to children's literacy. Dr. Thomas G. Sticht is, among other things, the Project Coordinator for the San Diego Consortium for Workforce Education and Lifelong Learning (CWELL). In the daylong workshop that followed, Dr. Sticht spoke about ways to use the children's books written by Leo Lionni with adult learners. We gained a greater appreciation for how storytelling can help increase literacy skills for both adults and children.

Conference 2010 provoked an opportunity for us to launch another new initiative, the Westcoast Store. Westcoast contracts with private suppliers for unique, hand made, heart felt items. Response to the store was extremely positive and it remains a popular and ever changing resource for the child care community.

We would like to thank the exhibitors in the Conference Marketplace: 3H Craftworks Society, Child Care Pro, Creative Children, the Images of Learning Project, Child Care Licensing Vancouver Coastal Health, and Vancouver Kidsbooks.

Thank you to all those who helped make Conference 2010 a success.

Safe Spaces: Bullying Prevention Education for Preschool Aged Children

Parent Comments:

"I learned the need for communicating with the children about possible bullying and teaching effective resistance."

"I learned some of the reasons a bully may act like a bully."

"I like the Friendly Jar or Board to post kind things others do. I will try this in my class."

"I learned there were some great words to use to gain pro-social behaviour. It helps to change your wording from 'that was good' to 'that was safe' or 'that was friendly' or 'that was fair'."

This year saw the end of funding dedicated to delivery of Safe Spaces training. Safe Spaces is now offered strictly on a fee-for-service basis. We are appreciative that BC Gaming contributes some funds to help subsidize the cost of Safe Spaces kits for participating centres.

Curriculum Room

Perhaps you have heard of emergent or responsive curriculum based on the Reggio Emilia approach out of Italy? Well this year Westcoast initiated an emergent project. The seed of the idea was planted last year. "Wouldn't it be wonderful to have a place to demonstrate curriculum ideas that could be used in child care settings" we asked? Supported by a private foundation and the CCRR Professional Development Centre, the project emerged, beginning first as a room that exhibited concepts that could be explored with children: Literacy, Scientific Inquiry, Are Black and White Colours?, Exploring Wool, Light and Shadows. With input from an Advisory Committee, the room grew to host workshops for ECEs and Family Child Care providers on topics related to the themes in the Room and added Exploratory Labs for children from local child care centres. The Labs offer children and caregivers opportunities to explore unusual and innovative materials. The various experiences of the children are then documented through photographs and logs, and later exhibited in the Curriculum Room to demonstrate how these materials spark children's curiosity and creativity.

The Curriculum Room is our own emergent project. We are never sure where we might go next. It has truly been inspiring to see it evolve as children show us what can happen when they have opportunities to learn through inquiry based exploration. This project is teaching all of us to be more reflective in our practice and be more open to what might emerge given the opportunity.

61 child care providers participated in Safe Spaces training.

93 parents participated in Safe Spaces preschool bullying prevention education sessions.

1,047 visitors to the room

106 participants in 10 workshops

106 adults and children in 6 Exploratory Labs



Westcoast Main Library

The Westcoast Library performs magic every day. It bears a striking resemblance to Hermione Granger's beaded handbag in the Harry Potter stories – it absorbs more and more materials without expanding in size. We received another grant from the Albert Fund and bought several DVDs from Portland Children's Museum, Zero-to-Three, CCIE, and other sources. Revenue from borrower cards, fines, replacement of damaged or lost materials among other funding sources, allowed us to renew 6 subscriptions and to purchase more than 60 teacher resource books, 300 children's books, several games and toys, and new materials for kits. Several current teacher resources were purchased retail, but the deals Library staff found on-line, on sale and in thrift stores, as well as many useful donations, stretched our limited budget further.

21,380 items circulated

355 new borrowers

15,878 items in the catalogue –

327 new titles added

In October, the CCRR toy lending library was incorporated into the main library collection to provide better access for CCRR borrowers. Staff vetted the materials, enhanced many, and created more than 30 completely new baby kits with toys, board or cloth books, and activity suggestions. We rearranged the Library collection, moving big games, puzzles, blocks, and posters to the CCRR/Mobile room to make space for more kits and small games in the front. While it is a challenge to administer a split collection, we think it better serves borrowers. Our part time staff was an invaluable help on Wednesdays and Saturdays in assisting family child care providers coming in to borrow and return equipment. We have noticed that more library materials are in circulation, and an increased number of parent borrowers. In their *spare* time, staff designed and painted 40 fantastic animal and people spoon puppets, made several pop-up people puppets, and together created 10 new felt board stories. As we said, a little magic every day!

Volunteers in the Library

The contents of every felt board story, story with props, matching game, small game, baby kit, resource kit, music kit, big game, puzzle, and block set must be checked every time it is returned. We could not manage without the help of our fantastic volunteers, who gave us over 220 hours of quality time. That is more than 6 weeks of 7-hour days.

Library volunteer hours: 223

Volunteers: Louise Aiken, Val

Bolster, Jen Hong, Margarita Lo

Mobile Lending Library

Play is the important work of childhood. Through play children learn and develop in all areas of their lives. Play fosters physical and mental health and it is also very important for social and intellectual development. Westcoast Mobile Lending offers families the opportunity to borrow toys, children's storybooks, and parenting books and videos to use at home.

5608 items borrowed

8 of the sites are Strongstart programs and 8 are Parent drop in programs

The Mobile Lending Program runs 4 days a week and usually visits 2 sites per day. Each site is on a 2 week rotation, which means the families can use the toys they borrow for 2 weeks. In 2010-11 the staff attended 250 borrowing sessions at the 16 sites that are visited regularly and circulated 5608 items.

Feedback from the parents and the host sites indicates that Mobile lending is very appreciated and considered valuable. The parents report depending on this easy access to a good variety of educational toys and books for their children. They also like that their children learn responsibility for taking care of the toys that they borrow. Children can be continually challenged by different toys developing new skills as they master one game or toy and exchange it for another more challenging one. Bilingual materials are also offered when they are available. Some parents noted that they would love to have more Chinese songs and stories – staff are always on the lookout for more and better resources as the budget allows! Newcomer parents tell us that some of the puzzles and books offer them opportunities to learn along with their children. What could be better!

Vancouver Child Care Resource and Referral

Vancouver CCRR recruits, trains and supports Registered License-Not-Required Caregivers in the City of Vancouver. This year marked Vancouver CCRR's 20th anniversary. An Open House for past staff, advisory committee members and community representatives was held with more than 30 people in attendance. This was followed by a party for current caregivers and staff. Congratulations to all who have helped make Vancouver CCRR the fabulous program it has grown to be!

In the summer of 2010 the CCRR Outreach Coordinators planned a trip to Bowen Island for caregivers and the children in their care. Approximately 80 caregivers and children attended this fabulous excursion. Activities included games and circle time in the park, and exploring the beach and surrounding area. The group returned very tired but fully satisfied with the day's events.

An important task this year has been incorporating the CCRR toy lending library into Westcoast's main library collection. The Main Library serves all caregivers and parents with Library cards, including the Registered LNRs. Access to collection has been broadened and we have seen a resurgence of borrowing. Thanks to the Main Library staff who facilitated this amalgamation. It was a momentous task to undertake and it has really made a difference to borrowers.

Child Care Subsidy Assistance

Part of the CCRR contract with the Ministry of Children and Family Development includes assistance to families in completing their child care subsidy applications. Surveys show that the Child Care Subsidy Assistance increases parents' knowledge of the subsidy system and improves families' access to child care subsidy. Parents reported that they were happy with the service they had received; they would use it again, and would recommend it to others. When offered the choice of using the online subsidy service on their own, 80% of parents surveyed preferred to use the in person assistance. Parents pointed out that there were fewer mistakes and missing documents in their application when they used our service.

100% of parents reported they were satisfied with the hours and the location of the subsidy service and found it accessible. The survey did indicate a desire for more Chinese language service.

Family Information and Referral

This year FIR transitioned from their antiquated database to a new system called "Child Care Communities" developed by Child Care Pro, a division of Varitech. Moving over 700 database entries into the new system was a formidable task. Once the data had been transferred, everything had to be checked to ensure the data was correct. Databases are living entities and are never really finished, and this project has proven that! In the future this database will allow caregivers to enter a password and update their own files – this will ensure the data is as correct and up to date as the providers desire it to be. Parents will benefit from this enhancement in the long run, as they will have access to the most current information.

New technology continues to put pressure on the service as more parents are asking for online access to child care information as well as access by mobile phone. Within the limitations of our resources we are doing our best to acknowledge and meet this demand in the future.

111 Registered LNRs on the registry at March 31, 2011

"Thank you so much for organizing the trip to Bowen Island last week. My children and I had a great time riding the ferry, playing in the park and on the beach. Sharing such a fun experience with other caregivers and their children made me feel closer to them too. You prepared so much for us and I greatly appreciate your effort and care. I feel so valued and cared for."

– Family Child Care Provider

1668 Subsidy assistance contacts

24 Choosing Child Care sessions

7357 child care calls

Westcoast Information Services

The Information Department responds to many inquiries on a wide range of child care related topics including how to start a child care program and student requests related to their studies. The Information Department is also responsible for agency communications including the website, the list serve, the Marketplace, job postings, onsite bulletin boards, and community displays.

The Job Posting site remains very popular, averaging 260 visits each day. We also maintain an electronic list of subscribers who get regular updates – this year the list grew from 600 subscribers to over 900.

We were excited this year to launch the Westcoast Facebook page, Twitter page and the Westcoast Post Blog. These initiatives were well received by the public and visits to these sites grow each month. The Westcoast website continues to receive good reviews with over 194,378 visits in the last year alone. A new statistic that has caught our eye is that 5,674 of these visits were made by mobile phone or iPad users. So much for the desktop computer!

277 Job postings

619 inquiries

Topics include 103 inquiries on starting a child care centre;

120 about training issues;

192 regarding print resources

Lydia Albert Fund

Westcoast was honoured this year to be invited by a local private donor to distribute limited funds to child care programs so that they could go on recreational excursions and educational field trips they would otherwise be unable to afford. The Lydia Albert Fund Committee, made up of volunteers from the Westcoast Board and community, helped develop the criteria and process for distributing the funds. Four Vancouver child care programs benefited in this first year. The centres all reported how their field trips enriched the experiences of their children. They visited a variety of places including the Capilano Suspension Bridge, the Aquarium, Maplewood Farm, and the pumpkin patch. We are pleased that this fund will be continued and expanded in its second year. We are inspired by the support of our donor and by the response of the centres in this new undertaking and look forward to next year.

Performance Quality Improvement (PQI)

This has been a stabilizing year for the PQI Team. We were able to maintain committee membership as we worked toward efficiencies in the File Review and Quarterly Reporting processes. Given that this is the year we were beginning our re-accreditation process, we felt it was important to sustain the gains we have made with PQI in the past years, while undertaking some new initiatives related to risk management and outcomes. PQI Team training is an outstanding issue that we hope to address in the near future.

Highlights

- 124 files reviewed (randomly selected). File Review Team focused on the quality of the files. This provided more insight into the nature of the work and the issues the staff and providers may be facing on a regular basis.
- Health and Safety Committee conducted eight emergency evacuation drills and 1 site inspection this year.
- Staff received training on “Safety in the Work Place”.
- 25 facility concern reports were collected this year. Issues typically pertain to the age of the building and its heating and cooling mechanisms.
- No staff grievances or client complaints were received this year.

Training Summary

Outcomes for Training relate to increasing the quality of care for children and families and increasing participants' knowledge of available resources. Our trainers and the training content both rate very highly and are well respected.

Westcoast mini-conference was held for the second time this year in November. 107 attendees participated in the evaluation. 79% had not attended the conference the previous year. Ratings were very high, hitting our benchmark of 80% or more.

Program Surveys and Outcomes

- Outcome training was provided for one staff person in the fall of 2010 through the City of Vancouver and United Way. As a result outcomes were developed for the Information Advisory work. The surveys will be developed next and implemented in the fall of 2011.
- Mobile Lending developed a survey for their clients and for the host sites which was implemented in May/June. We were very pleased to obtain 52 responses with many supportive and constructive comments.
- The FIR survey was redesigned and the survey method was revised. The survey results will now be gathered year round.

Annual Personnel Survey

There was a 70% response rate to the personnel survey in October/November 2010.

- Staff gave many positive comments about why they continue to work with Westcoast. These included being involved in meaningful work, the supportive environment, feelings of respect, and making a difference in the community.
- One of the strongest areas of agreement was in the support and relationships area. Staff reported having good relations at work, and that their supervisor and co-workers were supportive.
- While the majority of responses under communication and meaningful work showed trends toward strong agreement, it was noted that there is still some work to do in internal communications for next year.

Risk Management

A Risk Management Task Force was struck in January 2011. A PowerPoint presentation called "Risk Management 101" was presented to staff and Board. The Task Force implemented a brainstorming session with staff regarding perceived risks in their work and in the environment. The Task Force went on to identify priorities for risk planning. These were delegated to other committees or teams to address.

Respectfully submitted by the PQI Team:

Linda Wheeler, Sandy Yip, Wafa Bilal, Pam Preston, Shawn Nygren, Angel Li and Ana Vojnovic

Financial Summaries

**Westcoast Child Care Resource Centre
Statement of Financial Position
March 31, 2011**

	2011	2010
ASSETS		
Current		
Cash and cash equivalents	\$ 515,236	\$ 204,581
Accounts receivable	27,834	8,260
Prepaid expenses	16,680	11,214
	<u>559,750</u>	<u>224,055</u>
Investments	0	107,660
Capital assets (Note 3)	85,771	143,496
	<u>\$ 645,521</u>	<u>\$ 475,211</u>
LIABILITIES		
Current		
Line of credit payable	\$ 0	\$ 62,105
Accounts payable and accrued liabilities	19,590	61,461
Wages payable	33,019	27,062
	<u>52,609</u>	<u>150,628</u>
FUND BALANCES		
Unrestricted	\$ 92,344	\$ 57,967
Internally Restricted, including Capital Assets	93,950	143,496
Externally Restricted	406,618	123,120
	<u>592,912</u>	<u>324,583</u>
	<u>\$ 645,521</u>	<u>\$ 475,211</u>

Financial Summaries *continued*

Statement of Operations For the Year Ended March 31, 2011

	2011	2010
REVENUE		
Province of BC – MCFD	\$ 569,502	\$ 561,316
City of Vancouver	461,982	228,704
Proceeds from gaming	118,750	95,000
Fees	104,062	46,245
Other grants/contracts	86,463	62,997
Interest and other	55,707	16,493
United Way	50,076	85,531
Sales	43,585	56,102
Recoveries	41,833	79,813
Vancity Foundation	40,375	83,125
Donations and fundraising	37,243	31,700
Library	3,367	1,813
	<u>1,612,945</u>	<u>1,348,839</u>
EXPENDITURES		
Salaries and benefits	\$ 928,703	\$ 939,278
Rent and premises	133,146	131,874
Amortization	64,907	69,888
Program expense	60,233	91,321
Office and equipment	44,403	49,892
Consultant expense	39,141	39,576
Printing and copier	27,828	33,113
Travel and planning	14,895	10,324
Audit and legal	12,667	9,800
Resource acquisitions	11,838	19,275
Fundraising	4,474	4,121
Automobile	2,381	4,779
	<u>1,344,616</u>	<u>1,403,241</u>
Excess (Deficiency) of Revenue		
Over Expenditures from operations	\$ 268,329	\$ (54,402)
Discontinued program return of funding		-14,386
Excess (Deficiency) of Revenue		
Over Expenditures for the year	\$ 268,329	\$ -68,788

* Copies of our complete audited financial statements, including notes, are available upon request.

Contact Us

Westcoast Child Care Resource Centre

2772 East Broadway
Vancouver, BC, V5M 1Y8

General Office Hours:

Monday to Friday 9:00 a.m. to 5:00 p.m.
Saturday 10:00 a.m. to 3:00 p.m.

Phone: 604-709-5661

Toll Free: 1-877-262-0022

Fax: 604-709-5662

www.wstcoast.org

info@wstcoast.org

Visit our website to join our e-list for regular updates.

Find Westcoast Child Care Resource Centre on Facebook and Twitter. Click the links from our homepage.

Library Hours:

Wednesday 12 noon to 8:00 p.m.
Thursday and Friday 10:00 a.m. to 5:00 p.m.
Saturday 10:00 a.m. to 3:00 p.m.

The library is closed on Sunday, Monday, Tuesday and Statutory Holiday Weekends.

Email: library@wstcoast.org

Curriculum Room:

You can visit the Westcoast Curriculum Room during regular Westcoast Library hours as noted above. The Curriculum Room Facilitator is available to meet with you for discussion on Wednesdays and Thursdays until 5:00 p.m. and Saturdays 10:30 a.m. to 3:00 p.m., except statutory holiday weekends.

Email: avojnovic@wstcoast.org

The Westcoast Store

The Westcoast Store offers handmade, heartfelt, whimsical, wonderful one of a kind items to use in your program with young children including: story-telling kits, fairy trees, felting kits, spoon puppets, felt board stories and songs, with more to come. The selection is ever changing so have a look when you stop in and see what is in "store"! The Westcoast Store is open and available to visitors during regular office hours or when the Library is open.



Westcoast Child Care Resource Centre

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Email: info@wstcoast.org | www.wstcoast.org

