# WESTCOAST CHILD CARE RESOURCE CENTRE

### ANNUAL REPORT 2019/2020



### April 1, 2019 - March 31, 2020

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## **Board Report**

Dear Friends,

2019-2020! What a year for WCCRC and the whole world. We would be remiss if we didn't acknowledge the challenges that we faced alongside our community so far in 2020. Starting with closing our office overnight in March, transitioning to remote work, finding ways to stay connected and to support our staff and community, and now to this newest phase of work, returning safely to the office. Our way of operating was shaken, but our foundation remained solid, we continued to focus on our community in a time of uncertainty. Often this report ends with a note of appreciation for all the hardworking staff at WCCRC, but I hope this year, in particular, this report reads as a letter of appreciation for our staff who have risen to the occasion in unprecedented times to serve and support our community. Their dedication, flexibility, and teamwork is what makes WCCRC such an amazing organization.

Over the past few years, as guided by our strategic plan, WCCRC has been purposefully upgrading and improving our technology by replacing outdated infrastructure and by moving to cloud-based services. These improvements served our team well prior to COVID-19, but even more so as we moved to remote work. Though a global pandemic was not a part of our plan, being prepared was and our staff had the skills and technology needed to adapt quickly.

WCCRC has been working hard all year on large-scale projects with funding from the ELC Federal initiative via the BC Provincial government. One of these projects was the ECE Professional Development fund. The goals of the project were to build capacity by reducing financial barriers and to increase access to professional development opportunities for ECEs and CC providers in BC.





A second exciting development of these projects was the launch of the BC Early Years Hub with our partners the Early Childhood Educators of British Columbia, the BC Family Child Care Association, and the Early Childhood Pedagogy Network in June 2020. In partnership with TRU (Thompson Rivers University, and Dr. Laura Doan) we were also able to facilitate the Peer-Mentoring project with 19 communities throughout the province.

In addition to our 3 large projects, by March WCCRC took on an important role as a key partner in the City of Vancouver's Covid-19 Child care emergency response and recovery work. WCCRC connected essential workers in need of child care to temporarily available spaces through our website and with the support of many staff members. This work highlights our hardworking staff that pivoted to support the community. Our ED, Pam Preston, spent countless hours early in the project supporting the work and being an invaluable source of knowledge to the committee.

And on a more traditional note, we must acknowledge how lucky we were to start the Board year last September by welcoming three new board members and also several new staff members throughout the year. We celebrated the retirement of our Financial assistant, Steven Tsui, who had been an integral part of the team for 20 years.

Finally, though this year is certainly one for the history books, WCCRC stayed true to its mission and for that, we as a board are extremely grateful! Thank you all for allowing WCCRC to be guiding light in the community.

Stephanie Sagmoen Siqueira Chair, Westcoast Board of Directors

### 2019-2020

### **Board members**

Gyda Chud Michelle de Salaberry Hesham El Kurdy Christine Hibbert Sharon Lau Sharmila Mardhani Judi McCormick Karen Norman Stephanie Sagmoen Siqueira Lillian Simon Kerry Varma

### **Our Vision**

A community that promotes, encourages, supports and expects excellence in early care and learning.

### **Our Mission**

To provide information, referrals, training and resources to those seeking the best care and early learning for children.



### Our Values Quality

We believe accessible, affordable, inclusive, quality early care and learning programs are at the heart of the community and every family is entitled to access.

### **Diversity**

We embrace the diversity of our communities, promote anti-bias goals and strive to meet the needs of the people and organizations we serve in this regard.

### Learning

We promote professionalism through advocacy, research, education and best practices and as a learning organization are dedicated to excellence, capacity building, flexibility and creative change.

### **Report from the Executive Director**

Hello Westcoast Friends,

I am pleased to offer the following report, highlighting achievements and activities from the year ended March 31, 2020. I echo Stephanie's comments above regarding the impact of the pandemic on our people and services. It truly was a year that ended with an unforeseen chain of events, which most of us are still experiencing. As I write this we are planning to host our first virtual AGM due to the COVID-19 pandemic. So many new things to be considered in this climate. That being said, here are the 2019-2020 highlights:

#### **Relocation**:

Jan 2019 we relocated to 3665 Kingsway while our site at 2772 East Broadway is renovated and seismically upgraded; originally our move back to that site was scheduled for the spring/summer of 2020. The dates have now been adjusted and we hope to be back by the end of December 2020.

#### Infrastructure:

We moved to the Google Suite Cloud in Fall 2019 - this work greatly supported our ability to work from home once the pandemic hit in March. Our phone system was updated and replaced as well. We launched our Financial Systems project: With the support of our contracted partner Humanity Financial Management, WCCRC undertook a significant project to transform our Financial Services department internally. The project started in February 2020 and was mostly completed by the end of May this year. So much change, and so much to learn! We are very pleased with the results so far. Thanks to everyone who supported us throughout the project.





#### Provincial Projects 2019-20:

In the spring of 2019 WCCRC received funding from the Province of BC via the Early Learning and Care agreements with the Federal Government. The primary focus of this funding was to increase professional development opportunities for ECEs and other child care providers in BC and especially in rural and remote communities, and for Indigenous populations. Three projects were undertaken to achieve this expanded access. Peer Mentoring for ECEs in collaboration with Dr. Laura Doan and her team at TRU; bursaries for child care providers to facilitate access to conferences, workshops, and Communities of Practice; and, Administration and Management training for child care providers via a collaborative learning management system called the BC Early Years Hub (thanks to our partnership with ECEBC, BC Family Child Care Association, and Early Childhood Pedagogist Network). These projects were extended until March 2021 in order to build on and expand our resources and outcomes for this specialized work.

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# Report from the Executive Director (continued)

### Funder Update:

Ministry of Children and Family Development (MCFD), our largest funder, increased our funding contract for CCRR with One Time Only funds in 2019-20. The intention was for the MCFD contracts to be reapplied for by the host agencies in the Fall of 2019. The applications were completed and submitted, however by the end of the fiscal year, we were notified that the MCFD contracts would be extended to September 2020 and subsequently, the reapplication would be suspended and the One Time Only funding would continue for the following fiscal year. The City of Vancouver funding has remained constant and we have been able to take advantage of several project opportunities available through the City. WCCRC participates on the Joint Child Care Council and was an active member of the City Task Force for Temporary Child Care for Essential Service Workers in the spring of 2020.

#### **COA Accreditation:**

WCCRC has been proud to be accredited through the Council on Accreditation since 2007. This year we worked on our re-accreditation project which was originally due in February 2020. Given our relocation and significant staffing changes during the year, we extended our site visit to April 2020. Since the worldwide pandemic, we are now scheduled to have a "virtual" site visit in November 2020.





#### **Pandemic Response:**

We closed our offices for onsite service as of March 16 due to the pandemic following public health recommendations. Staff began working from home and policies and supports were quickly put into place. Our training and professional development offerings all went online at the same time. The learning curve was steep, but we were ready and able to deliver quality programs for ECEs and child care providers that contribute to the development of the field. We joined the City of Vancouver Emergency Response Task Force to work on Temporary Emergency Child Care for Essential Service Workers in Vancouver. Amazing supports and resources were provided to us by the City of Vancouver and their partners to ensure ESW parents got the services they needed. Additionally, we worked with MCFD and other CCRRs in BC to develop online intake for parents looking for child care during the pandemic.

Looking forward to working with you in the community throughout the coming year!

Sincerely,

Plus

Pam Preston Executive Director

### Thanks to Funders & Donors:

- Province of BC, Ministry of Child and Family Development
- City of Vancouver
- BC Gaming Commission
- Canadian Union of Postal Workers
- Lydia Albert Cerrano Fund via D.Albert and the Vancouver Foundation





# Thanks to the WCCRC staff 2019-2020:

Angel Li **Annette Matthew Cassidy Taylor Christine Fong Crystal Janes Dimpy D'Souza Dorothy Buckland Emily Corley Grace Pan Katy Machut Kirin Sandhu Maureen Feeney** Natasa Guzina Nora Meiia Pam Preston **Rosa Ng** Sandra Rivera Sandy Yip **Siranoush Moradmand Stephen Tsui** Vesna Krcmar

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