

# **Chairperson's Report**

## **My View So Far**

The Lakeshore Community Childcare Centre or the LCCC is a jewel in our community. How do I know? Three things: (1) My family has been with the Centre since 2009 when my eldest enrolled. She has now left; (2) my youngest has since joined, and (3) as a board member, I've seen what the team at the Centre are able to do with what little they have for our children. I joined the board in December 2017, as the chair picking up where my predecessor Sara Lanthier left off. I've seen patience. I've seen trust, and I've seen empathy in its true form from the management, staff and my fellow volunteers that make up the board.

I can truly say that it's been a great learning experience thus far, with everyone chipping in to show me the ropes. The ropes at times do feel more like knotted chains, but there's always Lisa or another board member ready and willing to explain when the fog sets in. Honest to goodness, it was quite foggy for the first few months. I am very encouraged by what I saw as the wholehearted willingness by management and staff to continuously evolve. We have staff that has been here for 28 years and longer including our cooking personnel Sabeeta and her team. With fantastic staff, responsive management and great parental support, I can sum this all up by saying "our kids are in great hands."

## **A Look at the Year in Review**

So, 2018 for the LCCC was an interesting year, but no different from past years. It didn't disappoint, as it presented challenges, opportunities and a glimpse into the future of the LCCC. These three things: the challenges, the opportunities and a glimpse into the future, enabled the team to realize successes where the challenges lie, a chance to seize realized opportunities where presented, and the chance to unveil the future for the betterment of the children, staff and parents.

Building on work started by last year's board, we continued our focus collaboratively by (a) delivering high quality care for our youngest stakeholders our children; (b) succession planning for the staff and; (c) strengthening the LCCC governance structure to ensure continual success now and into the future for the Center.

Examples of all three of the above are: (1) Lisa and the community's continuous advocacy with the City of Toronto and the Province to win continuous support for special needs children, the general operating funding to help all children in the day care. (2) the strengthening of the policies and processes around succession planning for the staff, and (3) keeping the centre up to date by treating the policies as living documents and ensuring that they are in an evolutionary state to keep up with new provincial legislations as they come about and in so doing strengthen the centre's operations.

In terms of looking into the future, the personnel committee have had the opportunity to step into new territory as they investigate and put in place new policies and procedures to manage the imminent departure and replacement of both Lisa, the Center's director of almost 3 decades, and Elly's imminent retirement and replacement.

With that in mind let's look at some of the accomplishments for this year as well as next steps for the Center.

## **Safety**

Safety is a big part of what the LCCC does so let's start by looking at safety.

1. Continuous improvement in Health and Safety to ensure a safe and healthy work environment for the children and staff.

2. A strong commitment to making health and safety central to every aspect of the running of the centre, JHSC, advisory group comprised of management and workers.

## Accomplishments

1. Successfully elected executives, and new board members appointed
2. Implemented more streamlined documentation of incidents to ensure consistency, fairness and repeatability.
3. Successfully reviewed and updated the code of conduct (Sarah and Anoush) Child Behavior Standardized checklist.
4. Governance policy updated
5. Successful March break and summer camps - Swimming continues to be superbly effective.
6. Continued focus on safety
7. Parent and staff survey-for continuous improvement
8. Staff development - All staff participated in a workshop on managing change
9. **Anoush Bennett** is our new Assistant Director and **Christie Leja** is administrative assistant
10. Withdrawal policy updated - formerly Progressive Behavior policy
11. Lisa led the charge to purchase IPADs to assist **How Does Learning Happen** from a stabilization grant

## Next Steps

1. Staffing - work continues to adequately and appropriately secure the Director's (Lisa's) replacement
2. Lobster Fest -thinking of a revival ("**hope springs eternal**") *dialogue continues*
3. Board member suggested a voluntary drop-in at staff meetings to lend support and appreciation of the staff

## New Members

We encourage you to put your name forward for positions as they become available. You'll meet and work with some dedicated but cool people. Get a chance to volunteer and give back and make a positive impact in your community and understand how a non-profit works.

## Here's What We Do

We Set policies. Work towards set goals and objectives. Set the stage for successive boards. Maintain communication with core staff. Continuous evaluation of the centre and, represent the Center to the community at large.

## To close

A warm thank you to the highly dedicated staff, the children and their parents, the board, the school, the City, the Ministry of Education and the community.

We're looking forward to a great 2019; thank you for your support. Enjoy the holidays when they arrive.

**Samuel McDermott**

2018-Board Chair

## Director's Report

Though some things remain the same, (outstanding staff, remarkable volunteers, amazing families and incredible programs) we have new adventures every year! We happily welcomed new families and said sad goodbyes to others. Our kindergarten and school age staff delivered another amazing summer of camp programming, toddler staff welcomed a ton of new families and our preschool staff wrangled those 2-year olds into toilet trained preschoolers.

### Highlights:

- we were lucky to receive health and safety \$\$ and got our exclusive use building painted.  
we removed the last of the wall to wall carpet and replaced it with tile in the staffroom and office. (who puts wall to wall carpet in a daycare centre?!)  
We received new base funding from the City of Toronto that is intended to help keep parent fees down while improving salaries. It has always been a struggle that childcare fees are so high for families to pay, but our professional staff deserve to be better paid. It is difficult to compete with School Board salaries, and many people that enter the college program bridge straight into University now. It is important that working in childcare remain a financially viable option for our professionals.  
We continue to work toward having our fees reflect the actual cost of care for each service offering  
We have spent the year (with the help of our experts) looking at personnel polices and job descriptions. As an employer of over 50 individuals it is ongoing work!  
We divided up Elly's position (no surprise it will take 2 people to replace her!) Anoush Bennett is our new Assistant Director, she will continue in her role as pedagogical leader.  
Christie Leja becomes a full-time administrative assistant. (she modernized our fee collection!)  
Our school age 2 room got a 5 on the AQI assessment!  
We continue to look at our policies and procedures to ensure they reflect best practices  
Staff went to professional development on self-regulation, cultural sensitivity, how does learning happen, science, games, first aid, leadership, special needs, coping with change, and many others.  
Camp was almost sold out by mid-April this year!  
We were lucky to receive funding for 4 summer job students from Employment and Social Development Canada.

This marks the last AGM for Elly and me. We have been honored to be part of the growth and success of LCCC. Together with hundreds of volunteer Board

members, we have laid a foundation that puts children first with high quality, developmentally appropriate, compassionate, and fun care every single day. We made excellent customer service for our families a priority. We have good working relationships with all levels of government, colleges, and a network of colleagues and other professionals to help us in our work. The staff has earned LCCC's great reputation and are the reason our families can drop off their child and go about their day without worry. To accomplish all of this we have understood the critical importance of our staff and have been advocates of good work/life balance and lifelong learning. Happy staff make happy children and families.

I would like to thank all the volunteers who spent time at meetings, who offered their expertise and asked clarifying questions that helped in making well informed decisions. The Board in their volunteer role make it possible for the staff in their professional role to deliver great programs every day. Special thanks to board members Clay Charters and Sarah Boyle who are finishing their terms tonight. Your service has been greatly appreciated.

When we had the AQI assessor here, she commented over and over on the exceptionality of our staff. LCCC teachers were engaged, interactive, and smiling, and it was apparent that they were motivated and cared about their work. We are lucky to have each and every one of them. I thank them for their patience, coping skills, creativity, and commitment.

Respectfully submitted, Lisa

Tjernstrom RECE