

# Pacific Child and Family Enrichment Society



## 2011 Annual General Meeting

OCTOBER 24, 2011

*"Empowering communities to thrive through education, support and collaborative relationships"*

A P R I L 1 , 2 0 1 0 - S E P T E M B E R 3 0 , 2 0 1 1

Ladysmith, Nanaimo, Oceanside, Port Alberni,  
West Coast, Comox Valley, Powell River, Campbell River,  
Port McNeill and Port Hardy

FUNDED BY THE PROVINCE OF BRITISH COLUMBIA



*Pacific Child and Family Enrichment Society*  
*Mission and Vision Statement*

## **Our Vision**

Pacific Child and Family Enrichment Society inspires diverse, intergenerational relationships by engaging communities and creating valued services to enrich the lives of individuals of all cultures.

**“Empowering communities to thrive through education, support and collaborative relationships”**

## **Our Mission**

The mission of the Pacific Child and Family Enrichment Society is to develop programs and foster community partnerships that provide a range of services to individuals of all cultures.

We are a diverse, community minded organization that provides education, information and support to assist individuals in making wise care choices and in achieving healthy lifestyles.

# Agenda

October 24, 2011 - 7-8 pm, 3156 Barons Road, Nanaimo, BC  
Registration from 6:30 - 7pm

1. Welcome, Introductions and Announcements
2. Minutes of October 18, 2010 Annual General Meeting
3. Auditor's Report for the fiscal year ended 2011
  - Sandy Coones, Treasurer
4. Appointment of Auditor for 2010-11 .
5. Annual Reports for April 1, 2010 to September 2011 (included in package)
  - ↪ Board of Directors' Report
  - ↪ Executive Director's Report
  - ↪ Program Coordinator's Report
6. Resolution of Bylaw 4
7. Election of Board of Directors as per Bylaw 33
8. Appreciation and Thanks - Dianne Magor
9. Motion to adjourn

## *Message from the Board...*



The last year has been a very busy year for the Board. The process of re-accreditation was very lengthy, but informative. It was a very detailed look into our various policies and practices. In April, all the hard work resulted in a very successful re-accreditation.

Now it is time to re-focus on our Mission and Vision Statements and the future. During the summer, the Board also revisited our Strategic Plan. Re-accreditation has shown us that PacificCARE has a strong base on which to build. We are looking to expand our diversity and inclusiveness, while at the same time maintain our high standards.

The Board extends an invitation for new members and directors to join us. Bring your ideas and strengths to help us grow our future.

*Ankie Doole*, Vice-President

## ***A Year in Review, Executive Director's Message...***

***October 2010 – March 2011***



Following an exciting few years where we relocated to our newly formed mini –hub and celebrated 20 years of service in the communities we serve, 2010 and 2011 brought us more success as we achieved reaccreditation. We received congratulations from the Council on Accreditation (COA) for an outstanding achievement only nine days following the site examination. It usually takes between 30 to 45 days before the Council notifies you of their verdict. Despite the huge cost and our Accreditation team volunteering extra time we are now better equipped than ever to maintain a high standard of service delivery in the communities we serve. It happens through value based leadership, acknowledgment of team capacity and building on those capacities. Being able to work from a current condition to visualize how to expand and build partnerships based on trust,

teamwork and respect; enhances the well being of our PacificCARE team as well as the sustainability of an effective and ongoing service to the communities we serve. The Board of Directors treated us to a special dinner and presented us with pins to acknowledge our hard work and achievement.

At the current time we represent eight regions and cover a huge territory based on a minimum staff. It is our hope to align closely with you, and the Ministry of Education in efforts to provide more accessibility for quality child care. I have been in meetings with the School Board regarding the plans of the ministry of Education's all day care and moving to a more integrated early care learning system in B.C. The central goal behind the Ministry of Education and Government is to change from a patchwork of fragmented child care services to a more cohesive, democratic system of early care and learning. The proposed "Early Years Centre Networks" are supposed to put "care" at the core. Lack of adequate qualified child care spaces is critical and for 22 years PacificCARE has built its reputation on assisting individuals in accessing care for the children and in assisting our clients in accessing training and education to provide quality care. Most important of all is ensuring that our registered care providers can contribute to this change because they are well qualified thus maintaining their livelihood in this important sector.

### **More exciting updates April, 2011 to present.**

We received our official plaque for re accreditation success and it hangs proudly on our wall in our head office. The COA team invited me to train as COA peer reviewer and I will be going for training soon. It will be an opportunity to help our team maintain a best practices level of service provision and enable us once again to be reaccredited in 2015, with greater

## A Year in Review, Executive Director's Message continued...

ease. It will also be an opportunity to offer encouragement and support to other stakeholders and community partners who may be on the journey to re-accreditation themselves.

Also, More good news for our team!! Despite a tight budget, we have located offices for our Child Care Consultants in Port Alberni and Campbell River so that our clients can have greater access to our Consultants in those communities. Thus far, we are happy to announce that we found an office space to share with the Campbell River Child Care Society and Success by Six (Effective July 1, 2011). Robron Centre is a busy Community Hub and it is full of activities and services that support children and families. Also we are delighted to announce that we were successful in locating an office at the Kiwanis-Hilton Children's Centre in Port Alberni, a great location and a hub full of supports for children and families (Effective August 1, 2011). We have very positive possibilities for a location in Parksville/Qualicum as well and will continue to work on finding the ideal spot for our Consultant. We also hope to do more outreach to Powell River, Port Hardy and on the West Coast of Vancouver Island.

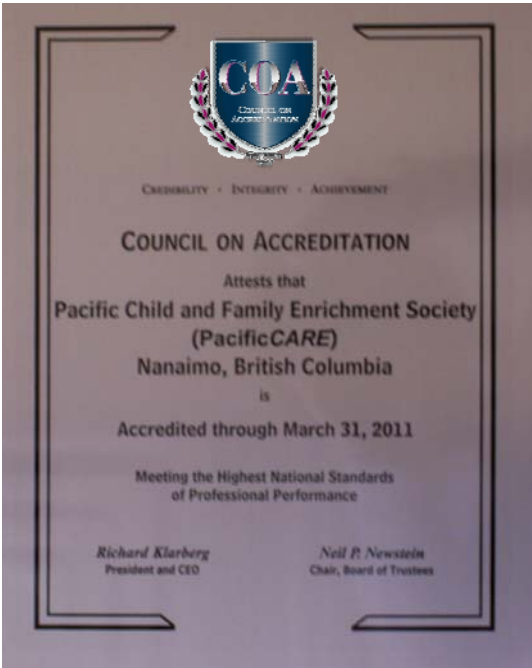
At this AGM I want to thank our co-locators who reside with us in our mini-hub, for being a terrific team. Over the past two years, we have become very supportive of each other and we exist as a positive group of people who sincerely work hard to provide services to our community. Thank you to Lynne Brown and her United Way team, Mid Island Abilities, Nanaimo District Labour Council, Vancouver Island Dyslexia Society and the Nanaimo Senior Visiting Society.

Also, special thanks to our re-accreditation team who worked so diligently along with me to be successful. The members include, Anita Hickey, Margaret Sinclair, Bev Beadle, Danielle Boyd, Shanda Harris, Carmen Barclay and Dean Mapstone. Thank you also to the rest of our staff and our rural team members who helped in any possible way to achieve our goals. And thank you to the Board of Directors for going the extra mile and supporting us to be successful.

We appreciate too...all of our care providers who belong to our PacificCARE team and provide such excellent care and support to children and families in the regions we serve. You are the heart of our organization and our team feels honoured to work with you. As we head into the festive season only a few months away, may you be blessed with abundance, good health and success.

*Dianne Magor,* Executive Director

## Performance Quality Improvement (PQI) Committee



It has been an interesting year for the PQI team. The main focus for the beginning of the year was accreditation. With accreditation, PQI looked into how we were doing, how our present procedures worked and how to improve any deficiencies. The team worked on becoming more effective and identifying measurable outcomes. Though we were very competent, there were many small changes that PQI found that needed to be addressed or to be placed into our every day practices. We changed some of our forms and worked on becoming more concise. As well, we looked at how the team can share the load equally as well as eliminating overlaps.

Now that accreditation is over, the team is looking towards reviewing areas that were placed on hold for the past year, such as training. A main area of concern is making accreditation an ongoing process, with stronger identification of outcomes.

*Ankie Doole*, PQI Chair

# ***CCRR Program Coordinator's Annual Report***

***November 2010—October 2011***



This year seems to be the busiest year ever for PacificCARE's Child Care Resource and Referral Program! It has even been busy during our slowest times of the year. We are pleased to say that for us this is good news because it means that we are doing more in our communities such as recruitment and registering of non-licensed child care providers, workshops and courses for child care providers, drop in programs for child care providers and parents, and sitting at community tables in support of child care needs.

We have had a few challenges along the way with staff sickness and shortages in some of our areas but have still managed to provide services and support to each of the communities we manage. We continue to assist parents with processing of their subsidy forms to help speed up the process for them and it fits in very well with the other services we provide.

Some of the achievements this year are:

- We have moved consultants from working from home and reopened offices in two of our regions, Port Alberni (Kiwanis Hilton Centre) and Campbell River (Robron Centre).
- We upgraded our technical equipment and provided four new laptops to our outreach areas that will help us to improve efficiency with our communication with staff, child care providers and communities.
- Our new child care referral system is working to almost full capacity now and seems to have improved our capability of providing referrals to parents more efficiently. It has been expanded to allow caregivers access which enables them to update specific areas themselves. It also let us to enter workshop registrations and helps our consultants with their statistical needs for our funders.
- The Island Family Information Website [www.islandfamilyinfo.ca](http://www.islandfamilyinfo.ca) has a new look and is a great online resource to find out what is happening in our communities for children ages 0-12 and their families.

## ***CCRR Program Coordinator's Annual Report continued...***

- PacificCARE's own website [www.pacific-are.bc.ca](http://www.pacific-are.bc.ca) continues to grow offering access to information and other resources such as referrals, newsletters and access to liability insurance for child care providers. It also offers links to other services available on the internet.
- Staff members have taken the training needed to make sure we meet the requirements for being accredited and are now currently in the second stages of our Safe Harbour and Non Violent Intervention Training that is key to providing the best services we can to our clients.

We look forward to a new year in optimism of a growing future.

### **Insurance**

By purchasing a PacificCARE Society Membership annually and receiving a PacificCARE Associate Membership, child care providers have access to an affordable master business liability policy designed specifically for child care providers and purchased through Coastal Community Insurance Services Limited.

Child Care providers in BC are continuing to renew their insurance with Coastal Community and to date, approximately 700 child care providers have renewed.

*Margaret Sinclair*, CCRR Program Coordinator  
and Insurance Coordinator



## *Congratulations letter from COA...*

Dear Ms. Magor:

On behalf of the Council on Accreditation (COA), I am delighted to inform you that PacificCARE has been reaccredited. In addition, PacificCARE was expedited through the Pre-Commission Review Report (PCR) process as a result of not receiving any out of compliance ratings in any of the fundamental practice standards. Congratulations on this amazing achievement.

Because PacificCARE was expedited, you will not be receiving a PCR. As a next step, I would like to encourage you to share this wonderful accomplishment with your staff, board of trustees, funders, regulatory bodies and all of your other stakeholders. To that end, attached please find a one page communication detailing this important milestone as well as an electronic copy of our logo. Please update all of your promotional materials, letterhead and website by incorporating the COA logo and customizing this communication as needed.

In four weeks, you will be receiving your formal reaccreditation notification letter, Final Accreditation Report, sample press release and press packet containing, among other things, promotional brochures, COA logo sheets and decals as well as an accreditation plaque. We encourage you to display this plaque in an accessible public space where staff and clients can easily take notice and feel confident and proud to be part of PacificCARE.

COA's program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services. COA is proud to recognize PacificCARE as one of these outstanding providers, and we wish you the very best in your continuing work with the individuals you serve.

On behalf of the COA staff and board of trustees, congratulations again on your achievement.

Sincerely,

Richard Klarberg, President & CEO  
Council on Accreditation

## ***Royal Ruckus for Reaccreditation July 2011***



**The Board of Directors celebrated the hard work and achievements the PacificCARE team put into the re-accreditation process.**

Photo to the left starting from the back , left to right: Rebecca Lin, Ankie Doole, Shanda Harris, Beverly Beadle, Danielle Boyd, Dianne Magor, Margaret Sinclair, Christine Walker, Heather Campbell and Sandy Coones.

**Photo to the right:**

From Left to right: Dianne Magor, Rebecca Lin, and Christine Walker.



# Pacific Child and Family Enrichment Society

## 2010 Annual General Meeting Minutes

Taken on October 18, 2010 from 7 pm – 9 pm in the Board Room at 3156 Barons Road

### Society Members in Attendance:

Christine Walker (President (Chair)), Breanna Viala (Secretary), Sandy Coones, Heather Campbell (Member at Large), Rebecca Lin (Member at Large), Carmen Barclay, Beverly Beadle, Margaret Sinclair, Shanda Harris (Recorder), Dianne Magor (ex-officio),

**Guests:** Shari Babcock, Dean Mapstone, Doug Johnson

**Recorder:** Shanda Harris

<b>Item</b>	<b>Discussion</b>	<b>Action</b>
<b>Welcome, Introductions and Announcements – Christine Walker</b>	Christine Walker called the meeting to order at 7:15 pm and welcomed all members to the 2009-2010 Annual General Meeting.	
<b>Review and Adoption of Agenda</b>	The Agenda had been distributed among the members as they arrived and was included in the Annual Reports booklet.	(Carried)
<b>Minutes of the previous meeting Annual General Meeting (October 26, 2009)</b>	The Minutes of the October 26, 2009 Annual General Meeting were distributed among the members. After review it was then:  <i>Moved: (Heather)</i> <i>Seconded: (Rebecca)</i> <i>To accept the Minutes as presented.</i>	(Carried)
<b>Auditor's Report for the fiscal year ended 2010 – Johnston, Johnston &amp; Associates Ltd.</b>	The Audited Financial Statements as at March 31, 2010 were distributed among the membership and then presented by Doug and Mike Johnston of Johnston, Johnston & Associates Ltd. He reported that the records are in excellent shape and that Dean is doing a good job. He had no reservations about the financial records of the society and suggested that the society is in quite strong financial shape.  A question was put forth regarding doing a full Audit with our Funder (MCFD) or just a review engagement. Doug suggested that If we can get approval from them ministry to review the financial statements they would be behind us. He found that a review of financial statements would be more than adequate for most non profits and if we required a letter of support he would be happy to provide one.	

Item	Discussion	Action
<b>Auditor’s Report for the fiscal year ended 2010 – Johnston, Johnston &amp; Associates Ltd (continued)</b>	<p>After this presentation and subsequent discussion it was then:</p> <p><i>Moved: (Sandy)</i></p> <p><i>Seconded: (Heather)</i></p> <p><i>To accept the Audited financial statements as at March 31, 2010 as presented.</i></p>	<p>(Carried)</p>
<b>Appointment of Auditor for 2010-11</b>	<p>The Society president, Christine Walker, signed the Audited financial statements.</p> <p>Doug Johnston of Johnston, Johnston &amp; Associates Ltd. had done the Audited financial statements for the 2009-2010 Fiscal Year, and is allowing his name to stand for the 2010-2011 fiscal year, it was then:</p> <p><i>Moved (Sandy):</i></p> <p><i>Seconded (Breanna):</i></p> <p><i>That Johnston, Johnston &amp; Associates Ltd. is appointed auditors for the year fiscal year ending March 31, 2011.</i></p>	<p>(Carried)</p>
<b>Annual Reports for April 1, 2009 – October, 2010</b>	<p>The reports were distributed along with the Agenda and Minutes as people arrived.</p>	
Board Report	<p>Christine Walker read the Board of Director’s report which was included in the Annual Report.</p>	
Executive Director’s Report	<p>Dianne Magor gave highlights of her Executive Director’s report for the past year, which was also included in the Annual Report.</p>	
“Snapshot of Our Recent Events”	<p>Dianne Magor also gave highlights of her “Snapshot of Our Recent events” also included in the AGM booklet.</p>	

*Minutes continued on Page 14*

Item	Discussion	Action
<b>Annual Reports for April 1, 2009 – October, 2010 continued...</b>		
Coordinator of Programs and Services Report	The Coordinator of Programs and Services report was read by Carmen Barclay.	
<b>Election of Board Directors as per By-Law 33.</b>	Carmen took nominations from the floor for members who wish to become part of the Board of Directors.	<i>Appointment of Directors to be done at the next the Board meeting.</i>
	The following members are still willing to allow their name stand:	
	Christine Walker Heather Campbell Sandy Coones Ankie Doole Rebecca Lin	
	<i>All members in favour of the above roster for the 2010-2011 Board of Directors.</i>	
		<i>(Carried)</i>
	Breanna Viala will step down for this year.	
<b>Appreciation and Thanks</b>	Dianne and Christine had included their appreciation and thanks in their above reports.	
<b>Closing of the meeting</b>	The meeting was adjourned at 8:00 p.m.	
	<i>Motion (Breanna): To adjourn the 2010 Annual General Meeting of the Pacific Child and Family Enrichment Society.</i>	
		<i>(Carried)</i>

## ***Meet PacificCARE Staff as at October 2011***

<b><u>Name</u></b>	<b><u>Position</u></b>
<b>Dianne Magor</b>	Executive Director
<b>Margaret Sinclair</b>	Programs Coordinator /
<b>Dean Mapstone</b>	Finance Officer
<b>Shanda Harris</b>	Administrative Assistant
<b>Bev Beadle</b>	Administrative Assistant
<b>Shari Babcock</b>	Receptionist
<b>Anita Hickey</b>	Senior Child Care Consultant, Nanaimo
<b>Shirley Sugden</b>	Child Care Consultant, Nanaimo and Ladysmith
<b>Kirsten Barlow</b>	Child Care Consultant, Nanaimo
<b>Laurie Sturgeon</b>	Child Care Consultant, Nanaimo
<b>Sue Oliver</b>	Child Care Consultant, Oceanside
<b>Sandra Allen</b>	Child Care Consultant, Courtenay
<b>Sue Warren</b>	Child Care Consultant, Courtenay
<b>Laura Lidstone</b>	Child Care Consultant, Courtenay (Maternity Leave)
<b>Eleanor Gee</b>	Child Care Consultants, Campbell River/North Island
<b>Scott Beam</b>	Child Care Consultants, Port Alberni/West Coast
<b>Lacey Houbregs</b>	Special Projects

### **On Call Staff and Workshop Support**

Charlene Roulston, Danielle Boyd and Collette Hansen.

