



VANCOUVER SOCIETY OF CHILDREN'S CENTRES

Annual Report
2023 – 2024



**EMPOWERING CHILDREN AND FAMILIES
TO REACH THEIR FULL POTENTIAL**

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MESSAGE FROM THE BOARD CHAIR AND CEO

At the heart of childcare is the role of the Early Childhood Educator (ECE) and VSOCC educators continue to excel in providing high quality early learning and care. We acknowledge our outstanding Educators and are immensely proud and grateful for their unwavering commitment to our children and families and to their profession.

VSOCC remains focused on the recruitment, retention, training, and fair wages and benefits for educators. This year we renewed our collective agreement, and were pleased to support above average wages, employer paid health and welfare benefits, enhanced professional development and an increased contribution to the group RRSP plan. Despite a significant shortage of ECE's in BC, staff vacancies at VSOCC remain low and 95% of employees recommend VSOCC as a good place to work.

We remain steadfast in our commitment to quality learning in our programs and have increased our investment in the professional development of educators with a focus on understanding and integrating the principles of the revised BC Early Learning Framework. Through our partnership with the BC Early Childhood Pedagogy Network (ECPN), we have invited a pedagogist into our programs. The pedagogist participates directly in programs and supports the efforts of educators to engage with children and families in innovative ways and to introduce new ideas, theories, materials and opportunities.

We are very pleased to have all VSOCC centres participating in the \$10aDay Childcare BC plan and we continue to hear from families how this has fundamentally changed their lives. Access to \$10aDay spaces is even more important for low-income and vulnerable families, and we are working closely with public partners to identify these families in our community and prioritize access for them. While there is more work to be done to build a high quality, accessible and inclusive childcare system in BC, we are grateful for the progress to date and alongside our sector colleagues urge the province to continue its focus on a universal public childcare system where every parent has access to affordable high-quality childcare.

Currently, the number of childcare spaces falls well short of the need and families face very long wait lists for spaces. We press the provincial government to fulfil its commitment to develop and implement a capital plan to build high quality, publicly funded, community-owned facilities. VSOCC continues to pursue opportunities to increase the number of childcare spaces in the City of Vancouver and we are pleased to have been appointed by the City of Vancouver to operate several new childcare centres in the coming few years. In 2025, we will open new Centres at Coal Harbour Elementary School and Oakridge Civic Centre. We continue to invest in our organizational capacity, thereby ensuring we are well-positioned to respond to opportunities to increase the number of childcare spaces.

We thank our families for their ongoing support for VSOCC and for entrusting us with the learning and care of their children. These early years are an exceptionally important time to maximize the potential of every child and we understand and accept the challenge to empower children to reach their full potential.

We are proud of what we have accomplished this year and thank our employees, Board of Directors and our government and community partners for their support and commitment to our vision and purpose.

Sincerely,

Michelle Simpson
Chair, Board of Directors

Bernice Scholten
CEO

The Vancouver Society of Children's Centres (VSOCC) is a non-profit organization providing licensed childcare since 1995. In partnership with government, community and business partners we design, develop and operate childcare facilities in the City of Vancouver. VSOCC currently operates 33 licensed childcare programs offering 756 spaces in 15 locations. Licensed childcare programs include group care for children ages three months to kindergarten and school age programs.

Our Mission

We develop and deliver excellent quality, inclusive child care services in collaboration with government, community and business partners

Our Vision

Empowering children and families to reach their full potential

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

CROSTOWN 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

QUAYSIDE CHILDREN'S CENTRE

1011 Marinaside Crescent

SAPPHIRE CHILDREN'S CENTRE

1170 West Pender Street

SEA STAR CHILDREN'S CENTRE

1451 Homer Street

WATERFRONT CHILDREN'S CENTRE

505 - 1067 West Cordova Street

WEST VILLAGE CHILDREN'S CENTRE

131 West 2nd Avenue



STRATEGIC PRIORITIES

QUALITY CHILD CARE AND LEARNING

Deliver excellent, inclusive childcare and learning opportunities in a safe environment.

- Children and educators are active and responsive participants through co-constructed emergent curriculum
- Families are partners and active participants within the program
- Program environments are safe and serve as a key facilitator to inspire children's curiosity and deeper learning
- Children engage in a variety of opportunities to connect to the land, place and nature in VSOCC's playground landscapes and gardens
- VSOCC's Food Program is healthy, sustainable, and diverse and supports children to develop healthy eating habits and attitudes

EMPLOYEE CARE

Build and retain a healthy, capable and engaged workforce where employees are valued.

- VSOCC has a pool of qualified candidates who have the necessary skills, accreditation, knowledge and experience to meet current and future staffing needs
- High performing/high potential employees are identified and developed to assume leadership positions in the near, mid and long term
- Newly hired, transferred and promoted staff are valued, engaged contributors and well-integrated into their teams
- VSOCC employees are dedicated, enthusiastic contributors on their teams and committed to the organization. Employees are encouraged and supported to maintain their well-being.
- Employees have the knowledge and skills to confidently perform their responsibilities, comply with regulatory requirements and meet strategic objectives
- Working together, supervisors and employees plan, monitor and review performance

DIVERSITY, EQUITY AND INCLUSION

Increase capacity to deliver attainable, equitable, diverse and inclusive childcare spaces and workplace environments.

- VSOCC is reflective of the communities in which we operate. All families and employees feel included, valued and respected.
- VSOCC's inclusion policy guidelines respond to the diverse needs and abilities of children

ORGANIZATIONAL CAPACITY

Enhance and evolve organizational capacity to allow us to scale up and meet the demand for more childcare spaces.

- Technology systems are efficient and scalable
- VSOCC information technology structure is secure, efficient and effective in supporting all areas of the operation
- Data management, storage, and record keeping are secure and managed efficiently and effectively
- VSOCC staff and program structure support growth and align with \$10aDay requirements
- VSOCC's actions minimize impact on the environment and support sustainability
- VSOCC operates and maintains high quality facilities and assets for the long term

GROWTH

With partners, collaborate and support the creation and development of new childcare spaces.

- VSOCC has a strong relationship with the City of Vancouver, is aware of potential growth opportunities and influences the design and development of new childcare facilities in the City of Vancouver
- VSOCC supports the design, opening and operation of new quality childcare facilities

2023-2024 HIGHLIGHTS

QUALITY CHILD CARE AND LEARNING

Curriculum focused on exploration and training of the BC Early Learning Framework (ELF) and its key elements including Pedagogy of Listening, Critical Reflection, Collaborative Dialogue and Pedagogical Narration

- VSOCC's Director, Curriculum and Professional Practice and a Pedagogist from the Early Childhood Pedagogy Network (ECPN) collaborate with educators to introduce new ideas, theories, materials and opportunities
- Hosted two professional development days and our second annual curriculum planning day where educators reviewed and reflected on their approach to curriculum and the identification and pursuit of children's interests
- Numerous upgrades and repairs to our natural outdoor playgrounds and structures and garden revitalization projects were completed

98% of families feel their opinions and beliefs are respected and valued

98% of families agree that educators work with them to resolve any problems or concerns

Overall, 99% of families are satisfied with their family's experience at VSOCC

EMPLOYEE CARE

- Renewed a three-year collective agreement with above average wages, employer paid health benefits, enhanced professional development and increased contribution to group RRSP plan
- Retention and recruitment remain the highest priority, experiencing very few vacancies and low turnover
- Identified a scheduling application to support management of our on-call employees
- Strong succession and training planning identifies high performing employees for leadership positions

95% recommend VSOCC as a good place to work

89% are pleased with opportunities for professional development

96% are satisfied with their employment at VSOCC

DIVERSITY, EQUITY AND INCLUSION

- Hosted learning sessions related to cultural safety and land-based learning. This included reflection and discussion on decolonizing early years programs.
- With Vancouver Public Health, identify and prioritize low income and vulnerable families for access to childcare spaces
- Invited and encouraged families to share their unique celebrations and traditions in programs
- With partner organizations, advocate for the support and care required for children with additional needs
- 99% of families believe educators demonstrate that they value diversity and inclusion

ORGANIZATIONAL CAPACITY

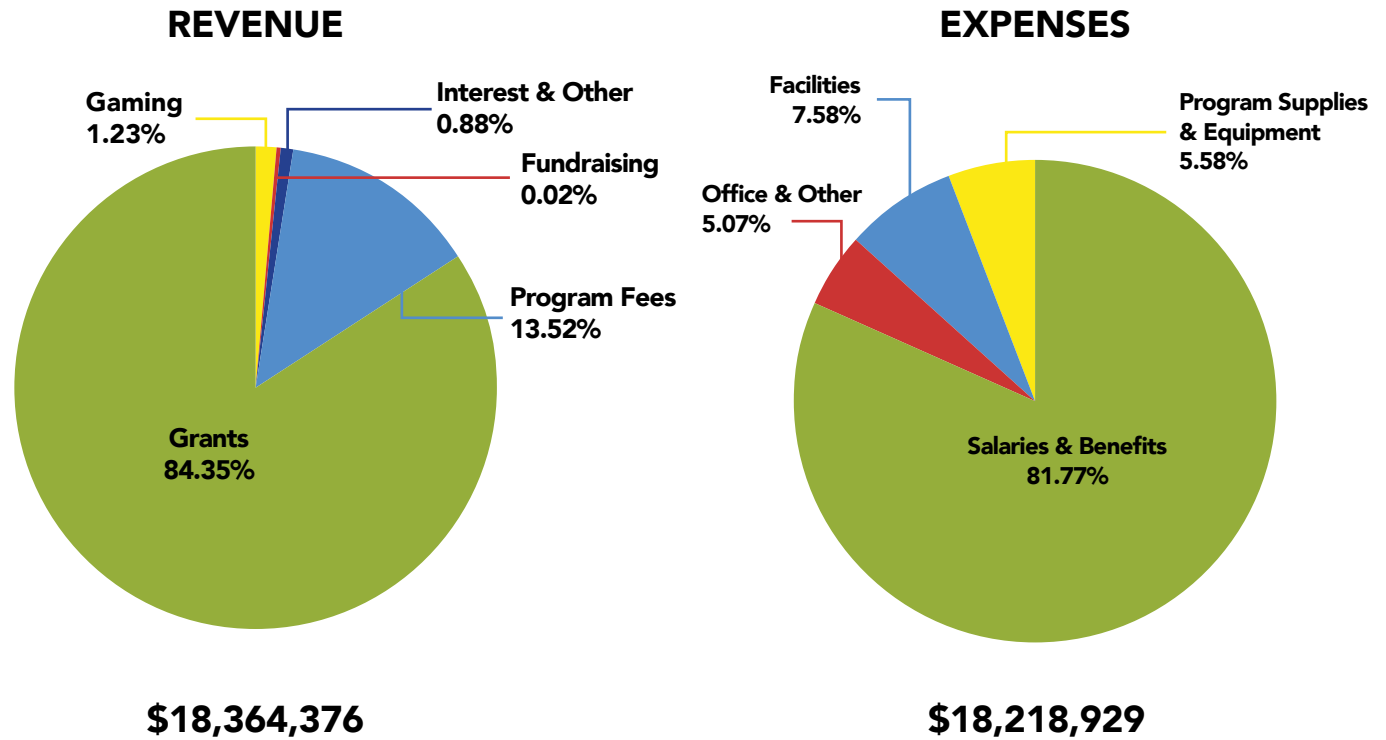
- Completed a significant enhancement to our database with improvements to waitlist and enrolment processes
- Transition to Office 365 and review of cybersecurity and protection of systems and data was completed
- Introduced software solution to more efficiently manage maintenance tasks for our 15 locations
- Comprehensive review of the food program and the development of an independent Food Service Department

GROWTH

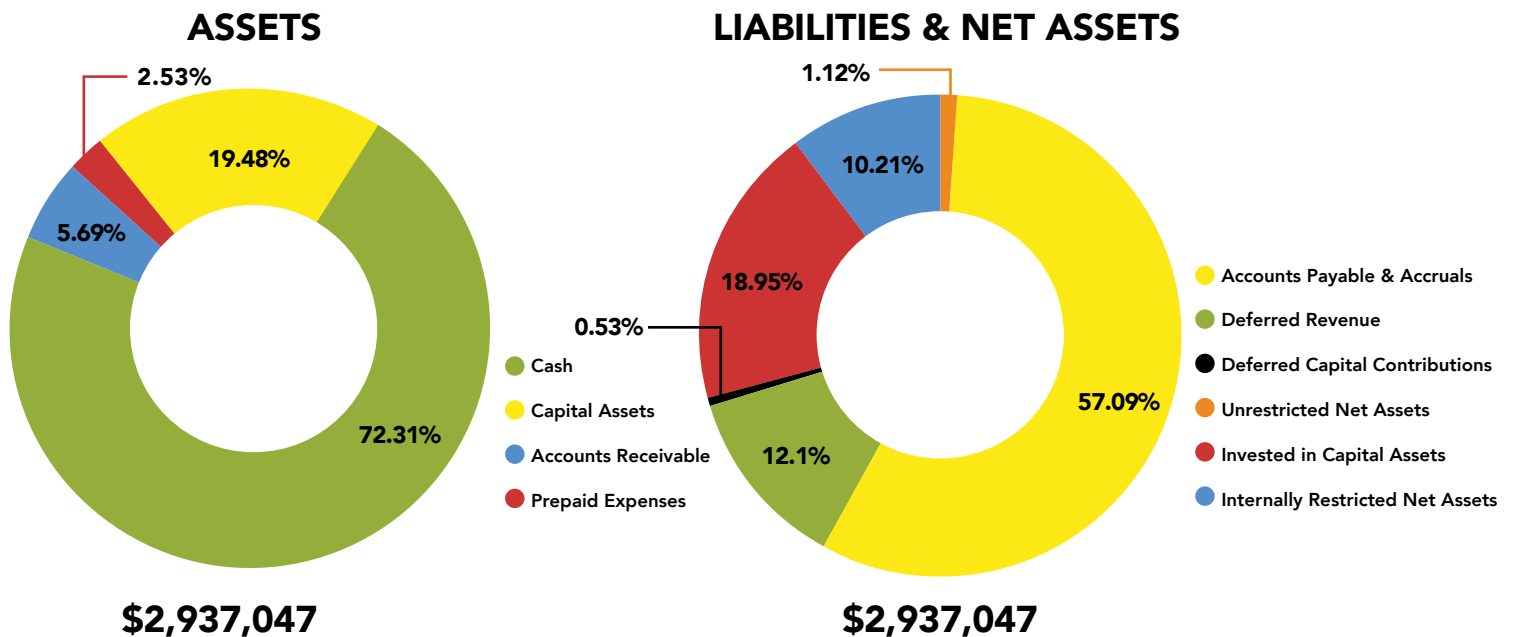
Appointed to operate childcare facilities at the following locations:

- Coal Harbour – 480 Broughton Street (69 spaces)
- Marpole Community Centre – 7575 Fremlin Street (74 spaces)
- Oakridge Civic Centre – 650 West 41st Avenue (69 spaces)
- 1444 Alberni Street (56 spaces)
- Pearson Dogwood – Cambie & 57th Avenue (69 spaces)

FINANCIAL OPERATIONS FOR THE YEAR ENDED MARCH 31, 2024



FINANCIAL POSITION AT MARCH 31, 2024



VSOCC's audited financial statements were completed by BDO. A copy of the 2024 audited financial statements is available upon request.