



**VANCOUVER SOCIETY  
OF CHILDREN'S CENTRES**

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# EMPOWERING CHILDREN AND FAMILIES

**Annual Report 2021**

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## CEO

**BERNICE SCHOLTEN**

## MESSAGE FROM THE BOARD CHAIR AND CEO

Much like last year, this year was both unprecedented and challenging for our employees, our members and our children and families. As COVID-19 advanced and restrictions tightened, our methods adapted and our priorities shifted but we never deviated from our mission to deliver the highest quality care for your children.

Understanding the implications to VSOCC of COVID-19 and the guidelines set out by government to help mitigate its spread was an ongoing exercise. Establishing optimal measures to protect our children, families and employees became a first and foremost priority. We are thankful to our families for demonstrating patience and support as we navigated this temporary new normal and we are grateful to all our employees for showing extraordinary resilience, courage and adaptability. It is worth highlighting that in this annual report we pay special tribute to our educators. We have recognized, and it was reinforced by many of you, that our educators rose to the challenge and despite the risks, demonstrated exemplary support for children, families and each other.

As we approach a new post-pandemic chapter, we can reflect back on a trying year and recognize how integral effectively managed high-quality child care has been to helping us reach this point. It has become acutely evident that child care is an essential service and that access to high quality, licensed child care is critical to our recovery and the economy in general. Furthermore, we know that high-quality child care improves outcomes for children and investments in child care improve outcomes for women and families today and also, for the next generation. A strong, high quality, affordable and accessible child care system levels the playing field for all workers, especially for women and those at the low end of the socioeconomic scale.

We are excited about the federal government's pledge to develop a Canadian-wide, affordable network of licensed child care centres. This announcement presents a watershed moment in the development of Canada's social infrastructure and by extension, its full economic potential. Furthermore, we are thrilled with the announcement of the Agreement between the Province of BC and the Government of Canada for substantial new funding for childcare. A \$3.2 billion commitment over 5 years by the federal government sets the stage for the implementation of a universal child care system. While it is too early to detail what activities will materialize from these announcements, we can say with confidence and excitement that VSOCC will continue to play an integral role throughout the transition process and beyond.

To our families, we thank you for your enduring patience, understanding and support as we continue to work through the implications of the pandemic on our programs. One of the most difficult aspects has been the absence of families in our programs. This pushed our agenda to evolve our communications but we assure you, we eagerly await the opportunity to welcome you back as soon as this public health restriction is lifted.

To our employees, thank you for your hard work during this challenging period. You have and continue to provide the best possible learning and care in a difficult environment and we are immensely grateful.

Sincerely,



Ian Archambault  
Chair, Board of Directors



Bernice Scholten  
CEO

## ABOUT VSOCC

The Vancouver Society of Children's Centres (VSOCC) has been serving families with young children since 1995. In partnership with many others, we have worked to create a vibrant community for families in the downtown peninsula of Vancouver. Today, VSOCC is the largest single-purpose organization providing non-profit child care in British Columbia.

### Our Mission

Work with government, business and community partners to develop and deliver quality services which help children and families thrive.

### Our Vision

Empowering children and families to reach their full potential and achieve life—long success.

### Our Values

#### Life-long Learning

Children are capable, competent, naturally inquisitive and learn best through play. We nurture children's natural desire to wonder and learn, and create safe learning environments that provide endless opportunities to explore, experiment, and meet their fullest potential. Educators are professional, qualified, reflective role models and co-constructors of learning who continuously challenge themselves to grow alongside children and families.

#### Diversity and Inclusion

We embrace diversity and create environments of acceptance, respect, understanding and inclusion. We commit to learn, understand and appreciate each person's unique attributes, abilities, and cultural history and ensure these are recognized and valued in our programs and work places.

#### Employee Well-being

We care deeply about our people and make every effort to bring out the best in each other. Teamwork, trust and employee well-being are vital to a positive workplace. We support and encourage each other when things are challenging or difficult. We are dedicated to professional and personal growth and invite opportunities to learn together.

#### Strong Partnerships

Trust is the foundation of every relationship and we are defined by the quality of our connections with children, families, government and community partners. Families are the first and primary teachers and caregivers who have the most important role in promoting their children's well-being, learning and development. We engage families and community partners in creating a feeling of connectivity, belonging and support.

## CENTRES

#### ATELIER CHILDREN'S CENTRE

396 - 825 Homer Street

#### BAYSHORE GARDENS CHILDREN'S CENTRE

200 - 581 Cardero Street

#### CHARLESON CHILDREN'S CENTRE

1378 Richards Street

#### DOROTHY LAM CHILDREN'S CENTRE

188 Drake Street

#### ELSIE ROY ELEMENTARY SCHOOL

150 Drake Street

#### INTERNATIONAL VILLAGE CHILDREN'S CENTRE

680 Abbott Street

#### CROSSTOWN ELEMENTARY SCHOOL

55 Expo Boulevard

#### THE JUNCTION CHILDREN'S CENTRE

1059 Main Street

#### LIBRARY SQUARE CHILDREN'S CENTRE

301 & 401 - 345 Robson Street

#### THE MARK CHILDREN'S CENTRE

100 - 1362 Seymour Street

#### PENDER STREET CHILDREN'S CENTRE

100 - 1140 West Pender Street

#### QUAYSIDE CHILDREN'S CENTRE

1011 Marinaside Crescent

#### SAPPHIRE CHILDREN'S CENTRE

1170 West Pender Street

#### SEA STAR CHILDREN'S CENTRE

1451 Homer Street

#### SHAW TOWER CHILDREN'S CENTRE

505 - 1067 West Cordova Street

#### WEST VILLAGE CHILDREN'S CENTRE

131 West 2nd Avenue



## HIGH QUALITY

**Defining and consistently delivering high quality early learning and care in a safe environment.** We will ensure all programs have consistent quality elements including program environment, emergent curriculum, role of the educator and family engagement.

In our continued commitment to the highest standard of quality and early learning opportunities, we created and shared with educators two curriculum modules at our April Professional Development Day; Program Environment and Emergent Curriculum.

To enable enhanced family communication and understanding of learning, we researched curriculum applications which allow programs to engage with families through technology on a regular basis and provides information related to development, curriculum and routines. Implementation is scheduled for Fall 2021.

Diversity & Inclusion: Continue to create awareness of the Affordable Child Care Benefit (ACCB) and work closely with Supported Child Development to support inclusion for children with additional needs.

VSOCC participated in the BC Early Childhood Pedagogy Network (ECPN) in efforts to mobilize transformative change in early childhood education. This network provides a forum to provoke, disrupt, and rethink pedagogical conditions through policy and practice.

Through gardening and harvesting of fruits and vegetables, children have increased opportunities for connection to the land, place and nature. All playgrounds have adequate children's gardening areas as well as equipment for outdoor planting curriculum activities.

Our food program revision project is now underway with the menu finalized and revised to reflect the updated Canadian Food Guide. Implementation is scheduled for August 2021.

Our Family Survey continues to be an important opportunity to gather feedback. Despite a challenging year, we were pleased to receive very positive feedback in several areas including:

- 98% strongly agree and agree that their opinions as a parent/guardian are respected and valued
- 96% strongly agree and agree that educators work with families to resolve any issues or concerns
- 98% strongly agree and agree that the program is dependable and reliable
- Overall, 98% are satisfied with their family's experience in the program

## GREAT PEOPLE

**Building a capable, aligned and engaged workforce.** We will work to advance recruitment, succession planning, onboarding, performance management, and training and development strategies.

With an ongoing focus on recruitment and employee engagement, VSOCC continues to be in a strong position with few vacancies and low turnover.

With a commitment to professional development, VSOCC is well-positioned to hire from within for most supervisor positions and educators with an interest in increased responsibilities have the opportunity for leadership positions.

With the introduction of the revised 'BC Early Learning Framework', all educators completed an 8-hour course which provided an introduction and overview to the revised framework.

Employee well-being is an important priority as we navigate a COVID-19 environment. Several mental and physical health resources were shared with employees and employee feedback informed key decisions. We were very pleased educators were granted priority for COVID-19 vaccines.

## ORGANIZATIONAL CAPACITY

**Enhancing and evolving organizational capacity.** We will build capacity in our existing systems and introduce new options to improve the effectiveness, efficiency and consistency of administrative functions.

VSOCC implemented and ensured rigorous understanding and adherence to BC Centre for Disease Control and public health guidelines related to COVID-19.

A full cybersecurity assessment was completed with recommendations being reviewed and implemented. A disaster recovery plan was also created and provides guidelines and steps in the event of a significant IT incident.

To facilitate more effective use of technology in programs, Wi-Fi networks have been improved and iPads and projectors purchased for all programs.

The VSOCC website was redesigned with updated information about VSOCC's programs and curriculum and is now mobile friendly. In conjunction with this launch we introduced an online waitlist application and job postings.

VSOCC continued its sustainability initiatives with improved sorting and managing of waste and recycling.

Procurement initiatives were directed to pandemic needs with a focus on consistent and clear documents, manuals, posters and signage at each program. VSOCC expanded our vendor options to source masks and COVID-19 specific cleaning products.

## GROWTH

**Leveraging and supporting the growing demand for childcare.** We will identify opportunities to grow and create additional childcare spaces.

We continue to collaborate and work closely with the City of Vancouver to monitor and explore the potential to increase the number of child care spaces through new developments.

VSOCC has been appointed to operate the child care facilities at the Pearson Dogwood development and the 1400 Alberni Street development and we continue to monitor progress.

With a strong and stable infrastructure and the recent significant federal and provincial governments commitment's to increasing the number of child care spaces, VSOCC is well-positioned to support growth.



## TRIBUTE TO OUR EDUCATORS

We are grateful to all our employees for showing extraordinary resilience, courage and adaptability during an unprecedented year. Our educators rose to the challenge and despite the risks, demonstrated exemplary support for their children, families and each other. Our Educators have and continue to provide the best possible learning and care and we are immensely grateful.



### ASHELY

**Ashely's** warm and caring demeanor shows in her everyday communication with the children. She treats the children as her equal with respectful caregiving. Ashely's passion in living a healthy and active life style is reflected in the program with dance movements, yoga and stretching exercises not to mention many conversations around the snack and lunch table about eating healthy.



### DARA

**Dara's** soft-spoken and kind nature has breathed excitement and collaboration into her program. Leading by example, her ability to connect with children and colleagues creates an inviting environment that fosters a sense of belonging. Her encouragement gives other educators the confidence and eagerness to implement the emergent play-based curriculum and reflects the thoughtfulness behind activities that respect children's interests and needs.



### HOMEIRA

**Homeira** loves nature and hikes every weekend, no matter the season. She often brings natural materials in the classroom and sparks children's curiosity and sense of wonder. Homeira also loves science and often sets up activities which encourages children to learn new concepts by trial and error. During the summer, you will often find her on the play-ground, surrounded by children, telling stories and inviting questions.



### JASNA

**Jasna** shows the utmost dedication to the field of Early Childhood Education. She keeps herself well educated in new practice, through numerous workshops and courses and shares her knowledge with her colleagues. Her heart is poured into her work and she values her relationships with children and families. She is always thinking of creative ways to include families in the children's learning to create a program that is inclusive of all.

## TRIBUTE TO OUR EDUCATORS



### JENNY

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**Jenny** loves physical activities. You will find her doing yoga with the children, having dance parties or just running around the playground. Jenny believes physical movement is a vital part of children's well-being and development and has made music and movement a part of the program's daily routine.



### MALA

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**Mala** is a gentle natured educator whose calm presence captures and engages children. She is quick to plan ahead which really helps support the children and her colleagues when there are busy days. Mala is kind and approachable which helps create a welcoming and warm learning environment.



### MARYAM

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When you enter **Maryam's** program you always feel welcomed and acknowledged, whether you are a child, co-worker or parent. She demonstrates the utmost respect for children as natural learners and is always accessible to their needs. She goes above and beyond to support her colleagues to ensure her program runs at its best.



### SANDY

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**Sandy** has a wonderful, positive, contagious and enthusiastic personality that resonates with the children and her colleagues from the start of her shift until she leaves. Her passion and pride is evident in the documentation she posts of children participating in activities. The constant energy she brings to her program is remarkable.



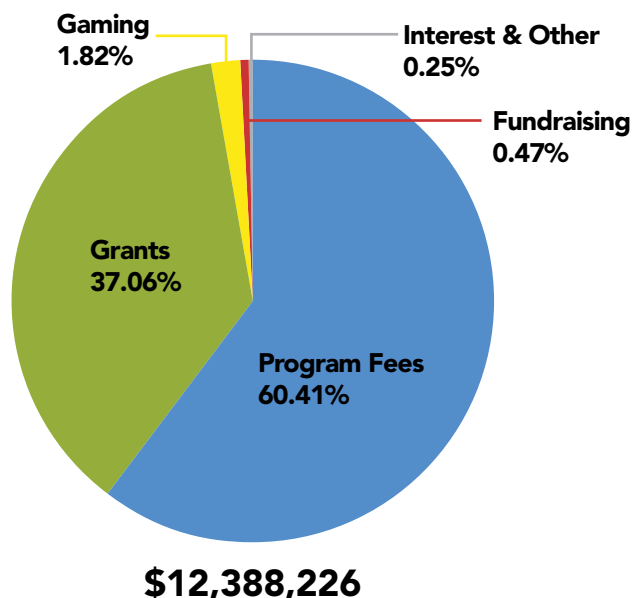
### SUNNY

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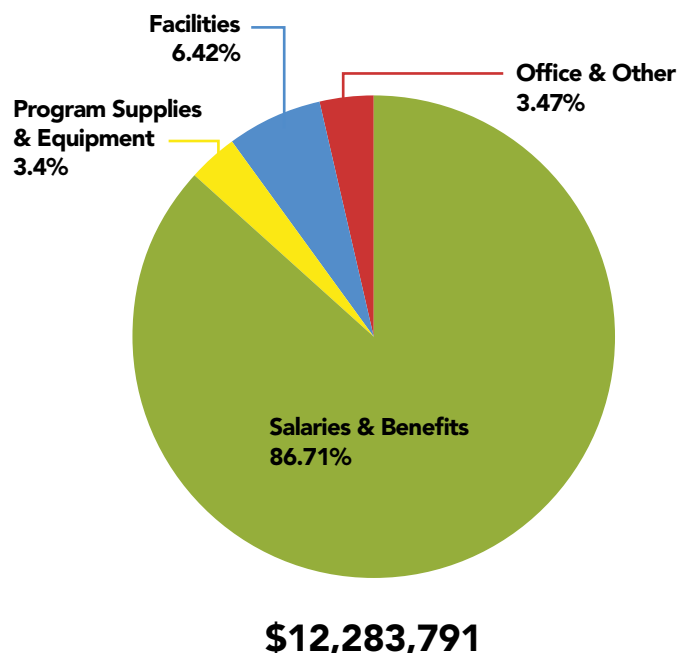
Authentic, caring, professional are just a few words that describe **Sunny** and the role she plays as an educator, mentor and team player. She makes learning an adventure for the children and her guidance and compassion allows children to be the best version of themselves.

## FINANCIAL OPERATIONS FOR THE YEAR ENDED MARCH 31, 2021

### REVENUE

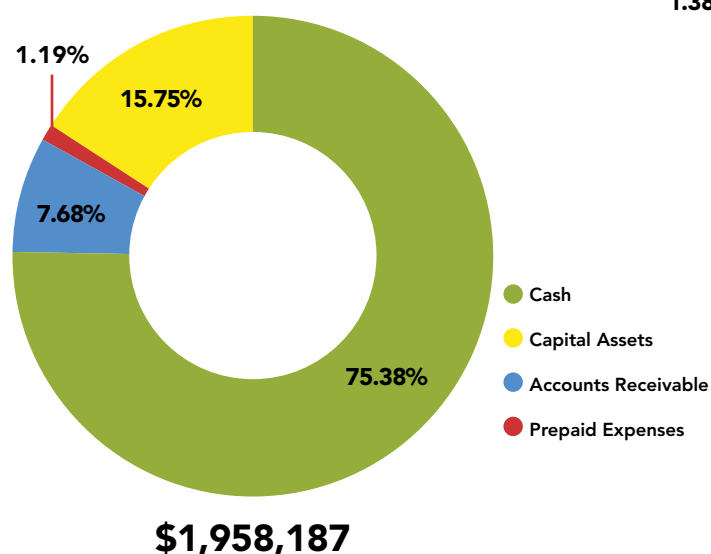


### EXPENSES

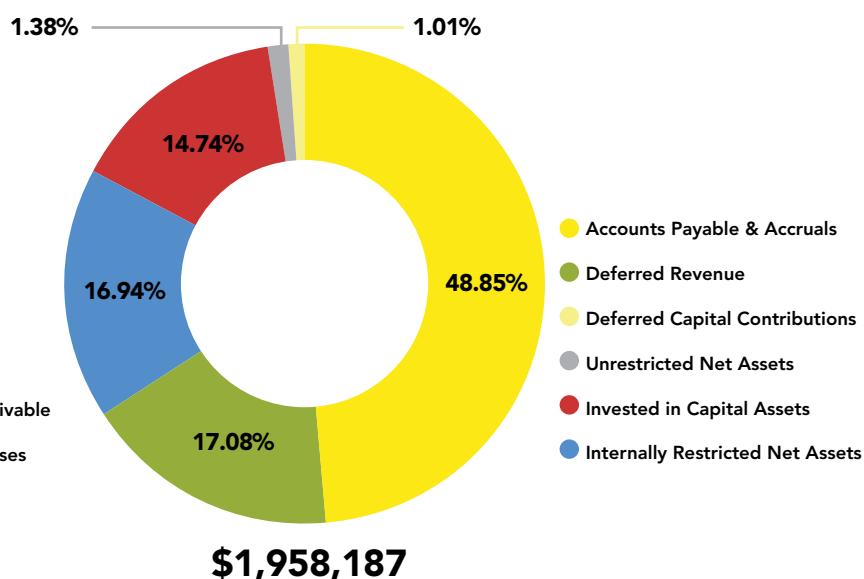


## FINANCIAL POSITION AT MARCH 31, 2021

### ASSETS



### LIABILITIES & NET ASSETS



VSOCC's audited financial statements were completed by BDO. A copy of the 2021 audited financial statements is available upon request.