

Child Care in BC

Results from the 2019/20 Public Survey

PREPARED FOR THE MINISTRY OF CHILDREN
AND FAMILY DEVELOPMENT
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AUTHOR

Julie Hawkins

CONTACT

BC Stats: Julie.Hawkins@gov.bc.ca

MCF: XX

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1. Executive Summary

The **Child Care in B.C. Public Survey** was answered by over 6,500 people, 88% of whom identified as a parent / grandparent / guardian.¹

Most respondents were female (86%), between age 30 – 39 (59%), had 1 or 2 children aged 0-12 (82%), held an Associate or Bachelor's degree (45%), had a total annual household income of \$111,000 or more before taxes (49%), held a job in health care & social assistance (22%) or educational jobs (17%) or other white collar jobs (26%), lived in the Lower Mainland – Southwest Development Region (49%).

A few respondents self-identified as a visible minority (17%), a single parent or guardian (15%), living in a rural area (11%), a newcomer to Canada within the last five years (5%), Indigenous (5%), a person with disabilities (2%), and/or LGBTQ2S+ (2%).

See Respondent Snapshot on page 6 and/or Appendix A: Demographic Groups.

Childcare BC Program is not widely known

Awareness of government's commitment to improve child care (score of 51²) and familiarity with the changes made over the past two years (scores ranged from 15 to 52 overall) are generally low.

Child care information is difficult to find

A third or more of respondents found it very difficult to find child care information such as whether a child care facility was licensed, hours, reports on health and safety of a facility, availability, added services, staff training, inclusive child care, Indigenous child care programming, provision of service in languages other than English, and waitlist information.

Word of mouth was the most common way to find such information, followed by social media. The two pieces of information most commonly looked for were availability of child care in the community and costs.

¹ Respondents who identified as a parent/grandparent/guardian were asked all survey questions, those who identified as a future parent were asked most questions, and those who identified as a childcare provider, a sector organization, or "other" were asked just a few awareness and familiarity questions and then exited from the survey.

² Responses to most survey questions were converted to a score out of 100, where scores closer to 100 are preferred. See Appendix B: Interpreting Results for more details.

Everything is important when choosing child care...

Most people (67%) reported using **licensed** child care; they were asked the importance of eight factors when choosing their child care. Most factors scored between 80 and 90: regular monitoring for health and safety, environment/facility/equipment, staff qualifications, child/staff ratio, type of program offered, and infant toddler staff training. Lower importance was attributed to support for children needing extra supports (score of 65) or culturally inclusive services (score of 58).

...and child care is required frequently and at all times of the day and night ...

Over half (56%) of parent/grandparent/guardian respondents required 5 days of child care per week and another third (29%) needed care 1 to 4 days per week. Of those needing child care, 50% or more reported requiring care between 7:00 AM and 6:00PM. However, other less standard³ times and situations were also needed, and often for 3 – 6 days per week: early morning, 6:00 AM to 7:00 AM, and shift coverage care was needed 5-6 days per week by half or more of these users.

... but child care is very difficult to access.

Many respondents commented that child care was not available in their community, waitlists were very long (and costly), or that when they finally got a space, it was not of a quality they would accept if they had a choice.

In terms of ease of accessing child care during the times and situations needed (0 = “very difficult” to 100 = “very easy”), scores ranged from 7 (accessing overnight care) to 55 (accessing care from 8:30 AM to 3:00 PM). The more commonly used times had somewhat higher levels of ease, while the less standard times and situations outside of regular business hours were more difficult to access.

When formal child care options were not available outside of standard business hours/days, over half addressed their child care needs by missing work or school (57%), using unpaid private care (54%), and/or reducing their work or school schedule (53%), while 37% used paid private care. Few reported being satisfied with how they address their child care needs in these situations (score of 44).

³ For reporting purposes, “less standard” times and situations include early mornings, 6:00 AM to 7:00 AM, evenings, overnights, weekends, and shift coverage; i.e., not 7:00 AM to 6:00 PM.

Thus, the effect of the changes has been limited for most

The recent child care changes had a limited effect on 55% of families overall (score of 61). Specifically, 48% benefitted from none of the changes, while 46% benefitted from a reduction of child care costs, and fewer than 10% reported benefitting from any of the other changes.

Child care providers' skills, knowledge and attributes are important, but could use work

Respondents placed high importance on various skills, knowledge and attributes when considering a child care provider—most scores were over 90 out of 100—but their satisfaction was lower when reflecting on their current child care provider—scores ranged from a high of 84 to a low of 65.

Safety aspects such as a healthy environment and first aid response scored highest in satisfaction (83 and 84); child-related aspects associated with understanding children's development and growth, developmentally appropriate programs, and dietary practice scored from 77 to 80; program-related aspects comprised of effective communication, adaptation for children needing extra support, and cultural knowledge satisfaction scored from 72 to 74; finally, understanding of Indigenous cultures and history scored the lowest in satisfaction (65).

Every situation is unique

Results were analyzed by many demographic groups, and in many instances, there were differences amongst these groups. Some of these differences have been highlighted throughout this report.

See the companion Excel tables for detailed results.

2. Introduction

As part of the ongoing efforts to ensure Childcare BC is meeting the needs of families, the Ministry of Children and Family Development (MCF) conducted the **Child Care in B.C. Public Survey**.

2.1. Background

The **Child Care in B.C. Public Survey** asked about people's familiarity and experience with existing Childcare BC programs, how they find out about and secure child care, and their opinions on issues that may inform future programs and services.

This survey asked about early learning and child care arrangements. Early learning and child care arrangements is defined as any formal care for children up to the age of 12 years old by someone other than the parent or guardian. This could include care in child care facilities, in-home care by a relative or non-relative as well as out of school child care, but does not include occasional babysitting for recreational or social events or kindergarten.

2.2. Methodology

The online survey was available between November 20, 2019 and January 17, 2020. The survey link was posted on **various websites** and communicated by **XXX**. Of the 9,380 people who started the survey, 69% (n = 6,512) completed the survey.

The first question asked what role best described how the respondent was completing the survey, as a Parent / grandparent / guardian; Future parent; Childcare provider; Sector organization; or, Other. Those who indicated either **Parent / grandparent / guardian** or **Future parent** were asked all remaining survey questions⁴. The few who indicated Childcare provider, Sector organization, or Other were asked only about their awareness of government's commitment to improve the child care system in BC, their familiarity with various changes over the last two years, and to share any comments they may have regarding their child care experience.

⁴ Respondents who indicated **Future parent** as their role were not asked about how many children they have, nor the age of the child they were thinking of as they completed the survey.

All survey questions were optional, and multiple questions were dependent on responses to one or more previous questions, resulting in smaller response sizes.

Overall, the survey touched on seven main topics:

- Role of respondent, how many children under the age of 5 they have, how many children between the ages of 5 and 12 they have, and the age of the child they were thinking while completing the survey
- Existing child care system: awareness of government's commitment, familiarity with changes, benefits and effect of changes
- Information about child care: resources, type of information, and ease of finding information
- Training system for early childhood educators: importance of, and satisfaction with, various skills, knowledge and attributes of child care professionals
- Child care facilities: licensed and unlicensed, prototype sites, and importance of various factors when choosing child care
- Child care arrangements: before/after school care, days and times, alternate arrangements
- Demographic information such as employment sector, age, gender, household income, education, etc.

Respondents were asked to not include any personally identifiable information about themselves or others in their responses.






























2.3. Research Questions

This report focuses on five research questions:

1. Childcare BC Program
2. Locating & Securing Child Care
3. Impact on Parents
4. Extended/Flexible Hours
5. Satisfaction with Skills of Child Care Provider













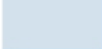







Please see the companion Excel tables for detailed results.

2.4. Respondent Snapshot

Respondents:	6,512		See also Appendix A: Demographic Counts.		
Role*			Age of Child**		
Parent / grandparent / guardian	88%		Child aged 0 – 2	26%	
Future parent	1%		Child aged 3 – 4	32%	
Childcare provider	9%		Child aged 5 - 12	42%	
Sector organization	1%		Occupation		
Other	1%		Health care & social assistance	22%	
Number of Children**			Educational services	17%	
No children aged 0-12	4%		White collar jobs	26%	
1 child	37%		Blue collar jobs	13%	
2 children	45%		Customer service	8%	
3 or more children	15%		Other	14%	---
Gender			Household Income		
Female Gender	86%		Less than \$45,000	12%	\$
Gender Diverse	0.5%		\$45,000 to \$110,999	40%	\$\$
Male Gender	13%		\$111,000 or more	49%	\$\$\$
Age			Education		
Under 30 years	5%		High School or less	7%	
30 – 39 years	59%		Some college, no degree	23%	
40 – 49 years	32%		Associate or Bachelor's degree	45%	
50 years or over	5%		Professional, Master's or Doctorate degree	26%	

* Role was asked of all respondents. Only **Parent / grandparent / guardian** and **Future parent** respondents were asked demographic questions.

** Only **Parent / grandparent / guardian** respondents were asked to provide this information.

Other Characteristics			Identify as ...		
Single parent or guardian	15%		Visible Minority	17%	
Rural	11%		Newcome to Canada (< 5 years)	5%	
Multi (any respondent with one or more of the following characteristics: Visible Minority, Newcomer to Canada, Person with Disabilities, LGBTQ2S+, and/or Gender Diverse)	22%		Indigenous	5%	
			Persons with disabilities	2%	
			LGBTQ2S+	2%	
Development Region			Regional District***		
Lower Mainland - Southwest	49%		Metro Vancouver RD	45%	
Vancouver Island - Coast	22%		Capital RD	13%	
Thompson-Okanagan	19%		Thompson-Nicola RD	9%	
Kootenay	6%		Cowichan Valley RD	2%	
Nechako/North Coast/Northeast	2%		Nanaimo RD	2%	
Cariboo	2%		Fraser-Fort George RD	1%	

*** Six Regional Districts are highlighted throughout this report, due to the concentrated number of respondents: Thompson-Nicola RD respondents (all but 4) are in Kamloops; Fraser-Fort George RD respondents are all in Prince George.



3. Childcare BC Program

What is the level of awareness among parents regarding child care changes introduced in the past two years? On what aspects of Childcare BC are parents most and least informed about?

This section focuses on parents' familiarity with Childcare BC programs and investments. Highlighted demographic groups include Gender, Indigeneity and identity as a Visible Minority, a Newcomer to Canada, LGBTQ2S+, a Person with Disabilities. See the companion Excel tables for detailed results (Sec2, Scores) and Appendix B: Interpreting Results.

3.1. Awareness & Familiarity with Changes

Overall, 61% of respondents were somewhat aware of the current government's commitment to improve the child care system in BC (score of 51 out of 100).⁵

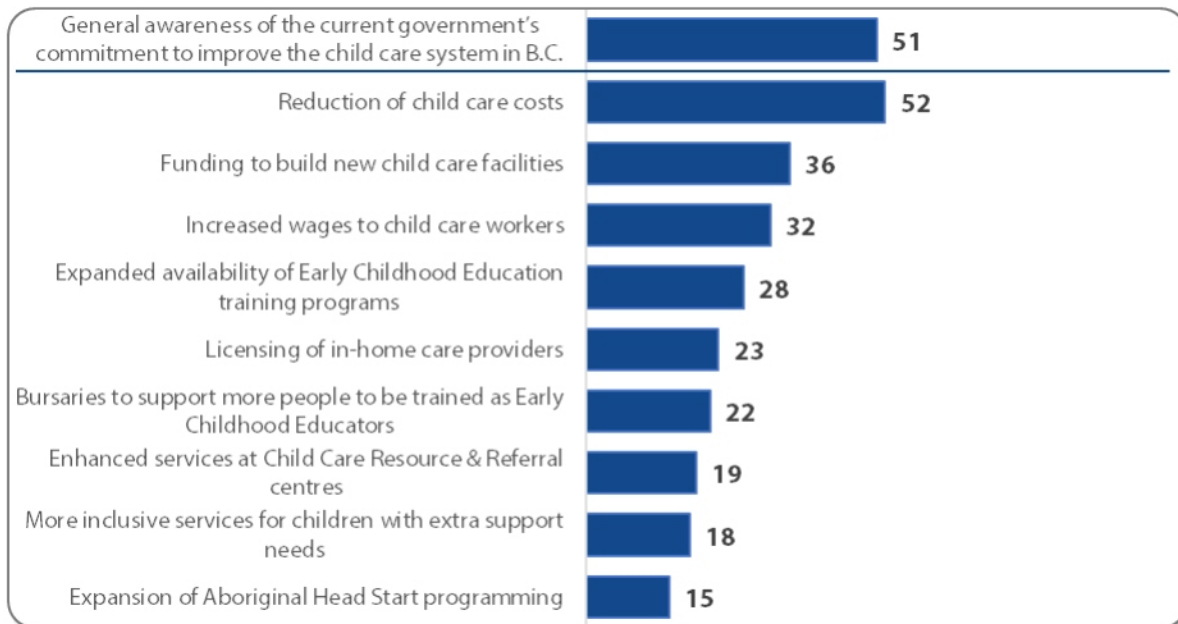
Familiarity with changes made over the last two years was **highest** for reduction of child care costs (score of 52), followed by funding to build new child care facilities (36) and increased wages to child care workers (32). Familiarity was **lowest** with expansion of Aboriginal Head Start programming (15), inclusive services for children with extra support needs (18), and enhanced services at Child Care Resource & Referral centres (19). See Figure 1.

Familiarity with
child care changes
was low (most
scores <40).

The low scores are due to the fact that 50% or more of respondents were "not at all familiar" with most of the child care changes made over the last two years.

⁵ Scores are often used in this report to easily compare across questions and/or demographic groups; scores closer to 100 are preferred. For example, percentages of awareness were converted to a score out of 100 with 0 equivalent to "not at all aware" and 100 to "very aware". Similarly, familiarity scores can range from 0 ("not at all familiar" to 100 ("very familiar").

FIGURE 1. AWARENESS & FAMILIARITY OF RECENT CHILD CARE CHANGES



Of those respondents who indicated that they had a child in child care, 10% reported that their child was enrolled in one of the 53 prototype sites in the province; 47% did not, and 43% did not know.

3.2. Demographic Highlights

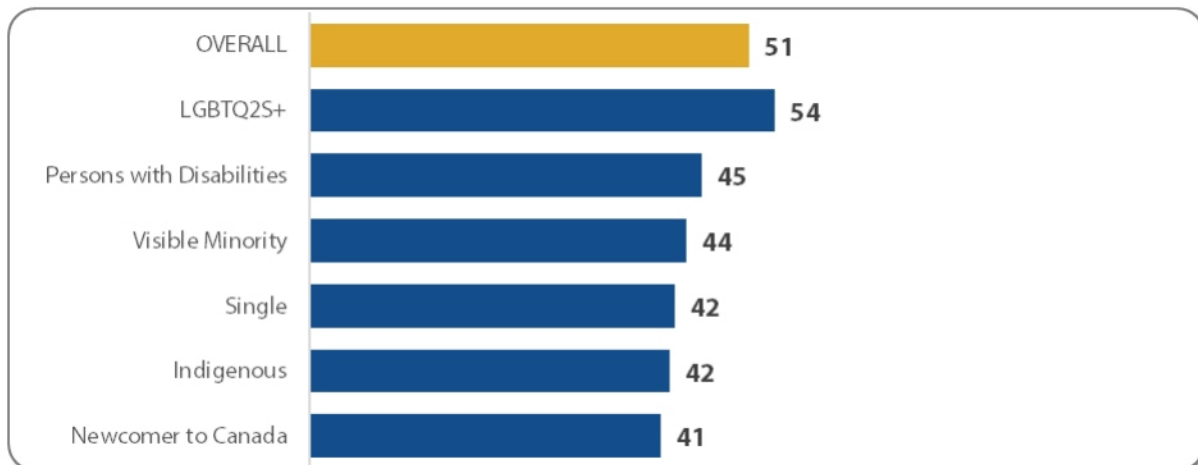
Most of the demographics of consideration in this section (i.e., Gender⁶, Indigeneity and those who identified as a Visible Minority, a Newcomer to Canada, LGBTQ2S+, a Person with Disabilities) did **not** show a meaningful difference from their counterpart (e.g., non-Indigenous, non-Visible Minority, etc.) regarding awareness or familiarity with changes.

There was a lower **awareness** of 5 or more points by respondents who are a **Newcomer to Canada, Single, Indigenous, and/or Visible Minority** compared with their counterparts⁷ (see Figure 2).

⁶ Caution is advised when interpreting results by Gender as the majority of respondents (86%) identified as Female Gender; only 29 respondents (0.5%) identified as Gender Diverse, and 13% identified as Male Gender. Those in the Gender Diverse group had no significant differences from Female Gender, and only a single difference from Male Gender (higher familiarity with expansion of Aboriginal Head Start programming).

⁷ Counterpart groups (e.g., non-Newcomer, non-Single, non-Indigenous, etc.) had awareness scores of 48 or 49.

FIGURE 2: AWARENESS OF GOVERNMENT'S COMMITMENT, BY SELECT DEMOGRAPHICS



When considering the above-noted demographic groups, familiarity with changes to the child care system was similar, albeit slightly lower, in most instances. Exceptions include a higher **familiarity** of the expansion of Aboriginal Head Start programming (score of 24 versus 11 non-Indigenous) and enhanced services at Child Care Resource & Referral centres (19 versus 15) by **Indigenous** respondents, and generally similar or slightly higher familiarity by **LGBTQ2S+** respondents.

Higher proportions of respondents who were a **Newcomer** to Canada (61% versus 42% non-Newcomers), **Single** (50% versus 41% non-Single), and/or a Visible Minority (49% versus 41% non-Visible Minority) **did not know** if their child was enrolled in one of the prototype child care sites.

4. Locating & Securing Child Care

How difficult or easy is it for parents to find child care information? What is the most popular search method that parents use to look for child care information? Over the last two years, what is the most common type of child care information that parents looked for? What are the most important characteristics that parents look for in choosing child care? Do demographics/culture influence parents' experience of accessing child care information and child care spaces? If so, why? What changes to Childcare BC communications, if any, would enhance parent experience?

This section focuses on how parents find out about and secure child care. Highlighted demographic groups include Indigeneity, Newcomers to Canada, Occupation, Development Regions and six Regional Districts. See the companion Excel tables for detailed results (Sec3 (Q10-Q12), Sec5 (Q20-Q22), Sec6 (Q24), Scores) and Appendix B: Interpreting Results.

4.1. Child Care Information

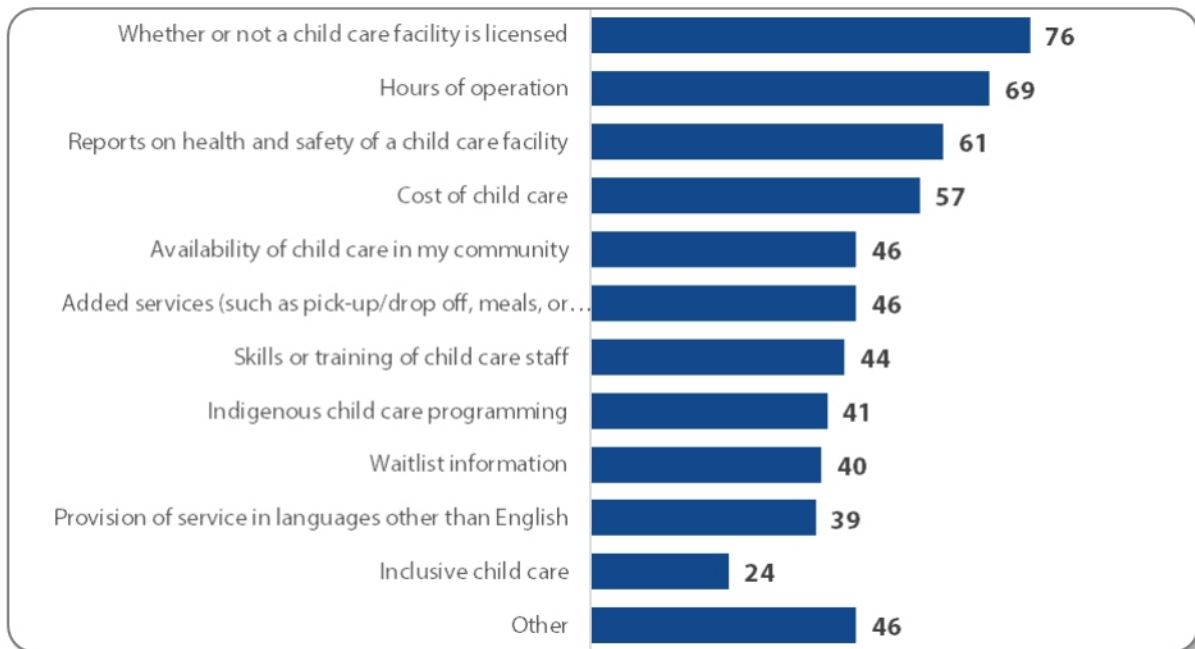
Overall, a third or more of respondents found it very difficult to find specific child care information (most scores were less than 50 out of 100). See Figure 3.

The **easiest** types of information to find were whether or not a child care facility was licensed (60% reported it “not at all difficult to find”, score 76), hours of operation (51%, score 69), and reports on health and safety of a child care facility (42%, score 61).

The **most difficult** information to find was about inclusive child care (57% reported this “very difficult to find”, score 24), Indigenous child care programming (41%, score 41), provision of service in languages other than English (40%, score 39), and waitlist information (39%, score 40).

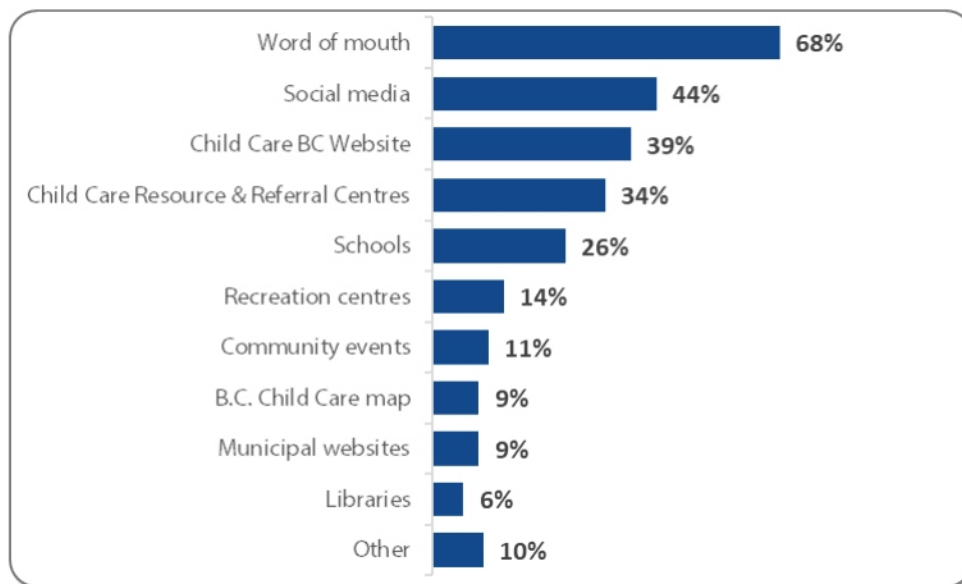
Most child care information is not easy to find, especially less generic information.

FIGURE 3. DIFFICULTY/EASE OF FINDING CHILD CARE INFORMATION



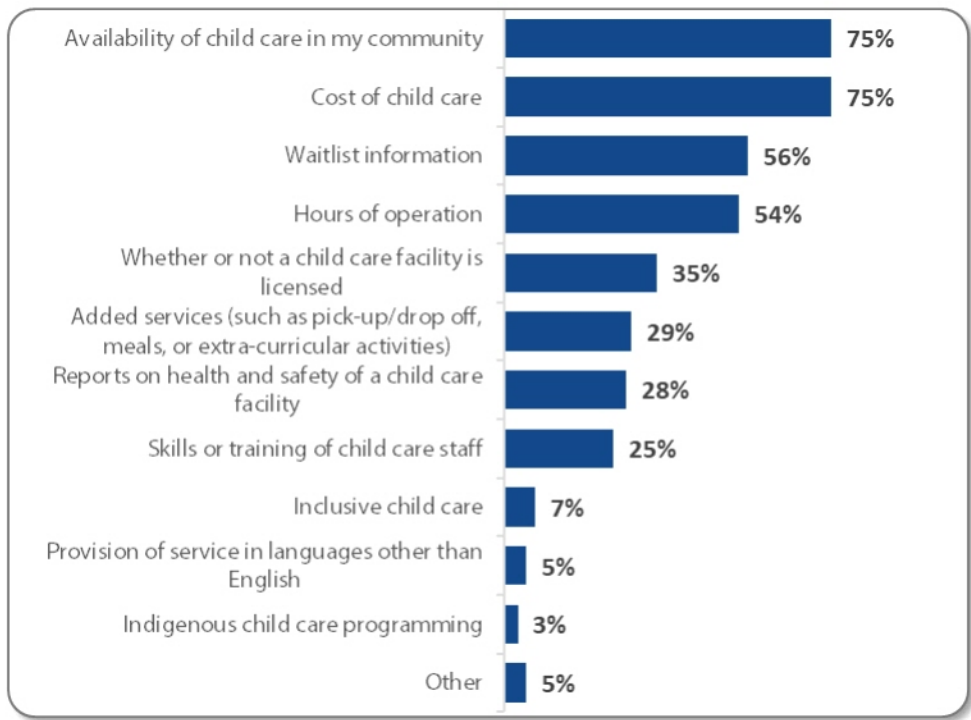
On average, respondents used **3 sources** to find BC child care information, with word of mouth the most common (68%), followed by social media (44%).

FIGURE 4. SOURCES TO FIND CHILD CARE INFORMATION



The two types of child care **information** respondents looked for over the last two years were **availability of child care in their community** (75%) and **cost of child care** (75%).

FIGURE 5. TYPES OF CHILD CARE INFORMATION



4.2. Choosing Child Care

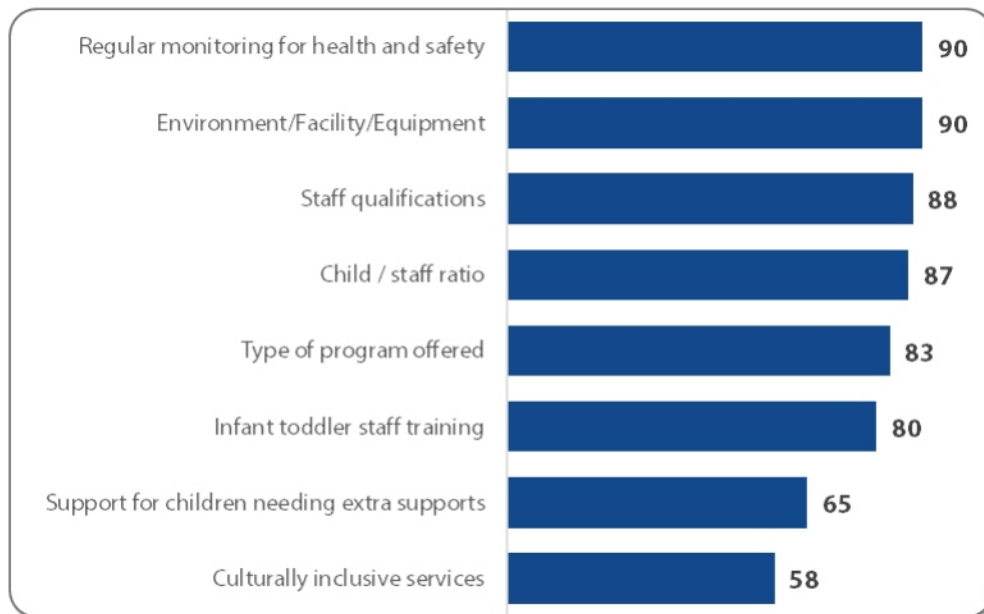
Parent/grandparent/guardian respondents were asked if their child was enrolled in a licensed child care (if using child care). Of those using **licensed** child care (67%), 63% reported that it was very important that the facility be licensed when they selected their child care (score of 81). Comparatively, of the few using **unlicensed** child care (8%), only 16% reported that it was very important that the facility was **unlicensed** when choosing a child care facility; 52% said it was not important (score of 30).

Those using licensed child care were asked about the **importance** of eight factors when choosing their child care. Most factors scored between 80 and 90, with regular monitoring for health and safety (71% very important), and environment/facility/equipment (68% very important), topping the list. Lower importance was

Of those using child care, two-thirds of parent/grandparent/guardian respondents are using *licensed* care. Those using licensed child care considered licensing more important than those using unlicensed care.

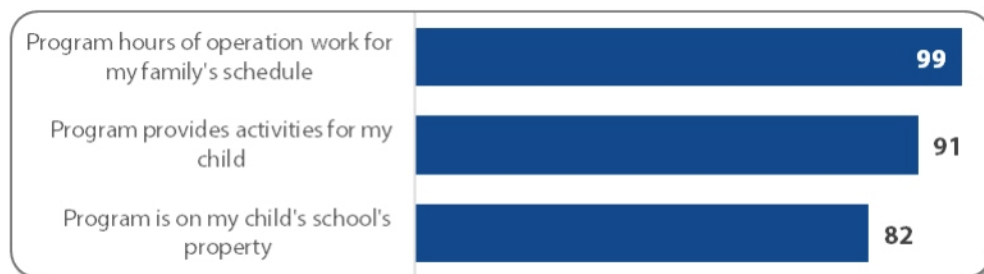
attributed to support for children needing extra supports (36% very important) or culturally inclusive services (25% very important).

FIGURE 6. IMPORTANCE OF CHILD CARE FACTORS



Of the 41% of Parent/grandparent/guardian respondents whose child is **attending before/after school care at their school**, it was very important for 95% that the program hours of operation work with their family's schedule (score of 99). Newcomer respondents were more likely to indicate importance that the program is on their child's school's property (score of 94).

FIGURE 7. IMPORTANCE OF BEFORE/AFTER SCHOOL CARE FACTORS



What changes to Childcare BC communications, if any, would enhance parent experience?

4.3. Demographic Highlights

Most of the results by Indigenous or Newcomer respondents in this section did **not** show a meaningful difference from the overall result (i.e., scores were within ± 10 points). Generally, results by Indigenous or Newcomer respondents were similar or slightly lower; therefore, only larger differences by these respondents are mentioned in this section. Results are also analyzed by Occupation, Development Regions (DRs) and six Regional Districts (RDs).

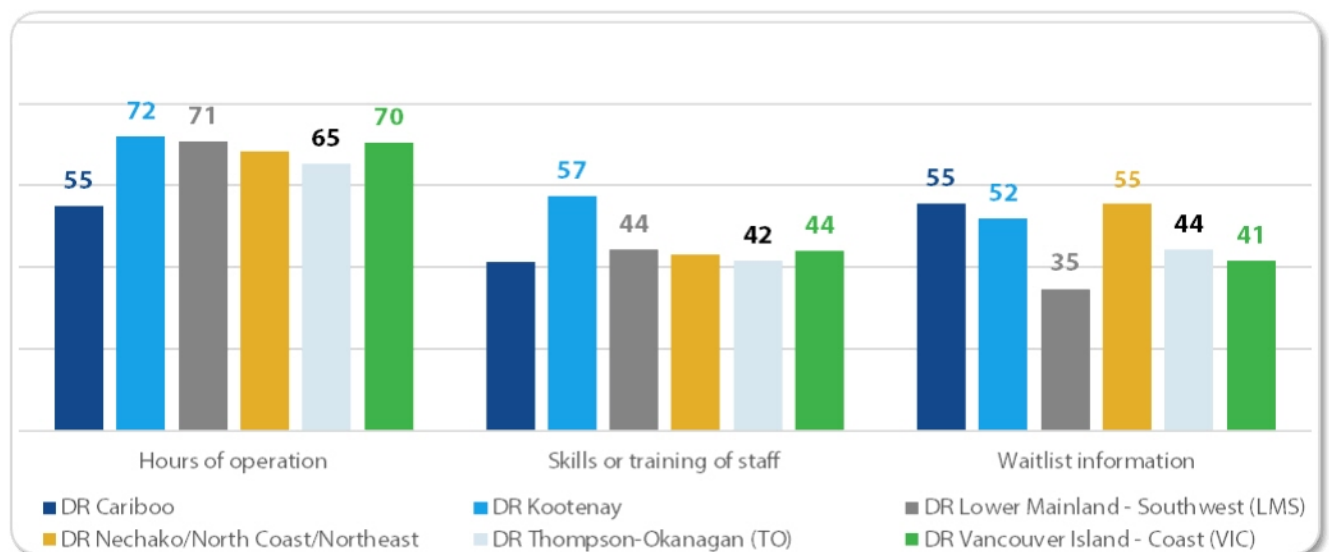
4.3.1. Difficulty/Ease in Finding Information

There were few score differences in ease of finding information because the question was only asked of those who looked for the information, meaning much fewer respondents provided a score. There were no striking differences by occupation.

Ease of finding information about added services was **lower** for both **Indigenous** and **Newcomer** respondents (both had a score of 37 compared with a score of 47 for both non-Indigenous and non-Newcomer respondents).

Figure 8 shows a few differences by **DRs**. Respondents in the Cariboo DR provided a lower score for **hours of operation** information (compared to those in the Kootenay, LMS and VIC DRs) while those in the Thompson-Okanagan DR had a lower score than those in the LMS DR. Respondents in the Kootenay DR provided a higher score for **staff skills and training** (compared with those in the LMS, TO, and VIC DRs). Those in the Lower Mainland – Southwest DR gave a lower score for **waitlist information** compared with elsewhere, as did the Vancouver Island – Coast DR compared with the Cariboo and Kootenay DRs.

FIGURE 8. DIFFICULTY/EASE OF FINDING SELECT CHILD CARE INFORMATION, BY 'DR' DEMOGRAPHIC*



* DR scores not denoted were not different from any other group.

There were minimal differences by **RDs**. Respondents in the Thompson-Nicola RD rated **facility health and safety reports** (49) more difficult to find than did those in the Metro Vancouver RD (65), but gave a higher score about **waitlist information** (43 versus 34 in Metro Vancouver RD). Those in the Fraser-Fort George RD also had a higher score for finding waitlist information (53), compared with those in Metro Vancouver RD.

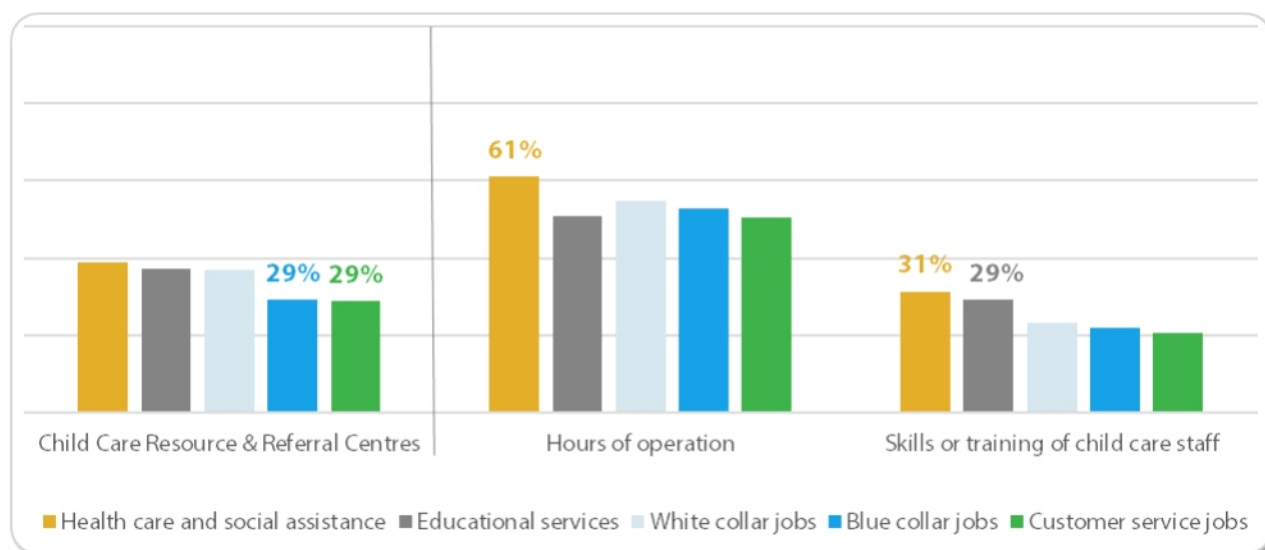
4.3.2. Sources & Types of Child Care Information

To find BC child care information, a higher proportion of **Newcomer** respondents used **word of mouth** (49% versus 69% non-Newcomer respondents) but fewer used the **Child Care BC website** (51% versus 38%).

A much higher proportion of **Indigenous** respondents (30% versus 1% non-Indigenous) sought information about **Indigenous child care programming**, while a higher proportion of **Newcomer** respondents (15% versus 5% non-Newcomers) looked for **provision of non-English services**.

Some sources and types of child care information differed by **occupation**. Lower proportions of respondents in **Blue collar** or **Customer service** jobs used **Child Care Resource & Referral Centres** (versus 37% to 39% in other occupations) to find child care information. With regard to the types of information being looked for, **hours of operation** was most often searched by those in Health care and social assistance. Higher proportions of those in Health care and social assistance or Educational services looked for information about the **skills or training of child care staff** (compared with 20% to 23%).

FIGURE 9. SELECT SOURCES & TYPES OF CHILD CARE INFORMATION, BY 'OCCUPATION' DEMOGRAPHIC*

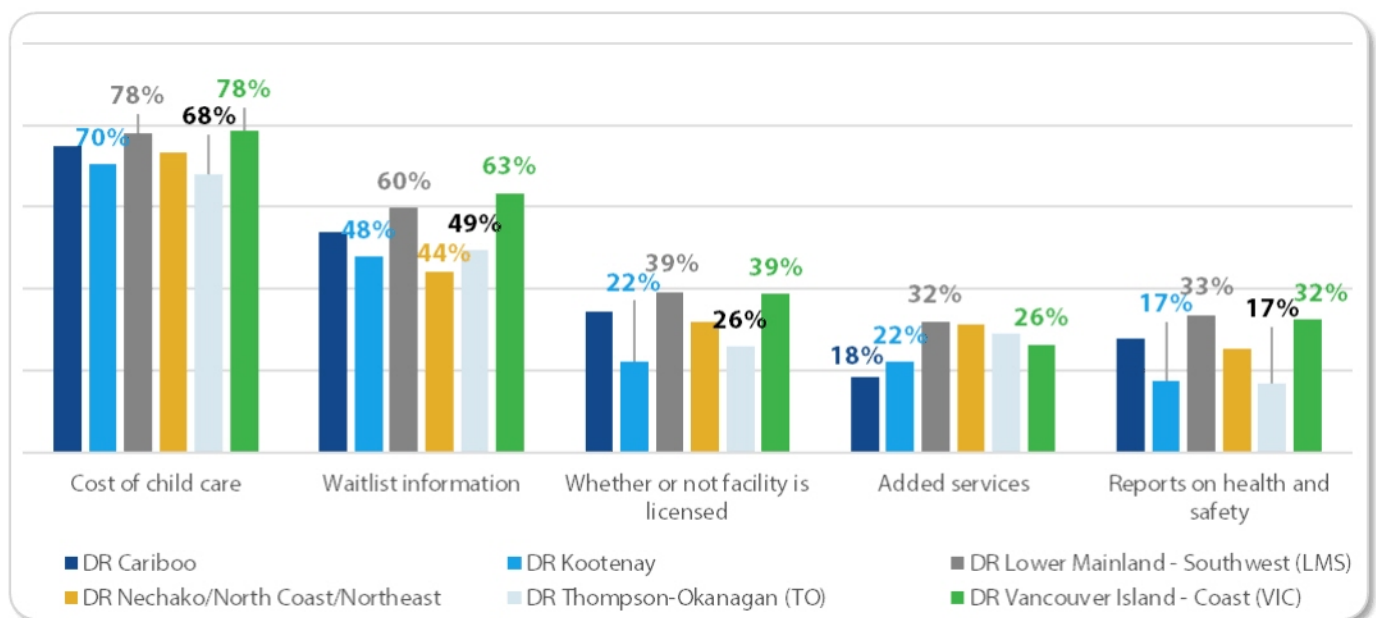


* Denoted percentages are higher or lower than others for the corresponding source or type of information. Any other differences were sporadic in that occupation groups differed from only one or two other groups.

By **geography**, higher proportions of those in the Vancouver Island – Coast DR used social media (53%), Child Care Resource & Referral Centres (41%) and recreation centres (20%) than those in other DRs, to find child care information. Lower proportions of those in the Kootenay (33%), northern (31%) and Thompson-Okanagan (31%) DRs used the Child Care BC website, compared with 38% to 49% elsewhere. A higher proportion of those in the northern DRs found child care information at community events (26%, compared with 10% to 14% elsewhere).

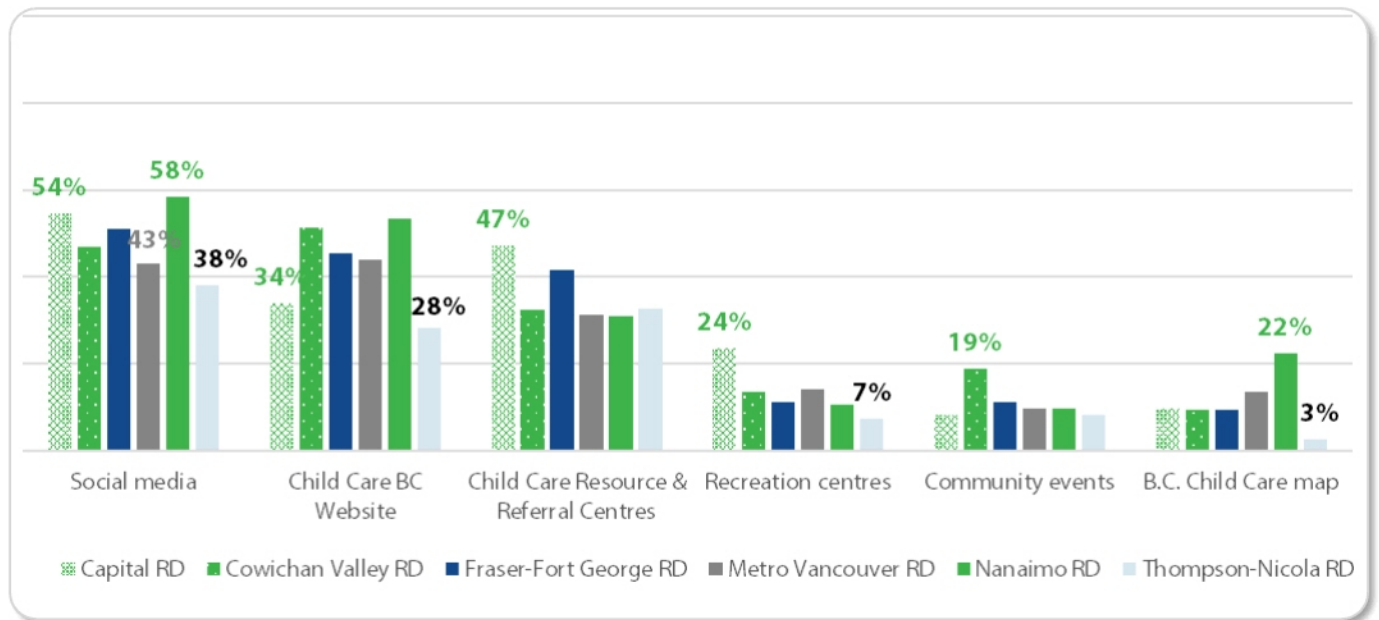
In terms of the information looked for, higher proportions of respondents in the Lower Mainland – Southwest and Vancouver Island – Coast DRs than in the Kootenay, Thompson-Okanagan DRs sought information about costs, waitlists, facility licensing, and health and safety reports. More in the Lower Mainland – Southwest DR looked for information about added services than those in the Cariboo, Kootenay and VIC DRs. Information about availability in their community and Indigenous child care programming had multiple sporadic differences amongst the groups (not shown in Figure 10).

FIGURE 10. SELECT TYPES OF CHILD CARE INFORMATION, BY 'DR' DEMOGRAPHIC



Differences among six specific **RDs** included higher proportions of those in the Capital RD finding child care information through social media, Child Care Resource & Referral Centres and recreation centres, but a lower proportion who used the Child Care BC website compared with those elsewhere. Social media was also used by a higher proportion of those in the Nanaimo RD but fewer in the Thompson-Nicola RD. As well, there were lower proportions of respondents in the Thompson-Nicola RD who used the Child Care BC website, recreation centres and the BC Child Care map, while a higher proportion of those in the Nanaimo RD used the BC Child Care map. A higher proportion of those in the Cowichan Valley RD found child care information at community events.

FIGURE 11. SOURCES TO FIND CHILD CARE INFORMATION, BY 'RD' DEMOGRAPHIC*



* There were too few respondents in the Fraser-Fort George RD for percentages to be considered different from any other RD.

4.3.3. Choosing Child Care

Fewer **Indigenous** respondents (50% versus 68% of non-Indigenous respondents), but a higher proportion of **Newcomer** respondents (72% versus 66% of non-Newcomers), used **licensed child care**.

Culturally inclusive services were more important for both Newcomers (score of 70 versus 57 for non-Newcomers) and Indigenous respondents (65 versus 58 for non-Indigenous).

Newcomers also gave a higher importance score for **support for children needing extra support** (70) compared with non-Newcomers (64).

A lower proportion of Indigenous respondents (33% versus 42% non-Indigenous) reported that their child **attends before and/or after school care** at their school. However, before/ after school care **on their child's school's property** was more important for Newcomers (score of 94 versus 81 for non-Newcomer respondents).

By **occupation**, a higher proportion of White collar respondents reported using licensed child care (77% versus 59% to 69% in other occupations), as well as before and/or after school care at their school (47% versus 37% of those in Health care and social assistance). Culturally inclusive services were more important for those in Educational services (score of 64) Health care and social assistance (60) than those in White collar or Blue collar jobs (both 53).

By **geography**, higher proportions in the Kootenay (35%) and Thompson-Okanagan (35%) DRs did not have a child enrolled in child care compared with 19% to 21% elsewhere, while higher

proportions in the Lower Mainland – Southwest (73%), Vancouver Island – Coast (69%), and Cariboo (66%) DRs had enrolled their child in licensed child care compared with 59% or less elsewhere. As well, a higher proportion of those in the Vancouver Island – Coast DR (52%) had a child attending before/after school care at their school compared with elsewhere (24% to 32%), followed by 43% of those in the Lower Mainland – Southwest DR.

Those in the Lower Mainland – Southwest (score of 85) and Cariboo (84) DRs placed more importance on the facility being **licensed** when choosing their child care, compared with respondents elsewhere (scores of 70 to 78). A couple other factors when choosing child care had varying levels of importance: **staff qualifications** and the **child/staff ratio** had higher importance in the Cariboo DR (scores of 94 each), compared with elsewhere; for **child/staff ratio**, those in the Lower Mainland – Southwest DR also placed higher importance (score of 88) while those in the northern DRs rated this with lower importance (79).

By **RDs**, a higher proportion of those in the Thompson-Nicola RD did **not have a child enrolled** in child care (36%) compared with other reported RDs (10% to 20%, except for Cowichan Valley RD). However, those in the Cowichan Valley RD placed less importance on the **facility being licensed** when choosing child care (score of 67) compared with elsewhere (scores from 70 to 86, except for Nanaimo RD), while those in the Metro Vancouver RD rated **licensed** care as more important (score of 86) than those in the Capital (78) and Thompson-Nicola (79) RDs. Those in the Metro Vancouver RD also placed higher importance on **Culturally inclusive services** (score of 60) when choosing child care than those in the Capital (54) and Thompson-Nicola (53) RDs. A higher proportion of those in the Capital RD (60%) had a child attending **before and/or after school care** at their school, followed by 44% in the Metro Vancouver RD.

5. Impact on Parents

Which program/service changes have made a noticeable impact on parents, and in what way?

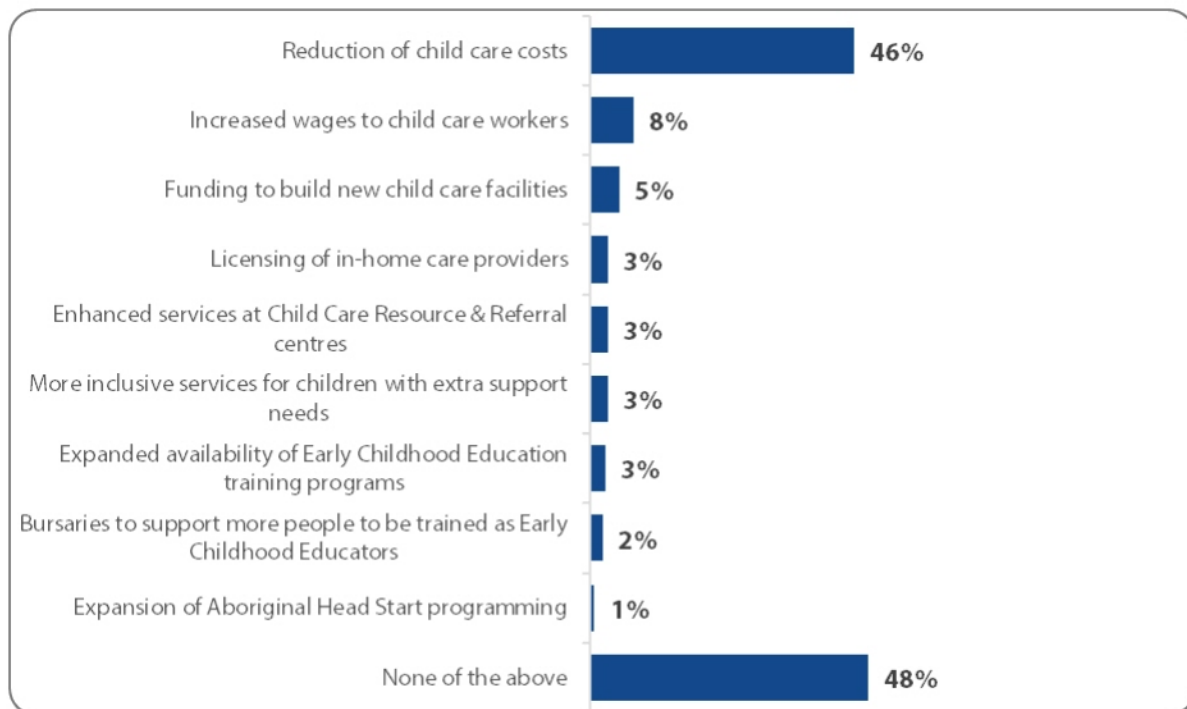
Highlighted demographic groups include Indigeneity and identity as a Visible Minority, a Newcomer to Canada, LGBTQ2S+, a Person with Disabilities.⁸ See the companion Excel tables for detailed results (Sec2, Scores) and Appendix B: Interpreting Results.

5.1. Changes in Child Care

Overall, the recent changes in child care have had a significant effect on 34%, and a limited effect on 55%, of families (score of 61 out of 100, 11% reported no effect). A reduction of child care cost was by far the most noted benefit (46%). However, fewer than 10% reported benefitting from any of the other changes noted, while 48% replied that they had benefitted from none of the changes.

89% of respondents indicated that the recent child care changes have had an effect on their families.

FIGURE 12. BENEFIT OF RECENT CHILD CARE CHANGES



⁸ There were too few Gender Diverse respondents to report a response.

Of the 2,238 who provided some detail on the nature of the effect of the child care changes on their family (see Table 1), 80% mentioned **funding or reductions** in child care costs, whether with a positive, neutral or negative effect. Common negative comments that went hand-in-hand with noted reductions were that their **facility raised prices** which cancelled the effect of reductions, that **benefits decreased at age 3** yet costs remained the same, that they were aware of reductions but were **ineligible** for various reasons, and that the cost decrease has resulted in more children in daycare making it even more difficult to find availability.

"The reduction in daycare costs is not enough to help AND the centres just go and increase their fees, so there is NO BENEFIT to us."

"The reduced costs up to age 3 make a significant difference. Why does it dramatically reduce at age 3 though?"

"Reduced fees made childcare more affordable but also less accessible since more people are registering for more days of care because they are cheaper."

Nearly half (45%) noted **positive aspects** such as affordability allowing them an improved quality of life, participation in extracurricular activities, healthier food, better housing, or now being able to go to work or school, pay off debt, contribute to RESP or savings, give grandparents a break, or have a/another child, while others were happy for improved facilities and better ECE wages resulting in staff retention which would improve quality of care.

"Less cost for daycare means more money for better food for our table and less worrying about debts!"

"Having the reduction in fees has had a significant impact on our family. We are able to work and put money back into our economy. We also have more money for groceries and other necessities as well as recreational and sport activities for the kids. I have seen an improvement in staff at the centres with the increase in wage and certainly have seen happy employees as they work in the centres as well."

Almost a quarter (22%) commented on the **expensiveness of childcare and/or there not being enough assistance** mainly in terms of needing more funding, more spaces, more funding for ECEs.

"The only benefit we receive from this program is a \$100 reduction in Child Care cost per month which is less than 7% of the fees we pay monthly. Therefore, it has had no meaningful effect on us and our family and we are still paying exorbitant amounts for Child Care which is effectively a second mortgage and tightens our budget to spend on anything else, esp. on our kid's other needs."

"I believe there's more child care spaces needed and more incentive [needed] for people to come into the ECE field."

Fifteen percent wrote about **lack of availability**, calling for more spaces and more centers, and that closures were happening. Some people commented on problems securing child care in rural or specific areas.

"Daycare availability is extremely competitive and difficult to obtain. I'm very frustrated that you don't have the choice to interview and choose the best care for your child as the day care centres and family care all have waitlists. You basically have to take what you can get."

Remaining comments were that the benefit was **unfair** (e.g., not all sites are \$10/day, centre vs home, licensed vs unlicensed) or should be calculated with/without certain factors (e.g., if working/in school, if single parent, cover maternity leave, more for twins, etc.); that the **quality of care** was not up to their standards and/or that **staff retention** was an issue, usually due to poor wages; that there were issues with **before and after school care** and during school closures (e.g., ProD days, breaks); that they had to **quit work, take leave or reduce their hours** in lieu of child care; that they have one or more **children with special needs** which exacerbated their situation; that **non-regular child care** (e.g., part-time, drop-in, varying hours, etc.) was difficult to find; and, other miscellaneous comments.

TABLE 1: COMMENT THEMES: EFFECT OF CHILD CARE CHANGES

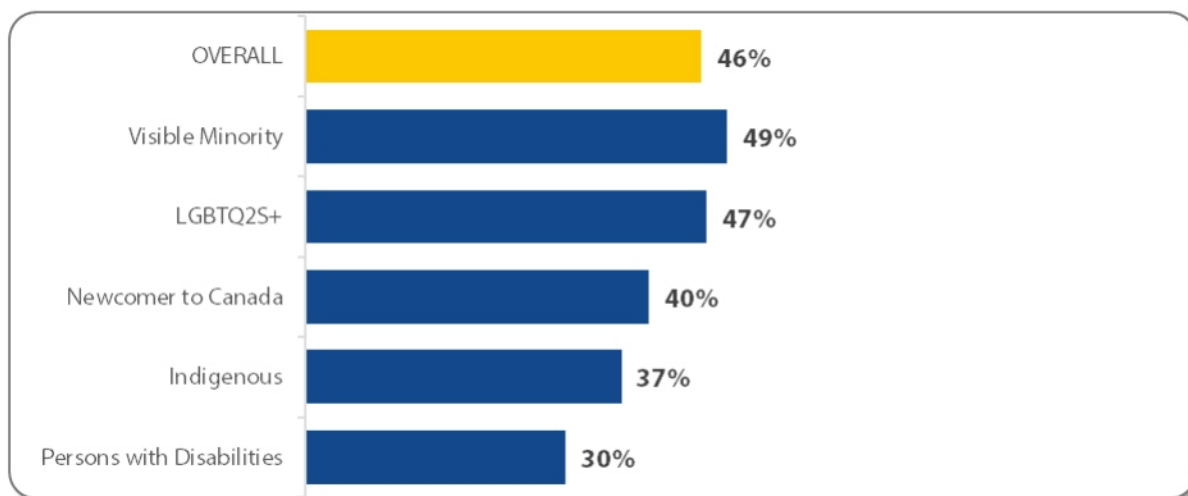
	COUNT	PERCENTAGE
Funding or reductions	1,780	80%
Positive aspects	1,013	45%
Expensiveness of childcare and/or not enough assistance	500	22%
Lack of availability	300	13%
Unfair	105	5%
Low quality of care and/or staff retention	101	5%
Before and after school care	83	4%
Child(ren) with special needs	62	3%
Had to quit work, take leave or reduce hours	60	3%
Non-regular child care	23	1%
Other	214	10%

5.2. Demographic Highlights

Of the demographics⁹ of consideration in this section, **Newcomers** had a higher score than their counterparts regarding **benefitting** overall (score of 67 versus 61 non-Newcomers); no other demographics showed a meaningful difference.

In terms of specific changes, the most noted change was a **reduction in child care costs**. For that, the groups in Figure 13 (other than those who identified as LGBTQ2S+) showed a difference from their counterparts.

FIGURE 13: REDUCTION IN COSTS, BY SELECT DEMOGRAPHICS*



* Counterpart groups ranged from 45% to 47% who noted a reduction in child care costs.

All other changes had too few respondents to show a difference, with the following exceptions: a higher proportion of respondents who identified as **Persons with Disabilities** benefitted from **none** of the changes (60% versus 48%), or from **more inclusive services** for children with extra support needs (11% versus 3%).

⁹ There were too few Gender Diverse respondents to report a response.

While not originally intended to be highlighted in this section, a few other demographics also showed differences. Families with a child aged 0-2 (score of 67) had a higher score in terms of an overall benefit, unlike those with a child aged 5-12 (score of 54). An effect was less likely to be reported by those working in blue collar (58) or customer service (57) jobs, or those whose total household income was \$111,000 or more (58). This score was highest in the Cariboo DR (69) and the Fraser-Fort George RD (74), but lowest in the northern DRs (58) and the Nanaimo (58) and Capital (57) RDs.

FIGURE 14: OVERALL BENEFIT OF RECENT CHILD CARE CHANGES, BY DEMOGRAPHICS

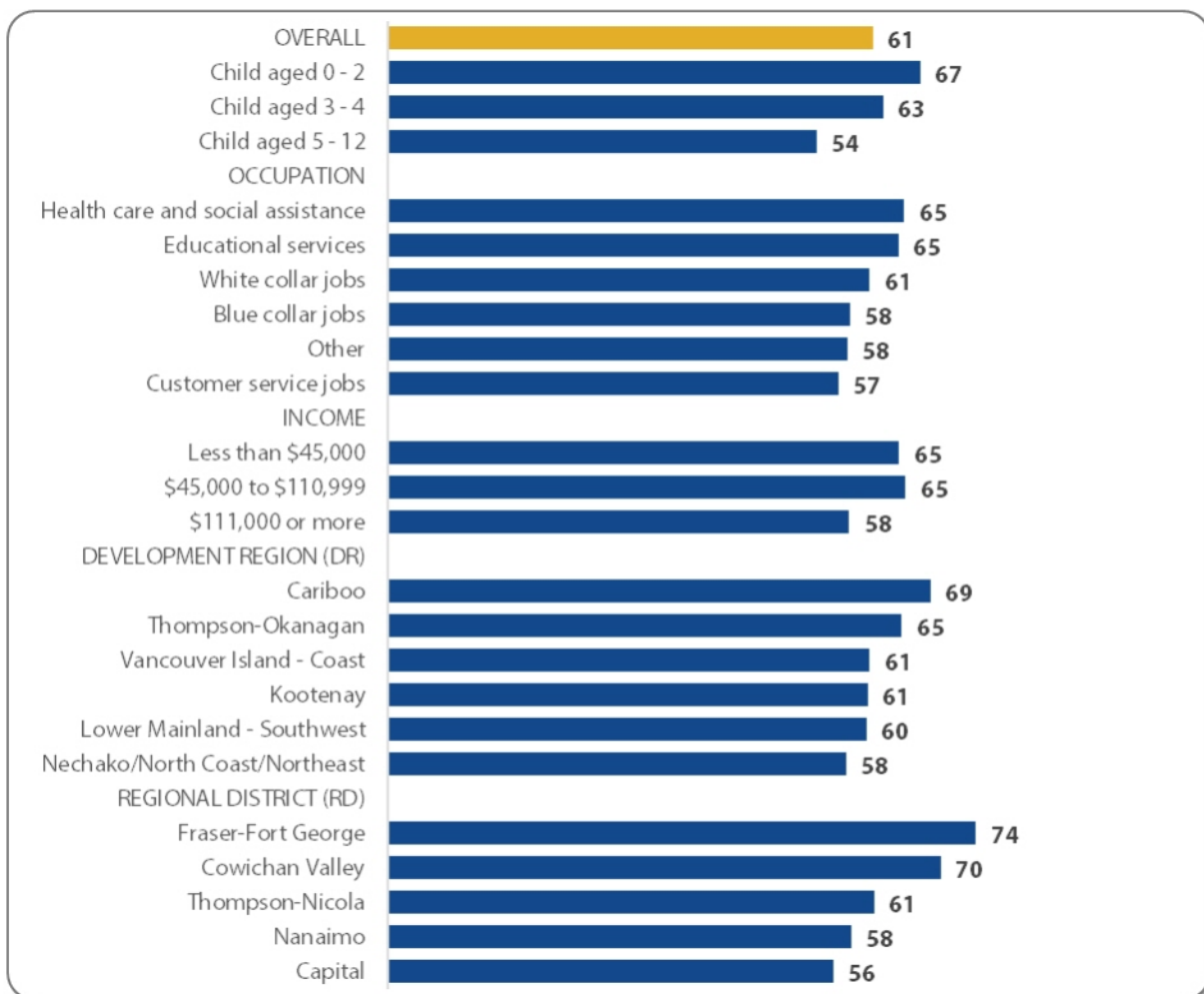
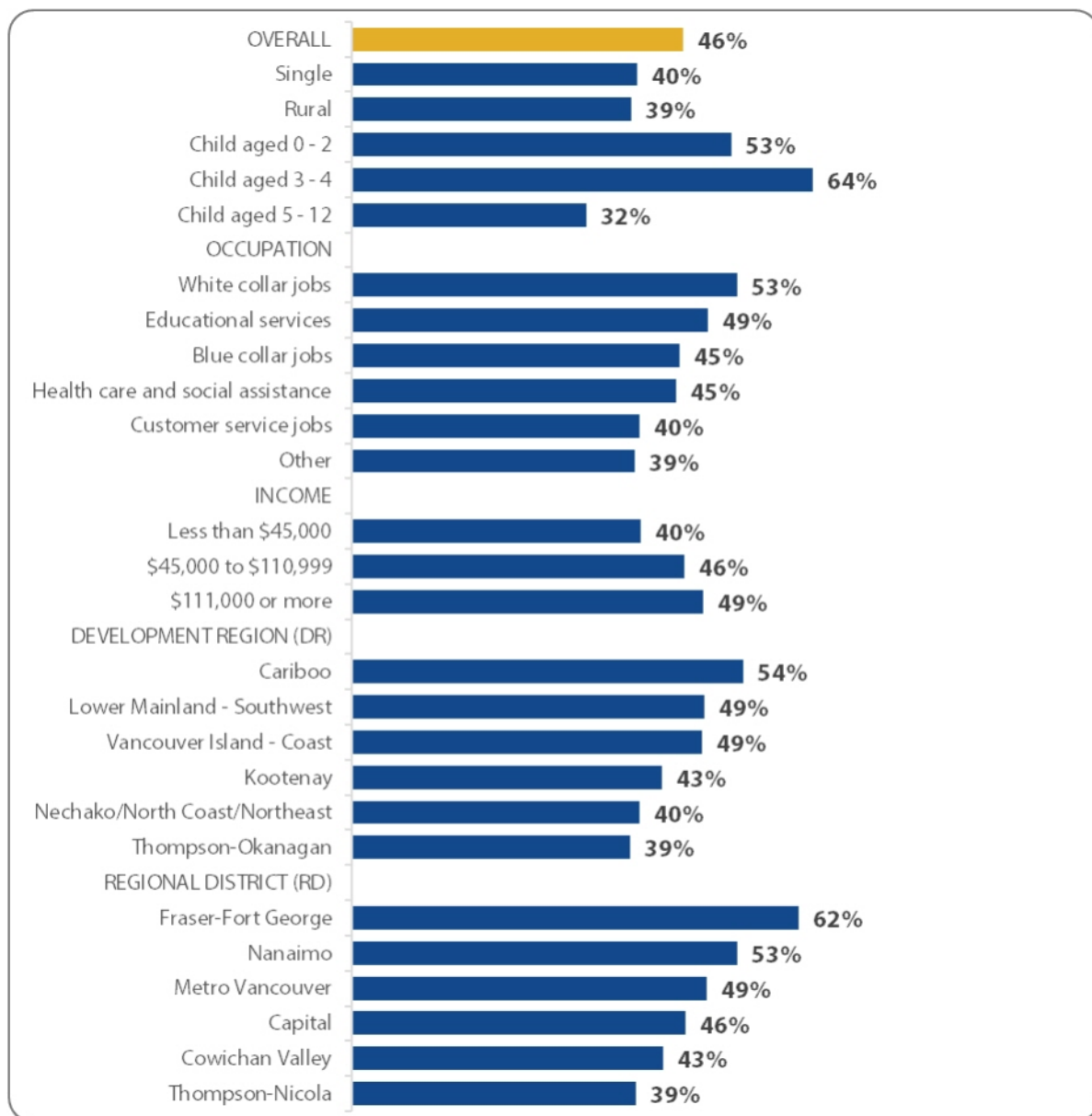


Figure 15 shows some differences by other demographics regarding cost reductions. Lower proportions of some groups noted a reduction in child care costs: Single, Rural, those with a Child aged 5-12, those working in customer service jobs, those with a total household income less than \$45,000, those in the northern DRs or the Thompson-Okanagan DR, and those in the Thompson-Nicola RD. Higher proportions of reduced child care were seen by those with a Child aged 3-4, those in white collar jobs, those with a total household income of \$111,000 or more, those in the Cariboo DR, and those in the Fraser Fort-George RD or Nanaimo RD.

FIGURE 15: REDUCTION IN COSTS, BY DEMOGRAPHICS



6. Extended/Flexible Hours

When and how often do parents need child care outside of standard business hours/days, and how satisfied are they with their ability to obtain this service? Are there any distinct regional or demographic patterns or differences with respect to the need for extended hours?

Highlighted demographic groups include Age of Child, Single, Indigeneity, Occupation, Development Regions and six Regional Districts. See the companion Excel tables for detailed results (Sec6 (Q25-Q30, Q32), Scores) and Appendix B: Interpreting Results.

6.1. Child Care Arrangements

Generally, parent/grandparent/guardian respondents know of their shifts and child care needs more than a week in advance (57%); another 12% know 7 days in advance, and the remaining 31% have less notice.

In a typical week, 56% of parent/grandparent/guardian respondents require 5 days of child care per week (excluding care for recreation and social events); 13% require 0 days, 29% need between 1 and 4 days per week, and 1.5% require 6 or 7 days.

Of those needing child care, most indicated needing care over two time periods, with 50% or more needing care immediately before (50%), during (57%) and after (74%) school hours (see Figure 16).

Times and situations asked about were:

- Early mornings
- 6:00 AM to 7:00 AM
- 7:00 AM to 8:30 AM
- 8:30 AM to 3:00 PM
- 3:00 PM to 6:00 PM
- Evenings
- Overnights
- Weekends
- Shift coverage (times of day vary)
- Other

Generally, parent/grandparent/guardians find it difficult to access child care during the times and situations they need. In fact, a third or less reported that it was “very easy”.

Scores ranged from 7 (accessing overnight care) to 55 (accessing care from 8:30 AM to 3:00 PM), with 0 equating to “very difficult”

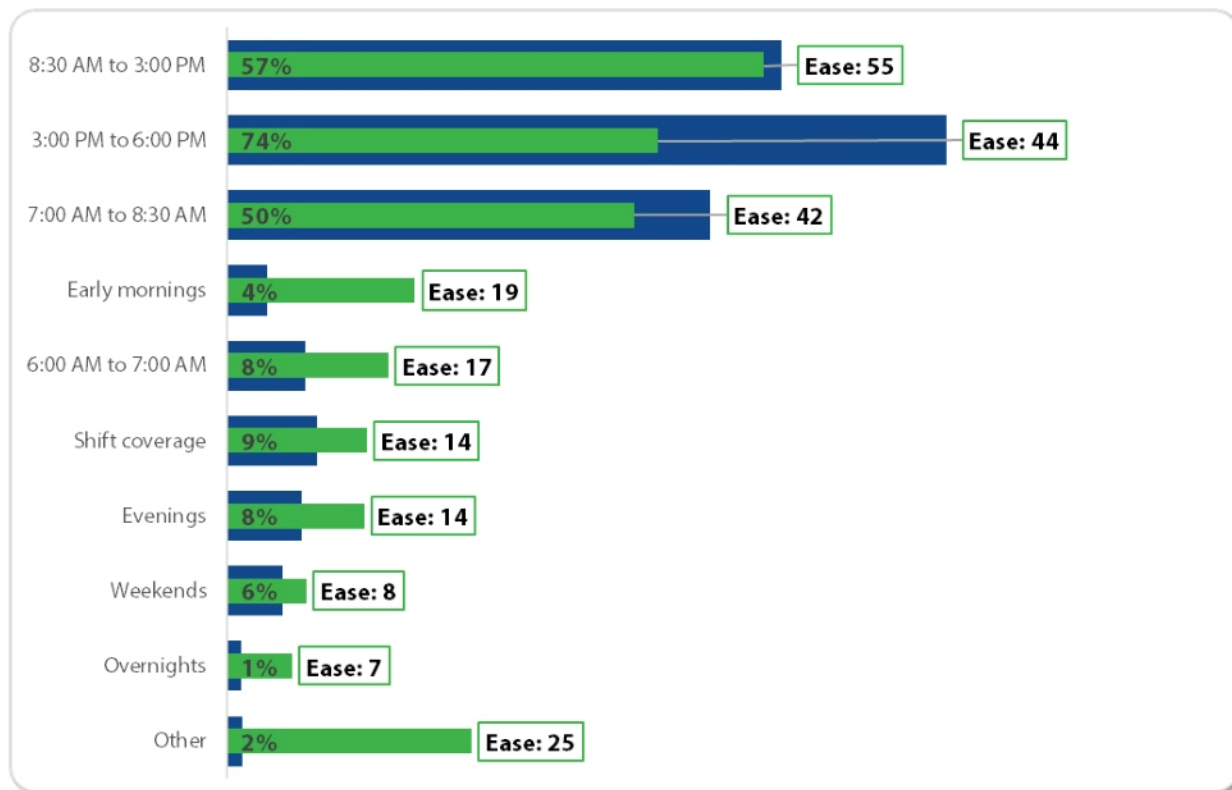
85% need child care 1-5 days a week, usually just before, during and after school hours.

Between a quarter and a third of respondents reported that it was “very difficult” to access care from 7:00 AM through 6:00 PM. However, between 71% and 92% said it was “very difficult” for the other times.

and 100 to “very easy”. It appears that the more commonly used times had higher levels of ease, while the less standard¹⁰ times and situations outside of regular business hours had lower levels of ease (see Figure 16).

Figure 16 below displays both the percentages of respondents who require care during various times (wide dark blue bars and percentages), as well as the ease of securing care at those times (narrow green bars and scores), sorted in descending order of ease.

FIGURE 16. TIMES NEEDED FOR CHILD CARE & EASE OF ACCESSING SUCH CARE*



* Wide dark blue bars and percentages represent respondents who require child care at the corresponding time.

* Narrow green bars and scores (“Ease: XX”) represent the ease/difficulty with which those respondents accessed child care at the corresponding time.

Of those who specified Other, most mentioned a need for child care during school closures (e.g., ProD days, holidays, summer), when their child was sick, and/or varying times depending on their schedule.

¹⁰ For reporting purposes, “less standard” times and situations include early mornings, 6:00 AM to 7:00 AM, evenings, overnights, weekends, and shift coverage; i.e., not 7:00 AM to 6:00 PM.

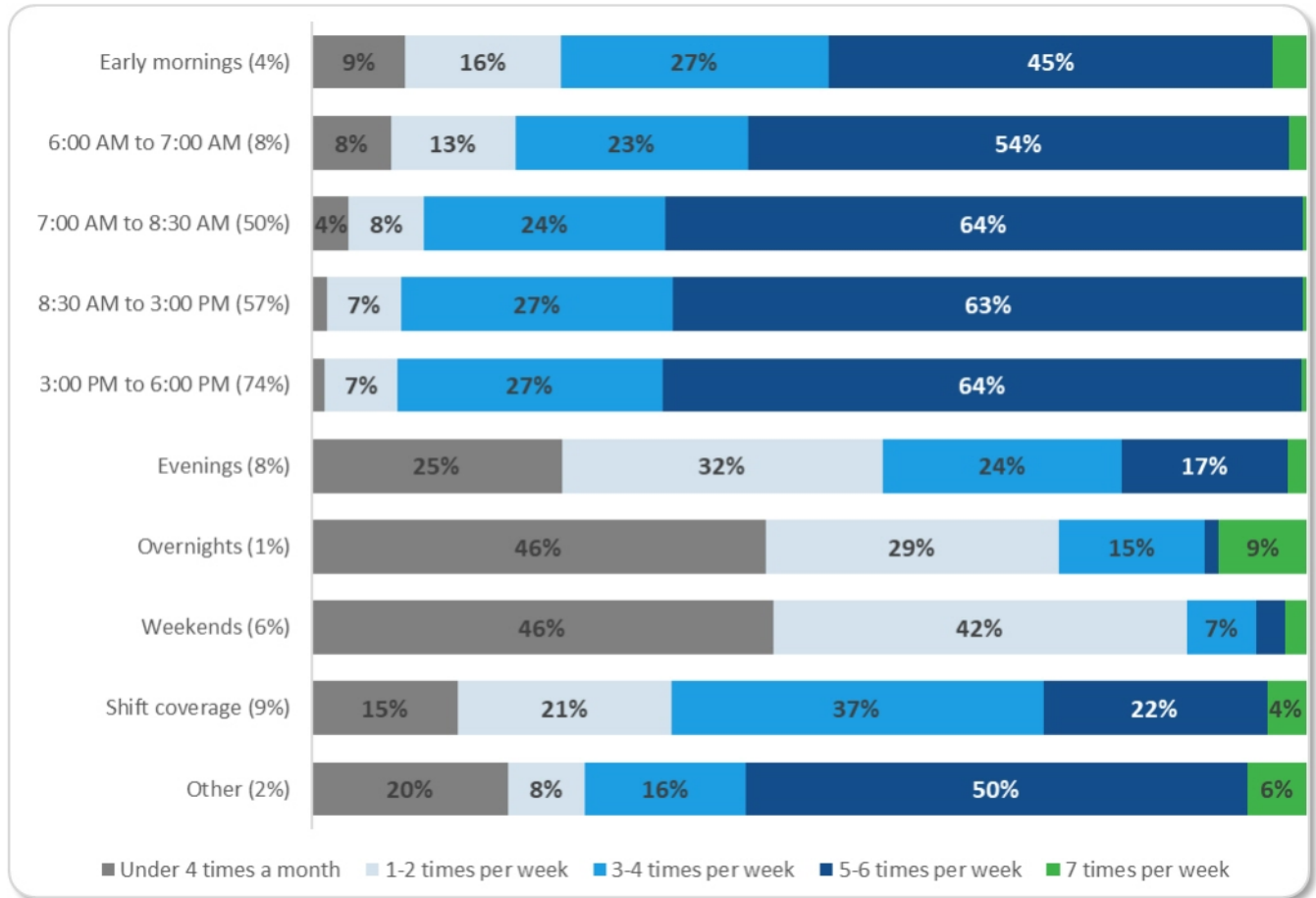
6.2. Frequency of Child Care

Beyond just needing specific times of child care, respondents were also asked how often they needed such care (see Figure 17). Those needing care **before, during and after school hours**, most often needed this care 5-6 times per week, followed by 3-4 times per week (total 88%, 91% and 91%, respectively). Although fewer respondents (<10%) reported needing child care during **early mornings** and from **6:00 AM to 7:00 AM**, about half required child care at this time 5-6 days per week, while another large proportion required this care 3-4 days per week (total 72% and 78%, respectively). **Shift coverage** care was most often needed 3-4 times per week, followed by 5-6 times per week (total 60%).

Comparatively, the majority of those who required child care during **weekends** or **overnights** needed that care under 4 times a month or only 1-2 times per week (total 88% and 75%, respectively). Those who required **evening** care seemed evenly balanced in terms of needing such care under 4 times a month (25%), 1-2 times per week (32%), and 3-4 times per week (24%) (total 81%).

Child care was needed more frequently (3-6 times per week) for early morning through after school hours and shift coverage, but less frequently for less standard times.

FIGURE 17. FREQUENCY CHILD CARE IS NEEDED AT VARIOUS TIMES*



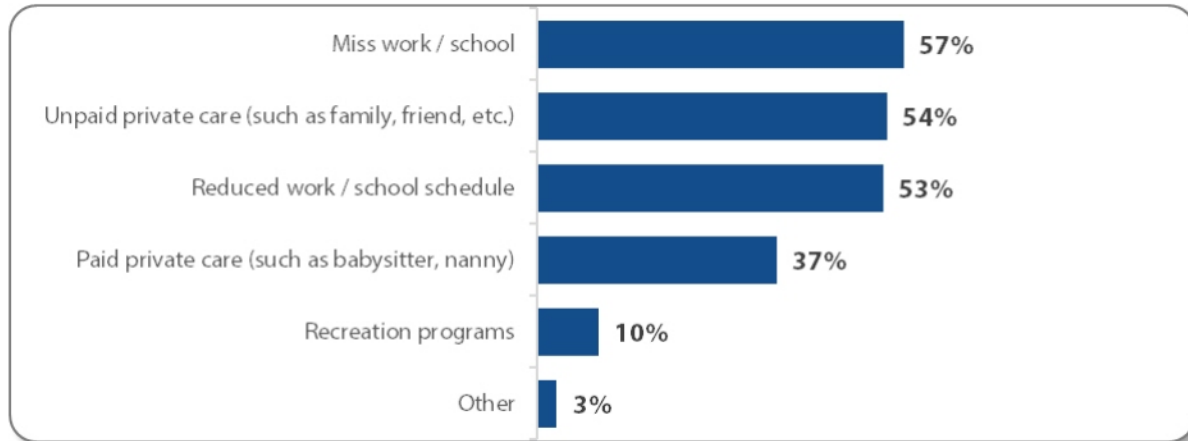
* Text for percentages less than 4% are not displayed.

* Percentages in brackets represent the percentage of respondents who require child care at that time. See also Figure 16.

6.3. Alternative Child Care Arrangements

When formal child care options were not available outside of standard business hours/days, most addressed their child care needs by **missing work or school**, using **unpaid private care**, and/or **reducing their work or school schedule**. Those who commented what other alternatives they used, most commonly stated working from home/taking their child to work, quitting work/school, or that this was not applicable to them (yet). A few mentioned adjusting their schedule, cancelling their plans, leaving their child alone, trading child care with other parents, or miscellaneous alternatives.

FIGURE 18. ALTERNATIVES WHEN FORMAL CHILD CARE OPTIONS ARE UNAVAILABLE



Overall, 39% are **not satisfied** with how they are addressing their child care needs, while 33% are somewhat satisfied and 28% are satisfied (score of 44).

Although respondents were asked to provide additional information for their answer to how satisfied they are with how they are addressing their child care needs outside of standard business hours/days, their qualitative responses did not always line up with their satisfaction. From the 4,974 who provided a comment, over a dozen themes were created (see Table 2).

Seventeen percent stated a **need for more options, choices and more spaces**. These included comments about limited or no options, not having care or unable to find care, having to make do with what they are offered as there is no choice, long waitlists, needing more licenced group care spaces, the difficulty of finding care within their community resulting in parents having to drive long distances, needing out of school care options at schools, only being able to secure a few days, having lost care/space, school districts closing out of school care programs due to lack of space/funding, and needing more spaces for summer programs.

Fourteen percent commented that they **need more days and times that care is available**. Such remarks called for extended hours and flexible hours (for shift workers), overnight and weekend options, drop-in if alternative care needed, part-time options, and more options for back-up care (e.g., during school holidays, early closings).

Twelve percent noted the **affect on their work, career or schooling**. Respondents wrote that they can't go back to work until care is found, one parent has to take time off, they need to rearrange work schedule to accommodate child care times, women feel pressured to stay home (so their career is set back), they have to leave work early or come in late, missing work is not an option (e.g., self employed), they risk loss of hours or layoff if don't show up, and missing work when their child is sick.

Ten percent mentioned the **financial impact/cost of care**. They need more affordable options, are not eligible for subsidy/assistance, can't afford to pay for available care, consider it a toss up between going to work and paying for care or not working, care/day camps are expensive to use every month, need to pay extra if regular care not available (e.g., ProD days) even if they already paid for full-time care, have to spend more money to find something due to a lack of options (e.g., nanny rather than group care), have to pay waitlist fees, and that childcare organizations are raising fees and charging waitlist fees, essentially taking advantage of the high demand.

Six percent commented on the affect this has on their **personal and home life**. They experience stress, worry or frustration due to lack of childcare choices/options, they have scheduling challenges, have to scramble to find care, drive children to multiple locations or another community for care resulting in long commutes, experience an impact on family time, need to use vacation time for childcare, pass the burden of childcare onto grandparents or friends, have no time for self-care, or have to move to be closer to care.

Five percent noted a **need for better reliability and quality of care**. Comments about the lack of reliable/consistent care talked about friends/family not always available, care providers should have back-up options when they close for illness, vacation or training, enough staff should be hired so that there is coverage for summer and ProD days, more options are needed for backup care for school closures, places are closing due to lack of staff, space or money, and that there is a loss of care when regular provider not available. Concern for the quality care included comments about needing places with adequate staffing (pay more to attract and retain trained and certified staff), engaged staff, safe care, wanting to be able to trust the caregiver, concerns that trained staff are hard to find or will leave, nutritious meals, educational component, and cultural awareness.

Fewer than 5% commented within the remaining themes: they have help from family and friends, have a non-family childcare provider, feel lucky to have care/just make it work, don't need care or feel that everything is ok, need more options for specific ages, programs or needs, have concerns about finding care in the future or for another child, and other miscellaneous comments.

TABLE 2: COMMENT THEMES: ADDRESSING CHILD CARE NEEDS OUTSIDE STANDARD TIMES

	COUNT	PERCENTAGE
Need more options, choices and more spaces	845	17%
Need more days and times care is available	674	14%
Affect on work, career or schooling	597	12%

	COUNT	PERCENTAGE
Financial impact/cost of care	501	10%
Affect on personal and home life	287	6%
Need better reliability and quality of care	229	5%
Have help from family and friends	169	3%
Have childcare provider (not family)	151	3%
Lucky to have care/just have to make it work	143	3%
Don't need/all ok/general comments	113	2%
Need more options for specific ages, programs or needs	108	2%
Work is flexible	67	1%
Concerns about finding care in future or for other child	24	0.5%
Other	117	2%

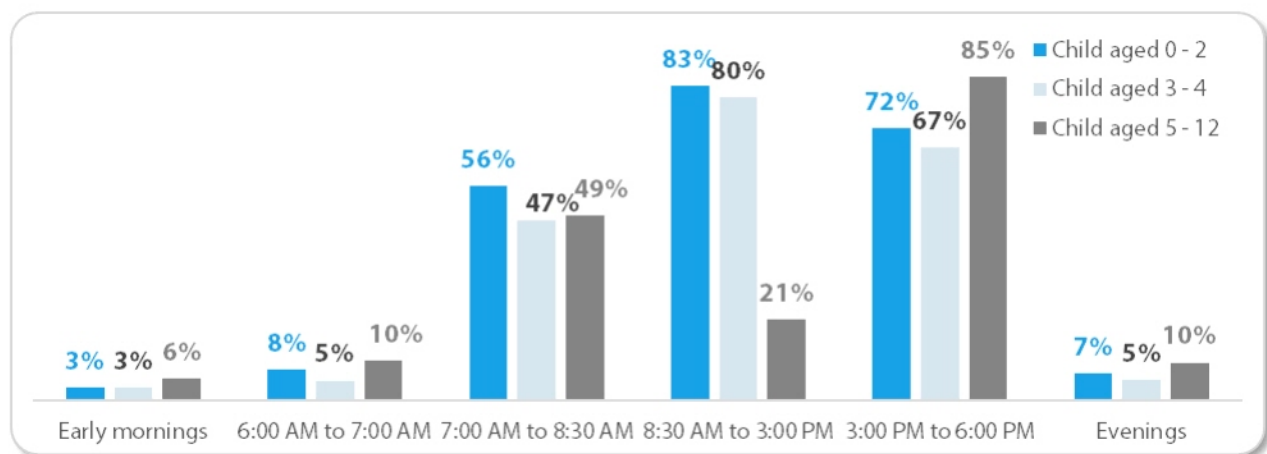
6.4. Demographic Highlights

The demographic groups that most often showed differences were Age of Child, Single, Indigeneity, Occupation, Development Regions and six Regional Districts.

6.4.1. Child Care Times/Situations

There was more variation by **Age of Child** for times **before, during, and after school hours** than other times and situations. Generally, higher proportions of respondents with a child aged 0-2 required care compared to those with a child aged 3-4 (see Figure 19). Vastly fewer with a school aged child (5-12) needed care from 8:30 AM to 3:00 PM, but higher proportions required care in early mornings, from 6:00 AM to 7:00 AM, 3:00 PM to 6:00 PM, and during evenings. As well, a higher proportion of those with a child aged 5-12 required care with less than 1 days notice (12% versus 5% for those with younger children).

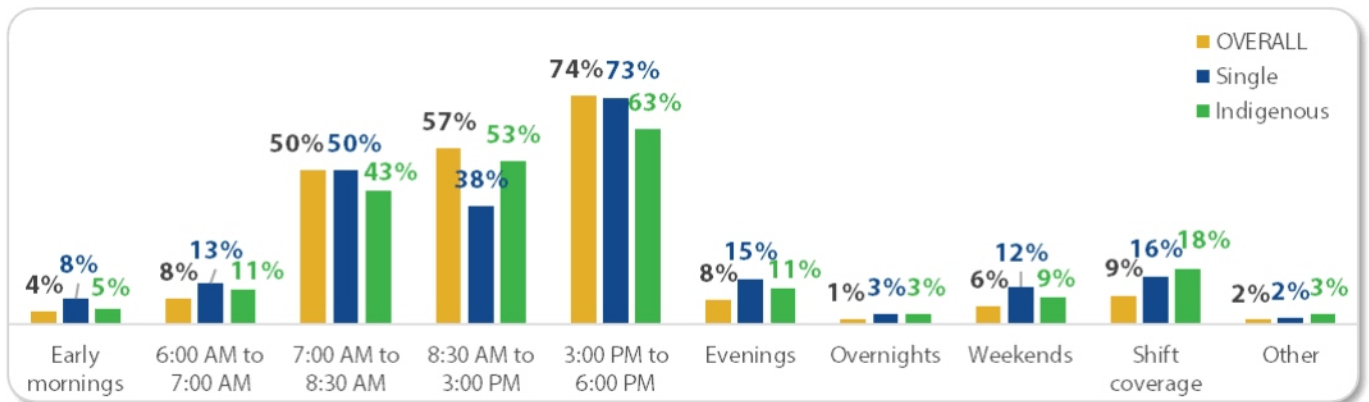
FIGURE 19. SELECT TIMES/SITUATIONS CHILD CARE IS REQUIRED, BY 'AGE OF CHILD' DEMOGRAPHIC



A higher proportion of **Single** respondents required care from 6:00 AM to 7:00 AM and during less standard times and situations, while a lower proportion needed child care during school hours, compared to non-Single respondents (see Figure 20). A higher proportion of **Single** respondents knew just 7 days in advance their shifts and child care needs (19% versus 10% of non-Single respondents), while fewer had more notice (47% had more than 7 days notice versus 61% non-Single respondents).

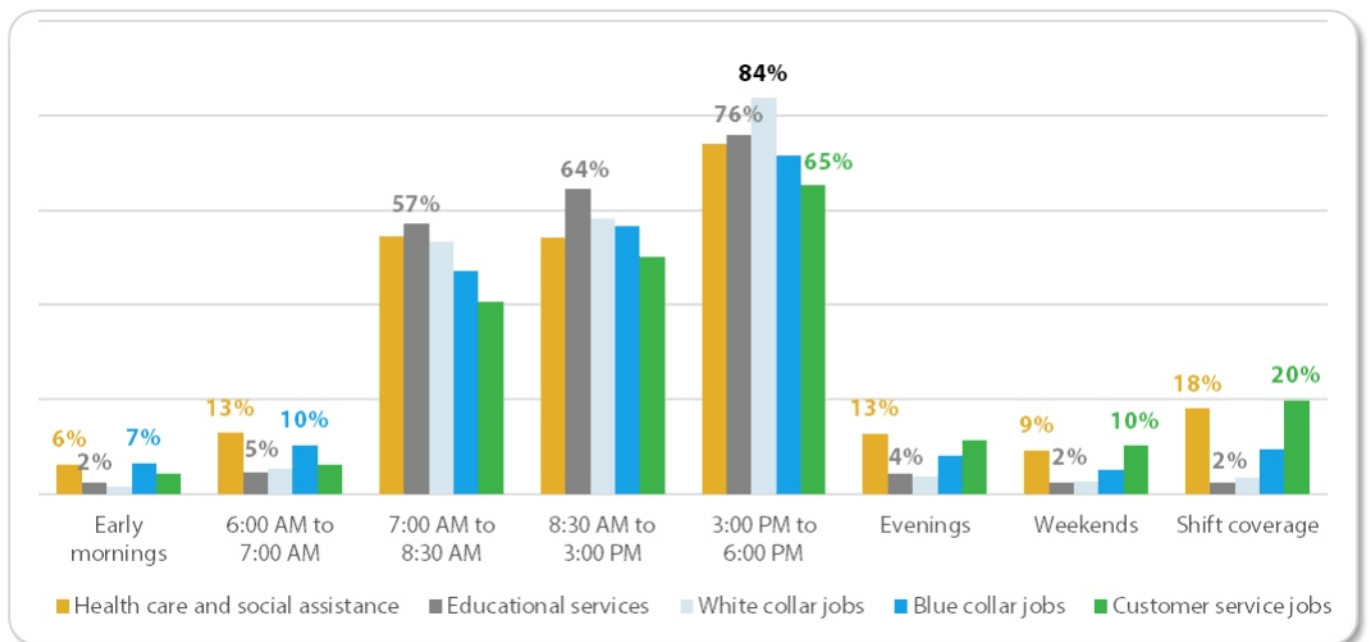
Lower proportions of **Indigenous** respondents required care from 7:00 AM to 8:30 AM and from 3:00 PM to 6:00 PM, while a higher proportion required care for shift coverage, compared to non-Indigenous respondents (also shown in Figure 20). Fewer Indigenous respondents had 7 or more days notice (50% versus 71% of non-Indigenous respondents) of needing child care; in contrast, 43% had at most 3 days notice (versus 21% of non-Indigenous respondents).

FIGURE 20. TIMES/SITUATIONS CHILD CARE IS REQUIRED, BY 'SINGLE' & 'INDIGENOUS' DEMOGRAPHICS



There were generally one or two higher or lower proportions by occupational groups for each time/situation. There was a higher proportion of those in **Health care and social assistance** who required child care in **early mornings**, from **6:00 AM to 7:00 AM**, **evenings**, **weekends** and for **shift coverage** compared with other occupations. There was a higher proportion of respondents in **Blue collar jobs** who required care **before 7:00 AM**. A higher proportion of those in **White collar jobs** required care **after school**. A lower proportion of respondents in **Customer service jobs** needed child care from 3:00 PM to 6:00 PM, while a higher proportion of them needed care on **weekends** and for **shift coverage**. Generally, fewer in Blue collar (43%) or Customer service (42%) jobs had more than 7 days notice of their child care needs.

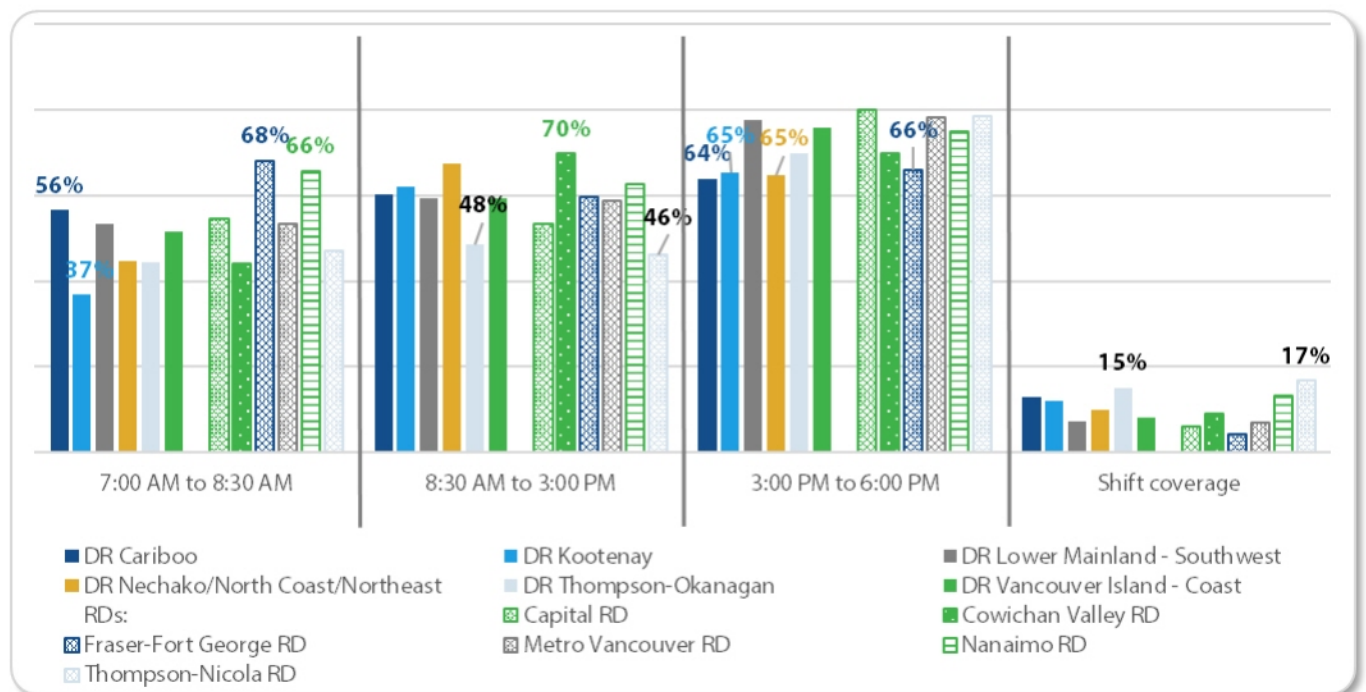
FIGURE 21. TIMES/SITUATIONS CHILD CARE IS REQUIRED, BY 'OCCUPATION' DEMOGRAPHIC*



* Percentages are provided for the Educational services occupation group as a reference; all other denoted percentages are higher or lower than others for that time/situation. The "Other" occupation group is not portrayed as it is not representative of any particular occupation. The "Overnights" situation is not portrayed as so few respondents required this time, and differences were not wide (0%-1%, and 3% for Health care and social assistance).

There was minimal variation by **geography** in the need for child care during less standard times, with the exception of a higher need in the Thompson-Okanagan DR (15%) and the Thompson-Nicola RD for shift coverage (17%). However, fewer in the Kootenay DR (37%) but more in Fraser-Fort George RD (68%) and Nanaimo RD (66%) required child care from 7:00 AM to 8:30 AM. From 8:30 AM to 3:00 PM, lower proportions of those in the Thompson-Okanagan DR (48%) and the Thompson-Nicola RD (46%) needed care. From 3:00 PM to 6:00 PM, child care was required for lower proportions in the Cariboo DR (64%), the Kootenay DR (65%), the northern DRs (65%) and the Fraser-Fort George RD (66%).

FIGURE 22. SELECT TIMES/SITUATIONS CHILD CARE IS REQUIRED, BY GEOGRAPHICAL DEMOGRAPHICS*



* Denoted percentages are higher or lower than others for the corresponding time/situation.

6.4.2. Frequency & Ease of Accessing Child Care, and Alternatives

Frequency and ease of access during each time/situation were only asked of respondents who indicated requiring child care for that period. Therefore, most of the less standard times have too few respondents to be analyzed by most demographic groups.

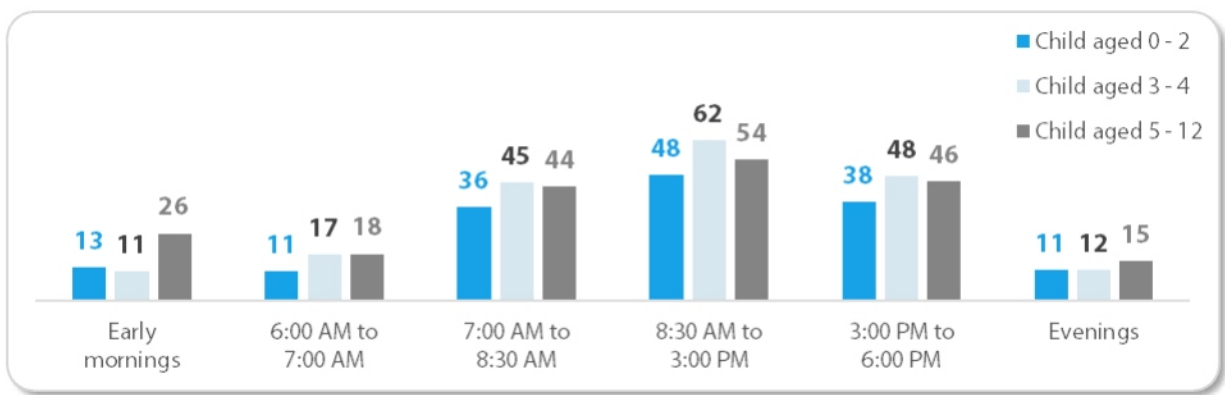
There were a few sporadic differences in frequency by **Age of Child** before, during and after school hours, such as during early mornings, from 6:00 AM to 7:00 AM, 3:00PM to 6:00 PM, and

evenings. Frequency scores were generally similar, with the exception of higher scores for those with a child aged 5-12 for care in **early mornings** (score of 57) and **evenings** (36).¹¹

Despite few differences in frequency, there were differences by Age of Child in ease of accessing child care at select times. Generally, respondents with a **child aged 0-2** provided lower scores in ease of accessing child care, while those with a **child aged 3-4** reported higher scores. Those with a **child aged 5-12** had a slightly less difficult experience accessing care in **early mornings** and **evenings** compared to those with a younger child.

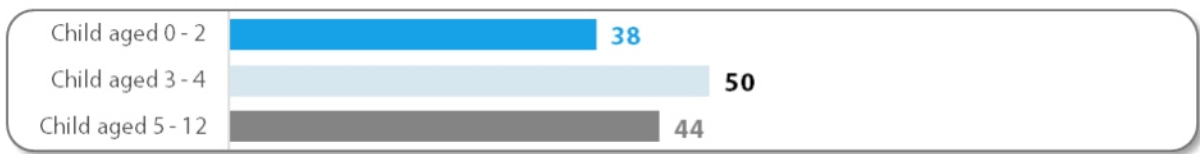
Scores are used to report on the ease of accessing child care when needed, from 0 (very difficult) to 100 (very easy).

FIGURE 23. EASE OF ACCESSING CHILD CARE AT SELECT TIMES, BY 'AGE OF CHILD' DEMOGRAPHIC



There were no meaningful differences in how respondents addressed their child care needs when formal options were unavailable, with the exception of a higher proportion of those with a **child aged 5-12** using **recreation programs** (17% versus 3% for children aged 0-2 and 7% for children aged 3-4). Respondents did differ in their satisfaction with how they address child care needs outside of standard business hours/days, with those with a **child aged 0-2** being the **least satisfied** (see Figure 24).

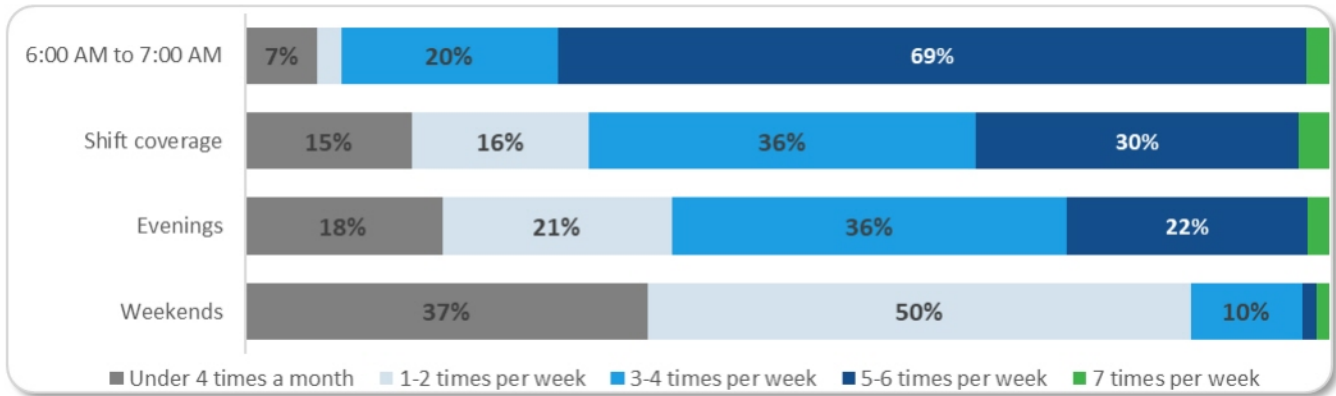
FIGURE 24. SATISFACTION ACCESSING CHILD CARE OUTSIDE STANDARD TIMES, BY 'AGE OF CHILD' DEMOGRAPHIC



¹¹ Use of frequency scores instead of individual percentages generally means that multiple frequency percentages were different, making a single score easier to report and compare across demographic groups. For example, a higher score of 57 for those with a child aged 5-12 was driven by the higher proportion (51%) who needed early morning care 5-6 times per week. The lower frequency score of 51 for those with a child aged 0-2 was driven by the higher proportion (27%) needing early morning care 1-2 times per week, while the higher proportion (34%) of those with a child needing it 3-4 times per week led to a lower score of 52 for those with a child aged 3-4.

Single respondents required more frequent child care from **6:00 AM to 7:00 AM** (69% needed this care 5-6 times per week compared to 51% of non-Single respondents), for **shift coverage** (30% 5-6 times per week versus 20% of non-Single respondents), during **evenings** (59% 3-6 times per week versus 33% of non-Single respondents), and on **weekends** (50% 1-2 times per week versus 37% of non-Single respondents).

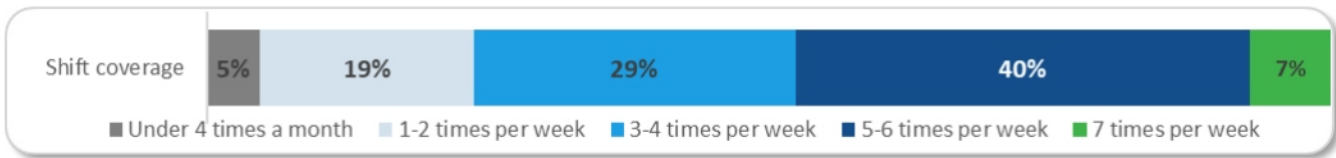
FIGURE 25. FREQUENCY CHILD CARE IS NEEDED AT SELECT TIMES, BY 'SINGLE' DEMOGRAPHIC



Generally, for less standard times, Single respondents had slightly **lower scores for ease** of access than non-Single respondents. While Single and non-Single respondents addressed child care needs similarly when formal options were unavailable outside standard business hours/days (other than a slightly higher use of **paid private care** by Single respondents), Single respondents were **less satisfied** with this (score of 38 versus non-Single score of 46)¹².

Indigenous respondents who required child care for **shift coverage**, needed it more frequently (40% 5-6 times per week versus 21% of non-Indigenous respondents).

FIGURE 26. FREQUENCY CHILD CARE IS NEEDED AT SELECT TIME, BY 'INDIGENOUS' DEMOGRAPHIC



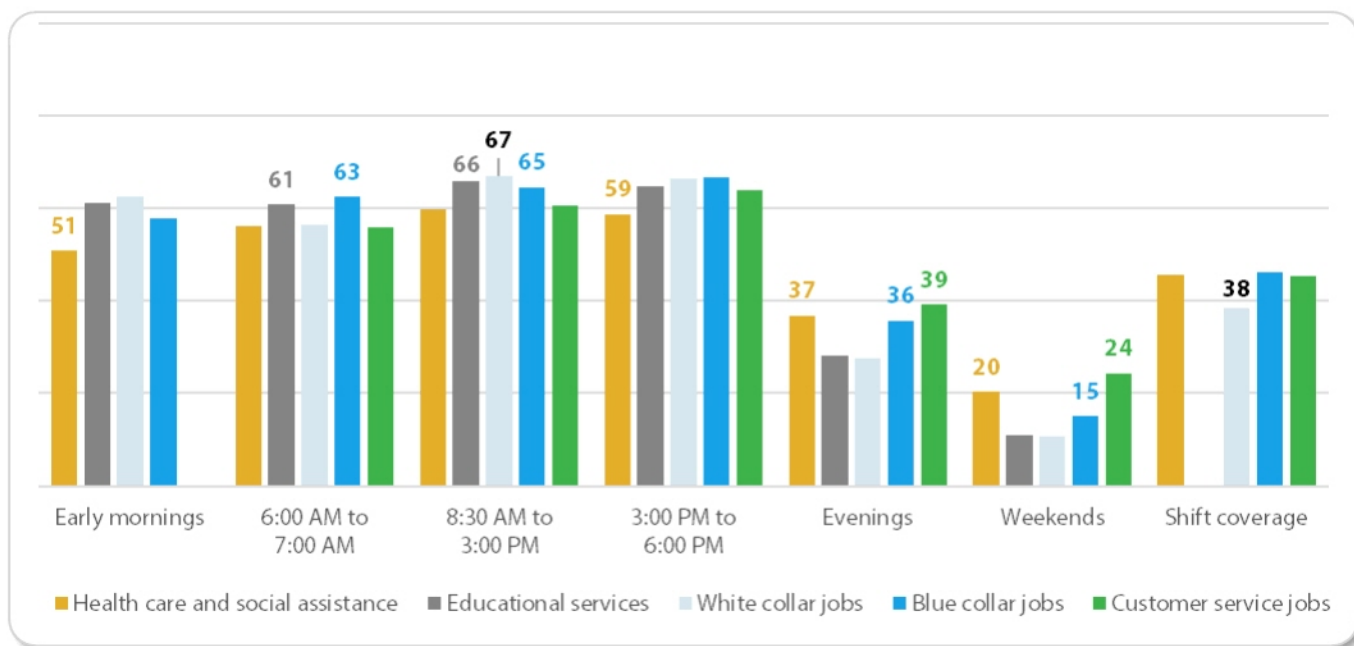
Indigenous respondents reported **more difficulty** than non-Indigenous respondents in accessing the child care they needed for most times and situations (most scores lower by 5 or more points). When formal child care options were unavailable, a higher proportion of

¹² From the question “Considering your answer above, are you satisfied with how you are addressing your child care needs outside of standard business hours/days?”, response options of No / Somewhat / Yes were converted to a score for simpler reporting and comparison across demographic groups. For example, 47% of Single respondents reported “No”, 30% reported “Somewhat”, and 23% reported “Yes”, for a score of 38. In comparison, 38% of non-Single respondents reported “No”, 34% reported “Somewhat”, and 29% reported “Yes” (score of 46).

Indigenous respondents reported using **paid private care** (46% Indigenous versus 37% non-Indigenous), but a slightly lower proportion used **recreation programs** (5% Indigenous versus 10% non-Indigenous) when compared to non-Indigenous respondents. Like Single respondents, Indigenous respondents were **less satisfied** with how they addressed child care needs outside standard business hours/days (Indigenous score of 39 versus non-Indigenous score of 45).

There were a few **occupational** trends in frequency of child care needed at certain times and situations. Specifically, those in Health care and social assistance required child care less frequently from early mornings through 6:00 PM (higher 3-4 days per week and lower 5-6 days per week), but more frequently in evenings, weekends for shift coverage, and overnights (overnights score of 27 not shown in Figure 27 because all other occupations had too few respondents). Respondents in Educational services, Blue collar jobs, and sometimes White collar jobs required child care more frequently before, during and after school. Respondents in Blue collar or Customer service jobs also needed more frequent child care during evenings and weekends. Those in White collar jobs needed shift coverage care least frequently.

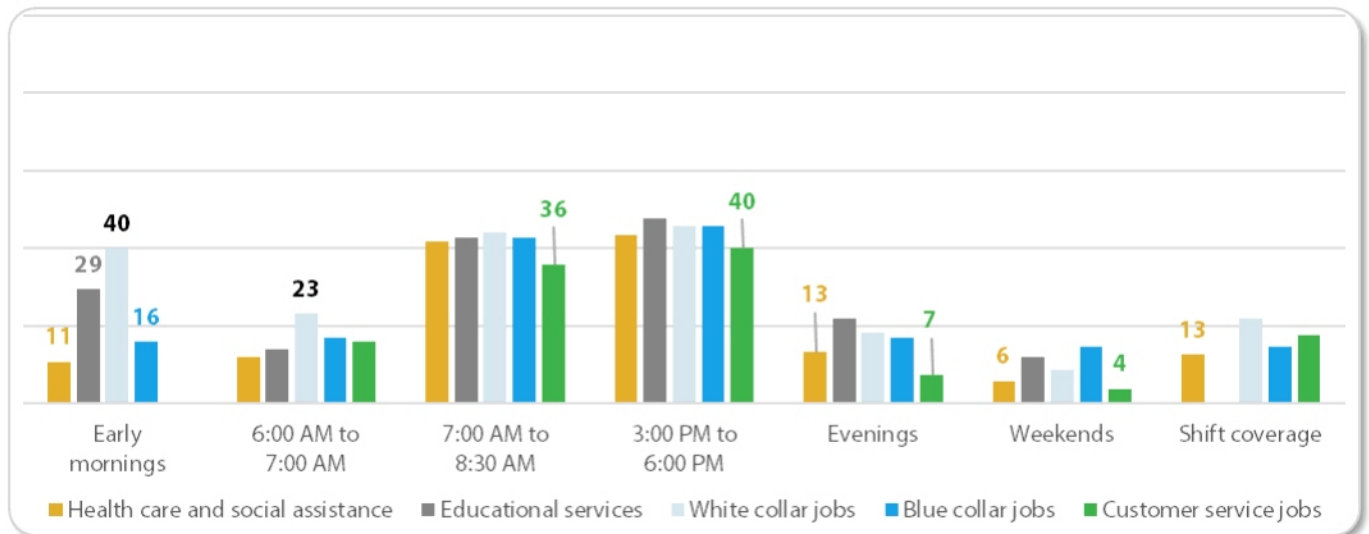
FIGURE 27. FREQUENCY CHILD CARE IS NEEDED AT SELECT TIMES, BY 'OCCUPATION' DEMOGRAPHIC



* Denoted scores are higher or lower than others for that time/situation. The "Other" occupation group is not portrayed as it is not representative of any particular occupation. Results for Customer service jobs for Early mornings and Educational services for Shift coverage are not shown as there were too few respondents.

Generally, respondents in **Customer service jobs** or **Health care and social assistance** provided lower scores in ease of accessing child care at select times. Those with **White collar jobs** reported higher scores for accessing care in **early mornings** and from **6:00 AM to 7:00 AM**.

FIGURE 28. EASE OF ACCESSING CHILD CARE AT SELECT TIMES, BY 'OCCUPATION' DEMOGRAPHIC

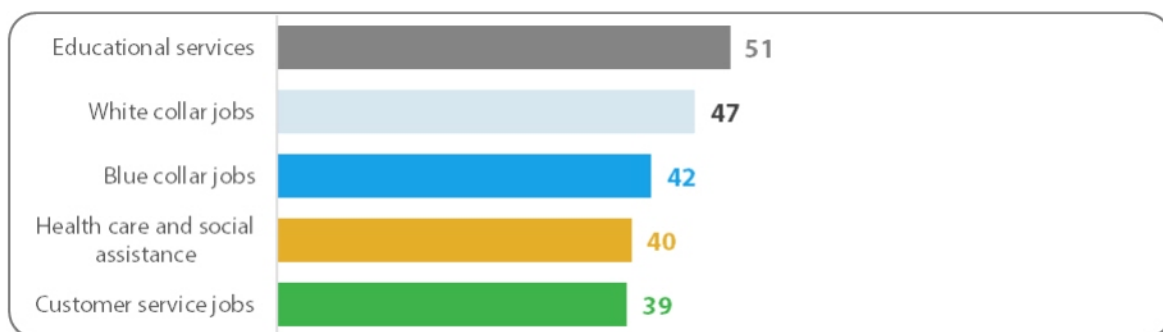


* Denoted scores are higher or lower than others for that time/situation. The "Other" occupation group is not portrayed as it is not representative of any particular occupation. Scores for Customer service jobs for Early mornings and Educational services for Shift coverage are not shown as there were too few respondents.

A lower proportion of those in **Educational services** reported **reducing work/school schedule** (48% versus 55% or higher) when formal options were unavailable, and a higher proportion of those in **Health care and social assistance** (60%) or **Educational services** (57%) used **unpaid private care** compared with those in other occupations (52% or less).

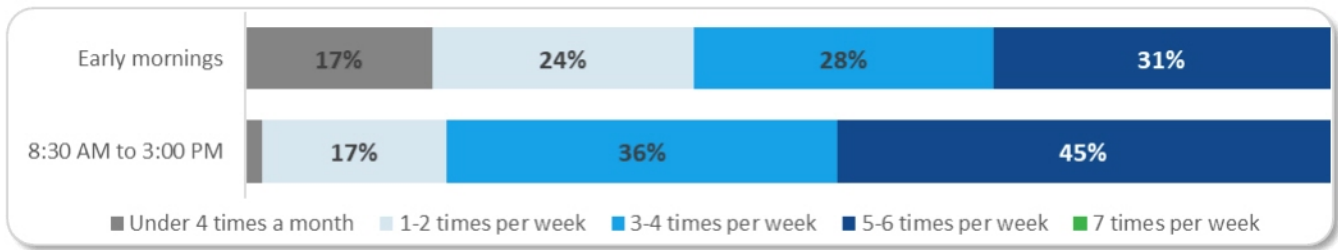
Respondents in **Customer service jobs** (score of 39), **Health care and social assistance** (40) and **Blue collar jobs** (42) were **less satisfied** than those in other occupations by how they address child care needs outside of standard business hours/days.

FIGURE 29. SATISFACTION ACCESSING CHILD CARE OUTSIDE STANDARD TIMES, BY 'OCCUPATION' DEMOGRAPHIC



While **Rural** respondents required **early morning** child care the same as non-Rural respondents, they needed it less frequently (score of 43 versus 56)¹³. Despite somewhat more Rural respondents requiring child care from **8:30 AM to 3:00 PM** (63% versus 56%), they needed it less frequently than non-Rural respondents (Rural score of 56 versus 64 non-Rural).

FIGURE 30. FREQUENCY CHILD CARE IS NEEDED AT SELECT TIMES, BY 'RURAL' DEMOGRAPHIC



Rural respondents generally provided lower scores for ease of **access** compared with non-Rural respondents (most times or situations were lower by 5 or more points). Although a higher proportion of those in Rural areas reported using **paid private care** when formal child care options were not available (47% Rural versus 36% non-Rural), there was not a meaningful difference in satisfaction with their use of alternate options outside standard business hours/days compared to non-Rural respondents.

There were too few respondents in the Cariboo and northern DRs, and Cowichan Valley, Fraser-Fort George and Nanaimo RDs to analyze frequency or ease of accessing child care for *most* times and situations. Only times and **geographies** large enough are reported.

Respondents in the Kootenay DR needed child care from 6:00 AM to 7:00 AM more frequently than elsewhere (score of 63). As well, those in the Kootenay and northern DRs required child care less frequently from 8:30 AM to 3:00 PM and 3:00 PM to 6:00 PM (all scored 57). Those in the Vancouver Island - Coast DR required care more frequently during evenings (score of 40) and weekends (26) compared with elsewhere.

The Kootenay, northern, and Vancouver Island – Coast DRs showed a few differences in frequency and ease.

Generally, where there were enough respondents, those in the Kootenay DR had slightly lower scores for ease of accessing child care, those in the northern DRs had a slightly lower score for 8:30 AM to 3:00 PM care, and those in the Vancouver Island - Coast DR had lower scores for 6:00 AM to 7:00 AM and 7:00 AM to 8:30 AM, compared with all other DRs.

¹³ Specifically, the Rural score of 43 was driven by the higher proportion (41%) needing early morning care 2 or fewer times per week and the lower proportion (31%) needing it 5-6 times per week. The non-rural score of 56 was driven by the lower proportion (22%) 2 or fewer times per week but a higher proportion (47%) needing it 5-6 times per week.

A lower proportion of **Cariboo DR** respondents reported **reducing their work/school schedule** (47%) compared with other DRs (51% to 56%), but a higher proportion used **unpaid private care** (62% in Cariboo DR versus 52% to 59% elsewhere). A higher proportion of **northern DR** respondents used **paid private care** (55% versus 35% to 42% elsewhere). Satisfaction did not differ meaningfully across DRs (scores from 43 to 46).

The Cariboo and northern DRs showed some differences outside of formal care.

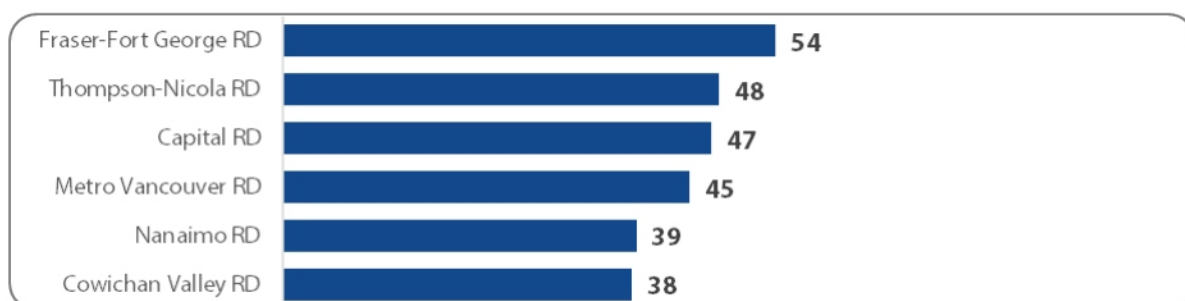
Respondents in the Cowichan Valley RD required 7:00 AM to 8:30 AM care less frequently (score of 56), while those in the Capital RD required child care more frequently during weekends (score of 33) and for shift coverage (score of 52).

The Capital and Thompson-Nicola RDs had lower scores for ease of accessing care at 6:00 AM to 7:00 AM (8 and 9, respectively), compared with Metro Vancouver RD (23). The Nanaimo and Cowichan Valley RDs scored lower in ease of accessing care from 7:00 AM to 8:30 AM (26 and 32, respectively) and from 3:00 PM to 6:00 PM (34 and 38, respectively), compared with other reported RDs. For 8:30 AM to 3:00 PM, the Nanaimo RD had a lower score (46), while the Fraser-Fort George and Thompson-Nicola RDs had higher scores (65 and 62, respectively). Most of the less standard times had too few respondents to compare by RD.

There were some differences by RDs in frequency, ease of access, alternatives to formal child care options, and satisfaction with these alternates.

Higher proportions of respondents in the **Cowichan Valley RD reduced their work/school schedules** (61%), used **unpaid private care** (61%), used **paid private care** (47%), and **other** (7%) alternates when formal child care options were unavailable, compared with the other reported RDs. **Unpaid private care** also had higher proportions of use by respondents in the **Capital** (59%) and **Fraser-Fort George** (60%) RDs. A higher proportion of respondents in the **Capital** RD reported using **recreation programs** (15% compared with 2% to 10% elsewhere). Satisfaction with these alternates differed somewhat: **Cowichan Valley** (38) and **Nanaimo** (39) RDs reported less satisfaction, while the **Fraser-Fort George** RD had a higher score (54).

FIGURE 31. SATISFACTION ACCESSING CHILD CARE OUTSIDE STANDARD TIMES, BY 'RD' DEMOGRAPHIC



7. Satisfaction with Skills of Child Care Provider

What skills, knowledge and attributes are most important to parents when choosing a child care provider? How satisfied are parents with the skills, knowledge and attributes of their current child care provider?

This section focuses on the importance parents placed on various skills, knowledge and attributes of child care providers, and their subsequent satisfaction with said aspects. Highlighted demographic groups include Age of Child, Multi and Single, and six Regional Districts. See the companion Excel tables for detailed results (Sec4, Scores) and Appendix B: Interpreting Results.

Overall, the vast majority of respondents placed **high importance** on various skills, knowledge and attributes when considering a child care provider—most scores were over 90 out of 100.

Respondents' level of **satisfaction** was lower than importance when reflecting on their current child care providers' skills, knowledge and attributes—scores ranged from a high of 84 to a low of 65. In terms of satisfaction, aspects clustered into four main groups: the top two aspects, six aspects with scores from 77 to 80, three aspects with scores of 72 to 74, and the lowest scoring aspect. See Figure 25.

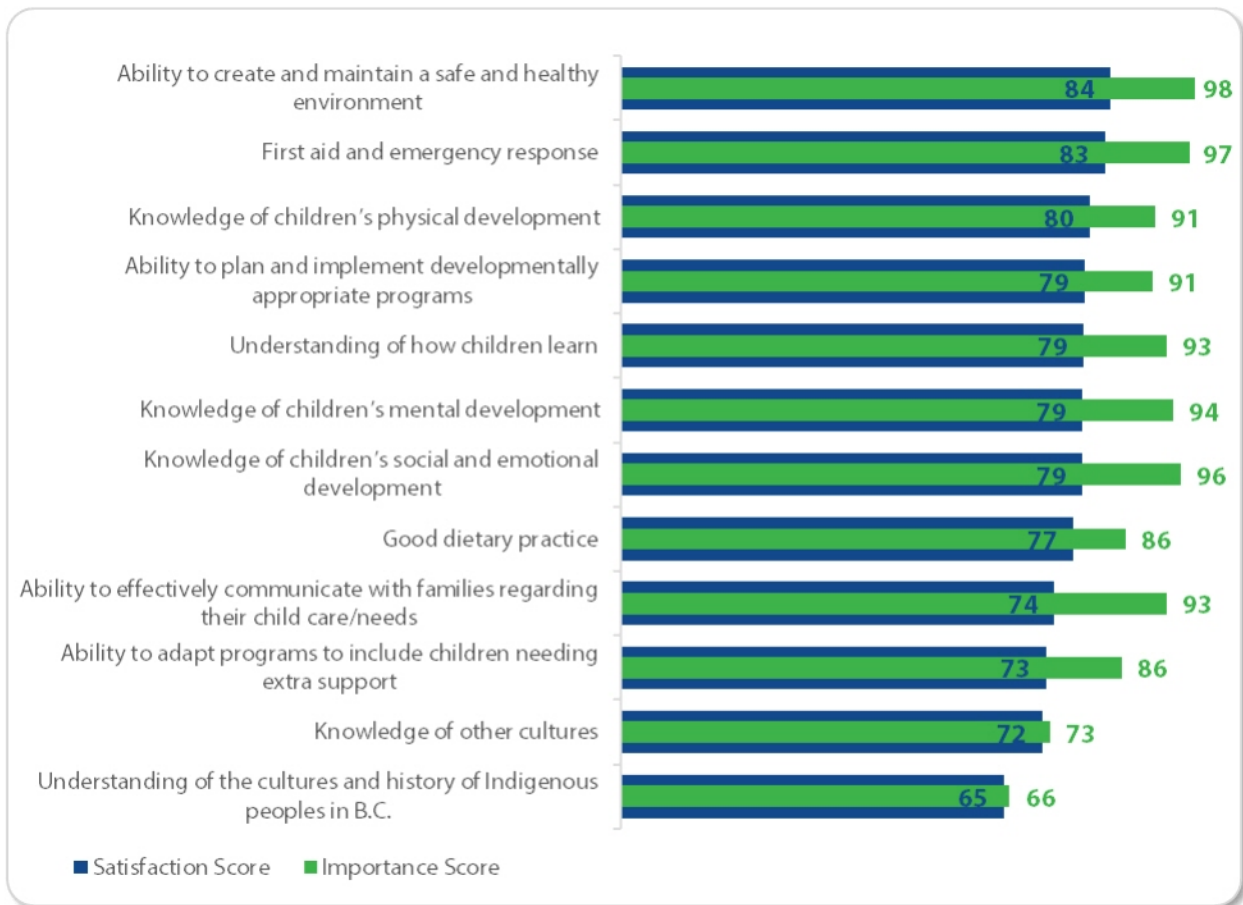
Most scores of importance were over 90 out of 100, while most scores of satisfaction were in the 70s and low 80s.

The **ability to create and maintain a safe and healthy environment**, and **first aid emergency response** were the top two aspects in both satisfaction and importance. The bottom three aspects were **the ability to adapt programs to include children needing extra support**, **knowledge of other cultures**, and **understanding of the cultures and history of Indigenous peoples** in B.C.

The second cluster of satisfaction scores, from 77 to 80, all had a corresponding importance score (except for **good dietary practice**, importance of 86). These **child-related aspects** related to understanding of children's development and growth (i.e., physically, mentally, socially and emotionally) and developmentally appropriate programs, as well as dietary practice.

While the third cluster had consistent satisfaction (72 to 74), importance scores varied (73, 86 and 93). This **program-related cluster** comprised of effective communication, adaptation for children needing extra support, and cultural knowledge.

FIGURE 32. SATISFACTION & IMPORTANCE OF CHILD CARE PROVIDERS' SKILLS, KNOWLEDGE & ATTRIBUTES



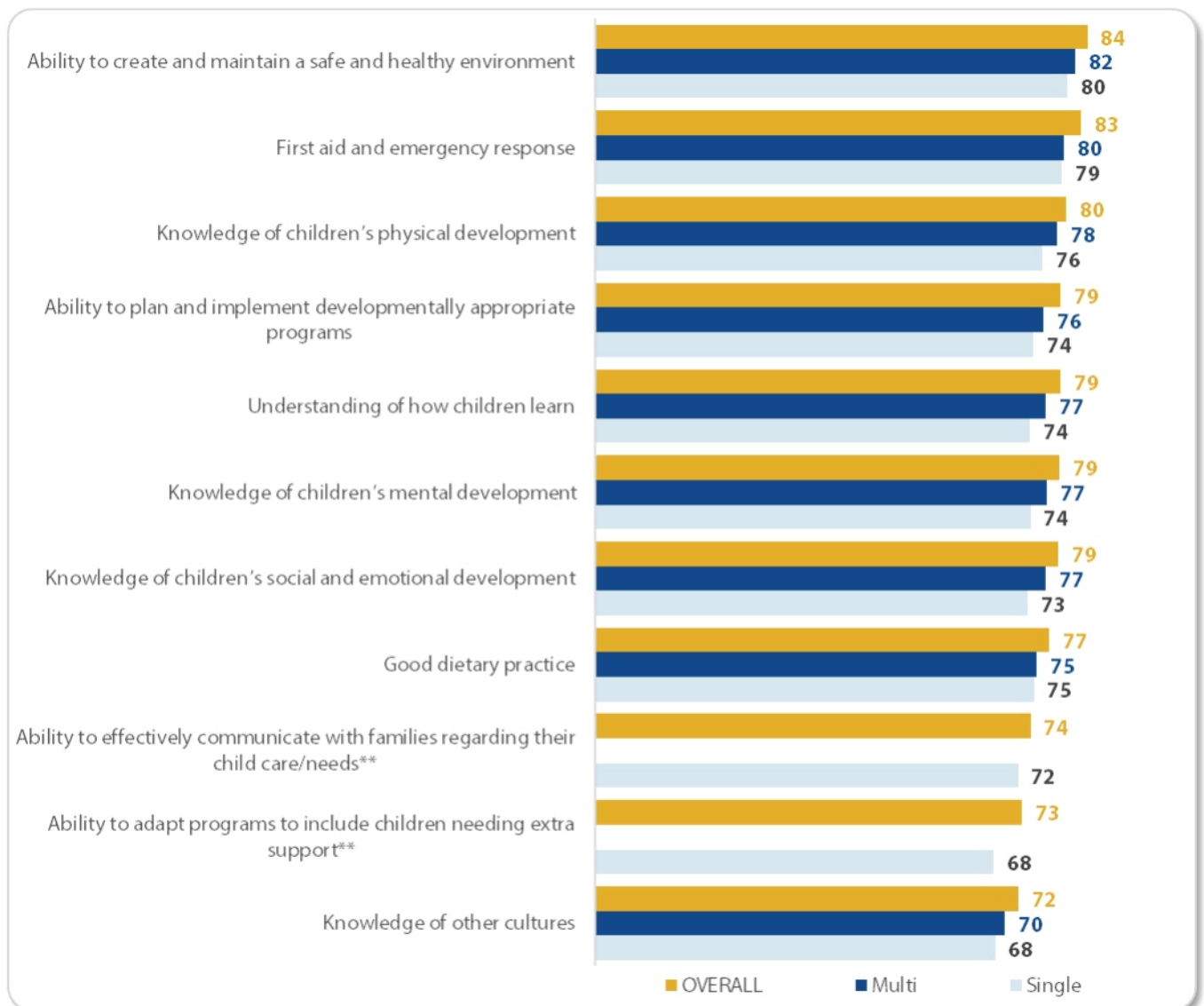
Understanding the **gap** between the importance of, and satisfaction with, an aspect is another way to analyze these results. The (negative) gap from importance to satisfaction was largest in relation to the **ability to effectively communicate with families regarding their child care/needs** (importance 93 - satisfaction 74 = gap -19).



7.1. Demographic Highlights

The demographic groups that most often showed differences were Age of Child, Multi and Single, and six Regional Districts. There was minimal variation in how informed respondents are about the education and training of child care professionals or scores of importance, therefore, satisfaction scores are the focus by demographics. Generally, **Multi** and **Single** respondents provided slightly lower **satisfaction** scores than their counterparts with regard to their current child care providers' skills, knowledge and attributes.

FIGURE 33. SATISFACTION SCORES, BY 'MULTI' & 'SINGLE' DEMOGRAPHICS*

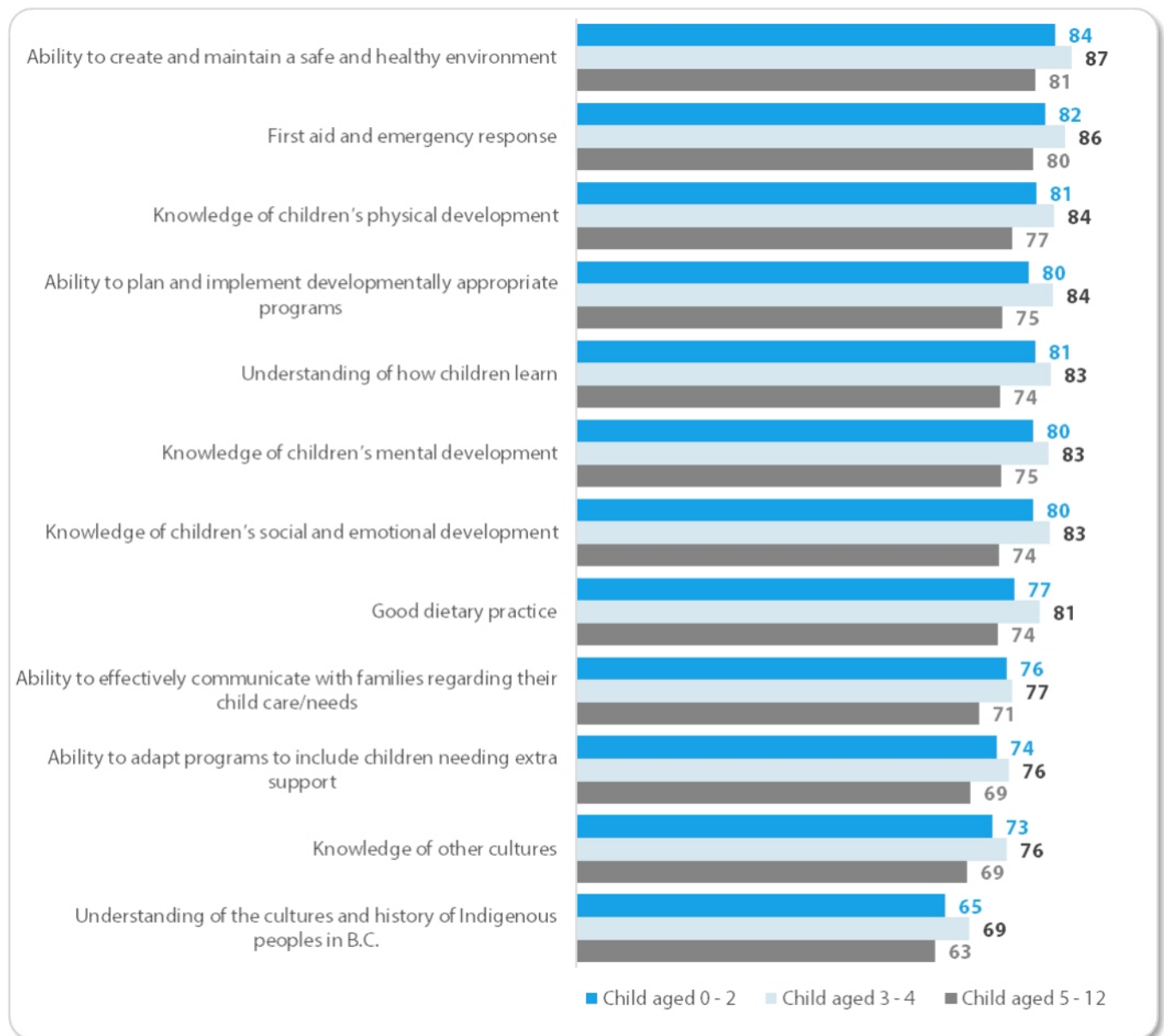


* 'Not Single' and 'Not Multi' results were either the same as, or one point higher than, OVERALL results. Therefore, OVERALL results are portrayed for ease of reporting.

** Two aspects had no difference by Multi, but did differ for Single respondents. Those Multi results are removed. Neither demographic differed regarding "understanding of the cultures and history of Indigenous peoples in B.C.".

When analyzing by Age of Child, satisfaction scores were usually **higher** for respondents with a **child aged 3-4**, **lower** for those with a **child aged 5-12**, and in between for those with a child aged 0-2.

FIGURE 34. SATISFACTION SCORES, BY 'AGE OF CHILD' DEMOGRAPHIC



Other than sporadic high or low satisfaction scores, there were no meaningful differences by Development Region. However, **satisfaction** scores were higher in the **Fraser-Fort George RD**.

See the companion Excel tables for detailed results to all survey questions by many demographics.

8. Appendix A: Demographic Groups

Table 3 provides the counts and percentages of groups highlighted in this report.

TABLE 3: DEMOGRAPHIC COUNTS & PERCENTAGES

DEMOGRAPHIC	GROUP	COUNT	PERCENTAGE
Respondents		6,512	100%
Role	Parent / grandparent / guardian	5,743	88%
	Future parent	61	1%
	Childcare provider	560	9%
	Sector organization	63	1%
	Other	85	1%
Age of Child	Child aged 0 - 2	1,430	26%
	Child aged 3 - 4	1,702	32%
	Child aged 5 - 12	2,267	42%
Age	Under 30 years	283	5%
	30 to 39 years	3,374	59%
	40 to 49 years	1,822	32%
	50 years or over	268	5%
Occupation	Health care and social assistance	1,214	22%
	Educational services	972	18%
	White collar jobs	1,555	28%
	Blue collar jobs	766	14%
	Customer service jobs	455	8%
	Other ¹⁴	583	11%
Household Income	Less than \$45,000	634	12%
	\$45,000 to \$110,999	2,130	40%
	\$111,000 or more	2,618	49%

¹⁴ The "Other" occupation group is not compared in this report as it is not representative of any particular occupation.

DEMOGRAPHIC	GROUP	COUNT	PERCENTAGE
Education	High school or less	393	7%
	Some college, no degree	1,299	23%
	Associate or Bachelor's degree	2,555	45%
	Professional, Master's or Doctorate degree	1,466	26%
Gender	Female Gender	4,933	86%
	Gender Diverse	29	0.5%
	Male Gender	773	13%
Other Characteristics	Indigenous	282	5%
	Single	826	15%
	Multi*	1,463	22%
	Rural	689	11%
	Visible Minority	1,014	17%
	Newcomer to Canada, in the country 5 years or fewer	294	5%
	Persons with disabilities	130	2%
	LGBTQ2S+	104	2%
Development Region	Lower Mainland – Southwest DR	2,648	49%
	Vancouver Island – Coast DR	1,185	22%
	Thompson-Okanagan DR	1,026	19%
	Kootenay DR	344	6%
	Cariboo DR	119	2%
	Nechako/North Coast/Northeast DRs	131	2%
Regional District**	Metro Vancouver RD	2,434	62%
	Capital RD	705	18%
	Thompson-Nicola RD	503	13%
	Cowichan Valley RD	117	3%
	Nanaimo RD	103	3%
	Fraser-Fort George RD	53	1%

* Multi is any respondent with one or more of the following characteristics: Visible Minority, Newcomer to Canada, Person with Disabilities, LGBTQ2S+, and/or Gender Diverse.

** Six Regional Districts are highlighted throughout this report, due to the concentrated number of respondents. Thompson-Nicola RD respondents (all but 4) are in Kamloops; Fraser-Fort George RD respondents are all in Prince George.

9. Appendix B: Interpreting Results

The companion Excel tables worksheet has detailed results providing valid counts and percentages overall and by demographics. There is also a sheet with average scores, and a sheet with counts and percentages of “invalid” results—where respondents chose “Unsure/No Opinion”, “I don’t remember”, and “Don’t Know” responses.

9.1. Scores

The survey used many response scales, such as level of familiarity (Not at all Familiar, Somewhat Familiar, Very Familiar), importance (1 – Not at all Important through 5 – Very Important), satisfaction (1 – Not Satisfied at all through 5 – Very Satisfied), and more. These ranged from three to five valid response options.

As an example, consider how a response of Very Important on a four-point scale is different from the same response on a five-point scale.

A score is a single measure that allows for easier comparability across questions.

Not Important (1)	Somewhat Important (2)	Important (3)	Very Important (4)	
Not at all Important (1)	2	3	4	Very Important (5)

The lightly shaded area above is part of “Very Important” in the four-point scale, but not in the 5-point scale. Scores address this issue by represent the full range of valid responses to each question. Scores range from 0 to 100 points, where 0 is the most negative score, and 100 is the most positive score.



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9410 Stn Prov Govt
Victoria, B.C.
V8W 9V1

Email: bc.stats@gov.bc.ca

Twitter: [@bcstats](https://twitter.com/bcstats)

Web: www2.gov.bc.ca/gov/content/data/statistics

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT
INFORMATION NOTE**

DATE: July 23, 2020
CLIFF#: 251512

DATE OF PREVIOUS NOTE: N/A
PREVIOUS CLIFF # N/A

PREPARED FOR: Minister Katrine Conroy, Children and Family Development and Minister of State for Child Care, Katrina Chen

ISSUE: New Spaces Signage

BACKGROUND:

- The ChildcareBC New Spaces Fund offers funding to support the creation and expansion of child care facilities.
- Available funding ranges from a maximum of \$250K for for-profit providers for up to 75% of total project costs, to a maximum of \$3M for public sector organizations and Indigenous governments for 100% of project costs.
- Funding amounts have ranged from a low of \$159,000 to a high of \$3M.
- Though the Province required child care capital projects to display signage in the past, the practice was discontinued in 2008/09.
- Since the launch of the New Spaces Fund, the Ministry has provided funding for 234 projects, creating an estimated 16,800 new spaces across BC. While funding is publicly announced, there is no on-site acknowledgement of provincial funding during construction or after opening.

DISCUSSION:

- Signage of spaces created through the New Spaces Fund can support the broader Budget 2020 government commitment of building the infrastructure the province needs, including new roads, hospitals, housing, school and child care centres. The commitment has been branded “Building BC”.
- The pricing for signage will vary but is estimated to be an average of \$1500 per project. Pricing variables include sign sizes, materials, distribution, and method of sign erection.
- New Spaces signage will be funded through the child care programs administrative budget.
- Operational details such as the sign ordering, delivery and erecting and adherence to standards will need to be worked into the New Space Funding agreements and incorporated into program operations.
- Experience up to 2008/09 has shown that the logistical coordination and contractual obligations related to displaying signage were better met by projects involving large-scale developments or new ground-up builds where the developer/land or building owner is supportive and doesn’t have any contrary requirements. The ministry found the process is much smoother when working with not-for-profit organizations and public partners, than with for-profit organizations.

- Based on this experience and the current context, a phased implementation is recommended to ensure signs are put in place for high-value projects, and allows the opportunity to work out the operational details. Three phases are suggested:
 - 1) Public Sector projects¹ approved during 2019/20 intake in urban settings (the Lower Mainland, Greater Victoria and Kelowna).
 - 2) Public Sector projects approved during the 2019/20 intake in non-urban settings
 - 3) Projects from the first closed intake (scope to be determined after assessment of experience from phases one and two)
- The implementation of phase one and two is projected at \$75,000 for 50 projects. Phase three costs will depend on the number of approved projects that fall within the recommended parameters of public sector and not-for-profit projects. However projecting approximately 30 projects for phase three brings total 2020/21 budget for signage to \$120,000. Costs for signage will continue into 2021/22 budget forecast for approved projects under the second closed intake.

NEXT STEPS:

- Confirm approval of phased approach and in-scope projects
- Finalize operational process and procedures
- Contact in-scope project owners to make arrangements

ATTACHMENTS:

- A. List of Phase One and Two Projects
- B. Draft of Signage
- C. Risks and Mitigation

Contact

Assistant Deputy Minister:

*Christine Massey
Early Years & Inclusion
778 698-7121*

Alternate Contact for content:

*Kevena Hall
Child Care Capital
250 360 7336*

Prepared by:

*Shannon Renault
Early Years & Inclusion
250 886-0845*

¹ Will not include Indigenous governments.

Appendix A – List of Phase One and Two Projects

Facility	Facility City/Town	Urban/Rural	Electoral District	Type of Project	Total Funding Approved	Total Number of Spaces To Be Created	Projected Completion Date
Phase One							
Weir YMCA Kids Club @ Doctor George Moir Weir Elementary School	Vancouver	Urban	Vancouver-Fraserview	School	\$ 1,404,084.00	82	2022-05-01
Sir Richard McBride Elementary School	New Westminster	Urban	New Westminster	Commercial Space	\$ 1,938,840.00	37	2021-08-01
Braefoot Elementary	Victoria	Urban	Victoria-Swan Lake	Modular	\$ 1,128,738.60	57	2021-09-30
Oaklands Elementary	Victoria	Urban	Victoria-Swan Lake	Modular	\$ 1,256,395.70	43	2021-09-30
Les Agneaux de Saute-Mouton	Victoria	Urban	Esquimalt-Metchosin	School	\$ 159,311.60	28	2020-07-01
Caboose Club	Saanich	Urban	Saanich South	Modular	\$ 828,828.00	20	2020-09-01
Percy's Clubhouse	Sidney	Urban	Saanich North and the Islands	Modular	\$ 1,164,240.00	40	2020-07-31
Lochside After School Program Society	Victoria	Urban	Saanich South	Modular	\$ 1,191,960.00	40	2020-09-16
Erma Stephenson Elementary	Surrey	Urban	Surrey-Guildford	Modular	\$ 2,482,850.00	88	2021-09-01
Sir Richard McBride Elementary School	Port Coquitlam	Urban	Port Coquitlam	School	\$ 2,400,000.00	60	2021-03-01
Marian Learning Resource Centre	Burnaby	Urban	Burnaby-Lougheed	School	\$ 2,097,230.00	103	2022-09-01
Burnaby North Secondary Childcare Centre	Burnaby	Urban	Burnaby North	School	\$ 2,200,272.00	123	2022-09-01
Cascade Heights Elementary School	Burnaby	Urban	Burnaby-Lougheed	School	\$ 1,722,166.00	67	2020-09-01
Westridge Elementary School	Burnaby	Urban	Burnaby-Lougheed	School	\$ 1,722,166.00	91	2020-09-01
Suncrest Elementary School	Burnaby	Urban	Burnaby-Edmonds	School	\$ 1,624,936.00	54	2020-09-01
Rosser School (Shared Childcare / Pre-School)	Burnaby	Urban	Burnaby North	School	\$ 50,000.00	18	2020-09-01
Marigold Elementary	Victoria	Urban	Saanich South	Modular	\$ 1,373,638.60	49	2022-01-01
School at Eagle Mountain (TBD)	Abbotsford	Urban	Abbotsford-Mission	School	\$ 2,985,140.00	88	2022-09-02
Davie Jones Child Care	Pitt Meadows	Urban	Maple Ridge-Pitt Meadows	Standalone Building	\$ 2,131,060.00	59	2020-09-01
New Westminster Aquatic and Community Centre	New Westminster	Urban	New Westminster	Community Centre	\$ 3,000,000.00	45	2022-09-01
Juan de Fuca Parks and Recreation Centre & Kids Cottage	Victoria	Urban	Esquimalt-Metchosin	Community Centre	\$ 2,799,465.00	40	2021-06-30
Strawberry Hill Hall	Surrey	Urban	Surrey-Newton	Community Hall	\$ 425,172.00	36	2021-03-01
University Children's Learning Centre Society	Kelowna	Urban	Kelowna-Lake Country	Existing Child Care Building	\$ 1,000,000.00	20	2020-10-15
Coal Harbour YMCA Kids Club at Coal Harbour Elementary School	Vancouver	Urban	Vancouver-West End	School	\$ 1,893,191.00	50	2024-03-01
Eagle View Elementary	Victoria	Urban	Esquimalt-Metchosin	School	\$ 1,775,286.40	59	2023-04-01
View Royal Elementary	Victoria	Urban	Esquimalt-Metchosin	Existing Child Care Building	\$ 1,766,786.40	55	2023-04-01
George Jay Elementary	Victoria	Urban	Victoria-Beacon Hill	Modular	\$ 1,234,138.60	49	2023-07-01
Marlborough Elementary School	Burnaby	Urban	Burnaby-Deer Lake	School	\$ 2,617,134.00	78	2023-09-01
Stride Avenue Community School Childcare Centre (Phase 2)	Burnaby	Urban	Burnaby-Edmonds	School	\$ 1,843,812.00	47	2023-09-01
YMCA Kids Club @ Sir Sanford Fleming Elementary School	Vancouver	Urban	Vancouver-Kensington	School	\$ 50,000.00	40	2020-09-01
YMCA Kids Club @ Mount Pleasant Elementary School	Vancouver	Urban	Vancouver-Mount Pleasant	School	\$ 50,000.00	24	2020-09-01
Grandview Terrace Child Care at Grandview Elementary School	Vancouver	Urban	Vancouver-Hastings	School	\$ 50,000.00	30	2021-02-28
Vancouver Hebrew Academy Daycare	Vancouver	Urban	Vancouver-Langara	Modular	\$ 500,000.00	20	2020-01-31
Capilano University Children's Centre	North Vancouver	Urban	North Vancouver-Seymour	Standalone Building	\$ 2,960,000.00	74	2023-07-01
Phase Two							
Denman Island Preschool Society Blackberry Lane	Denman Island	Rural	Mid Island-Pacific Rim	Modular	\$ 992,520.00	20	2020-10-01
Goat Mountain Kids Child Care Centre	New Denver	Rural	Kootenay West	School	\$ 492,052.80	46	2020-08-31
Walnut Park Elementary	Smithers	Rural	Stikine	School	\$ 2,568,014.00	42	2021-08-01
Coast Mountain Children Society	Terrace	Rural	Skeena	School	\$ 3,000,000.00	102	2022-09-02
Arrowview Kids Club	Qualicum Beach	Rural	Parksville-Qualicum	Standalone Building	\$ 1,698,000.00	43	2020-12-01
The Beanstalk Community Centre	Houston	Rural	Nechako Lakes	School	\$ 1,437,686.00	48	2021-08-31
Ladysmith Primary Early Learning and Child Care Centre	Ladysmith	Rural	Nanaimo-North Cowichan	Modular	\$ 1,411,859.00	72	2021-10-01
TBD	Castlegar	Rural	Kootenay West	Community Centre	\$ 2,000,000.00	30	2021-09-01
Aspen Grove Children's Centre	Comox	Rural	Courtenay-Comox	Commercial Space	\$ 401,995.21	16	2022-02-01
Maven Lane (Lavington Way)	Coldstream	Rural	Vernon-Monashee	Modular	\$ 637,862.00	32	2020-11-01
TBD	Canal Flats	Rural	Columbia River-Revelstoke	Standalone Building	\$ 638,927.90	16	2020-10-03
"Into the Woods" Early Learning Studio	Qualicum Beach	Rural	Parksville-Qualicum	Modular	\$ 1,000,000.00	25	2021-09-01
Palsson Elementary	Lake Cowichan	Rural	Cowichan Valley	Modular	\$ 995,835.50	37	2020-09-30
Mill Bay Elementary	Mill Bay	Rural	Cowichan Valley	Modular	\$ 874,835.50	37	2020-09-30
Silverking Childcare Centre	Nelson	Rural	Nelson-Creston	Modular	\$ 1,161,616.00	24	2021-03-31
Sechelt YMCA Child Care	Sechelt	Rural	Powell River-Sunshine Coast	School	\$ 2,663,116.00	67	2021-04-30

Appendix B: Draft of Signage



Appendix C: Risks and Mitigation

Risk	Likelihood	Impact	Mitigation
Project owners being uncooperative in posting signage	Unlikely	High	Staff will leverage relationships with current projects to encourage participation. Requirements for posting signage will be included in upcoming New Spaces Fund projects
Difficult to prove accountability	Medium	Low	Encourage photos for news sharing

Child Care Resource and Referral Parent Survey

8/24/2020 4:42:40 PM

Demographics

Which Health Authority Region do you live in?

Respondents: 203

Choice	Percentage	Count	
Fraser	19.21%	39	
Interior	23.65%	48	
Northern	5.91%	12	
Vancouver Coastal	23.65%	48	
Vancouver Island	27.59%	56	
Total	100%	203	

Do you consider yourself to live in an area that is rural or urban?

Respondents: 203

Choice	Percentage	Count	
Rural	22.66%	46	
Urban	77.34%	157	
Total	100%	203	

How many children do you have in each of the following categories?





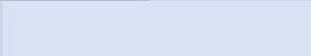
Respondents: 203

Choice	Percentage	Count	
Under 3 years old:	48.77%	99	
3 - under 5 years old:	40.89%	83	
5 - 12 years old:	52.22%	106	
My partner or I am currently pregnant or plan to be pregnant within the next year	7.39%	15	
Total	100%	203	

General



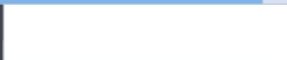

Outside of the above description, are you familiar with the Child Care Resource and Referral program?

Respondents: 203

Choice	Percentage	Count		
Yes	52.22%	106		
No	47.78%	97		
Total	100%	203		






Does the community you live in have a Child Care Resource and Referral centre?

Respondents: 106

Choice	Percentage	Count		
Yes	91.51%	97		
No	8.49%	9		
Total	100%	106		


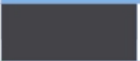




Have you accessed services at a Child Care Resource and Referral centre?

Respondents: 106

Choice	Percentage	Count		
Yes	82.08%	87		
No	17.92%	19		
Total	100%	106		

How many times have you accessed services at a Child Care Resource and Referral centre?

Respondents: 87

Choice	Percentage	Count	
1-2 times total	44.83%	39	
3-5 times total	43.68%	38	
Weekly	1.15%	1	
Monthly	4.60%	4	
Quarterly	3.45%	3	
Annually	2.30%	2	
Total	100%	87	

Which services have you accessed and how helpful was the Child Care Resource and Referral centre in providing them?

Respondents: 87

	Not helpful	Neutral	Helpful	Not applicable	Total
Community outreach program	4.60% (4)	16.09% (14)	17.24% (15)	62.07% (54)	100% (87)
Drop-in activities or playgroups for parents and children	4.60% (4)	14.94% (13)	20.69% (18)	59.77% (52)	100% (87)
Help with applying for the Affordable Child Care Benefit	4.60% (4)	17.24% (15)	19.54% (17)	58.62% (51)	100% (87)
Help with applying for other government programs	8.05% (7)	16.09% (14)	11.49% (10)	64.37% (56)	100% (87)
Lending Library or other information/resources	3.45% (3)	14.94% (13)	21.84% (19)	59.77% (52)	100% (87)
Parenting or child development workshops	4.60% (4)	14.94% (13)	19.54% (17)	60.92% (53)	100% (87)
Referrals to child care services	26.44% (23)	10.34% (9)	58.62% (51)	4.60% (4)	100% (87)
Referrals to language and cultural services	3.45% (3)	18.39% (16)	5.75% (5)	72.41% (63)	100% (87)
Referrals to other community services	5.75% (5)	17.24% (15)	14.94% (13)	62.07% (54)	100% (87)
Other:	4.60% (4)	13.79% (12)	9.20% (8)	72.41% (63)	100% (87)

#	Respondent	Please describe Other:
1	s.22	I have accessed the guide they produced about how to select a daycare.
2		As a resource for so many things as an ECE in a nearby village.
3		Daycare spaces
4	s.22	s.22 is a lovely and empathetic person who has he hands tied in many respects.
5		?
6		N/A
7		While I received a list of child care options as part of the "essential worker referral" service, none had availability. It would have been helpful to know this before spending time trying to reach the child care resource centre and then contacting the child care providers individually afterwards.
8		x
9		During covid a list of resources doesn't help when everything else is shut and daycares are taking advantage of essential workers
10		speech therapy was amazing
11		na

Would you use a Child Care Resource and Referral centre for these services in the future?

Respondents: 87

Choice	Percentage	Count	
Yes	85.06%	74	<div style="width: 85.06%;"></div>
No	14.94%	13	<div style="width: 14.94%;"></div>
Total	100%	87	

Are there services the Child Care Resource and Referral centre(s) you accessed did not offer that you wish it did?

Respondents: 26

#	Respondent	Are there services the Child Care Resource and Referral centre(s) you accessed did not offer that you wish it did?
1	s.22	I was not aware of the other services, until now.

2	s.22 resources on hiring a nanny or setting up a nanny share
3	Perhaps an opt in email newsletter to inform of services, events and workshops available. As children grow out of clothes, equipment, etc., would be good to coordinate donations for families in need.
4	No
5	Whenever I have requested a list of child care services available, all the spots have been full so the list has not been helpful, this included trying to find a spot for children of essential workers.
6	I found childcare contacting centers not listed
7	they cover a lot!
8	I wish i had known all services provided. I struggled on knowing affordable child care and missed out on 3 mknths payment as my daycre gave me incorrect information.
9	More resources for my child with cerebral Palsy in the area.....camps, lessons etc and caregiving options(respice)
10	No. The Centre fulfilled our family's needs.
11	Ability to find or help me prove that evening childcare does not exist so I can keep my job @ the LDB (schedules me exclusively for evening shifts despite being the only single parent on staff)
12	No
13	Perhaps more support for childcare providers to encourage more childcare spots. Biggest barrier to childcare is the extreme lack of licensed care and after school care.
14	no
15	after school care
16	No
17	I wish they were able to speak to the quality of a center or collect parent feedback on providers.
18	I have used referrals to child care services several times, and each time I receive a list of daycares, but none of the daycares actually have spots available, and some do not even offer waitlists.
19	More help finding and securing daycare. The CCRC in Cranbrook was disgraceful during the pandemic finding childcare for essential workers was brutal.
20	For essential services childcare options during the pandemic, the CCRR simply gave a list of sites in my preferred neighbourhood, but this did not help as there were no available spaces in those sites
21	There is no daycare available in new west for kids under 2. They sent me a list of daycares that were all full that I already put my name on before contacting them.

22	s.22	I wish I would have taken advantage of the drop in groups and parent workshops - I didn't realize (or forgot in the parent fog) that they existed.
23		I honestly wish that that the day card lists would be vetted by price and priority.
24		They provided me a list of resources I already had tried to access
25		no
26		no

Parenting & Child Development

When you are looking for information or classes on parenting or your child's development, what sources have you found to be the most informative?

Respondents: 203

Choice	Percentage	Count	
Centralized/provincial child care website (e.g. Childcare BC or Child Care Map)	17.24%	35	
Child care centre	25.12%	51	
Child Care Resource and Referral centre in person	7.88%	16	
Child Care Resource and Referral centre via phone/email	12.81%	26	
Child Care Resource and Referral website	13.79%	28	
College/university	5.91%	12	
Community or cultural service (e.g. YMCA, Neighbourhood House, Friendship Centre, etc.)	21.18%	43	
Family/Elders/friends	41.87%	85	
HealthLink BC/Local health unit	32.02%	65	
Library	20.69%	42	
Online/App/Google Search	46.80%	95	
Social Media (e.g. Facebook, Instagram, Twitter, Blogs, etc.)	33.00%	67	
Other:	6.40%	13	
I have not looked for this information	9.85%	20	
Total	100%	203	

#	Respondent	Other:
1	s.22	NOYFSS or CYMH
2		family doctor
3		Family doctor, specialists
4		Doctor
5		The leap years app

6	s.22	Our independent school
7		Supported Child Development
8		Businesses such as Mothering Touch
9		Nanaimo child development centre
10		Family doctor and other health care providers (speech language pathologist, physiotherapist, etc.)
11		Public health
12		Local parenting groups
13		Local Rec Centre

How would you ideally prefer to find parenting or child development information or classes?



Respondents: 203

Choice	Percentage	Count	
Centralized/provincial child care website (e.g. Childcare BC or Child Care Map)	42.36%	86	
Child care centre	21.18%	43	
Child Care Resource and Referral centre in person	13.30%	27	
Child Care Resource and Referral centre via phone/email	16.75%	34	
Child Care Resource and Referral website	38.42%	78	
College/university	1.97%	4	
Community or cultural service (e.g. YMCA, Neighbourhood House, Friendship Centre, etc.)	17.24%	35	
Family/Elders/friends	19.21%	39	
HealthLink BC/Local health unit	20.69%	42	
Library	10.34%	21	
Online/App/Google search	25.62%	52	
Social Media (e.g. Facebook, Instagram, Twitter, Blogs, etc.)	17.73%	36	
Other:	2.46%	5	
Not applicable	3.45%	7	
Total	100%	203	

#	Respondent	Other:
1	s.22	Possible option to place name on an online inventory or receiving mail in the form of a package
2		Email
3		Unsure
4		Health care providers
5		Public health






Have you ever gone with your child to a drop-in parent-child activity?

Respondents: 203

Choice	Percentage	Count	
Yes	65.52%	133	
No	34.48%	70	
Total	100%	203	

Which organization's drop-in parent-child activities have you taken part in?

Respondents: 133

Choice	Percentage	Count	
Aboriginal Head Start	0.00%	0	
A child care centre	18.80%	25	
A local community or cultural service (e.g. YMCA, Neighbourhood House, Friendship Centre, etc.)	54.89%	73	
Child Care Resource and Referral centre	9.77%	13	
StrongStart	63.91%	85	
Other:	18.05%	24	
Total	100%	133	



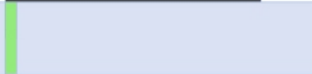
#	Respondent	Other:
1	s.22	library storytime
2		public library
3		community health centre, community rec centre
4		Library
5		Rec centre programs
6		A maternity store
7		Rec Centre
8		Social media

9	s.22 Library
10	orca bus, speech thpst
11	Healthy beginnings and mother goose
12	local churches playgroup and community centre
13	Nanaimo child development centre
14	library
15	Parent-infant drop in at local community health centre, community centre - play gym, classes, etc.
16	Vancouver Park Board
17	VCH Community Health drop ins
18	Pomegranate Midwives
19	Library programs
20	library
21	Library
22	Family services of north shore
23	Library, science S3 drop in (nanaimo), parks and rec nanaimo
24	Baby group and Little Cruiser group and pop-up in the park programs

Lending Libraries



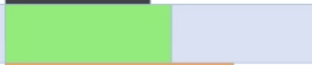

Have you ever used a Child Care Resource and Referral centre's Lending Library?

Respondents: 106

Choice	Percentage	Count	
Yes	14.15%	15	
No	82.08%	87	
My Child Care Resource and Referral centre does not have a Lending Library	3.77%	4	
Total	100%	106	

Which resources have you borrowed from the Lending Library?

Respondents: 15



Choice	Percentage	Count	
Child development/parenting books	60.00%	9	
Children's books	46.67%	7	
Themed activity boxes	53.33%	8	
Toys	73.33%	11	
Other:	0.00%	0	
Total	100%	15	

#	Other:
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Child Care Referral Services








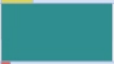





In the last five years, have you looked for child care?

Respondents: 203

Choice	Percentage	Count	
Yes	96.55%	196	
No	3.45%	7	
Total	100%	203	

When you are looking for child care, what sources have you found to be the most helpful?

Respondents: 196

Choice	Percentage	Count	
Centralized/provincial child care website (e.g. Childcare BC or Child Care Map)	20.92%	41	
Child care centre	15.82%	31	
Child Care Resource and Referral centre in person	7.65%	15	
Child Care Resource and Referral centre via phone/email	30.61%	60	
Child Care Resource and Referral website	21.94%	43	
College/university	0.51%	1	
Community or cultural service (e.g. YMCA, Neighbourhood House, Friendship Centre, etc.)	10.20%	20	
Family/Elders/friends	35.71%	70	
HealthLink BC/Local health unit	3.06%	6	
Library	1.02%	2	
Online/App/Google Search	37.76%	74	
Social Media (e.g. Facebook, Instagram, Twitter, Blogs, etc.)	32.65%	64	
Other:	8.16%	16	
Total	100%	196	

#	Respondent	Other:
1	s.22	Google search, word of mouth
2		There are only a handful of centres and I already knew about them
3		None; we haven't found any child care
4		Nothing has been helpful because there is nothing available for a child under 3 years old.
5		begging everyone I know
6		Supported Child Development
7		Phoned or asked childcare workers at pick up- drop off at the school
8		Daycarebear.ca; and phoning every care centre in our area
9		no help. everything is full.
10		word of mouth
11		word of mouth, school district, it has been very difficult
12		None have been overly helpful.
13		daycarebear.ca
14		Word of mouth
15		phoning different places in a google search
16		Whatever Pacificare falls under

How would you prefer to find child care?

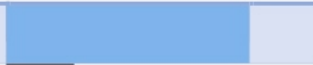

Respondents: 196

Choice	Percentage	Count	
Centralized/provincial child care website (e.g. Childcare BC or Child Care Map)	55.10%	108	
Child care centre	15.31%	30	
Child Care Resource and Referral centre in person	15.82%	31	
Child Care Resource and Referral centre via phone/email	36.73%	72	
Child Care Resource and Referral website	38.27%	75	
College/university	0.51%	1	
Community or cultural service (e.g. YMCA, Neighbourhood House, Friendship Centre, etc.)	14.80%	29	
Family/Elders/friends	17.86%	35	
HealthLink BC/Local health unit	7.65%	15	
Library	2.04%	4	
Online/App/Google Search	21.94%	43	
Social Media (e.g. Facebook, Instagram, Twitter, Blogs, etc.)	11.22%	22	
Other:	1.53%	3	
Total	100%	196	

#	Respondent	Other:
1	s.22	School
2		Unsure
3		A database with availability of licensed, RLNR, LNR, etc. spots which I could quickly match with


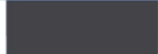
Did you contact a Child Care Resource and Referral centre when trying to find available child care in your community?

Respondents: 196

Choice	Percentage	Count	
Yes	78.06%	153	
No	21.94%	43	
Total	100%	196	

Was the referral service helpful?

Respondents: 153

Choice	Percentage	Count	
Yes	50.98%	78	
No	49.02%	75	
Total	100%	153	

What specifically about this service did you find helpful?

Respondents: 48

#	Respondent	What specifically about this service did you find helpful?
1	s.22	Quick response.
2		Options
3		quick response and thorough list of child care centres to contact
4		Up to date information and very nice rep
5		helpful to find essential worker spot; previously helpful in creating a referral list but now the search function on the website has significantly improved, and available spots appear to be updated
6		Providing the list and contacts of daycares for my child's age group in my area.
7		Child care for Temporary Essential worker
8		Quick reply
9		They emailed a list of services in my area

10	s.22	helped me find spaces that were available to essential workers after our daycare shut down permanently during the pandemic
11		choice of daycares that were open and had available spots
12		Quick reply
13		They gave me good information but unfortunately the places were full. Would be good to know ahead if there is availability.
14		List of possible daycares with spots in area
15		It helps to list out any type of care center information in my interested area.
16		aiding in finding childcare accepting children
17		It had a map
18		Gave a good list of services available in my area. Very specific information that I was looking for.
19		Quick and regular contact until child care was found
20		List of daycare s
21		When COVID began my day home daycare closed and I was able to find a licensed centre for my son while I went to work (in healthcare)
22		I can get daycare contact informations and to find the suitable childcare for my child
23		They had a list of places with spots available.
24		Did not know such program existed and had yet to come across any family or friends that knew about. Wish had learned about it sooner!
25		Offered a detailed list of places offering childcare for essential service workers.
26		quality of information
27		Answered some quick questions and received list of centres that met my criteria with contact information on each
28		A list of centres with potential space
29		To speak with an actual person. They're able to give a lot more info throughout the conversation. And it's MUCH quicker than continuous emails
30		Provided a list of centers contact information
31		Very knowledgeable and helpful
32		Speaking with a real human who had helpful suggestions.
33		They were so friendly and gave incredibly fast response times via email
34		Personable. Helpful. Easy to access. She got back to me right away.
35		provided a list of chd care providers in my area
36		Childcare providers list

37	s.22	A list of available care providers in my neighbourhood
38		Responsive. Was able to sort a list with our requirements and we used this list to call centres.
39		I loved the "last minute availability" list and the list that could filter within the distance that I was willing to commute
40		List of child care centres
41		quick to respond
42		They were helpful about navigating wait lists with childcare, as well ACCB information.
43		I found wonderful childcare
44		Very fast response especially during the early weeks of the pandemic, i.e. late April for May 1 start
45		List of child care centres
46		Found me temporary childcare for my 1 year old when my original child care closed due to covid19. I was able to return to work as a RN in the community.
47		They provided childcare options.
48		the prompt feedback

Why wasn't this service helpful?

Respondents: 73

#	Respondent	Why wasn't this service helpful?
1	s.22	Nobody contacted me
2		It didn't find an open space
3		All childcare options in my area have 12-24 month waiting lists. Not enough childcare available.
4		Literally a waste of time. Added less value than a one second google search.
5		Still had to call and get on waitlist
6		It was for childcare during COVID-19. I applied and the only info I was given was what centres were open in my community - info I already had. Both centres they provided the names of were already full
7		they give you lots of places but a lot are already full and do not have space
8		I had no reply.
9		I have got any response since 3 month of application. Child care is needed a bit early than that...

10	s.22	Referred me to a daycare that was full and could not care for my children
11		gave me a list of 3 centers that may accept my child and non could
12		Still unable to find permanent childcare
13		Still could not find a spot
14		No call back until a month later
15		All the centres listed were full; many were too far for us
16		There is always a wait and all they provide is a list of daycare close to you. That is the only help they give. I can look that up on google myself.
17		Just a listing of centres but without any availability info.
18		There were no after school care options in my area
19		I was referred to Child Care Centres that we're either not equipped to take a child with Autism, they were full or they were no longer open.
20		Didn't provide more information of what I already knew. Did not provide information about the spots available or whether they had a wait list.
21		Because there is no spots for a 14 month old in Penticton.
22		just gave a huge generic list, took hours to call, all were full.
23		Ccrr wasn't aware a full time space was available at a local daycare
24		They just said "there is nothing, and if you find someone let us know so we can utilize them"
25		they were unable to find me childcare during COVID even though I was an essential service worker
26		They couldn't actually find anything that met my care needs
27		No options offered other than most childcare options were full before covid so definitely full after
28		The service was great, however, there were no spots to offer in the community due to Covid.
29		They had inaccurate information about which daycares had spots available. None of the daycares I was referred to had spaces available. It was a big waste of my time. I phoned 10 centres.
30		I had already received childcare through school district
31		They provided me with a list of all childcare options for all ages. It would be better if they were separated by age group and before and after school care separately
32		The referral gave me options that turned out to be all full. The waitlist was years long, so the list was completely impractical.
33		As a new mom in a new town it would've been nice to have a bit more help, they provided a list of centre's in the area.
34		No actual available spaces...just lists to join with no advice

35	s.22	Apparently Evening and weekend child care does not exist, especially with covid. No one wants to bring an extra child into their home during dinner and bed time, +15/hr is too expensive.
36		Nobody contacted me.
37		They couldn't tell me what centres had spaces for my child. I have been looking for a daycare spot for my son for almost 2 years.
38		Wait listed since September 2019
39		It generated a list of childcare providers who met my criteria but there was no capacity and long waitlists
40		Many places did not have spaces or out of budget
41		Care offered didn't fit my needs
42		List of centres provided were not accepting new clients on waitlist or did not respond to request.
43		it gave a list but the spots were taken. it should be updated daily or in real time
44		Slow response, found care by searching on my own
45		It took about 2 months after I requested help when someone contacted me
46		Long time to respond back, had to reach out a couple times
47		My son has special needs and during COVID-19 they could not help me. I was redirected to the school district. In fact, I had no idea that my son should have been offered a spot at school until now.
48		The don't have info about summer camps for school age children.
49		Told me of a possible place maybe offering during covid as a frontline worker and said to contact them
50		All the daycares listed were full, some would not even take names on a waitlist. It was sadly a waste of my time.
51		Emails came from several servers, most went to junk mail. I had to apply on both the government website and the local child care resource for the "essential worker" service before getting a response.
52		Both times, I received long lists. When I was new to my area, I had no idea which ones were near me so I had to sort through the list. Both times, I called all the centres and they did not have space.
53		Slow reply, unclear answers, limited or no childcare options
54		They just told me to look at the website
55		When I contact to child care centres, they accept only waiting lists, and they do not have spots even more 1 year ago.
56		Nothing available in my town
57		they never called me back
58		there was no available space for the childcare centre referred

	s.22	
59		they provided me with UNLICENSED dayhomes. Did not keep track of information they gave me. Did not follow up. Required multiple phone calls to get poor information.
60		Period of temporary funding and availability of spaces for essential workers ends Aug. 31 and I was looking for care starting September.
61		no daycare available in my community (all full)
62		We were provided a list of places but a lot of the locations were not accepting or did not have spots available
63		They gave me a list of every child care provider in town and actually said good luck, but not in a good way
64		During covid a list is helpful but doesn't help
65		nothing available in my area, contact list outdated
66		Nothing available
67		The two centres open had no space
68		A generic list of child care near my home was provided. Since there's so few infant care, I wanted a more catered list of infant care but a larger radius
69		Gave me a list of resources already know about and are all full
70		the service was helpful when i was looking in vancouver BUT then i moved to delta and the fraser health list wasnt as helpful. I ended up doing a google search/talking to people.
71		It was just a list of places. There was no parent feedback or review. No information on waitlist or availability.
72		All the places they suggest I already called. No new information could be provided.
73		asked me to fill out complex applicaiton packages just to have the cc centre tell me that there are no spaces. Some take deposits just to keep you waiting indefinately, ie 10 years no spot

When you received information on available child care in your community, were you made aware that the referral does not guarantee an available child care space?

Respondents: 153

Choice	Percentage	Count	
Yes	87.58%	134	<div style="width: 87.58%;"></div>
No	12.42%	19	<div style="width: 12.42%;"></div>
Total	100%	153	

How could Child Care Resource and Referral centres improve their service and your ability to access information on child care availability?

Respondents: 91

#	Respondent	How could Child Care Resource and Referral centres improve their service and your ability to access information on child care availability?
1	s.22	There needs to be more childcare workers and centres, clearly. Too much demand, not enough supply.
2		Actually add value. If no spaces are available don't waste people's time.
3		List emails for available child care centers. I find emails were easier than phone calls when looking for availability.
4		Tell if there's a waitlist
5		It was being touted as a solution to the childcare "problem" during COVID-19. In fact, I was told by my boss to apply and that I "would get a space." Which obviously was not the case nor the intention
6		Info on availability needs to be in real time. The Vancouver child care Facebook group is where spots are often posted, as well as in parent Facebook groups.
7		I think it is a low supply of child care spaces that is the issue, not the CCRR.
8		I am not sure. There is not a lot of availability for resources for child care
9		I signed up and never had a reply. It would be nice to have had a sign-in page to confirm that our application was still active, in place, somewhere!
10		Was I made aware of unavailable place? Does this question promote the need of advocacy to the Local and Central Government to look and resolve this issue, the need of families for daycare?
11		Refer to programs that have openings or low wait lists. Let parents know what to expect. Communicate better with the person applying
12		they sent me info for facilities that did not operate during the time frame I needed so knowing centers information would be helpful
13		Update actual spaces available at centers monthly
14		To be able to generate your own list immediately based on your criteria instead of waiting to hear back and have the list sent to you
15		it was helpful when the childcare listed how many spots they had available and when
16		Prompt response and update child care provider list
17		I wish they were actually connected with the centres and knew who was at least taking a wait list. The referral we received felt like just as much a shot in the dark as a Google Search
18		They should call us. We sent our daughter to make shift school and that was arranged well. We're both essential services. But for the summer break we were not informed of childcare/camps open.
19		Centralized and coordinated with simplify the process.

20	s.22	Know the childcare centres experience and active numbers as well as know that it is in fact open.
21		Provide information about spots available in each child centre
22		More transparency with vacant space, such as How many waiting
23		More streamlined information online to find infant care in Penticton.
24		As above.
25		Make sure their information is up-to-date. Ensure essential workers have access to day care spaces
26		If there was actually anything available, or if they advertised for people to get registered with them vs asking people in need of childcare to encourage people to connect with them
27		It is hard to find licensed daycare with spot, if more information about LNR would be better
28		they should update their lists in real time so that it is clear who on the list has availability
29		knowing which centres had openings
30		Understand the waitlist and need to apply other areas in Vancouver
31		Have options when places are full by taking info and passing it on
32		Nothing I can think of.
33		Have an even close to accurate list of where there are spots available. Most providers I spoke to based on the information I was provided by the CCRR hadn't had a placement available for months.
34		Information on space availability was outdated.
35		I don't know. I only need childcare if the schools aren't running d/t pandemic.
36		A centralized list of childcare centres that have availability
37		Childcare should be run by a province or federal services. It should be a basic right of the citizens, the way it is organized in many European countries, such as Germany.
38		explicit extra support for single moms
39		Have the daycare list be more up to date
40		Actually make childcare available and affordable outside of the bank hours.
41		I think the problem is that there just is not enough childcare. I'm currently on mat leave and trying and hoping to have spots for both my children so I can go back to work.
42		more accurate information about childcare
43		Stay up to date with centres that have spots available and connect families seeking care for children of that age with those centres.

44	s.22	It would be nice if that list was updated on their website. Perhaps the whole list could be there but you could filter for spots with spaces now.
45		Please, advertise your services further, it is so unfortunate that I had not come across any info about CCRS at any point in my interaction with child's GP, Health Authority, Recreation or any provide
46		More daycare or more availability especially for indigenous & students
47		I need to know which childcare providers currently availability, for what age range, cost per month, full-time/ part-time programs. The search results are too generic and does not reflect availability
48		Post in real time, vacant spaces
49		Advocating for more childcare spots in its area. There are not enough
50		Most listings are full. Not enough licensed providers out there
51		we as shift workers its very hard to get child care at 5 am etc As off today my wife has gone back to working PT as we can't get childcare
52		It would be helpful to know what centres were not accepting any new names on waitlist so I did not waste time trying to contact them. Also I found there were additional child care centers not given.
53		Have caregivers give accurate information daily as to their available spots..a central real time program online
54		Unsure. It was fantastic!
55		Respond in a timely manner
56		Help busy, working parents to make the connection rather than just leaving it with us to find our own way. Having email resources, or referral forms sent to us not helpful.
57		Centre can do little - if the space isn't available! Have to do more to grow capacity for children in licenced spaces
58		Offer information only when suitable position on waitlists available.
59		Longer in person hours
60		Get more info for school age summer camp.
61		Better information on care accepting new kids
62		All great
63		Make their info visible at midwife practices and OB/GYN practices
64		We need more affordable, high quality child care spaces. A Resource Centre cannot create spaces that do not exist. The priority needs to be on creating more childcare spaces.
65		Centralized email server (i.e. @childcare.bc.ca) instead of multiple servers and names that all went to junk mail. Don't advertise that there are essential worker care options when there are none.

	s.22	
66		Daycarebear.ca displays care centres on a map and lists available spaces and expected start dates. The list could be sorted by distance from the inquirer's post code.
67		update child care availability list more
68		More awareness of local resources
69		Instead of telling parents to look at the website, they could email a list of licensed centres with phone numbers to the parents email or something helpful like that
70		Keep track of information they provide to people seeking childcare. Provide prices for childcare. Only provide licensed daycare and dayhome information. Know the prices for each option they provide
71		The website has an awesome search function, but it only works intermittently and incompletely. It would be ideal if all features of the search function worked consistently (across different browsers).
72		THERE AREN'T ENOUGH CHILDCARE SPACES, so I don't think the problem is the Resource/Referral Centre...! There are not enough infant childcare spaces! Not enough Out-of-school care in East Vancouver!
73		Have information available on the web - have the database viewable.
74		actually find open spots or help communities open new centers
75		start to speak to employers about the long waitlists and challenges in finding care so that employers can approve extended parental leaves or be more accommodating / empathetic to parental situations
76		More information on the sheet given, spaces available, ages, restrictions at the specific place, accepting of first responders children.
77		I suppose it would be good for them to only recommend places that are currently accepting a child of my child's age, instead of me having to call and ask and most places not having availability
78		A centralized system for tracking availability. Sending an email equivalent to the yellow pages of childcare in your area is not what I would call a referral
79		By actually trying to find a space not just giving you a huge list
80		They made it very clear that it was up to me to find a space with the list provide. They explain to me all the difference in childcare (for example in home and group childcare).
81	s.22	This whole survey is frustrating- My child is almost 3, we live downtown s.22 and have had child care in at s.22 and in s.22 We are moving because of child care. Its a huge barrier
82		Give essential services and families not collecting CERB financial help when no licensed daycares are available
83		Ability to search with filtering and more accessible data. Some of the licensed group shows capacity of 40 but includes multiple age groups. It doesn't truly reflect the size of an infant class for ex
84		Only give a list of resources that are actually accepting Im

85	s.22	keep updated lists of availability more regularly than once a month? Indicate waitlist nubbers for each location?
86		See my suggestion above. 1. Parent feedback or reviews, 2. Waitlist or availability specified, 3. Community map designating neighborhood
87		Partner with province to put check points in place ensuring families who need care get care. Prioritize spots to families with jobs vs parents with busy social lifes.
88		To keep updated on spaces available in their region/town
89		seriously, what's the point? there's more time wasted than saved on the uncoordinated, unclear process. The way it is organized is very poor, and there's very little interest in helping parents
90		Listing online with uptodate availability
91		Online listings and availabilities as well as costs and funding.

Child Care Matching Service

Have you used the Temporary Emergency Child Care Matching service to find child care during the COVID-19 pandemic?

Respondents: 203

Choice	Percentage	Count	
Yes	69.95%	142	
No	30.05%	61	
Total	100%	203	

Please indicate how easy or difficult the form was to use:

Respondents: 102

Minimum	Average	Median	Maximum	Sum
1	2.37	2.00	5	242.00

Can you think of a better way we could provide this service?

Respondents: 59

#	Respondent	Can you think of a better way we could provide this service?
1	s.22	Nobody called me. In the end I found a daycare by myself
2		Make space permanent not temporary, because afterwards have no space
3		The list was helpful and we found a spot but I believe that the list was not very comprehensive
4		no
5		No
6		To have spots available. Again, no reply and no spot for our child.
7		I sent in two requests. One from myself and one from my husband. We both got emails acknowledging the application through the government website. But our local CCRR never received the applications!
8		I lost spot I found after 3wks
9		Have a government list that centers have access to

10	s.22	We couldn't match. I thought they would send us a list of centres that had spaces or even submit our name to a centralized wait list.
11		Yes put up information clearly somewhere and not let parents call a million places like headless chicken.
12		You should make sure that there are spots available and not have day cares turn you away.
13		Does not work for smaller communities.
14		find a spot directly, the service was useless and just gave a huge list to call. All were full. useless waste of time.
15		Ensure full day services are available in communities. Not 6 hour a day coverage which doesn't help dual essential workers families
16		Have appropriate services everywhere. I was told there was nowhere for my 4 year old, but my 7 year old could attend. Why would I split them up and increase our bubble?
17		unsure
18		No one got back to me
19		A phone call asking for brainstorming ideas rather than sorry everything is full
20		Again, I tried to use it and couldn't get a spot. I found my own by myself.
21		Through the school district/healthcare
22		it worked well
23		No, it was done well.
24		Actually have care available
25		Find out what spots are actually available. Be a liaison between centres and families beyond just proving a list of all the centres that exist, and telling parents to call every single one.
26		It was great. There was a list and we called and got a spot.
27		Through advertisement by Province of BC & Health Authority during covid i learned about above service.
28		Follow up
29		Poor response time to the request. I got care one day prior to work starting
30		Spaces filled too quickly!!!!
31		Provide [people who have open spots
32		No
33		Respond to people within a week
34		great match and great program
35		Consider special needs parents

	s.22	
36		I'm a nurse & work 12 hrs shifts. 4 days on 4 off. I only found out about it the day before my 1 at shift b/c NO ONE knew it was an option. Make it available MISH sooner
37		Make sure to operate summer camps at the local elementary schools for essential service workers.
38		App
39		.
40		Why were there two forms!?!?! I filled out the BC government form. Then after a month with no response, I found out there was another form on the west coast website. Frustrating.
41		More spots for these children - I am a nurse but could not find appropriate childcare
42		Give better options for parents with kids with special needs
43		Again, a database of available spots that I could match with. Not just a list where I'll be told there's no spots when contacting directly.
44		keep a licensed daycare facility open so that my child continues to access a safe location. price match previous cost. no unlicensed dayhomes.
45		I thought it was great; there just wasn't availability for when I needed.
46		more accountability at each child care centre - i think they are cherry-picking which kids they take on
47		I found the results that were displayed in the Excel format to be confusing. I didn't know what some of the form fields were specifically referring to.
48		I tried to use the essential workers daycare as my husband and I are both hospital workers the hours would not work as it was 8-4:30 and even for 8 hour shifts it didn't account for commuting.
49		Ensure spots for essential healthcare workers.
50		Except there was no availability in my community
51		The form was easy, getting a placement was not successful
52		No it was immensely helpful
53		Provide funding for non licensed childcare providers
54		This service was similar to the referral centre list. But the radius was larger. By the time you call most centres are full
55		Did good considering circumstances
56		Follow up with a phone call
57		You did great so far
58		stop wasting parents time and organize something that actually works based on where people live
59		no

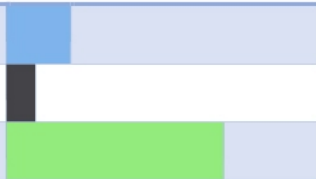
Please rank the methods you prefer to access information about child care and available spaces:

Respondents: 203

	1	2	3	4	5	Total
I like talking to someone in person	18.23% (37)	6.90% (14)	7.39% (15)	13.30% (27)	54.19% (110)	100% (203)
I like talking to someone on the phone	14.29% (29)	21.67% (44)	10.34% (21)	41.38% (84)	12.32% (25)	100% (203)
I would rather fill out a form indicating my child care needs and be automatically matched to a short list of providers	25.12% (51)	22.66% (46)	28.08% (57)	14.29% (29)	9.85% (20)	100% (203)
I would like access to a visual database/map of child care providers in my area and choose a provider that way	12.32% (25)	33.50% (68)	27.09% (55)	17.24% (35)	9.85% (20)	100% (203)
I would like to use a website/application that has this information in real time	30.05% (61)	15.27% (31)	27.09% (55)	13.79% (28)	13.79% (28)	100% (203)

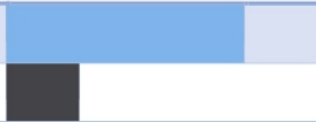
Has the nearest Child Care Resource and Referral centre delivered services through their outreach program in your community?

Respondents: 106

Choice	Percentage	Count	
Yes	20.75%	22	
No	9.43%	10	
I don't know	69.81%	74	
Total	100%	106	

Do you see value in an outreach program provided to your community?

Respondents: 106

Choice	Percentage	Count	
Yes	76.42%	81	
No	23.58%	25	
Total	100%	106	

What services would you like included in a Child Care Resource and Referral outreach program?

Respondents: 33

#	Respondent	What services would you like included in a Child Care Resource and Referral outreach program?
1	s.22	Accessible Workshops and info sessions conducted by qualified and trained professionals.
2		information on different philosophies of child development, what the evidence is behind various programming, guest speakers
3		I do, however I see more value in providing enough child care spaces AND in educating child care centres how to address distinct needs of children.
4		child care providers who have spaces available
5		Gauge children's needs from a neighbour's view
6		What is the outreach program?
7		Visits to child care
8		All of the above- and as an ECE I appreciate their workshops and training sessions.
9		Advice on how to look after baby or toddler. Process day care application and for schools
10		More networking with other special needs similar to my sons
11		drop in activities
12		EVENING CHILDCARE why are low income shift workers not included or considered?
13		drop in activities, Networking opportunities,
14		after school care
15		more art classes, get togethers with new moms. get together with moms with children the same age. free playtime in the park
16		Special needs training and resources for Child Care Professionals
17		A childcare center operating 7 days a week including early/late hours, parents can use on the days/times that they desire.
18		All great
19		Drop in activities, borrowing library
20		CPR, First Aid, Parenting workshops, special needs supports
21		The ones they have are good
22		I don't think it's necessary for my community - there is a centre located here.
23		parenting programs/workshops with onsite childminding
24		parenting workshops

25	s.22	drop in classes
26		drop in activities and the ability to borrow equipment
27		How about some information during covid
28		A mobile toy library
29		Funding
30		Support options
31		It may be helpful for others but I don't need outreach
32		drop in programs / activities
33		something that actually meets the needs

Affordable Child Care Benefit

Prior to this survey, were you aware of the Affordable Child Care Benefit (ACCB)?

Respondents: 203

Choice	Percentage	Count	
Yes	78.33%	159	
No	21.67%	44	
Total	100%	203	

Have you applied or tried to apply for the Affordable Child Care Benefit (ACCB)?

Respondents: 159

Choice	Percentage	Count	
Yes	56.60%	90	
No	43.40%	69	
Total	100%	159	

If you needed assistance or had questions on the ACCB application process, where did you find that assistance?

Respondents: 90

Choice	Percentage	Count	
Child Care Resource and Referral centre in person	15.56%	14	
Child Care Resource and Referral centre website	13.33%	12	
Child Care Resource and Referral centre via phone/email	16.67%	15	
Child Care Service Centre phone line (1 888 339-6622)	12.22%	11	
MCFD/Childcare BC website	31.11%	28	
Service BC Centre	14.44%	13	
Other:	15.56%	14	
I did not need assistance	24.44%	22	
Total	100%	90	

#	Respondent	Other:
1	s.22	Not qualified yet
2		Online search
3		Asked daycare then phoned
4		Province of BC website
5		My day care
6		My accountant
7		Daycare office staff
8		Calling the ACCB phone line
9		family
10		Current childcare provider
11		the messaging tool that is built into the ACCB application website.
12		ACCB website and 1800 number
13		Our daycare
14		My child care provider

COVID-19

Has the COVID-19 Pandemic changed your attitude towards accessing the services Child Care Resource and Referral centres provide?

Respondents: 203

Choice	Percentage	Count	
Yes	35.96%	73	
No	64.04%	130	
Total	100%	203	

#	Respondent	Please explain how the COVID-19 pandemic changed your attitude towards accessing the services CCRRs provide:
1	s.22	It was dissatisfied by the service.
2		My childcare feels precarious during the pandemic, any extra help or support or information is important
3		I will continue to need childcare as a tier 2 essential worker, so if my child's childcare closes, I will be coming back to CCRR for emergency placement. I hope you can continue to help families find temporary placements if they need it (for essential workers).
4		It has affirmed that they are lighting my tax dollars on fire.
5		I started looking for infant care during the pandemic; providers had a nearly impossible time telling me anything about permanent spots. Emergency care did not work out, and now, based on the occupations in our household, I am hesitant to access child care at all until we are eligible for 3-5yo.
6		The delay of the answer or an option for day care based on the response I had today, which requires to do the survey, instead of helping us to find a daycare for our child.
7		I was not aware that CCRRs even existed. It was only through a search online that eventually brought me to the CCRR website. I don't know if there is enough information available/offered to new parents.
8		It has made us need the services that much more but we are still not able to find a spot.
9		It was the least helpful during the pandemic - a lot of misinformation that only frustrated me
10		Help when you need it
11		It has made me realize that most of BC is not able to be helped and we are on our own.
12		So helpful and were really quick to help
13		It made me think it was even more useless to me in a rural area then I had previously anticipated

14	s.22 Emergency child care for essential worker is very helpful for health care worker.
15	The covid program ended prior to when I needed childcare. I had to advocate for myself so ccrr didnt really help me or help me access childcare services
16	CCRR has been a great service. Unfortunately due to the lack of childcare spaces locally, they weren't able to provide much assistance in helping secure childcare.
17	It is more imperative than ever that they be useful to people reaching out for help. People have been desperate and this service was no better then useless in my community.
18	They had better info during the pandemic. They were better able to say who was available and taking new kids. When providing the list of care providers, it would be good if they made it clear that info in the PDF (like cost and age range of child they are accepting) was different than usual.
19	My husband and I both work in healthcare and don't normally need care for my children when school is "in-person". When it is not my children are too young to be at home for a full day by themselves and aren't able to "self direct" their learning. This has been a emotional and financial burden.
20	It was good during the pandemics. Still quite useless during non-emergency time.
21	It was worse...i felt left alone to figure something out rather than supported as a parent with high-need for childcare (single mom working in an essential service.
22	I was able to find a placement for my son but only one place had an availability and made it clear it could only be temporary. There just is not enough childcare Centers in Kelowna BC.
23	Knowing they exist now they help to provide list of possible child care options
24	The isolation made the assistance with developmental problems so much more important. I don't know what we would have done if we had not had access to the centre and the wealth of knowledge and support it provided. We were a different family before being involved and after a month of being involved.
25	I learned that such service exists!!!! please please advertise your services more at points of contacts where families intersect with professional and non-professional providers (health, rec, social, funding, etc).
26	Children need physical affection at times school and daycare are the only places they receive this affection. As a result social distancing is difficult to maintain. And a common cold isn't controlled in daycares and schools so how will COVID be controlled.
27	Appreciate the program to provide care But as the program is ending i have no child care. I'm not happy about having to look for care and disruptions to my children's routine.
28	i saw action from the government
29	I started discussing with more families the challenge we have in finding child care. It's a real concern for a lot of families in my community and many

s.22	families choose to have one parent stay home or work part time. I was not able to return to work full time because of lack of child care.
30	The service was useless to me during the COVID pandemic due to unreasonably long response time (>30 days). I used the online application and left a voice mail message at my local child care resource and referral centre. My opinion has significantly deteriorated and I will not recommend the service.
31	Nervous about the switch from a familiar provider for my children to an unfamiliar one
32	I don't think they can provide information that is useful to our family at this time.
33	I had MANY complications with the application. I was on hold for 40-60min EVERY TIME I called. I had to call 12 times and it still got screwed up. I finally had to speak to a supervisor and she was amazing. All the staff were
34	Extremely helpful and knowledgeable. Very empathetic to my situation. Gave me lots of great ideas and tips on how to find a child care provider that was a good fit for my family.
35	Not comfortable sending my child just anywhere, and to or with someone I don't know.
36	I am considered an essential worker and tried to use the service to access childcare. I received a list of providers but all of them were full, but because I believed they had spaces available I filled in application forms for childcare spots that didn't exist, which sadly was a waste of my time.
37	As an essential worker family, we were very disappointed with our time-consuming experience, which ultimately left us with no temporary child care - despite it being advertised on media that there were "many" spaces available.
38	Less favorable. I did not find CCRR as reliable or helpful as I hoped during COVID-19
39	I used to feel envy of people in urban areas and now I just feel bummed out.
40	I'm more aware of the lack of space for school ages children. We have the means to pay for childcare to a point, however, there are no available spaces near our home/school
41	My answer is really more "yes and no" - I think the services could all be adapted effectively for pandemic delivery.
42	I was told by my employer (health authority) that i would be matched to a childcare site with AVAILABLE spots by going thru CCRR. Nope!
43	I now know how to look for child care
44	As an esw I needed placement in a facility that was open so I used the program meant for families like mine. I was unable to have either of my children placed in care and was not able to work, took a 6 week unpaid leave of absence and only qualified for one cerb payment.
45	I don't see the point anymore
46	I didn't realize how easy it was to find a child care provider through the referral program.

47	s.22	As emergency services provider we realize we are in a very tenuous position and our local support services for childcare in our community have extreme wait lists. If a future nanny quits again in us, we will again be left in quite a lurch
48		People who decided they didn't feel safe stayed home and got 2000/month. Those of us that chose to deliver essential services got denied funding for non licensed care and paid 1000/month Per child or more for unreliable childcare. It costs me money to deliver an essential service. I work at BMO .
49		It was essential that they were there to help without them i would not have found the help I received so easily being an essential service employee myself
50		Wary of group childcare, considering stopping working to do childcare
51		I prefer when centers have less children present, when its the same set of children every week. Also my childcare center had us fill out a survey to find if our work is essential or not -- which could mean that u lose childcare if there is another wave, which is nervewracking - causes anxiety.
52		Lost faith in service
53		Found it very helpful to pair me with child care providers that were able to assist with our family's needs for me to be able to go back to work as a RN

Childcare BC Updates for PCCC - September 2020

Affordability

Affordability Commitments

- ❖ Up to 27,000 families with incomes below \$45K will pay little or nothing for licensed care
- ❖ Affordable Child Care Benefit will help up to 86,000 families by the end of 2020/21
- ❖ Up to 50,000 families will benefit from the Child Care Fee Reduction

Temporary Emergency Funding (TEF)

- Between April 1 and August 31, 2020 Temporary Emergency Funding (TEF) was available to all licensed child care facilities in receipt of Child Care Operating Funding (CCOF), regardless of whether the facility remained open, or chose to temporarily close.
- Effective July 1, 2020, providers in receipt of TEF were required to use any remaining TEF surplus towards temporary wage enhancements and/or other non-monetary compensation for front-line ECEs. Providers with no front-line ECEs were required to use these funds for relief measures for families, expanding ongoing operations or enhancing health and safety in the facility.
- Almost 90% of facilities signed-up for TEF in April, May and June, supporting over 110,000 (open and closed) spaces in over 4,300 facilities across B.C.
- By August 25, providers received over \$250M in TEF payments.
- Over the past few months, an increasing number of facilities have re-opened. Currently, roughly 75% of the sector is open and operating, although many facilities are continuing to operate at reduced levels of enrolment.

Child Care Fee Reduction Initiative (CCFRI) - Current (2020-2021) Funding Term

- As of August 2020, 94% of CCFRI eligible child care spaces have been approved into the CCFRI program for the 2020/21 funding term.
- During the 2020/21 renewal, nearly half (46%) of facilities were approved with no fee increase.

Affordable Child Care Benefit (ACCB) (as of Aug 18, 2020)

- Over 71,500 children (53,500 families) have been approved for ACCB, representing 63% of the expected take-up by the end of Year 3 of the Childcare BC Plan.
- When comparing the last fiscal year to the fiscal year prior to ACCB launch, the ACCB is supporting almost twice as many children and families, and expenditures are approximately 80% higher than under the previous Child Care Subsidy.

Table 1. Comparison of ACCB to previous subsidy program, over a one-year period

Program	Period	Families	Children	Expenditures
ACCB	Apr 2019 - Mar 2020	47,867	63,169	\$180,619,473
Subsidy	Apr 2017 – Mar 2018	24,675	35,475	\$100,427,786

Prototype Sites

- Effective April 1, 2020, funding agreements have been negotiated with 52 sites to continue funding for an additional year, until March 31, 2021.
- COVID-19 update:
 - 51 sites are currently open and operating; the remaining site is expected to reopen early in September.
 - With COVID-19 related emergency funding discontinued as of August 31, 2020, all sites have reverted back to normal contractual requirements as of September 1.
- Sites continue to report monthly under a new reporting system implemented this fiscal year.
- ECE-WE reconciliation from contracts that ended on March 31, 2020, and ECE-WE reconciliation from Q1 FY20/ 21, are in progress.
- Monthly calls with sites continue with positive results.

Malatest Final Report

- Malatest's Final Report has been finalized and submitted to the Ministry at the beginning of September 2020. MCFD will undertake a thorough review of the report and findings.

Accessibility

Accessibility Commitments

- ❖ Create more than 22,000 spaces through provincial programs
- ❖ An additional 2,000 spaces through federal funding
- ❖ Increase child care options for parents who work irregular hours
- ❖ Enhance inclusiveness of child care
- ❖ Expand the Aboriginal Head Start program
- ❖ Engage in longer-term transformative and systemic change in Indigenous child care

Provincial Space Target

- To date, more than 17,700 new spaces have been funded under three provincial space creation programs, with over 4,600 already in operation.

New Spaces Fund

- The New Spaces Fund is the province's primary space creation program, representing over 13,000 of the total spaces funded to date.
- Since the increase in funding maximums in July 2019, raising limits to \$3M for public sector projects, \$1.5M for not-for-profit projects, the program has experienced a marked increase in the volume and quality of applications.
- Although the NS Fund budget was based on \$10K per space, the current average cost per space is approximately \$18K (down from \$23K when last reported to PCCC Feb 2020).
- The results of the New Spaces Fund through 2018-2020 have demonstrated that the provincial cost of creating licensed child care spaces is higher than the \$10K threshold, due primarily to higher space creation costs for public and non-profit applicants, as these projects tend to be new/ground-up builds and/or in locations with higher construction standards (such as an elementary school).
- In Fall 2020, :
 - Two closed calls for applications were announced – the first closed in May and the second will close in November.
 - The program guide indicated to applicants that projects with a provincially funded cost per space of under \$40,000 would receive priority.
 - Limiting the costs attributed to professional, administrative and consulting services to no more than 15% of the provincially funded project costs.
 - The funding disbursement schedule may now be customized for each project, as negotiated between the Ministry and successful applicants, rather than the previous fixed approach.
 - An increased priority for projects linked to a community child care plan or needs assessment, demonstrating alignment between the proposed child care spaces and community needs.

- Given the preliminary results of the First Call for Applications, it is anticipated that Government will be able to achieve the 22,000 new space target by March 2021.

Federally Funded Space Creation

- An additional 1,025 spaces have been created through federally funded programs.
 - Aboriginal Head Start spaces has funded 648 spaces (573 operational) and the and Union of BC Municipalities (UBCM) space creation program has funded 377 spaces.
- UBCM's second intake closed on November 22, 2019. Nine applications were approved.
- Of the nine approved UBCM intake two applications, six were also approved for New Spaces funding. Allowing projects to apply to both programs was a new feature of the second intake, to permit the two funding sources to create different spaces within a single project.

Community Planning

- The Community Child Care Planning Grants program is funded by \$3M in provincial funding and is administered by the Union of BC Municipalities. The program provides local governments with grants to conduct child care planning activities and create a community action plan.
- A total of 59 planning projects have been funded through two intake periods. 36 plans have been completed and submitted to MCFD for review.

Licensing

s.12; s.13; s.17

- Minor updates to the child care licensing regulation came into force June 1, 2020. These updates respond to the legalization of cannabis and changes first aid requirements in order to keep current with the field standards and add a prohibition for Limited Liability Partnerships to be licensed operators.

Quality

Quality Commitments

- ❖ Increase post-secondary early learning training spaces
- ❖ Enhance wages for Early Childhood Educators
- ❖ Include early learning in elementary teacher training programs
- ❖ Expand access to grants and bursaries to support certification and professional development
- ❖ Increase Health Authority staff to license new spaces
- ❖ Update the Early Learning Framework
- ❖ Support the sector to develop and implement a comprehensive Recruitment and Retention Strategy

Support the sector to develop and implement a comprehensive Recruitment and Retention Strategy

- ECEBC has published their “[Evaluation of Early Care and Learning Recruitment and Retention Strategy: Final Evaluation Benchmarking Report](#)”

Increase post-secondary early learning training spaces (programs that lead to provincial certification)

- Post-secondary seat expansion:
 - The Ministry of Advanced Education, Skills and Training (AEST) is investing \$7.4 million over three years to expand ECE spaces in public post-secondary institutions, and have, to date, surpassed their target of 820 spaces.
- AEST Work Integrated Learning Pilot:
 - AEST is currently working with six public post-secondary institutions, (Langara, Van. Island Univ., Camosun, Douglas, Selkirk, Okanagan) to pilot Work-Integrated Learning programs, which are intended to test the feasibility of alternative pathways to training ECEs and provide current child care workers the opportunity to upgrade their credentials while working in the field.
 - Interim reports have been received and are being reviewed by AEST staff; the final evaluation report is due Summer 2021.

Enhance wages for Early Childhood Educators

- The ECE Wage Enhancement increased to \$2/per hour in April 2020; additional funding to offset statutory benefits increased to 18.73% to reflect updated EI and CCP rates.
- As of end of August 2020, over 12,000 ECE have received the ECE-WE at a cost of over \$27M
- The Ministry is currently completing an evaluation of the ECE-WE initiative which will be used to guide the direction and enhancement amount of the ECE-WE in future years.

Expand access to grants and bursaries to support certification and professional development

- *ECE Education Support Fund (ECE Bursaries)*
 - An additional \$5.9M has been added to the initial \$10M investment (total of \$15.9M), which has been fully expended as of Summer 2020 semester.

- Up to the end of the Winter 2020 semester, nearly 8,300 bursaries have been disbursed.
- Based on recipient feedback and reporting from ECEBC, changes were made to the program in November 2019 to limit the program to domestic students only and distribute all funds upon completion of courses.
- MCFD completed an internal program evaluation to help guide future funding towards ECE bursaries. The evaluation found that:
 - ✓ completion rates have increased following implementation,
 - ✓ bursaries had an impact on student's decision to begin or continue their ECE education, and
 - ✓ the majority of program graduates who have received bursaries plan to be working as an ECE in five years time.
- *Professional development*
 - \$6.3M in ELCC funding was allocated in March 2019, and many of the initiatives are completed or in progress.
 - In progress:
 - ✓ ECE ethics, childhood sexual abuse prevention (ECEBC),
 - ✓ Family child care training (BC Family Child Care Association);
 - ✓ Leadership, Administration and Management (LAM) program (Westcoast);
 - Complete:
 - ✓ Development of the BC Early Years Professional Development Hub, for the above programs, as well as other pro-d offerings by partner agencies, with over 500 members (partnership between ECEBC, BCFFCA, Westcoast Child Care Resource Centre);
 - ✓ Awarding 159 Indigenous early years scholarships and bursaries totalling \$898,250 to 122 post-secondary Indigenous students in BC (New Relationship Trust Foundation);
 - ✓ Development of an online platform and training for the LOVIT Way program assessment with the distribution of over 400 copies of tool to non-Aboriginal Head Start programs (Aboriginal Head Start Association of BC);
 - ✓ Completion of writing of new ECE Standards of Practice and revised Occupational Competencies documents (BCcampus) (pending Cabinet direction);
 - ✓ Transitioning of online professional-development repository/portal to a new host agency (BCcampus);
 - ✓ Bursaries to assist organizations in offering, and individuals in accessing, professional-development offerings such as workshops, conferences or communities of practice, with an emphasis on supporting Indigenous ECEs and ECEs in rural and remote communities (Westcoast);

- ✓ Launched a provincial peer-to-peer mentorship program for new and experienced ECEs, in 19 locations with over 200 ECEs participating (Westcoast).
- The Early Childhood Pedagogy Network (ECPN) continues to expand:
 - ✓ 20+ more pedagogists were hired across the province in CCRRs, municipalities and neighbourhood houses
 - ✓ Hosted pedagogist-led series of online workshops for the ECE community through Summer 2020 (in response to COVID and need for online resources), with attendance between 125-350+.
 - ✓ Pedagogists and ECPN have been adapting to COVID restrictions by creating safety plans and working on how to support participants virtually.

Update the Early Learning Framework

- The B.C. ELF was updated by the Ministry of Education (EDUC) in 2019/20 to recognize the new realities of children, families and communities, and includes an expanded focus to children from infancy to eight years of age (previously five years of age).
- The revised Framework increases focus on reconciliation and Indigenous worldviews and inclusive practices.
- It connects with the new K-12 curriculum, core competencies and primary program principles; as well as focusing on integrating theory with practice; and,
- EDUC has launched free online learning modules (reflect 8 hours of recognized professional development by ECE Registry), designed to help individuals explore the Framework and reflect on early learning concepts.
- In addition to the online modules related to the ELF, EDUC released three learning resources for B.C families covering ELF aligned activities for families, play-based learning and kindergarten planning.

Child Care Resources and Referrals (CCRRs)

- MCFD cancelled the 2019 procurement process in May 2020 due to COVID and the role CCRRs were being asked to play in supporting essential workers to find available child care spaces.
- MCFD is working to re-launch the procurement, starting with a focused consultation process for parents and providers (currently ongoing). The consultation will result in a refreshed set of program objectives and support a refined procurement process to select contractors to deliver a suite of modernized CCRR services.
- CCRR contracts have been extended through March 2021 to ensure there is time to run the procurement again and allow for any needed transitions to occur with minimal service disruption.

Inclusion -- Advancing Inclusive Child Care

Inclusion pilot sites:

- The ELCC Prototype sites presented the opportunity to evaluate how children with extra support needs are effectively included and to explore alternate funding models for providing supports for children who have extra support needs.
- The Inclusion Pilots in 13 of the 53 prototype sites completed at the end of March 2020.
- To support this transition from the pilot, MCFD met with Supported Child Development (SCD) and Aboriginal Supported Child Development (ASCD) coordinators in early January 2020 to collaboratively discuss the transition process from the pilot back to SCD/ASCD programs.
- Following meetings, SCD/ASCD coordinators met with child care operators to engage in more detailed transition planning that was specific to individual children in respective locations.
- SCD/ASCD programs resumed services for children previously on SCD/ASCD caseload prior to the Inclusion Pilot and continued their regular intake processes for any newly identified children. If there were any required wait times for support -children were placed in a fair place on the wait list based on when they were identified during the pilot period.
- The Inclusion Pilot models were evaluated as a component of a larger evaluation of the Universal Child Care Prototypes Sites conducted by Malatest, a third-party evaluator. Methodologies included interviews with child care operators, interviews with SCD and ASCD program leaders and focus groups with families.

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External Engagement - Conceptual Model of Inclusive Child Care

- MCFD staff have gathered information from a variety of sources to inform the development of a preliminary conceptual model for inclusive child care. The model is focused on building capacity in the child care sector to fully include children with support needs.
- The concept model was presented to PCCC in November 2019.
- To further inform this model, staff conducted a series of Inclusive Child Care (ICC) Virtual Engagement Sessions with child care providers, partners, and families. The virtual engagement was in response to COVID-19 measures which postponed the face-to-face session originally scheduled for the fall of 2019, then again for April 2020.
- In June 2020, the ICC Virtual Engagement was facilitated over 6 separate zoom sessions. The findings from the 2-hour engagement sessions that involved 50 participants indicated full support of the conceptual model with key considerations to its implementation. The

simplicity of the conceptual model tiers produced overall excitement, as participants expressed that it aligned with many organizational and personal values.

- Key considerations to implement the model included need for funding and resources, education and training, public awareness, continued focus on recruitment and retention strategies.
- MCFD staff is in the process of analysing the findings of the engagement to provide policy recommendations to the implementation of the conceptual model of ICC

Resource Development:

- MCFD has recently developed the Inclusive Child Care Toolkit to support child care operators in strengthening their capacity to provide inclusive child care. The Toolkit introduces; what inclusive child care means, guidance on inclusive practices and strategies, and, support in developing a personalized inclusion policy for child care centres. A copy of the draft Tool Kit is included with the materials but is not for distribution.
- MCFD is working with CanAssist (an organization that customizes technologies and programs for people with disabilities) to;
 - Develop and deliver a collapsible step system that supports independent toileting in child care settings to address common barriers to toileting, which in turn impact access to child care. CanAssist will be piloted the step system to five child care centres in Greater Victoria in the Fall of 2020 with the intent to increase the number of pilot sites later in the year to ensure that sites reflect variability in ages and sizes of children, abilities and extra support needs, multi-use spaces, bathroom dimensions, regions of the province, and different styles of toileting.
 - Develop a series of online introductory level training modules to support child care operators in providing inclusive child care.
- Communication and implementation plans for these resources are in development with some of these launching this fall.

Indigenous Child Care

Expansion of Aboriginal Head Start Programs:

- As a component of BC -Canada ELCC investment Indigenous families have access to no-fee culturally based, Indigenous-led early learning and child care programming for infants/toddlers and pre-schoolers with wrap around family supports and inclusion by March 2020.
- Currently there are 573 of the expansion spaces operational, however the COVID-19 Pandemic has impacted the opening dates of some sites.
- Based on recent reporting from our partner organizations 648 spaces will be operating before the end of this fiscal year, exceeding the planned 643 space creation targets (Table 1).
- During COVID-19 lockdown protocol, AHS pivoted their service approach to continue serving children and families. Programs provided food hampers, activity baskets, and culture and language resources, as well as maintaining connections to families through virtual circle time, language classes and check-in phone calls.
- Many programs are re-establishing looking to include more outdoor land-based early learning opportunities.
- First Nations Health Authority (FNHA) and Aboriginal Head Start Association BC (AHSABC) support program quality through observation and evaluation utilizing the AHS LOVIT Way Program Evaluation.
- The LOVIT Way evaluation is a culturally sensitive evaluation tool developed by AHSABC, to identify strengths and gaps in program areas, to support ongoing program monitoring and planning, and to measure children's growth and improvement.

Table 1. Space Creation-Aboriginal Head Start Expansion Sites

Administrator	Location	Number of Spaces
AHSABC	Chilliwack	25
	Kelowna	25
	Williams Lake	24
	Grand Forks	24
	Terrace	30
	Prince George	28
	Vanderhoof	24
	Aldergrove	24
	Nanaimo	25
	Nanaimo	24
	Courtenay	30
	Vancouver	25
FNHA	Boothroyd First Nation	1
	Sumas First Nation	20
	Cayoose First Nation	8
	Nooaitch First Nation	18

Administrator	Location	Number of Spaces
	Upper Similkameen Indian Band	12
	Yunesit'in School	20
	Burns Lake Band	8
	Gitxaala Nation	24
	Nak'azdli Whut'en	34
	Nazko First Nation	14
	Takla Lake First Nation	21
	Nuxalk Nation	24
	Tipella	14
	Wuikinuxv Nation	8
	Gwa'sala-Nakwaxda'xw Nations	20
	Malahat First Nation	20
	Qualicum First Nation	20
	Quatsino First Nation	24
	Yuulu?if?ath First Nation (Hitacu)	30

Indigenous Child Care Updates

- Input and reports from Indigenous partners identify the need for changes to the current Child Care Licensing Regulations to enable culturally-based programming to meet the needs of Indigenous children and families.
- MCFD will continue to explore opportunities to improve child care licensing for Indigenous children and families.

Temporary Emergency Funding Transition Plan – September 2020

Stakeholder Communications Approach

Date: July 29, 2020

Context:

In response to the COVID-19 pandemic, on April 1, 2020 the Ministry introduced Temporary Emergency Funding (TEF) to support licensed child care providers in receipt of Child Care Operating Funding (CCOF).

TEF provides 7x their regular monthly operating funding to licensed open child care facilities as well as 2x their regular monthly funding to closed facilities, which assists with fixed costs (e.g. rent/lease/mortgage), enabling them to re-open in the future. Any change or discontinuation in TEF requires a minimum of 45 days notice to child care facilities (e.g. notice on Aug. 15 could be implemented for Sept. 1).

On June 15 it was announced that TEF will end on Aug. 31, 2020 and child care funding will revert to previous pre-pandemic levels on Sept. 1. Child care operators and parents continue to express concern for what will happen when TEF support is discontinued or the pandemic ends. Most recently, post-secondary institution-based early childhood programs have shared their collective concerns about TEF ending with the Ministry. Mainly the compounded challenge in managing the financial impact, the difficulty in replacing Early Childhood Educators lost due to the pandemic, and the ability to comply with new health and safety protocols and staffing regulations.

The Ministry is also introducing reconciliation measures for TEF base funding, CCFRI and ACCB in response to operators who benefitted from overpayments due to misunderstandings of new rules under TEF or incorrect reporting of enrollment numbers. This will ensure funding was appropriately disbursed and overpayments recovered, or repayment plans initiated. To date, the Ministry has not provided additional details regarding surpluses or formally communicated about outstanding overpayment amounts or the TEF Reconciliation process.

Therefore, it is crucial that a plan is in place to communicate the transition from TEF support to the “new normal” with a considerate and fulsome approach, well in advance of when the process begins.

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Key Dates:

- June 15: Advise operators of their new obligation in an updated modification
- June 15: Provide notice that the TEF will end August 31
- June 15: Include new modification in July TEF sign-up form to include requirement to use any surplus TEF funds to provide financial bonuses or other non-monetary compensation (e.g. training) to ECEs
- July 29: Child care Q&A to support EDUC announcement
- Aug 7: Letter to all child care operators, CCRRs, PTs and sector partners (TBD) reminding them that TEF is ending. KMs for parents included
- Aug 17-25: Targeted TEF communication to specific operators with potential overpayments
- August 17: Childcare BC web updates
- September 1: Discontinue TEF for all facilities and revert to regular CCOF Funding Agreements

Stakeholder Analysis:

Stakeholder Group	Issues/Concerns
CCOF Operators	s.13
Universal Prototype Sites	
Parents	

	s.13
Internal – Call centre staff & Minister’s Office	
Early Childhood Educators	
CCRRs & Child Care Partners	

Communication Goals:

- Prepare child care operators to transition from TEF back to their regular CCOF funding.
- Assist child care operators in communicating the transition of funding to their parents and workforce.
- Alleviate parent concerns about child care fees and the safety of their children returning to care.
- Ensure both the regular parents and any current ESW children have the tools to access care during and after the Sept. 1 transition.
- Communicate expectations on the use of any surplus TEF funds to provide financial bonuses or other non-monetary compensation to ECE’s.
- Reconcile any overpayments through the initiation of repayment plans or recovery.

Strategic Approach

This must be a proactive approach with the confirmed funding transition timeline available to operators as soon as possible. This will enable them, with the Ministry’s support, to plan for the future of their child care centre and to communicate any changes to parents early, giving parents time to decide when and how they will re-enrol their children.

Communications Workplan:

Timing	Tactics/Milestones/FYI	Stakeholders	Communications Materials Required	Responsible	Status
June 9 - 12	Prep all materials	All	All	As below	Complete
June 12	Phone call with PCCC Chair	Sandra Menzer	None	Aleks/Shannon	Complete
June 15	Communicate the transition timeline and processes <ul style="list-style-type: none"> • Security of funding through the summer • Moving through the stages of the restart plan • Alleviate health/risk assumptions 	Provincial Child Care Council	Draft comms materials to date	SEDS	Complete
		CCOF Operators	Email	SEDS	Complete
			Two optional form letters to give to ESW parents and to existing parents who withdrew		Complete
			Update website		Complete
			Newsletter	SEDS	Complete
			TEF Guidelines	SEDS/Policy	Complete
		Prototype Sites	Email	Capital	Complete
			Update Website	SEDS	Complete
		Parents	Update website	SEDS	Complete
			Social Media (MO)	GCPE	Complete
		CCRRs	Email	SEDS	Complete
		Internal	FAQ for MO	GCPE	Complete
			FAQ for staff	SEDS	Complete
June 16	Communicate transition of TEF back to regular child care funding and operations	Public	News Release , Media Interviews and Social Media	GCPE	Complete
July 29	Child care Q&A to support EDUC announcement	Internal/MO	(not posted) GCPE may pull from it for media responses and share parts of it with Digital team for social media moderation	GCPE	Complete

Timing	Tactics/Milestones/FYI	Stakeholders	Communications Materials Required	Responsible	Status
July 30, 2020	Follow-up communications on TEF transition <ul style="list-style-type: none"> • TEF transition date: no more funding • Encourage flexible care options • Encourage operations to reopen or remain open at pre-pandemic levels • KMs to parents 	CCOF operators, CCRR's, PT's, stakeholders	Letter	SEDS	Complete (Aug 7)
Aug 10	TEF Article in Childcare COVID-Update Newsletter	Operators, Providers, Partners	Newsletter	SEDS	Complete
Aug 17-25	Targeted TEF communication to specific operators with potential overpayments	CCOF operators with overpayments	Letter	CCOF	DRAFT
August 17	Follow-up communications on TEF transition <ul style="list-style-type: none"> • TEF transition date: no more funding • Encourage flexible care options • Encourage operations to reopen or remain open at pre-pandemic levels 	Public	Update website	SEDS	DRAFT

Timing	Tactics/Milestones/FYI	Stakeholders	Communications Materials Required	Responsible	Status
Aug. 25	<ul style="list-style-type: none"> TEF article in Childcare COVID-Update Newsletter 	Operators, Providers, Partners	Newsletter	SEDS	TBD

Detailed June 15 Releases

- 10 AM: Notification to Provincial Child Care Council
- Noon to 12:30: Stakeholder Zoom call (list to be vetted by ADM and MO)
- 1:00: Communications to all child care operators, CCRRs, PTs and sector partners

Detailed July 29 Releases

- Child care Q&A to support EDUC announcement

Detailed July 30 Releases

- Letter to all child care operators, CCRRs, PTs and sector partners (TBD) reminding them that TEF is ending. KMs for parents included.
- TEF Article in Childcare BC Covid-Update Newsletter (emailed to all stakeholder groups and posted to Childcare BC website)

Detailed Aug 10

- TEF Article in Childcare BC Covid-Update Newsletter (emailed to all stakeholder groups and posted to Childcare BC website)

Detailed Aug 17-25 Releases

- Targeted TEF communication to specific operators with potential overpayments

Detailed Aug. 17 Releases

- Childcare BC web updates

Detailed Aug. 25 Releases

- TEF Article in Childcare BC Covid-Update Newsletter (emailed to all stakeholder groups and posted to Childcare BC website)

Key Messages

CCOF Operators:

- We have worked very closely with child care stakeholders and the PCCC to understand the transitional concerns of child care operators.

- If you are currently closed, the provincial health officer has indicated that you can safely reopen at any time, at your licensed capacity, provided you adhere to the Public Health Guidance for Child Care Settings.
- TEF is continuing until August 31 so providers can smoothly transition over the summer to be ready when school returns in September.
- Starting Sept. 1, you will no longer need to prioritize spaces for children of ESW's.
- At that time all provincial funding will revert to pre-pandemic funding levels.
- To support Early Childhood Educators throughout this extraordinary time, we are requiring any surplus TEF be used as a financial bonus or other non-monetary compensation for ECEs during the months of July and August.
- We have provided you with an optional form letter that you can use to communicate with your parents.

Prototype Sites:

- For all currently closed facilities, the timeline for removing the optional reduced payment and reopening is aligned with all other CCOF providers.
- If you are currently closed, the provincial health officer has indicated that you can safely reopen at any time, at your licensed capacity, provided you adhere to the Public Health Guidance for Child Care Settings.
- For all open facilities, your contract modification will be ended in 30 days, and you will continue to receive payments as per your normal contract.
- Once the modification agreements are ended, we expect all Prototype sites to move towards operating at your contracted capacity.
- Starting Sept. 1, all prototype site facilities will revert to their pre-pandemic contracts.
- TEF is continuing until August 31 so providers can smoothly transition over the summer to be ready when school starts up fully in September.
- Starting Sept. 1, you will no longer need to prioritize spaces for children of ESW's.

CCRRs:

- As key partners in the child care sector, we want to keep you informed on the steps government is taking to ensure the continuation of safe and stable child care throughout the province.
- Thank you for your work with the parent child care matching request form, as more parents return to work and need to access child care, this important work will likely increase over the summer.
- To help you stay informed, here is the information we've shared with CCOF Providers and Prototype Sites (as above).

Parents:

- If you temporarily withdrew your child from child care, you can choose to return to care at any time, if your facility has open spaces.
- Temporary Emergency Funding for child care facilities that prioritize spaces for Essential Service Workers will end on August 31.

- If you temporarily withdrew from child care, and your facility is currently at capacity with ESW's, you will regain your space on Sept. 1 when facilities return to pre-pandemic enrollments.
- When you return to care, your provider can charge you their regular parent fee.

ESW Parents:

- Temporary Emergency Funding for child care facilities will be discontinued on August 31.
- Child care facilities will no longer be able to prioritize children of ESW's beginning on Sept. 1.
- The province continues to work towards universal child care, and we are working hard to create more affordable, accessible and quality child care.
- If you need child care, we encourage you to use the CCRR matching form or to contact your local CCRR directly.

Evaluation/Monitoring

Continue to monitor social media to determine how well the sector is understanding and responding to the transition. Current analysis indicates a steady level of concern around the discontinuation of TEF and any funding reconciliation could exacerbate this in the coming weeks and months. If there is still confusion, consider further communications as needed.

Accountability: How will government hold CCOF operators accountable to surplus TEF and determine whether it was used in the appropriate ways as set out under the funding guidelines. How was this monitored by our operations team? This section may require additional communications materials.

Inclusive Child Care Toolkit

Stakeholder Communications Approach (for ED and ADM information)

Updated: August 18, 2020

Context:

Briefly describe the project or program

What is happening?

How is it different or new?

Why is it happening?

Are there any timing considerations or other external factors that should be noted?

The Inclusion Supports and Services Policy (ISSP) team has developed the *Inclusive Child Care Toolkit* (the Toolkit) to support child care operators in building their capacity for providing inclusive child care. In inclusive settings, children with support needs have equitable access to quality child care and are provided supportive opportunities to fully participate in their program. The ChildCare BC Plan includes a vision of inclusive child care where children with support needs participate alongside their peers in a regular program. The Toolkit provides guidance on:

- An introduction to inclusive child care
- Inclusive practices and protocols for child care programs
- Review and reflection on own services to promote inclusion and encourage development of team strategies to improve inclusion
- Developing of an inclusion policy

The intention is to launch and promote the Toolkit to child care operators in Fall 2020. Additionally, ISSP will explore options to include review of the Toolkit within Child Care Operating Fund Contracts when they are renegotiated for fiscal year 2021/22.

In BC, child care providers have varied capacity for inclusion. There are some exemplars of inclusive child care programs in the province but there is a need to build more capacity across the system. The Toolkit intends to build capacity across the child care sector by improving provider understanding and providing tools to develop their programming. The end goal is to improve overall access and quality of inclusive child care settings for all children.

Issue(s):

Do we anticipate an issue or concern from stakeholders or the public as a result of the changes noted above (e.g. is this something someone would likely call or write to the minister about?)

The Toolkit is the Ministry's first public document exclusively on inclusive child care. It is imperative that all child care providers in the province be able to access the toolkit, and that it is seen as the first step in large scale systems change. Due to the innovation of this document, child care operators may interpret the Toolkit as a mandatory practice to implement immediately – resulting in resistance or complaint due

to real or perceived service pressures in child care settings. Clear messaging is required to inform child care operators that the Toolkit is a resource to help build their capacity to provide inclusive child care and not a mandatory set of actions. Additionally, the Toolkit may raise concerns on the change is being requested without additional funding opportunities for child care operators, such as support for additional staff or structural modifications (e.g. wheelchair ramp, widened door frames) to improve the inclusivity of their centre. It is recommended that all messaging encourages providers to learn more about the child care maintenance fund.

Key Date(s):

The firm deadlines or operationally significant dates that may or may not affect the communications plan, but that should be noted for general awareness. This may be a sentence, timeline, or list as needed.

Inclusive Child Care Toolkit Presentation to Child Care Directors Table	August 17, 2020
Inclusive Child Care Toolkit Presentation to Child Care Executive Directors	August 19, 2020
Inclusive Child Care Toolkit Presentation to ADM	August 21, 2020
PCCC gets toolkit	Sept 3, 2020
Inclusive Child Care Toolkit Presentation to Ministers	Mid-Sept, 2020
Introduction with cross-ministry partners	TBD Sept 2020
Introduction with key stakeholder organizations	TBD Sept 2020
Launch – News release, website launch, notification to MCFD staff, partners and stakeholders	TBD Fall 2020
Additional notification as part of child care contracts renewal?	TBD

Stakeholder Analysis:

Stakeholder Group	Issues/Concerns
Ministry of Education (link to Early Years Framework)	Purpose <ul style="list-style-type: none"> • Information sharing • Review and feedback • Identify linkages to education • Advice the communication plan re: key stakeholders, child care sites, partners
The Provincial Child Care Council	
Inclusion BC	Likely supportive of the changes as a positive step forward
Family Support Institute	

The BC Association for Child Development and Intervention (BCACDI)	
Early Childhood Educators of BC	
Family Child Care Association	May see less relevance in the toolkit than organizations supporting licenced care.
Multi-age Child Care Association of BC	May see less relevance in the toolkit than organizations supporting licenced care.
BC Association of Family Resource Programs	
Child Care Professionals of BC (CCPBC) Previously called: BC Childcare Owners Association (BCCCOA)	
BC Federation of Community Social Services Agencies	
Coalition of Child Care Advocates of BC (CCCABC)	
Aboriginal Head Start Association of BC	
The First Nations Health Authority – Aboriginal Head Start On Reserve	
School Age Child Care Association of BC	
West Coast Child Care Resource Centre	
Early Childhood Education Articulation Committee	
Child Care Resource and Referral Program	
Early Childhood Pedagogy Network (Community Facilitators Program)	
BC Healthy Child Development Alliance	
First Call, BC Child and Youth Advocacy Coalition	
Human Early Learning Partnership UBC	
Health and Human Services Deans and Directors Committee	
SCD Regional Advisors	

BC Council For Families	
Community Social Services Employers' Association of BC	
Union of BC Municipalities	
Aboriginal Head Start Association of BC	
Aboriginal Infant Development Programs	
Aboriginal Supported Child Development Programs	
BC Aboriginal Child Care Society (BCACCS) (Provincial Indigenous CCRR)	
BC Association of Aboriginal Friendship Centres (BCAAFC)	
BC First Nations Head Start	
First Nations Education Steering Committee	
First Nations Health Authority	
Métis Nation - Ministry of Métis Children and Families	
BC Aboriginal Child Care Society (BCACCS) (Provincial Indigenous CCRR)	
BC Association of Aboriginal Friendship Centres (BCAAFC)	
BC First Nations Head Start	
First Nations Education Steering Committee	
First Nations Health Authority	
Métis Nation - Ministry of Métis Children and Families	
CUPE	
BCGEU	

Communication Goals:

What are we trying to accomplish by communicating to stakeholders about this? (up to 3 objectives)

- Informing partners and stakeholders of the Toolkit release and its significance as part of the ongoing development of universal child care in BC
- Asking stakeholders to share with their child care community

Strategic Approach

What is the recommended strategic communications approach to achieve the above goals? (e.g. proactive/reactive, short-term, long-term, multi-phased, use of third-party validators or spokespeople etc.)

What is the rationale for recommending this approach?

- Multi-phased approach in Fall 2020 and Winter 2020/21
- Stakeholders will share the Toolkit – potential to host the Toolkit as a resource on site
- Presentations at virtual conferences in late 2020/21

Communications Workplan:

Timing	Tactics/Milestones/FYI	Stakeholders	Communications Materials Required	Responsible
Mid-September	Final review of web copy and web version of toolkit	n/a	Web copy Toolkit	SEDS, GCPE
Mid/third week September	- Communicate to key stakeholders about a conference (?)	Key stakeholders and partners	Email with conference details	SEDS (with ISSP)
Third to fourth week of September ?	- Website copy in QA ready to go - Sharing with key stakeholders (is this via web conference with Eds?)	Key stakeholders and partners	Web copy final Toolkit final Conference logistics	SEDS, ISSP, GCPE
First week of October?	Communicate to all stakeholders, launch	All stakeholders	Email linking to published web page	SEDS w ISSP review

Commented [BDM1]: Presumably we need to go through the toolkit itself...? And GCPE?

Evaluation

*How will we measure the success of this plan?
What measurable indicators will be used?*

Approval Authorization(s)

Program Executive Director

SEDS Executive Director

Assistant Deputy Minister

Date

Date

Date