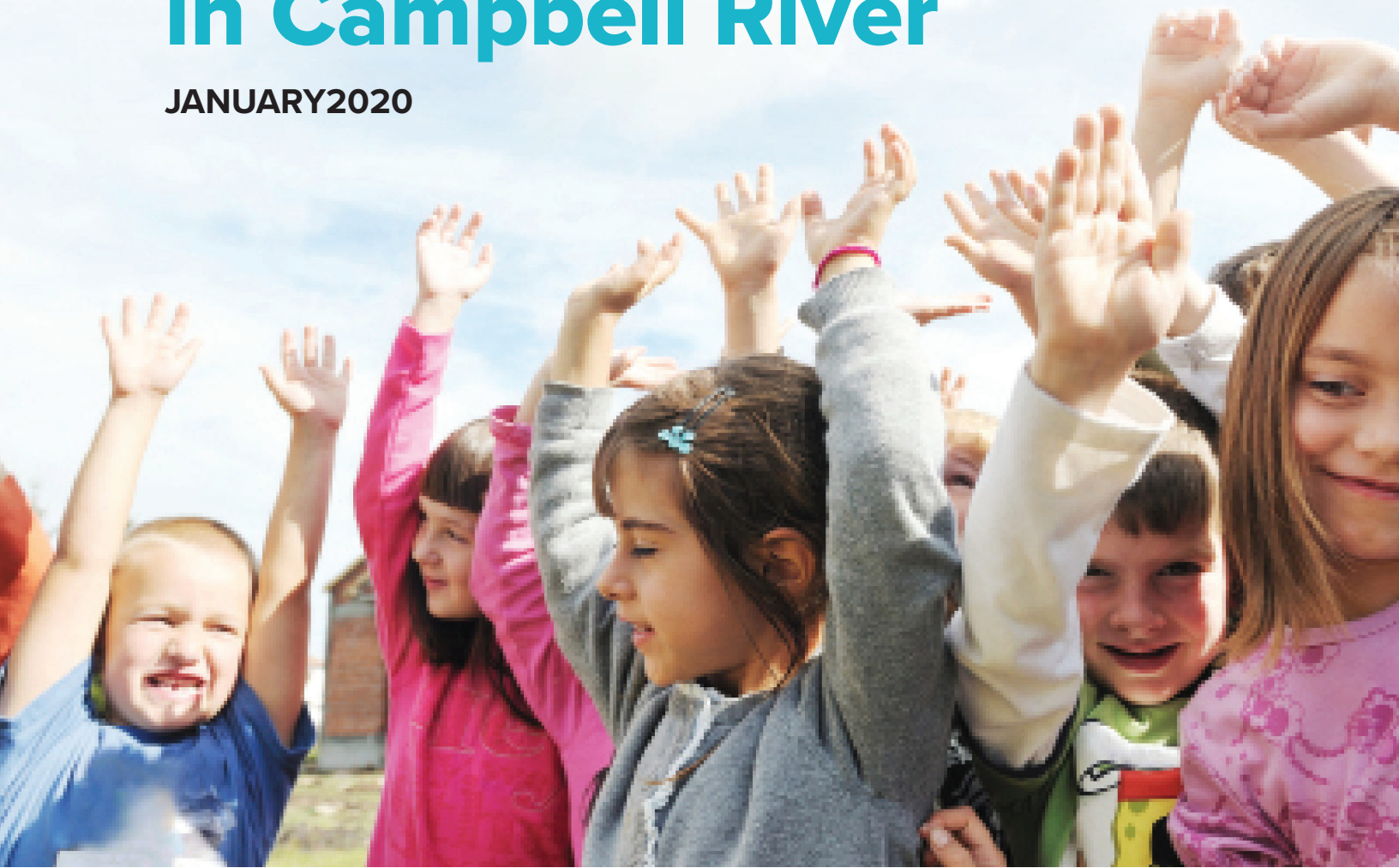


Spaces for Children:
**Planning for Child
Care Space Needs
in Campbell River**

JANUARY 2020



Contents

- Executive Summary** **3**
- Background** **4**
- Methodology** **4**
- Review of Local Plans, Bylaws, and Policies** **5**
- Current State of Child Care in Campbell River** **10**
- Campbell River Child Care Needs Assessment** **16**
 - Child Care Provider Survey 21
 - Focus Groups 22
 - Key findings across engagement mechanisms 24
- Space Creation Recommendations** **26**
- Recommendations** **28**
 - Senior Government 28
 - Local Government 30
 - School District 72 32
 - Community 33
- Appendix 1: Inventory** **35**
- Appendix 2: GIS Map of Campbell River Child Care Facilities** **36**
- Appendix 3: Campbell River Child Care Plan – Summary of Caregiver Survey Results** **37**
- Appendix 4: Campbell River Child Care Plan – Summary of Child Care Provider Survey Results** **44**

Executive Summary

A healthy child care sector must meet the needs of local families to provide the most benefit to the community. To meet family needs in Campbell River, a dual focus on increasing the quantity of child care spaces and ensuring the quality of child care provision are equally important. In doing so, the healthy development of Campbell River's youngest citizens is supported. Parents and caregivers are then supported in meeting their professional and economic aspirations.

In Campbell River, there are 1,234 licensed child care spaces (as of November 2019; this figure fluctuates due to openings/closures of family child care centres) for 5,820 children. The number of licensed spaces is inadequate to meet local needs, particularly for Infant/Toddler and Before and After School Care spaces. There are currently 72 Infant/Toddler Spaces in Campbell River, and 340 Group Child Care (School Age) spaces. The short-term space creation targets for 2020 – 2022 are:

- Creation of 40 Infant/Toddler spaces
- Creation of 50 Group Child Care (30 Months – 5 years) spaces
- Creation of 200-300 Before and After School spaces, co-located in schools or in other buildings (churches, etc.) near schools

Campbell River's early years and early learning and care communities are strong, as evidenced by the history of collaborative work led by the Campbell River Family Network, a coalition of organizations that work together to support local families. Additionally, the City of Campbell River has a demonstrated history of supporting young children and families, which is evident in past actions and in official policies, including the Official Community Plan and various other plans and bylaws.

As part of the child care planning process, parents/caregivers were surveyed about their child care needs. A total of 398 responses were collected, representing 709 Campbell River children 13 years and younger.

Throughout survey responses, the wishes of parents/caregivers were very clear: increase the number and availability of child care spaces for Infants/Toddlers and for School-Age children requiring care before and/or after school. Survey respondents also noted that the current cost of care is a barrier (43.3%) and that the times a child care program is offered do not meet family needs (24.9%), particularly for shift and/or seasonal workers. Child care providers were also surveyed, and respondents noted a barrier of their own - attracting and retaining staff. While space creation is one part of the solution to provide child care, making the work more attractive for staff is also an important consideration.

To move British Columbia toward a universal child care system, various players must be active participants in child care space creation. From the funding and licensing responsibilities of senior governments, to the bylaw, plan, and policy support of local governments, there are roles for elected officials. Local organizations, too, can play a part in identifying opportunities to provide child care. In Campbell River, these organizations can include School District 72, community coalitions, and agencies serving various populations, including Indigenous families, immigrant/newcomer families, and families with extra support needs.

Background

The provision of quality child care spaces is essential to the health of a community. An adequate number of quality child care spaces supports the early development of children and assist parents in meeting their economic and professional aspirations.

Locally, the current state of child care is of great interest to the Campbell River Family Network (CRFN), a coalition of organizations focused on strengthening the capacity and commitment of local service providers toward the healthy development of children. Monitoring and advocating for improvements in the child care system locally and provincially are activities of the CRFN. The CRFN's 2018 State of the Child report demonstrates the need for additional child care in Campbell River - for the 5,820 children under the age of 14 years old in Campbell River, there were 1,137 licensed child care spaces. Today, there are 1,234 licensed spaces serving that population, but despite an increase of 97 spaces since 2018, these remain inadequate to meet family needs.

In partnership with the City of Campbell River, the CRFN put forth a funding proposal to the Union of BC Municipalities' Community Child Care Planning Program. This program, available to all municipalities in British Columbia, provides funding to support the development of:

- An inventory of community child care spaces
- An assessment of the current state of child care in the community, including utilization patterns, gaps, and opportunities
- An analysis of the trends related to the number, location and care types of licensed child care facilities and spaces in Campbell River
- A review of local government plans, policies, and bylaws in relation to child care spaces
- Short-, medium-, and long-term space creation targets
- An implementation plan with specific recommendations for senior governments, local governments, School District 72, and community agencies

Methodology

The Spaces for Children: Planning for Child Care Space Needs in Campbell River project was conducted from June - October 2019. The project was directed by a steering committee composed of Cheryl Jordan (Campbell River Family Network), Alison Boucher (PacificCare Child Care Resource & Referral), Joyce McMann (Campbell River Family Services Society/School District #72 trustee), and Cleo Corbett (City of Campbell River).

This project utilized information about child care provided by provincial licensing bodies, Island Health, and the Ministry of Children and Family Development to understand the number, type, and utilization rate of current child care spaces. Information from the City of Campbell River was also integral to this project.

Most important, this project engaged with families, child care providers, and early years stakeholders to learn more about the successes and opportunities within the child care field in Campbell River. A family survey was promoted across the community, and garnered 398 caregiver responses representing more than 700 children. A survey was also made available to encourage child care providers to provide input. Of Campbell River's 60 child care centres, 36 participated in the survey. Focus groups were organized for parents of children with extra needs and newcomer/immigrant/refugee parents. Survey responses from Indigenous families were analyzed to ensure inclusion. Finally, other early years service providers and organizations were engaged as needed. These community engagement mechanisms are further detailed in "Campbell River Child Care Needs Assessment" (page 17).

Review of Local Plans, Bylaws, and Policies

Although child care is not a core service of municipal governments in British Columbia, the plans, bylaws, and policies set by local governments impact the local child care landscape. These documents can present barriers to the creation of licensed child care spaces, and/or can enhance the ability of licensed child care providers to support existing facilities and develop new ones.

The following plans, bylaws, and policies were reviewed:

- City of Campbell River's Official Community Plan, updated January 2017
- City of Campbell River's Zoning Bylaw
- City of Campbell River's Strategic Parks Plan
- City of Campbell River's Master Transportation Plan
- City of Campbell River's Business Licensing Bylaw
- City of Campbell River's Permissive Exemption from Taxation Bylaw

Strathcona Regional District (SRD) services were also reviewed. It is acknowledged that the recreational function and services the SRD provides in central Campbell River could offer opportunities for collaboration when considering future child care space creation targets. Because the SRD is primarily responsible for regional services and limited infrastructure and land use regulation, no relevant plans, bylaws, and policies were identified for review.

Document: City of Campbell River's Official Community Plan, 2012; updated 2017

Relevant objectives:

Objective 5.2.4: New development will contribute towards the costs of infrastructure capacity improvements that benefit the entire community through mechanisms such as development cost charges, development servicing agreements, amenity negotiations and comprehensive development agreements, or other such tools.

Objective 5.3.1: New residential uses, in particular multi-family residential development, will be encouraged in areas that are accessible to community services and facilities including walkways, schools, transit and recreational areas.

Objective 5.8: Proactively encourage mixed-use development in Village Centres.

Objective 5.8.1: Support landowners to facilitate mixed use development in Village Centres.

Objective 5.8.2: Consider tax exemptions for encouraging mixed use development in Village Centres.

Objective 5.10: Create a pedestrian oriented, compact node with commercial uses and amenities to meet the daily needs of residents in the surrounding neighboring area.

Objective 10.1.1: Home-based work, live-work, and tele-commuting are encouraged and supportive policies and regulations will be maintained.

Objective 10.2.4: Market initiatives to reach out to entrepreneurs, working-age families and in-migrants – including immigrants – to build on Campbell River's identity as a thriving, culturally-rich, business-friendly community with a high quality of life.

Objective 10.3.2: Where possible, the City will work with businesses, non-governmental organizations, other levels of government, and educational institutions to support post-secondary education and skill development opportunities.

Objective 12.1.2: The City will work collaboratively with other levels of government and community stakeholders and advocate for convening diverse participation and fostering partnerships to develop support and implement strategies to achieve social well-being.

Objective 12.1.3: All new public spaces and transportation infrastructure will be designed for universal accessibility (i.e. for a range of physical capabilities).

Objective 12.1.4: Incentives such as fast-tracked rezoning and development applications, and density bonuses may be provided to rezoning and development applicants that provide accessible residential units or community amenities and spaces that foster social interaction.

Objective 12.1.7: The City will encourage access to social services and community services in all areas of Campbell River.

Objective 12.3: Increase opportunities for training, employment, and income security.

Objective 12.3.2: Educational institutions and opportunities for learning for all ages and stages of life will be encouraged and supported.

Objective 12.4.1: Programs, partnerships, services, and infrastructure that support the health and well-being of all segments of the population, including seniors, youth, families, newcomers and other minorities, and vulnerable groups, are encouraged.

Objective 12.5: Children and youth friendly policies

Objective 12.5.1: The City will support programs and initiatives that promote the health and well-being of children and youth.

Objective 12.5.2: Diverse learning opportunities for children and youth will be supported.

Objective 12.5.3: The needs of children and youth will be considered in planning initiatives such as land use, transportation, parks, and community facilities.

Objective 12.5.4: The City will encourage the development of quality, affordable early learning and child care opportunities.

Analysis of relevant objectives: Campbell River's Sustainable Official Community Plan is holistic. Many of the objectives within are relevant to children and families and thus child care, and nowhere is this more evident than in Section 12, "Social Well-being," which contains an objective directly in support of child care (12.5.4) and four others that are related (12.5, 12.5.1, 12.5.2, 12.5.3). 12.5.3., "The needs of children and youth will be considered in planning initiatives such as land use, transportation, parks, and community facilities," is particularly powerful, as each of these four facets is an important consideration in the provision of child care.

Other objectives worth highlighting include 5.2.4, which makes mention of "amenity negotiations." Community amenity contributions are cash or in-kind contributions from property developers to municipal governments for the purpose of reducing impact on existing facilities when developing an area. In the context of child care planning, a community amenity contribution could be land on which to develop a child care centre.

Objective 10.1.1 supports "Home-based work, live-work, and tele-commuting are encouraged" as a means of creating greener jobs. This objective affirms opportunities for Family Child Care providers and In-Home Multi-Age Care providers. More information on home-based work can be found in the zoning bylaw.

Document: City of Campbell River's Zoning Bylaw No. 3250, 2006

Relevant content: 4.9 Home-Based Business

A home business is permitted in all zones permitting a residential use, but only in accordance with the following provisions:

(b) the use shall be clearly subservient and incidental to the use of the dwelling for residential purposes, and to the residential use on the lot on which the dwelling is located, and for certainty a home occupation is only permitted where ancillary to a permitted residential use, but not where ancillary to a non-permitted residential use;

(d) there shall be no noise, vibration, dust, smoke, odour, heat, or traffic generation other than that normally associated with a dwelling;

(g) not more than 40% of the gross floor area of the residential dwelling shall be used for the home occupation use, up to a total maximum area of 80 square metres (861 square feet);

(h) not more than one person who is not a resident of the dwelling to which the home occupation is ancillary shall be employed in the activity

4.21 Off Street Parking Requirements

Per Table 4.21.1, a Day Care must provide one parking space per employee, plus minimum 2 spaces for child drop-off and pick-up.

5.4-5.41 Permitted uses across zones

Community care, or social care facilities, or both, are allowed in the following zones:

- 5.4 Commercial One A (C-1A) Zone
- 5.5 Commercial One B (C-1B) Zone
- 5.6 Commercial One C (C-1C) Zone
- 5.7 Commercial Two (C-2) Zone
- 5.8 Commercial Three (C-3) Zone
- 5.9 Commercial Four (C-4) Zone
- 5.21 Public Areas 1 (PA-1) Zone
- 5.33 Residential Multiple 1 (RM-1) Zone
- 5.34 Residential Multiple 2 (RM-2) Zone
- 5.35 Residential Multiple 3 (RM-3) Zone
- 5.36 Residential Multiple 4 (RM-4) Zone
- 5.37 Rural One (RU-1) Zone
- 5.38 Rural Two (RU-2) Zone
- 5.39 Rural Three (RU-3) Zone
- 5.41 Jubilee Heights Neighbourhood Comprehensive Development (CD1) Zone
 - 5.41.2 AREA 1 - Mixed-use Neighbourhood Centre
 - 5.41.3 AREA II - Medium Density Residential
 - 5.41.4 AREA III - Low Density Residential
 - 5.41.5 AREA IV - School, Park, and Bog

Analysis of relevant content: Campbell River's Zoning Bylaw allows many opportunities for the development and operation of child care spaces throughout the city. Group child care, which includes group day care centres and preschools, is allowed per bylaw in zones C-1A, C-1B, C-1C, C-2, C-3, C-4, PA-1, RM-1, RM-2, RM-3, RM-4, and CD1. Family child care and in-home multi-age care, which are offered in home and are therefore a home-based business, are allowed by bylaw in all zones permitting a residential use. Home-based businesses are also allowed in zones RU-1, RU-2, and RU-3. Child care is not currently permitted in Industrial zones, but allowing it may create additional opportunities to meet child care needs. The City of Campbell River has also developed zoning bylaw that dictates day care parking - a day care must offer one parking space per employee, and at least 2 spaces for child drop-off and pick-up.

Document: City of Campbell River's Strategic Parks Plan, 2012

Relevant content:

1.2 Key recommendations from 2006

13. If the City grows above 37,500 people or significantly beyond the current Urban Residential Containment Boundary, the City should consider the addition of Community Parks to service the areas of new growth.

Analysis of relevant content: The 2016 Census data notes 35,138 residents in Campbell River and BC Stats provides a 2019 estimate of 46,382 across Local Health Area 72/School District 72 catchment area. These areas are inclusive of Quadra Island, Cortes Island, and Sayward. Bearing regional communities in mind, Campbell River functions as a service hub and should consider the development of additional Community Parks. A comprehensive and connected parks system that is spatially equitable supports the creation and retention of child care spaces. Strategic parks development, particularly in commercial areas, supports child care providers in demonstrating access to safe and healthy outdoor spaces for children enrolled in their programs. W

Document: City of Campbell River's Master Transportation Plan, 2012

Relevant content: Seeks to see active transportation increase from 9.3% in 2006 to 20% in 2036.

Analysis of relevant content: The 2012 Master Transportation Plan provides an update to the 2004 Master Transportation Plan, using the sustainability lens that the City of Campbell River adopted between 2004 and 2012. Though much of the Master Transportation Plan is focused on infrastructure, it is worth noting that the City seeks to increase sustainable transportation methods (walking, cycling, public transportation) from 9.3% of mode share in 2006 to 20% in 2036. In discussions of enhancing active transportation networks (side-walks, walkways, cycling lanes, etc.), children are regularly mentioned as beneficiaries, as active transportation routes that are safe, well-marked, and well-lit are friendly to children and families and encourage healthy physical development.

Document: City of Campbell River's Business Licensing FAQs

Relevant content:

- Any business ventures within City limits require a business license.
- Business licenses are valid for one year, and can be obtained at City Hall. A child care provider would pay \$150/year for a business license.
- The business license approval process timeline varies based on the complexity of the application. Some businesses require City approvals including zoning, building inspection, and fire department approval. Child care centres may also require Island Health approval.
- Business operators can be fined \$200/day for operating a business without a license.

Analysis of relevant content: Not all child care providers require business licenses. Child care centres that are registered as non-profit organizations are exempt from business licensing. Family child care centres and private child care centres require a business license. Child care providers opening a new centre/family child care centre should include ample time in their timeline to pass various inspections before being granted a business license.

Document: City of Campbell River Bylaw No. 3637, Permissive Exemption from Taxation

Relevant content: This bylaw contains a list of organizations receiving a permissive tax exemption from the City of Campbell River, which means that they are exempt from property taxation. One child care provider is listed as receiving a permissive tax exemption:

- The Campbell River Child Care Society (Hemlock Street and Leishman Road locations)

Analysis of relevant content: Though many child care centres in Campbell River are currently located in homes, or are owned and operated privately and therefore not applicable for permissive tax exemption, the non-profit Campbell River Child Care Society does receive this exemption, lightening their annual operating costs.

Other municipal engagement in healthy child development

Campbell River Children’s Charter

In 2015, the Campbell River Family Network partnered with the City of Campbell River to initiate the development of a Children’s Charter. The Charter signifies a community commitment to work together to ensure that children and youth have:

- Access to safe places to live, work, and play
- A healthy start in life, with a foundation to thrive
- Support for families in meeting the needs of their children
- A supporting, caring community where children and youth feel they belong
- Lifelong learning opportunities
- Opportunities to reach their full potential

Many community organizations supported the development of the Children’s Charter and endorsed the final version. These organizations include the City of Campbell River, School District 72, Indigenous governments and service organizations, local non-profits, local businesses, and local child care providers.

State of the Child Report

The Campbell River Family Network produced a “State of the Child” report in 2014 and 2018. This report contains various statistics about early childhood development in Campbell River. The City of Campbell River’s Parks and Recreation department is highlighted for the Family Gym program, which is offered four times per week - three for free. Between 2015-2017, attendance held strong around 7,000 total attendees (parents and children) annually.

Conclusion

The City of Campbell River has demonstrated progressive policy and action in support of children and families, and has a holistic view of community planning that prioritizes quality of life for all residents. The City is well poised to support the community’s goal of increasing access to quality child care spaces. Specific recommendations are made in the “Recommendations” section that would further improve the City’s support of child care.

Current State of Child Care in Campbell River

Prior to connecting with child care stakeholders in Campbell River, obtaining an accurate understanding of the current state of child care in the community was of vital importance. One deliverable to the Union of BC Municipalities is an Excel spreadsheet Inventory containing information about every licensed child care centre in Campbell River. (Note: Although the project team was interested in learning more about unlicensed child care providers, like grandparents or private nannies, there is no existing methodology that would allow for connection with these providers in an accurate or meaningful way. Some filled out the community survey but we lack sufficient information and response rates to extrapolate about these providers.)

To complete the Inventory, the following information sources were used:

- PacificCARE Child Care Resource & Referral child care listings and consultant expertise
- Island Health Licensing database
- Ministry of Children and Families Child Care Map
- Phone calls to child care providers in Campbell River
- A child care provider survey

For the completed Inventory, please see Appendix 1.

Within greater Campbell River, there are far more children than there are child care spaces. Per the 2016 census, there are:

5,435 children 0-14 years old

- 1,660 are 0 to 4 years old
- 1,945 are 5 to 9 years old
- 1,825 are 10 to 14 years old

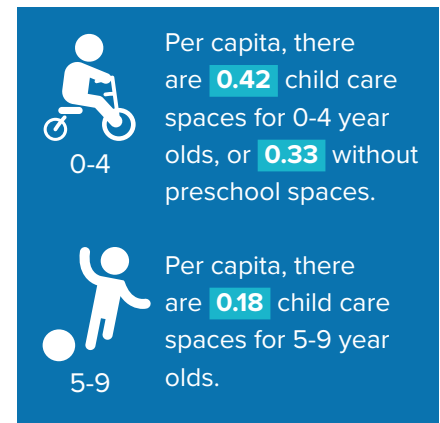
In comparison, there are 60 child care centres in Campbell River, offering 1,379 total spaces.

These break down to:

- 72 Group Child Care (Birth to 36 Months) spaces
- 482 Group Child Care (30 Months to School Age) spaces
- 159 Preschool spaces
- 340 Group Child Care (School Age) spaces
- 80 Multi-Age Child Care spaces
- 182 Family Child Care spaces
- 64 In-Home Multi-Age Care spaces

Put differently, there are 713 spaces specifically for children 0-4 years old, although more than one-fifth of these spaces are Preschool spaces, which do not offer full-day care. Though Preschool programs support healthy early childhood development, these half-day programs do not support parents in participating in the workforce.

There are 340 Group Child Care (School Age) spaces, or spaces that offer before and after school care, compared to 1,945 children ages 5 to 9 years old. Group Child Care (School Age) provides care for children up to age 12. (Note: Multi-Age, Family Child Care, and In-Home Multi-Age Care spaces have not been included in these calculations, as it is difficult to determine which age spaces are being utilized.)



The Inventory also asks communities to identify the number of centres with extended hours (offering care before 6am and/or after 7pm), before and/or after school care, overnight care, open hours on statutory holidays, and for the number of non-statutory holiday closures per year. Noteworthy information here:

- There are **0** centres in Campbell River with extended hours*
- There are **7** centres in Campbell River that offer before and/or after school care
 - Of these, **2** offer transportation between the school and the child care centre
 - Of these, **2** are located on school grounds
- There are **0** centres in Campbell River offering regular overnight care, although one family child care provider offers some overnight care*
- There are **0** centres in Campbell River with open hours on all statutory holidays*
- Generally, family child care centres have more non-statutory holiday closures per year than group child care centres. This is likely because family child care providers work independently and need to provide their own substitute staff, which are anecdotally difficult to find. Additionally, family child care provider illness can make this type of care less consistent and predictable.
- There are **2** Aboriginal Head Start programs in Campbell River, one located on-reserve and one off. These early learning programs include language and cultural teachings and include elders.

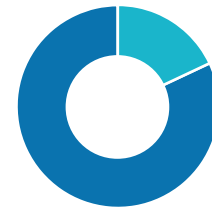
*Of the 36 centres that responded to the survey, none indicated offering extended hours, overnight care, or open hours on all statutory holidays. Given that many Family Child Care and In-Home Multi-Age providers did not respond to the survey, and given that these child care providers tend to work alone, an assumption is made that extended hours, overnight care, and open hours on all statutory holidays are not available from non-responding centres.

Interpreting Trends

Child care centres

In total, there are 60 child care centres in Campbell River. However, more than half (34 total) are either family child care centres or in-home multi-age centres. Family child care centres are limited to a maximum of 7 children, and fewer if the children in care are infants and/or toddlers. Similarly, in-home multi-age care centres can care for a maximum of 8 children. Despite the seemingly large number of centres in Campbell River, the total number of licensed spaces for these 34 centres is 246. One concern shared about family child care centres is that they are cropping up in response to the child care shortage – a parent who cannot find child care opens their own family child care centre, which is helpful at present, but the parent is likely to close the centre when his or her child(ren) enter school.

Campbell River's remaining 26 centres offer group child care, totaling 1,133 spots. The majority of Campbell River's child care centres are private, while 6 are non-profit and 2 are government run (a City of Campbell River Parks and Recreation preschool, and a child care centre operated by the We Wai Kai Nation). Child care centres run by local governments are co-located with other services, including the Campbell River Sportsplex. Four other centres (3 non-profit and 1 private) are co-located on school grounds: Cari's Infant and Toddler Centre (which offers a young parent program) is located on the grounds of Carihi High School, Willow Point Children's Centre is located at Ecole Willow Point, Kid's Cove Child Care is on Penfield School grounds, and Forest Circle Child Care is located at North Island College.



17.8% family/in-home centres

82.2% group centres

There are no Campbell River child care centres participating in the province's Universal Child Care Prototype sites program.

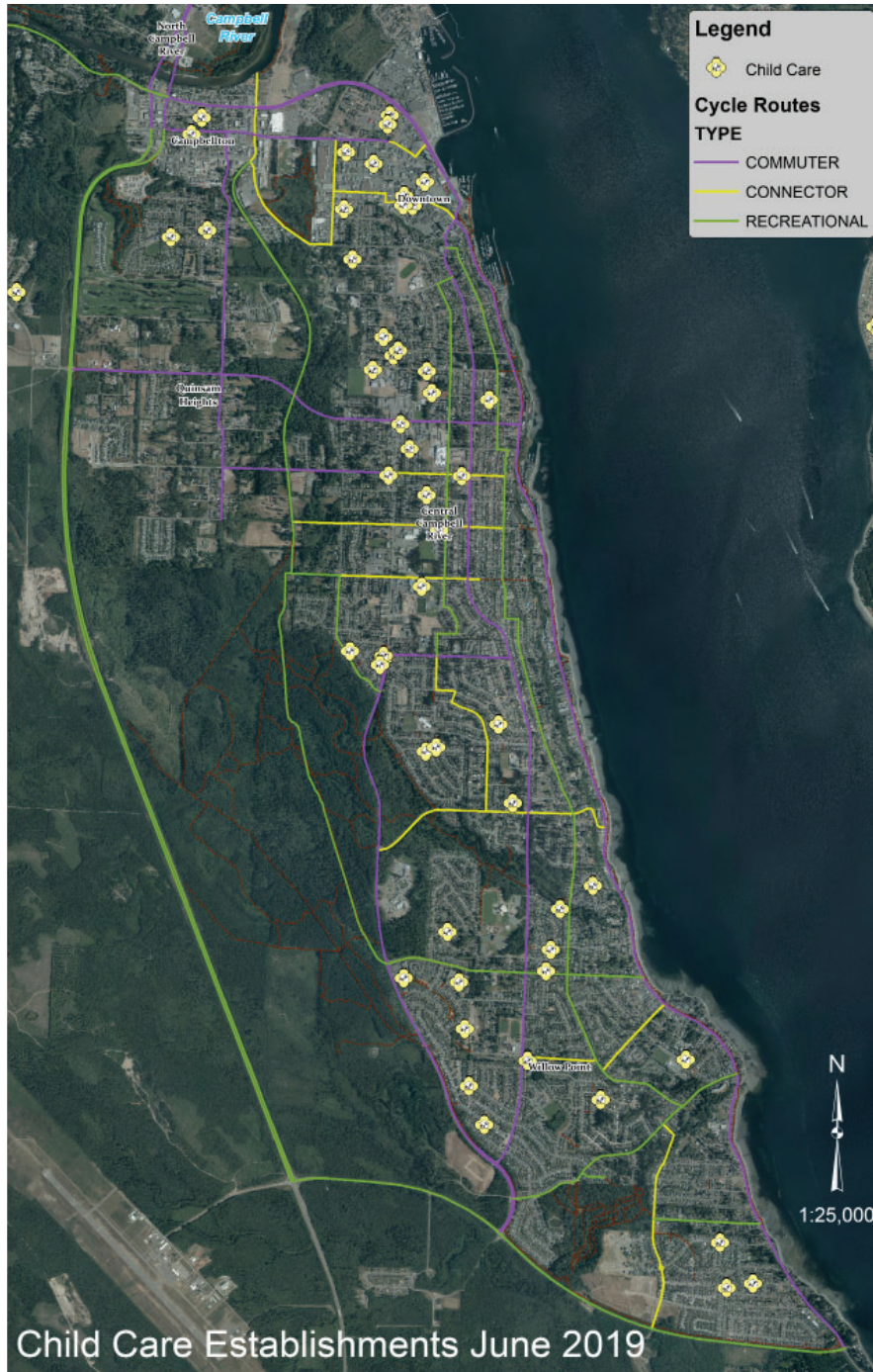
In terms of additional value-added services, Campbell River centres are lacking:

- Centres that offer additional hours (defined by the province as before 6AM and/or after 7PM) - One centre opens at 6:30am, which is the earliest available. One family child care centre offers Sunday care. The most common operating hours are Monday - Friday, 8AM-6PM.
- Centres that offer before and/or after school care - Of the community's family child care and in-home multi-age care centres, 5 offer before and/or after school care. 7 group child care centres offer before and/or after school care.
- Centres that offer overnight care - One family child care centre is rumored to offer some weekend and overnight care, which can be arranged as needed. No group child care centres offer overnight care.
- Centres that are open on statutory holidays - Of the family and group child care centres in Campbell River, there are many different approaches to holiday closures: some close only on statutory holidays, some observe the School District 72 calendar and make the same holiday closures (i.e. winter break, spring break), and still others close for days or weeks throughout the year. Closing for one or more weeks is more likely for family child care providers, who do not have a larger staff team to rely on and thus must source their own substitutes. Child care providers in Campbell River report a general lack of substitutes, causing disruptions in service.

For working parents, these services are important. In particular, caregivers working shift work schedules would benefit from additional/non-traditional hours, overnight care, and open hours on statutory holidays.

Parents or caregivers working traditional hours (between 8am-6pm) or working shift work rely on before and/or after school care, and appreciate a before and/or after school care provider that can provide transportation between the school and the child care centre.

Location of child care centres



There are child care centres located throughout Campbell River, generally aligning with the city's population centres. Below is a map of Campbell River's child care centres. Not seen on the map are one centre near Shelter Point, two near Stories Beach, and one in Oyster River.

Source: City of Campbell River GIS department

Child care utilization rates

The most recent child care utilization rates from the Ministry of Children and Family Development (MCFD) are from 2017. MCFD’s indicator “Space Capacity in Licensed Child Care Spaces,” offers “a proxy for the appropriateness of the amount and combination of types of child care spaces available in the province.” In other words, MCFD tracks the proportion of licensed child care spaces that are utilized by children registered in each licensed centre, including family child care. Note: Group Multi-Age Care centres are excluded from this calculation, as it is difficult to determine which spaces are being utilized.

For the North Island Service delivery area, which includes Campbell River, April 2016-March 2017 utilization rates were:

Service Delivery Area	Group Infant/Toddler	Group Age 3 to 5	Group School Age	Total Group	Family	Total Group and Family
British Columbia	85.2%	73.8%	47.6%	70.3%	71.9%	71.0%
North VI	87.8%	62.3%	38.1%	62.2%	68.0%	32.2%

Source: https://www2.gov.bc.ca/assets/gov/family-and-social-supports/services-supports-for-parents-with-young-children/reporting-monitoring/00-public-ministry-reports/volume_9_mar_2017.pdf

Across both British Columbia and the North Vancouver Island Service Delivery Area, child care utilization rates increased between 2015/2016 and 2016/2017. In North Vancouver Island, the most significant increase was the utilization of Group Infant/Toddler care, which grew by 6.1% between 2015/2016 and 2016/2017. In 2016-2017, nearly 90% of Group Infant/Toddler spaces across all of North Vancouver Island were being utilized. This typically equates to poor access to child care and associated waitlists.

Evidence from the family survey, presented in more detail below, suggests similarities between Campbell River and the larger North Vancouver Island service area: there is a high demand for Infant and Toddler care. Utilization rates in the other categories are expected to be much higher than what was reported in 2016/2017. Likewise, parents and caregivers expressed a need for Group School Age care in Campbell River, suggesting that current options are not enough to meet demand and that much has changed in the three years since these utilization rates were released. Another explanation in the rates could be that the need for child care in Campbell River is greater than in other North Vancouver Island communities also included in this Service Delivery Area.

Training for child care providers

Those wishing to work in the child care field have a number of training options, including Responsible Adult training, and a Certificate and/or Diploma in Early Childhood Care and Education.

PacificCARE Child Care Resource & Referral coordinates access to Responsible Adult training, which is a 20-hour training that allows graduates to operate Registered License Not Required (RLNR) child care. It is also used as an introductory course for those wanting to enter the child care field. It allows participants completing it to work in family centres, out of school programs, and do substitute or casual work in group centres. This training covers child development, child guidance, and health, safety, and nutrition.

North Island communities seeking child care training are served by North Island College’s Early Childhood Care and Education program, which offers a Certificate and Diploma program on campuses in Port Alberni, the Comox Valley, Campbell River, and via ITV and partnerships with rural and remote communities.

In Campbell River, the one-year certificate program is offered regularly. The latest program started in September 2019 and will run through June 2020. It is composed of 9 classes and 3 practicums. The completion of the certificate allows graduates to begin working in a child care centre. Various provincial initiatives are currently in place to encourage training and employment in the early care and learning field, including increased spaces in college programs and reduced tuition and/or tuition support.

Those interested in furthering their education can pursue their Diploma, which can be specialized for practice with Infants and Toddlers or children with special needs. The Diploma program is usually offered via a part-time program that allows students to work during the day and learn during the evening. The part-time program is often offered via ITV, with instructors in one physical location and students joining in from a number of different communities across the North Island. In fall 2020, a full-time diploma program will be offered in neighbouring Comox Valley.

In engaging local early years stakeholders, much input was provided about the challenges of child care provider training and retention. Issues that offer barriers to sustaining or growing the child care workforce include:

- Difficulty in engaging prospective students in child care, given current wages and lack of health and other benefits
 - Note: A wage enhancement of \$1/hour was offered to front-line Early Childhood Educators working in facilities receiving Child Care Operating Funding (CCOF) in 2019, with another \$1/hour to follow in April 2020
- ECCE graduates choosing to apply their skills and education to other, similar fields, including education or child development careers and bypassing work in child care centres
- A field characterized by higher than average rates of burnout or career abandonment

Campbell River Child Care Needs Assessment

Though quantitative information about the number of child care centres, spaces, and utilization rates provides an understanding of child care infrastructure, other research mechanisms were utilized to better understand the child care experiences of local families.

These include:

- A community survey, offered to parents/caregivers in June and July 2019.
- A child care provider survey, offered to providers currently working in licensed centres, in July and August 2019.
- Focus groups specific to newcomer, immigrant, and refugee families and families with children with extra needs in July 2019.
- Other engagement, including meetings and interviews with early years stakeholders.

Parent/Caregiver Survey

The parent/caregiver survey ran in June and July 2019, and was available both online via SurveyMonkey and in print. Some area service providers offered the survey at their programs. Given the size of the population 14 years and younger in Campbell River, survey results were statistically significant at a 99% confidence level and a 5% margin of error. In total, the survey garnered 398 responses representing 709 Campbell River children ages 13 and younger.

In total, the survey garnered 398 responses representing 709 Campbell River children ages 13 and younger.

Survey respondents were representative of a number of Campbell River's demographic trends, including:

- Representation of Campbell River's neighbourhoods
- Alignment with annual household after-tax income, 2016 Census (Note that those earning \$20,000-\$59,999 were slightly underrepresented in survey responses and those earning \$80,000 and above were slightly overrepresented)
- An almost identical percentage of Indigenous respondents (**13.5%**) as percentage of residents reporting Indigenous identity (**12.2%** as of 2016 Census)

Survey respondents were asked to provide information about their families, information about their past, present, and anticipated child care needs, their family's ideal child care situation, and barriers to accessing child care. Complete survey results are available as Appendix 2, and pertinent responses are summarized below.

About Your Family

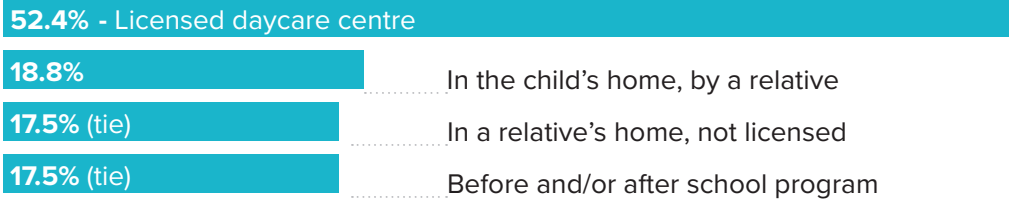
- **83.8%** of respondents are employed in Campbell River and area
- **65.4%** of respondents reported children currently attending child care in Campbell River
- Four-fifths of respondents work a traditional Monday-Friday schedule, while one-fifth are employed in shift work that varies too much to say. This includes weekend work and seasonal work.
- Four-fifths of respondents work within traditional office hours (8AM-6PM), while one-fifth work shift work (including overnight shifts) or seasonal shift work.
- **37.8%** of respondents have utilized or are currently utilizing the Affordable Child Care Benefit (formerly Child Care Subsidy)
- Respondents nearly equally represented children who would utilize Infant/Toddler care (214 children), Group Child Care and/or Preschool (230 children), and Before and/or After School Care (242 children)
- Of the **398** survey respondents, **55** represented children with extra support needs, **18** represented chil-

dren from young parent families (parents under 25 years old), **9** represented children from immigrant and refugee families, and **5** represented children from Francophone families

Past, Present, and Anticipated Child Care Needs

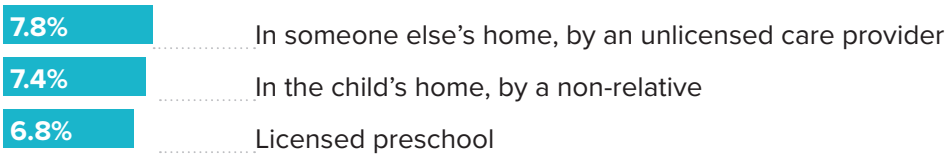
- Of all respondents, **58.0%** are currently able to access child care, **15.4%** are on a waitlist, **6.3%** do not need child care currently (for example, are on maternity leave), and **5.8%** are not able to access child care

- The three **most** commonly used types of child care are:

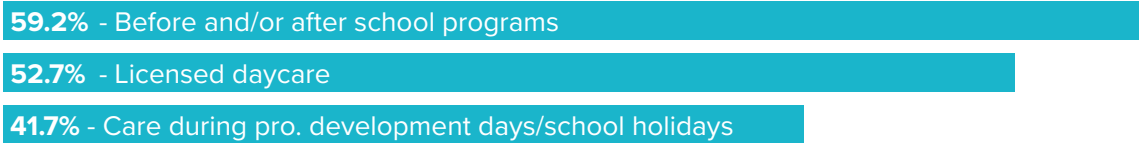


Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

- The three **least** commonly used types of child care are:



- Projecting forward, respondents anticipate needing the following types of care in the next 1-5 years



Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

- Of the 278 respondents who indicated the distance between their home and their child care provider, **185**, or **66.5%** live within 9km of their care
 - Those travelling further than 20km often reported doing so for the following reasons: utilizing family members in another community for child care, seeking a program philosophy not currently available in Campbell River, or travelling in from a neighbouring community (Sayward, Quadra Island)
- Median monthly child care costs in Campbell River are in the **\$600-\$799** range
 - **18.8%** of respondents pay **\$200** or less per month, with some indicating either free care provided by other family members (for example, grandparents) or full coverage from the Affordable Child Care Benefit
 - On the opposite end of the spectrum, **7.5%** of respondents pay **\$1,400** or more per month, with the maximum amount listed as \$2,900/month
- **38.8%** of respondents agree or strongly agree that the monthly fee(s) paid for child care are reasonable given family income and other financial commitments, while **39.4%** disagree or strongly disagree. The remaining **21.8%** are neutral.
- A full **85.0%** of respondents are satisfied or very satisfied with the quality of their child care.

Your Family's Ideal Child Care Situation

- If there were no barriers to accessing child care, respondents have a strong preference for licensed, centre-based options vs. in-home or unlicensed options:

◦ Licensed daycare	72.9%
◦ Before and/or after school program	52.2%
◦ Licensed preschool	34.3%
◦ In someone else's home, by a licensed child care provider	22.5%
◦ In the child's home, by a relative	21.6%
◦ In the child's home, by a non-relative	11.5%
◦ In a relative's home (not licensed)	9.8%
◦ In someone else's home, by an unlicensed child care provider	2.9%

Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

- If there were no barriers, **76.0%** of respondents would prefer their child care provider to be within 0-9km of their home and/or workplace
- Respondents were asked to choose up to three factors most important in choosing child care for their family. Responses are listed in order of popularity:

◦ Cost	50.1%
◦ The ratio of staff to children	45.9%
◦ Program philosophy	42.8%
◦ Location	42.5%
◦ Access to nature	41.7%
◦ Other	20%
(Responses include quality staff (17) , school pick-up and drop-off (13) , hours of operation (9) , safety (7) , focus on physical activity/outdoor play (6) , formal learning opportunities (2))	
◦ The range of ages a centre cares for	12.4%
◦ Provision of meals/snacks	11.3%
◦ Support for child's extra needs	10.1%
◦ Inclusion of cultural/language components	4.2%

Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

"I would like to say all of the above listed considerations, but when it actually came down to finding childcare for my son, none of them mattered. He was on every waitlist in town within 2 months of his birth, and I only ever heard back from one daycare where a space opened up. I only secured him a spot 2 weeks before going back to work full time at the end of my maternity leave. I am a single mother, so I needed a spot, any spot, so I could return to work and support my child. In an ideal world I would have taken into consideration all of the above factors, but in the end, I just needed a spot." – A parent respondent

Barriers to Accessing Child Care

Respondents were asked to identify all of the barriers they have experienced in their search for child care. The three most chosen barriers related to a lack of spaces, affordability of child care, and a misalignment between child care program times and caregiver needs.

- There is not enough child care in my community and I was/am waitlisted..... **79.8%**
- The cost of the care is too expensive for my family..... **43.3%**
- The times the program is offered does not meet my needs..... **24.9%**
- There is no transportation available between my child(ren)’s school and their before and after school care..... **16.5%**
- The days the program is offered does not meet my needs..... **14.3%**
- The program does not offer services for children of different ages, so my children cannot all attend..... **14.0%**
- Transportation to and from the care is difficult..... **12.5%**
- Other (please specify)..... **12.5%**
(Responses include lack of spaces for infants (7), shortage in after-school spaces/transportation (6), cannot find pro-day care (1), lack of choice (1), specific program/philosophy not available here (1))
- The program does not provide adequate support to my child(ren) with extra needs..... **7.2%**
- I have not experienced barriers in accessing child care..... **6.9%**
- There is no formal child care in my community..... **8.4%**
- I am unsure of how to find information about child care/the process is unclear..... **5.3%**
- The program does not meet my cultural needs..... **2.2%**
- The program does not meet my language/learning needs..... **1.9%**

Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

Survey respondents were asked to consider the barriers they selected and detail the impact these barriers have had on their families. Common responses included general stress on family, financial stress, and implications to caregiver’s career. Selected quotes to represent these responses:

“Financially, we are back living paycheck to paycheck as the cost of care is expensive and the cost of living keeps increasing.”

“We have had limited choices when trying to find child care, resulting in having to choose a centre based on availability rather than the things that are most important to us, such as learning environment, time outside, philosophy, and caregivers at the centre. Financially, before they went to school, having two kids in child care cost us \$1600/month – by far the largest monthly bill, even compared to our mortgage!”

“I have had to decrease my responsibility at work so that my hours better match traditional child care hours. I have to regularly turn down overtime.”

“I had to pay for a nanny while on waitlists so that I could return to work after my maternity leave. This was shocking to me, as I signed up for child care waitlists when I was 3 months pregnant and didn’t get in until he was 15 months old.”

Survey respondents who were successful in an initial child care search but found it wasn't meeting their family's needs were asked to share. Common responses focused on a centre's operating hours/days not meeting family needs, families sacrificing quality or philosophy for a space, and cost/affordability concerns. Selected quotes to represent these responses:

“With two parents that do shift work, it would be nice to have more flexibility. Instead, we have to stick to set days in our child care contract whether we need them or not.”

“Some of the child care we have been forced to use in the past (due to availability) was not ideal. The centres were most focused on running themselves like a business and less focused on building relationships with parents and children.”

“The cost of child care is debilitating to my family. We are hardworking people who cannot get ahead.”

Finally, survey respondents were asked to share any additional information that would be helpful in developing a child care plan for Campbell River. This acts as a caregiver wish list, with the most frequently occurring requests being:

- More Infant/Toddler care
- More Before and After School care, particularly with transportation between the school and the centre or co-locating centres on school grounds
- An increased number of centres that take children of multiple ages, so that siblings don't have to be split up across child care centres
- More financial support for services that support children with extra needs
- Increased hours and flexibility for shift/seasonal workers
- Better incentives/compensation for Early Childhood Educators to ensure consistent and quality staff

Child Care Provider Survey

The child care provider survey ran in July and August 2019, and was available online via SurveyMonkey. Each centre was asked to fill out the survey, and 36 responses were received, meaning that 60% of centres provided input. The survey was promoted via group email, individual emails, individual phone calls, and announced at events with child care providers in attendance. The primary purpose of the survey was to obtain information needed to complete the Inventory, but the survey was also a useful tool in learning more about the current barriers to child care provision.

When asked to identify the issues that affect a centre's ability to provide quality care, responses were as below:

- Difficulties clarifying information or communications with government agencies **48.4%**
- Difficulties related to staff attraction and retention **41.9%**
- Difficulties with ACCB/Child Care Subsidy **38.7%**
(i.e. helping parents apply, navigating website)
- Difficulties filling spaces in centres **35.5%**
(Note: this suggests that current space allotments are misaligned with current needs)
- Difficulties navigating the Service Provider Portal or other Government of BC child care websites **32.3%**
- Difficulties maintaining/managing your waitlist **2.3%**
- Difficulties accessing professional development opportunities for you/your staff **25.8%**

Note: Percentages are greater than 100% as respondents were able to choose multiple responses.

Survey respondents expounded on their choices. Selected quotes:

“Staff recruitment and retention is a significant challenge. Finding school-age staff [for before and/or after school care] is a challenge due to the low number of hours and the time shifts are offered. We have a huge waitlist for after-school care but lack staff to run the program.”

“We have retained an amazing group of core educators, but finding and training part-time and casual staff is difficult. Related to that, staff remuneration and benefits continue to be an issue – we would like to pay and provide more but are constrained by the high cost of delivering quality care. Budget items like building, equipment, and playground maintenance are an ongoing challenge.”

“It is very time consuming for centres to maintain an accurate and current waitlist.”

“We have an extremely long waitlist for children under 3, and then find it harder to fill spaces for children 4 years and older.”

The Affordable Child Care Benefit has taken months to set up for some of my families. Reaching someone at the province is a nightmare, as their working hours are the same as my working hours, but I am a family child care provider, so I am solely responsible for 7 children. I do not have time to be on hold for hours, just to be told to call back the next day.”

Focus Groups

There is provincial interest in learning more about the child care needs of specific parent groups. Of the six listed by the province, the project steering committee identified three as being relevant to Campbell River: Newcomers, immigrants, and refugees; Families with children with extra needs; and Indigenous families.

Newcomers, immigrants, and refugees

In partnership with the Immigrant Welcome Centre, a focus group was held in July 2019 for newcomer, immigrant, and refugee parents. This session was attended by 6 parents, representing 8 children. The session was also attended by one of the organization's Immigrant Settlement Practitioners, who is often tasked with assisting clients in accessing child care.

Focus group attendees migrated to Campbell River from Asia, the Middle East, and Australia. Some attendees' have lived in Campbell River for nearly a decade, while others arrived within the last year. Attendees children ranged from newborn to school age.

When asked about their experience with child care, focus group attendees identified as currently accessing quality child care (1), being waitlisted for child care (2), being a child care owner operator (1), and requiring child care in the future to support spouse's work or training (2).

Many of the barriers to accessing child care that were identified by the broader community were also barriers to newcomers, immigrants, and refugees. Concerns were shared about the cost and affordability of child care, how to access the Affordable Child Care Benefit, and how to find quality care. Issues that are specific to this population group include:

- A preference for group child care centres, as attendees reported few community connections that could help them determine whether or not a family or in-home multi-age child care provider was reputable
- A preference for child care to be located within walking distance of the home or workplace, or for child care to be easily accessible via public transit
- Additional assistance in navigating the waitlist and subsidy processes
 - In particular, attendees expressed confusion about being waitlisted - are they required to call the centre for updates? Does the centre call them? How do they know their position on the waitlist and/or how much time it might take to gain a spot?
 - Likewise, subsidy questions centered around experiences of gathering all required paperwork, completing the online application, and then hearing nothing back from the government. Whose responsibility is it to follow up? For those for whom language is a barrier, how can this process be made easier?

Families with children with extra needs

Thanks to support from Campbell River and District's Association for Community Living's Dogwood Place, a focus group was also conducted for families with children with extra support needs. Additionally, one-off interviews were utilized to connect with caregivers who were not able to attend the group. Both the focus group and one-off interviews were conducted in July 2019, with a total of 8 parent participants representing 12 children. Families with children with extra needs were also well-represented in the community survey, with 55 respondents identifying as such.

Focus group attendees had children ranging from infants to school-age, and had diverse experiences with child care: some were easily able to find the care their child(ren) need, while others have been waitlisted and still others have struggled to find and retain any formal care due to their child's complex needs and a lack of additional support services (for example, designated supported child development staff or funding for this).

Like the previous focus group, the families with children with extra needs attendees shared some of the same barriers to accessing care as other families - finding an appropriate and affordable space was a challenge for many.

Barriers unique to this group included:

- Physical spaces that accommodate mobility aids are difficult to find - most in-home child care centres are not truly accessible, and few group child care centres are either. Two storey child care centres lack elevators, meaning that if a child cannot climb the stairs, they may not be able to attend the program.
- Turning to private, one-on-one child care (babysitters and nannies) which is more costly and does not allow the use of the Affordable Child Care Benefit
- Centres may limit the number of days a child can attend due to a lack of support workers. One parent needs care 5 days per week but is only able to utilize their centre 2 days a week, and thus puts together a patchwork of care (grandparents, neighbours, friends, babysitters) for the remainder of the week.
- Similarly, half of parents attending reported being called and asked to come pick up their child when their child's behaviour was difficult to manage. This was more likely to happen when a centre was short staffed and/or the child's support was reduced.
- A lack of programs that would be most helpful to a child with extra needs. For example, three families with children on the autism spectrum spoke of the desire for a primarily outdoors child care centre, as their children thrive outdoors. Currently, this option does not exist.
- Finally, parents who have not yet been able to find child care reported an isolating parenting experience, having had to quit their jobs to stay home with their children and often with little formal support.

In examining survey responses from this group, it is worth noting that while **52.0%** are currently using licensed day care, **72.1%** would use licensed day care if there were no barriers.

Indigenous families

Though a focus group with Indigenous families would have been ideal, this was difficult to organize. Instead, survey results are used to better understand the needs of Indigenous families. The proportion of Indigenous survey responses matches and slightly exceeds the proportion of the Indigenous population in Campbell River, offering confidence to the results.

Yet again, in many ways, frustrations expressed by Indigenous families echo those of families across the community: prioritizing quality care is difficult due to lack of choice, child care is expensive, and traditional child care centre operating hours do not meet the needs of families with shift work schedules.

What is noteworthy is that Indigenous families:

- Currently use in-home care (either in the child's home by a relative or in a relative's home) at a higher rate (**61.5%**) than the larger Campbell River population (**36.3%**)
 - As a result of this, some Indigenous families report a shorter distance travelled to their child care provider, and there are also a higher proportion of Indigenous families reporting lower monthly child care costs
- Indigenous respondents were more likely to choose care in the child's home or care provided by a relative as an ideal mode of child care (**62.8%**) than the general Campbell River population (**42.9%**)
- Indigenous respondents were nearly three times as likely as non-Indigenous respondents to choose "Inclusion of culture/language component" as an important factor in choosing child care for their family, at **11.4%** compared to **4.2%** broadly
 - Similarly, when asked to identify barriers in finding care, **12.5%** of Indigenous respondents noted that "The program does not meet my cultural needs," versus only **2.2%** of all respondents

A strengthened child care system would support families across the community, but specific improvements that reflect the needs of the family groups listed above would allow for families to feel more comfortable with the quality of care received and would offer more spaces for children to thrive. The new Provincial Early Years Framework identifies Indigenous culture and ways of knowing as fundamental to all early years programming.

Key findings across engagement mechanisms

1. Campbell River's long history of collaboration in support of children and families positions the community to respond to child care needs.

Campbell River's early years programs and services have been well-coordinated and demonstrate collaboration across organizations and governments. Key partners, including the City of Campbell River, School District 72, Island Health, and many child and youth specific organizations work together to better serve families. Campbell River is already poised to respond to local child care needs, as the community's early years landscape is characterized by relationships and partnerships. Ongoing coordination through the Campbell River Family Network is beneficial in cultivating collaboration, though this is threatened by the loss of stable funding to support the work of a coordinator.

2. The ability to secure quality child care is essential in allowing for parent participation in the workforce and to support the economic growth of the larger community.

One of the most significant findings from surveys and focus groups is that many parents who have had unsuccessful child care searches have had no choice but to leave the workforce. While this creates financial stress for families and personal stress for those who have left a career, it also creates stress on the community, as it removes workers from the workforce and creates gaps for employers. Nearly one-third of survey respondents shared experiences of leaving the workforce, reducing their hours and/or career ambitions, or being unsure of whether or not they would return to their job after maternity leave because of child care considerations. Additionally, this was a particular area of concern for parents of children with extra support needs.

3. The most evident and immediate child care needs are for Infant/Toddler and Before and/or After School Care.

When comparing child care utilization rates, survey responses, and focus group feedback, it is clear that the most acute child care needs in Campbell River are for Infant/Toddler Care and Before and/or After School Care. Group Child Care (30 months to 5 years) and Preschool are generally accessible and demand for these programs has not exceeded availability.

Parents report adding their names to Infant/Toddler waitlists when pregnant or shortly after their child is born, and still not being guaranteed a space 12-18 months later. This is partly because of an already low number of spaces: there are only a handful of centres offering Infant/Toddler care. Because of the higher ratio of caregivers to children, Infant/Toddler care requires more staff and requires some staff to have their full ECE Diploma, rather than the Certificate only. This makes offering Infant/Toddler care more costly for centres. However, the demand is there, with both parents and providers noting long waitlists for this care.

Before and/or After School Care is similarly in demand, and likewise met by a number of challenges. Before and/or After School Care is for children ages 5-12, and allows for safe supervision of children before and/or after school, while caregivers are working. Because many caregivers work outside of the school bell schedule (generally 8:45am-2:30pm for elementary schools), those working 8am-4pm, 9am-5pm, or shift work require care for their children before and/or after school.

Three additional factors make Before and/or After School care challenging:

- Transportation - Currently, only 2 Before and/or After School child care centres offer drop-off/pick-up at local schools. Others require that the child be transported between the school and the centre, which is difficult for working parents/caregivers and is oppositional to the purpose of Before and/or After School care.
- Lack of centres on school grounds - Another, simpler solution would be to operate Before and/or After School Care on school grounds, so that children merely have to walk to another room in the school or building on school grounds. This would allow less disruption for children and easier logistics for caregivers. Currently, there are only 2 centres co-located on school grounds and offering before and/or after school care (Ecole Willow Point and Penfield School).
- Anecdotally, child care providers report difficulty in finding staff for these programs, as hours are very limited (for example, 7-8:30AM and/or 2:30-5PM) and require staff with other, flexible employment or staff only looking for very part-time hours.

4. The demand for child care is partially stymied by a lack of qualified Early Childhood Educators. The growth of the field must be taken into consideration in tandem with any space creation projects.

Licensing requirements exist to ensure that centres offer safe care to children. Licensing requirements stipulate the number of staff a centre must employ to remain within safe ratios of staff to children, and also stipulate the educational requirements that must be met by staff. Among Campbell River child care providers, 41.9% report staff attraction and retention as a significant problem facing the field, and the number of graduates from the NIC ECCE program is not sufficient to meet demands. Anecdotally, child care providers are likely to leave the field because of burnout and/or better financial opportunities doing similar work outside of the child care setting. A space creation plan will only be successful if there is a similar plan to increase the child care workforce.

5. The provincial government's focus on child care can be leveraged to not only create additional child care spaces, but to ensure that spaces are high quality and meet the diverse needs of local families.

The current investment in child care offers an opportunity to not only make more child care spaces available to families, but to design a system of quality care that takes into consideration the needs of both the broader population and of families requiring more customized support.

Space Creation Recommendations

Though the provincial government envisions universal child care in communities across BC, space creation targets must be realistic and achievable. Space creation must also be strategic, meeting the most evident community needs.

B.C. Stats Sub-Provincial Population Projections for Campbell River and area predict an increase in population from 46,842 people in 2020 to 51,140 in 2030. (Note that this geography includes Quadra and Cortes Islands and Sayward, which are not included in the scope of this work.) Though much of the population growth is attributed to a growing senior population, the population of children and youth is expected to see some change over the next decade:

- Population projections for children younger than one remains static, at about 370
- Population projections for children 1-4 remain stable at about 1,600 for the majority of the decade, before dropping to about 1,500 in 20,30
- Population projections for children 5-9 remain stable at about 2,300 for the next decade
- Population projections for children 10-14 predict growth from 2,300 to 2,500 in the first half of the decade, and then a slow decline to 2,400 in the last half

	Current number of licensed spaces	Spaces needed to ensure care for 35% of age group (2020)	Shortfall	Spaces needed to ensure care for 50% of age group (2020)	Shortfall
Infant/Toddler	72	130	58	185	113
Group Child Care (30 months – 5 years)	482	525	43	750	268
Before and After School Care	340	1,645*	1,305	2,350*	2,010

*These figures show the shortfall in child care spaces and include children ages 5-14, given that these ages are grouped together in population estimates. However, licensed child care is only available to children 0-12 years old.

Much like the results of the various community engagement mechanisms, the population projections demonstrate that the most evident child care needs are for Infant/Toddler spaces and for Before and After School Care.

Short-term space creation targets (2020 – 2022):

- Creation of 40 Infant/Toddler spaces
- Creation of 50 Group Child Care (30 Months – 5 years) spaces
- Creation of 200-300 Before and After School spaces, co-located in schools or in other buildings (churches, etc.) near schools

Medium-term space creation targets (2023 – 2025):

- Creation of 60 Infant/Toddler spaces
- Creation of 100 Group Child Care (30 Months – 5 years) spaces
- Creation of 200-300 Before and After School spaces, co-located in schools or in other buildings (churches, etc.) near schools

Long-term space creation targets (2026 – 2030):

- Creation of 20 Infant/Toddler spaces
- Creation of 120 Group Child Care (30 Months – 5 years) spaces
- Creation of 1000 Before and After School spaces, co-located in schools or in other buildings (churches, etc.) near schools

At the end of this time, the community should re-assess the need for child care, including whether or not the quantity of spaces are sufficient to meet community needs.

Recommendations

Senior Government

Recommendation	Rationale	Body responsible	Timeline
Implement a provincial universal child care system that costs no more than \$10/day/child.	In Campbell River, 43.3% of families have found the cost of child care too expensive. A universal and public system, capped at \$10 per day per child, would allow families to experience less economic burden and would support children’s development.	Provincial government	Beginning in 2020
Support Indigenous communities in restoring their authority for their children, families, and communities. Ensure Nations have the resources needed to develop the services to meet their needs.	<p>Child care centres that are grounded in cultural teachings, local language, and are responsive to the needs of local families are needed both on- and off-reserve. In Campbell River, a mixture of traditional child care and Aboriginal Head Start programming offers options, but developing local Indigenous content across all centres would be beneficial.</p> <p>Consider also how to support Indigenous families in caring for children in a child’s home or a relative’s home. Indigenous survey respondents in Campbell River demonstrate a preference for child care provided by a family member.</p> <p>Encourage further collaboration between Indigenous and non-Indigenous child care providers to maximize spaces, provide more professional development training and increase local Indigenous content in child care curriculum and programming.</p>	Provincial government	Beginning ASAP

Recommendation	Rationale	Body responsible	Timeline
Provide incentives to join or remain in the child care field, including reduced training costs, wage parity with other similar professions, and increased public support for ECEs.	It is impossible to increase the number of child care spaces in a community without increasing the number of child care workers. The field is characterized by low wages, relatively physical work, and high rates of burn-out. Reducing barriers to training, increasing wages, and supporting a more positive perception of early childhood educators could help to increase the supply of workers.	Provincial government	Ongoing
Maintain or increase the amount of child care funding provided from the federal government to the provincial.	Federal funding for child care has allowed British Columbia to pilot universal child care prototype sites in support of the \$10/day program. Maintained or increased federal funding would allow for further development of a universal system, and ongoing quality improvements.	Federal and provincial government in partnership	Ongoing
Review licensing guidelines to license not only for health and safety, but for quality.	Families deserve quality care. In addition to safe and healthy environments for their children, Campbell River parents expressed a desire for the following to be embedded in child care centres: access to nature (41.7%), provision of meals and snacks (11.3%), and inclusion of cultural and language components (4.2%)	Provincial government	Ongoing
Improve provincial Child Care Map to be updated in real-time or updated more regularly.	The Child Care Map, introduced in 2016, is a welcome tool designed to help caregivers identify available child care spaces. However, parents and service providers both report that information on the map is often out of date and that when a vacancy is listed, a follow-up call to the centre often confirms that the vacancy no longer exists. Additionally, not all licensed centres are required to be included in the Child Care Map, weakening the effectiveness of the tool.	Provincial government	Immediately/ Ongoing

Local Government

Recommendation	Rationale	Body responsible	Timeline
When reviewing relevant plans, ensure that child care has been considered. Relevant plans include the Official Community Plan, Parks Master Plan, and Transportation Master Plan.	Campbell River's policies and plans already demonstrate support for child care, but an annual review ensures that policies and plans reflect the current conditions and allow for the development of community solutions to local child care issues.	City of Campbell River Long Range Planning and Development Services departments	When policy documents are updated or revised. Transportation Parks expected in 2020/2021.
Ensure that child care is an allowable use across all appropriate zones in the Zoning Bylaw.	Allowing for child care across all zones eliminates the need for any extra development processes and thus saves time when establishing new centres.	City of Campbell River Planning department	At the next available housekeeping amendment.
Waive business license fees for child care providers.	Demonstrate support for child care workers by eliminating business license fees for providers, both initially and at renewal, in perpetuity or until child care space targets are realized.	At the direction of Campbell River City Council	Consider amending fees in 2020
Identify municipal or Regional District owned land that could be used to host child care (either City/SRD run or leased to child care provider at or below market rates).	Capital funding for new child care spaces stretches further if land does not need to be purchased. Partnerships between the City and local child care providers can be fruitful.	Campbell River City Council; property services and planning departments	First half of 2020
Decrease or eliminate the cost of public transportation for children 13 years and younger, making it easier to access child care by transit.	Transportation is a barrier to accessing child care, particularly for newcomer, immigrant, and refugee families and children needing before and/or after school care. Decreased or free public transit for anyone under 13 years old would help eliminate this barrier.	Campbell River City Council and BC Transit	Consider during the Transportation Master Plan review process
Encourage community amenity contributions related to child care.	Another source of discounted or free land or space for the creation of child care spaces is through community amenity contributions, where a developer provides an amenity to ensure development is positively contributing to the community beyond economically.	City of Campbell City Council and Planning department	Ongoing
Encourage the inclusion of child care services by larger employers.	Larger employers can help facilitate the provision of child care as a service to employees. For instance, the City and Seymour Pacific could partner to offer child care on-site or close to downtown to support employee recruitment and retention.	City of Campbell River City Council and Community Economic Development	Explore feasibility in 2020

Recommendation	Rationale	Body responsible	Timeline
Provide assistance with development fees such as application and permit fees, Development Cost charges, and off-site work constructions costs for child care development on public land.	Where child care space creation is taking place on public land and would be owned by a public entity, the City may assist in reducing development costs.	City of Campbell River City Council	Immediately and ongoing
Provide interested child care providers with an operations and/or permitting consult as they begin their capital child care funding applications.	Child care providers expressed the desire to obtain capital funding, but feel overwhelmed by the construction planning and project management that come along with this. The City has completed many construction projects and could offer pointers to providers.	City of Campbell River Planning and Building Services departments and private consultants	2020
Work in partnership with the Strathcona Regional District to explore a larger collaboration regarding child care space development.	Taking a regional approach to child care space development allows for greater potential collaborations between governments.	City of Campbell River City Council; Strathcona Regional District board	2020

School District 72

Recommendation	Rationale	Body responsible	Timeline
Partner with North Island College to increase the number of high school students eligible to begin the ECCE program in grade 12.	Endorsing dual credit placements, which allow high school students to complete post-secondary courses while still in high school, could help ECEs to more quickly enter the field.	School District 72 and North Island College	Begin in January or September 2020
Appoint a SD staff as liaison for child care. Be an active member of the child care council, and act as a point of contact for child care requests.	As public partners are given the opportunity to play an increasingly important role in child care provision, community agencies and current child care providers may be interested in partnering with the SD. Having a dedicated liaison reduces confusion and increases the potential for partnerships.	SD personnel (Graeme Boyd?), Early Care and Early Learning Coalition; PacificCARE CCRR	Immediately
Provide interested child care providers with an operations consultation as they begin their capital child care funding applications, particularly when providers are interested in developing spaces on school grounds in portables or spare classrooms.	Child care providers expressed the desire to obtain capital funding, but feel overwhelmed by the construction planning and project management that come along with this. SD72 has completed many construction projects and could offer pointers to providers.	TBD	First half of 2020
Identify SD owned land that could be used to host child care (either SD run or leased to child care provider at or below market rates)	Capital funding for new child care spaces stretches further if land does not need to be purchased. Partnerships between the SD, local governments, and local child care providers can be fruitful.	TBD	January 2020
Utilize the capital space creation funding program to obtain money to create before and/or after school care spots on school grounds. Subcontract to existing child care providers if necessary.	The 2019/2020 Childcare BC New Spaces Fund allows public sector organizations, including school boards, the opportunity to apply for up to \$3 million to cover up to 100% of child care space creation projects. This is double what was offered in 2018/2019.	SD72 Child Care Liaison and community partner(s)	Begin process January 2020
Explore how SD buses could be used to alleviate transportation issues for before and/or after school care.	Transportation to and from before and after school care is a barrier for parents. It is worth exploring whether or not the current bus system could be enhanced to reduce this barrier.	SD72 Child Care Liaison and staff TBD	Beginning January 2020

Community

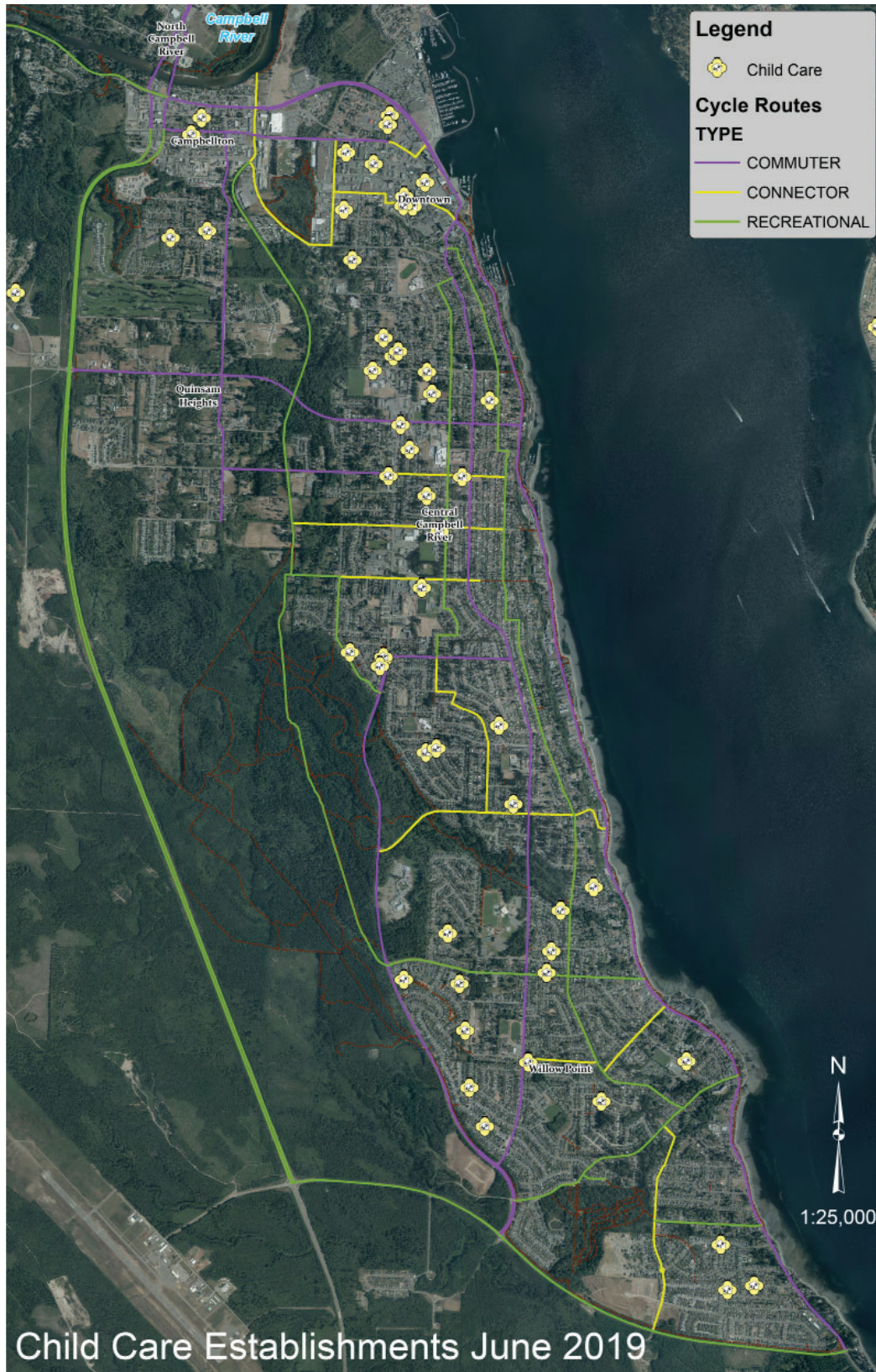
Recommendation	Rationale	Body responsible	Timeline
Strike up a child care council, either embedded into the existing Early Care and Learning Coalition or as a stand-alone council.	The creation of new child care spaces synchronized with community needs will only happen if there is concerted, collaborative effort. A child care council can carry forth space creation and other recommendations from the Spaces for Children project.	Campbell River Family Network	Immediately
Develop a centralized waitlist to gain a more accurate understanding of the number of individual children requiring care, rather than multiple waitlists that inflate the number of children needing care by appearing on multiple waitlists. Support parents in accessing child care close to their home or work to reduce greenhouse gas emissions and improve health by reducing time spent commuting.	One-third of child care providers report difficulties maintaining their waitlist, given the demands of day-to-day work in a child care centre. A centralized waitlist would help child care providers to streamline their own work, and would allow for more accurate estimates for families.	Campbell River Family Network (with external funding)	2020
Host information sessions on accessing capital funding for child care.	There are local child care providers interested in accessing the 2019/2020 Childcare BC New Spaces Fund, but they have questions about the process and would appreciate the opportunity to connect with a well-informed source before beginning the application.	Campbell River Family Network; Provincial partner	1 session each in Winter and Spring 2020
Increase local training opportunities, including regular Responsible Adult training and increased professional development opportunities.	When asked to identify difficulties in the child care field, 25.8% of child care providers noted difficulties accessing professional development. Increasing the frequency of local training opportunities including Responsible Adult training and professional development opportunities allows for ECEs to meet the hours needed to retain their licenses to practice and remain in the field.	PacificCARE and partners	Beginning January 2020 and assessed on ongoing basis

Recommendation	Rationale	Body responsible	Timeline
Fund and hire a coordinator that ensures collaboration across the community, the implementation of the plan, and supports the applications for and development of new child care spaces.	A paid coordinator position would be most successful in ensuring the creation of a local child care council and the coordination of the various public, non-profit, and private child care stakeholders.	Campbell River Family Network and partners	Beginning January 2020

Appendix 1: Inventory

Please see Excel Spreadsheet titled “UBCM Community Child Care Planning Inventory_Final at October 2019”

Appendix 2: GIS Map of Campbell River Child Care Facilities



Appendix 3: Campbell River Child Care Plan – Summary of Caregiver Survey Results

About Your Family

Q1. Which of the following School District 72 schools is closest to your home?

- Ocean Grove Elementary **16.9%**
- Penfield Elementary **12.3%**
- Pinecrest Elementary **12.0%**
- Georgia Park Elementary **11.5%**
- Ripple Rock Elementary **11.0%**
- Sandowne Elementary **9.7%**
- Ecole Willow Point Elementary **8.7%**
- Cedar Elementary School **7.4%**
- Sayward Elementary/Junior Secondary **5.4%**
- Ecole des Deux Mondes **3.1%**
- Quadra Elementary **2.0%**
- Cortes Island Elementary/Junior Secondary **0.0%**
- Surge Narrows Elementary **0.0%**

TOTAL = 100% Total number of parent/caregiver responses = 398

Q2. Do you work in Campbell River and area?

- Yes **83.8%**
- No **10.4%**
- Not applicable **5.8%**

TOTAL = 100%

Q3. Do your child(ren) attend child care currently in Campbell River and area?

- Yes **65.4%**
- No **34.6%**

TOTAL = 100%

Q4. How many children do you have that are 13 years old or younger?

The 390 responses to this question represent **709** children 13 years and younger.

Q5. Please list the ages of your children 13 years and younger.

Prenatal	0 – 2 years	3 – 5 years	6 years+
6	214	230	242

TOTAL = 692

Q6. Thinking of your child(ren)'s regular parents/caregivers, please select the response that best describes the usual days of the week that parents/caregivers work.

- Monday – Friday **83.3%**
- Shift work: Schedule varies too much to say **19.9%**
- Saturday and/or Sunday **11.5%**
- Seasonal work: Days of week vary by season **5.2%**
- Work outside of the community **5.0%**
(for example, 2 weeks in camp followed by 2 weeks home)

Note: Total exceeds 100% because respondents were asked to select all applicable options.

Q7. Thinking of your child(ren)'s regular parents/caregivers, please select the response that best describes the usual time of day that parents/caregivers work.

- Within regular working hours (8am-6pm) **81.6%**
- Shift work – mornings, afternoons, and/or evenings **12.1%**
- Shift work – including overnight shifts **4.7%**
- Seasonal work – time of day varies by season **1.6%**

TOTAL = 100%

Q8. If your children have attended or are currently attending child care, have you utilized the Affordable Child Care Benefit (formerly the Child Care Subsidy)?

- Yes **37.8%**
- No **62.2%**

TOTAL = 100%

Q9. What was your family's annual income in 2018, after tax?

Income	Proportion of respondents	Proportion of respondents – 2016 Census (Campbell River)
Under \$20,000	7.8%	9.8%
\$20,001 - \$39,999	11.2%	21.6%
\$40,000 - \$59,999	11.5%	21.0%
\$60,000 - \$79,999	14.4%	16.6%
\$80,000 - \$99,999	18.8%	12.0%
\$100,000 - \$124,999	17.0%	9.1%
\$125,000 - \$149,999	9.1%	4.8%
\$150,000 or more	10.2%	5.1%

Q10. Does your children/family identify as Indigenous?

- Yes **13.5%**
- No **86.5%**

TOTAL = 100%

Across Campbell River, **12.2%** of residents report Indigenous identity (2016 Census).

Q11. Does your child(ren) and/or family belong to any of the groups below? Please select all that apply.

Note: 112 respondents answered this question; 286 skipped. We assume that respondents that skipped this question do not belong to any of the groups listed. For this reason, responses are reported as numbers instead of percentages.

- Children with extra support needs **55**
- Young parent families **18**
- Immigrant and refugee families **9**
- Francophone families **5**

Past, Present, and Anticipated Child Care Needs

Q12. Are you currently able to access child care?

- Yes **58.0%**
- On a waitlist **15.4%**
- I plan to access childcare in the near future **7.4%**
- Not applicable – I don’t need child care right now **6.3%**
- No **5.8%**
- Other (please specify) **7.1%** (Responses provided: Can only access child care for one of two or more children (**6**), Not accessing formal care thanks to family member providing care (**6**), Can only access 1 or 2 days per week though full-time care is needed (**2**), Require flexible/occasional child care which is not currently available (**1**), Currently accessing childcare but provider is closing and I have not secured care (**1**))

Q13. If you are currently accessing care, what type(s) of care are you using? Please select all that apply.

- Number of responses **309**
- Licensed daycare or other child care centre **52.4%**
- In the child’s home, by a relative **18.8%**
- In a relative’s home (not licensed) **17.5%**
- Before and/or after school program **17.5%**
- In someone else’s home, by a licensed child care provider **5.5%**
- Informal, cooperative child care **9.1%**
(parents may take turns providing care for group of children; may share nanny)
- In someone else’s home, by an unlicensed child care provider **7.8%**
- In the child’s home, by a non-relative **7.4%**
- Licensed preschool **6.8%**

Note: Percentage total exceeds 100% because respondents were encouraged to choose all applicable options.

Q14. If you are currently accessing child care, please list in kilometres the distance between your home and your child care provider.

0-4km	5-9km	10-14km	15-19km	20km+	TOTAL
103	82	46	23	24	278

Q15. How much are your monthly child care costs?

• Up to \$200*	53
• \$201-\$399	36
• \$400 - \$599	45
• \$600 - \$799	53
• \$800 - \$999	36
• \$1000 - \$1199	13
• \$1200 - \$1399	17
• More than \$1400 (max response \$23200)	21
• Varies - Drop-in hourly or day rate	2

TOTAL = 281

*Of these respondents, 6 referenced free care provided by a child's grandparent(s) or other family.

Q16. If you are currently accessing child care, please choose your degree of agreement with the following statement: The monthly fee(s) my family pays for child care are reasonable given our income and other financial commitments.

• Strongly agree and agree	38.8%
• Neutral	21.8%
• Disagree and strongly disagree	39.4%

TOTAL = 100%

Q17. If you are currently accessing child care, how satisfied are you with the care your child is receiving?

• Very satisfied and satisfied	85.0%
• Neutral	10.5%
• Unsatisfied and very unsatisfied	4.5%

TOTAL = 100%

Q18. If you anticipate your child care needs changing in the next 1-5 years, what types of child care do you anticipate needing? Please select all that apply.

• Before and/or after school program	59.2%
• Licensed daycare or other child care centre	52.7%
• Care during professional development days/school and summer holidays	41.7%
• Licensed preschool	32.0%
• In someone else's home, by a licensed child care provider	18.1%
• Informal, cooperative child care (parents may take turns providing care for group of children; may share nanny)	13.9%
• In the child's home, by a relative	12.7%
• In the child's home, by a non-relative	9.2%
• In a relative's home (not licensed)	9.2%
• In someone else's home, by an unlicensed child care provider	8.9%

Note: Percentage total exceeds 100% because respondents were encouraged to choose all applicable options.

Your Family's Ideal Child Care Situation

Q19. If there were no barriers to accessing child care, which type(s) would be ideal for your child(ren)? Please select all that apply.

- Licensed daycare or other child care centre **72.9%**
- Before and/or after school program **52.2%**
- Licensed preschool **34.3%**
- In someone else's home, by a licensed child care provider **22.5%**
- In the child's home, by a relative **21.6%**
- In the child's home, by a non-relative **11.5%**
- In a relative's home (not licensed) **9.8%**
- In someone else's home, by an unlicensed child care provider **2.9%**

Note: Percentage total exceeds 100% because respondents were encouraged to choose all applicable options.

Q20. In a best possible situation, what distance between your home or workplace and your child care centre would be ideal? Please list in kilometres.

0-4km	5-9km	10-14km	15-19km	20km+	TOTAL
116	125	50	18	8	317

Q21. What are the most important factors in choosing child care for your family? Please select up to 3 responses.

- Cost **50.1%**
- The ratio of staff to children **45.9%**
- Program philosophy **42.8%**
- Location **42.5%**
- Access to nature **41.7%**
- Other **20%**
(Responses include quality staff (**17**), school pick-up and drop-off (**13**), hours of operation (**9**), safety (**7**), focus on physical activity/outdoor play (**6**), formal learning opportunities (**2**))
- The range of ages a centre cares for **12.4%**
- Provision of meals/snacks **11.3%**
- Support for child's extra needs **10.1%**
- Inclusion of cultural/language components **4.2%**

Parent quote: "I would like to say all of the above listed considerations, but when it actually came down to finding childcare for my son, none of them mattered. He was on every wait list in town within 2 months of his birth, and I only ever heard back from one daycare where a space opened up. I only secured him a spot 2 weeks before going back to work full time at the end of my Maternity Leave. I am a single mother, so I needed a spot, any spot, so I could return to work and support my child. In an ideal world I would have taken into consideration all of the above factors, but in the end, I just needed a spot."

Barriers to Accessing Child Care

Q22. Please indicate which of the following barriers your family has experienced as you search for child care. Please select all that apply.

- There is not enough child care in my community and I was/am waitlisted **79.8%**
- The cost of the care is too expensive for my family **43.3%**
- The times the program is offered does not meet my needs **24.9%**
- There is no transportation available between my child(ren)'s school and their before and after school care **16.5%**
- The days the program is offered does not meet my needs **14.3%**
- The program does not offer services for children of different ages, so my children cannot all attend **14.0%**
- Transportation to and from the care is difficult **12.5%**
- Other (please specify) **12.5%**
(Responses include lack of spaces for infants (7), shortage in after-school spaces/transportation (6), there is no child care in Sayward (4), cannot find pro-day care (1), lack of choice (1), specific program/philosophy not available here (1))
- The program does not provide adequate support to my child(ren) with extra needs **7.2%**
- I have not experienced barriers in accessing child care **6.9%**
- There is no formal child care in my community **8.4%**
- I am unsure of how to find information about child care/the process is unclear **5.3%**
- The program does not meet my cultural needs **2.2%**
- The program does not meet my language/learning needs **1.9%**

Q23. Considering the barriers selected above, what impact have these had on your family?

Main themes in qualitative responses:

- Impact on career (parent does not return to work or returns to limited hours because of lack of available care)
- Financial stress
- Stress on family (includes general mental stress; marital/relationship stress; process stressful for children)
- Extended family members providing child care (not always ideal situation)
- Needing to navigate multiple care options/centres for multiple children

Q24. If you found child care but it isn't meeting your family's current needs, please share your experience.

Main themes in qualitative responses:

- Centre's open hours did not match parent work hours
- Cost/affordability
- Could only get limited hours at centre/hours not flexible (i.e. 1 or 2 days per week)
- Can only find care for some of our children, not all, or children in multiple care environments
- Concerned about quality
- Lack of support for child with extra needs

Q25. Please share any additional stories or information that would be helpful in developing a child care plan for Campbell River.

Main themes in qualitative responses:

- Waitlists are long and can be longer for subgroups (Infant/Toddler, Before and After School Care, those seeking part-time care, children with extra support needs)
- Create more daycares/spaces
- Decreasing the cost of child care would be a tremendous help to families
- More flexibility needed for shift workers
- School-age children require care and must be included
- Can't only focus on increased spaces, but increased number of workers and increased quality
- Evening and weekend hours are needed and not available
- Need for increased participation of other early learning specialists (i.e. speech therapists) in centres
- More coordination between school and child care, including before and after-school care and care on Pro D days and holidays
- Limited hours make it difficult for parents to work a regular schedule (i.e. 8-5 or 9-5)
- Need to decrease turnover in the professional (ECE) field
- Safety/quality is an important consideration, rather than just space creation

Appendix 4:

Campbell River Child Care Plan – Summary of Child Care Provider Survey Results

Total responses received: 36

Questions for Licensed Family Child Care/In-Home Multi-Age Care Providers

1. **Name of centre***
2. **Address***
3. **Name of owner/manager***
4. **Phone number***
5. **Email address***
6. **My centre is...**
 - Family Child Care..... **57.9%**
 - In-Home Multi-Age..... **42.1%**
7. **How many spaces are you licensed for?**
 - Family child care providers report being licensed for **7** spaces, while in-home multi-age care providers report being licensed for **8**.
8. **Generally, how many children are in your care?**
 - Family child care providers and in-home multi-age providers report frequently caring for 2-3 Infants/Toddlers, 3-4 children 30 months-5 years, and 0-1 children 5 years and older.
9. **Which days of the week are you open?**
 - All family child care and in-home multi-age care provider respondents report open hours Monday-Friday.
10. **What are your typical hours of operation?**
 - Family child care and in-home multi-age care provider respondents report open hours generally between 7AM and 5PM, with some offering shorter hours (i.e. 8AM-4:30PM).
11. **Do you offer overnight care?**
 - None of the family child care and in-home multi-age care respondents report offering overnight care.
12. **Do you offer before and/or after school care?**
 - 3 report offering before and after school care, while the remainder do not.
13. **Are you open on statutory holidays?**
 - 2 report being open on some statutory holidays, but not all. The remainder are closed on all statutory holidays.
14. **Are you open over SD72's Christmas holiday break?**
 - 7 report being open over SD72's Christmas holiday break, while 9 report being closed and 4 report being closed for some of the break (i.e. December 24-January 2).
15. **Are you open over Spring Break?**

- Likewise, 15 report being open over SD72's Spring break, while 4 report being closed and 1 reports being closed for some of the break.

16. Are you open over summer?

- Again, similarly, 15 report being open over the summer, while 4 report being closed and 1 reports being closed for some weeks during the summer.

17. How many non-statutory holidays are you closed in a year?

- Family child care and in-home multi-age care providers tend to close 2-4 weeks throughout the year, often staggering closures over winter and summer holidays.

Questions for Group Child Care Centres

18. Name of centre*

19. Address*

20. Name of owner and/or manager*

21. Phone number*

22. Email address*

23. Total number of spaces centre is licensed for**

24. Number of child care spaces your centre is licensed for.**

25. Which days of the week are you open?

- All group child care centres report being open Monday-Friday.

26. What are your typical hours of operation?

- Generally, group child care centres report hours of 7:30AM-5:30PM, although a couple offer 7AM-6PM care, and a few others offer hours specific to the type of care offered (i.e. a preschool program reporting 9AM-11:30AM hours, and after-school care reporting 2:30-5:45PM hours).

27. Do you offer overnight care?

- None of the group child care respondents offer overnight care.

28. Do you offer before and/or after school care?

- 3 report offering both before and after school care, while 4 offer just after school care, and 10 offer neither.

29. Are you open on statutory holidays?

- 16 report closing on all statutory holidays, while 2 are open for some but not all.

30. Are you open over SD72's Christmas holiday break?

- 5 report being open over the entirety of Christmas break, while 4 reporting closing over Christmas break and 9 report being open for some but not all of the break.

31. Are you open over Spring Break?

- 11 report remaining open over Spring Break, while 4 close for the entirety and 3 are open for some of the break.

32. Are you open over summer?

- 14 report staying open while 4 close over summer (these closures reflect preschool and after-school programs).

33. How many non-statutory holidays are you closed in a year?

- Most group child care centres are open on non-statutory holidays, though some report closing as noted above (over Christmas break or Spring break), and others report closures depending on where holidays lie each year. 1 reports closing for one day per year for staff professional development.

Questions for all respondents (Family Child Care, In-Home Multi-Age Care, Group Child Care)

34. Please identify all of the issues that have affected your centre.

- Difficulties clarifying information or communications with government agencies **48.4%**
- Difficulties related to staff attraction and retention **41.9%**
- Difficulties with ACCB/Child Care Subsidy (i.e. helping parents apply, navigating website) **38.7%**
- Difficulties filling spaces in your centre **35.5%**
- Difficulties navigating the Service Provider Portal or other Govt of BC child care websites **32.3%**
- Difficulties maintaining your waitlist **32.3%**
- Difficulties accessing professional development opportunities for you/your staff **25.8%**

35. If you'd like to provide any additional information about the difficulties you selected above, or if you'd like to add additional issues you're dealing with, please do so.

Main themes in quantitative responses:

- Staff retention and recruitment
 - Particularly for after-school programs as work hours are limited
 - Also noted for part-time and casual/substitute staff
- Providers are happy to help families access the ACCB, but find it more difficult than the previous subsidy portal
- Losing children when it is time to age up but no spaces are available within the centre

*Due to the administrative nature of these questions, a summary of responses is not provided.

**Reported in Inventory document.

