



York Child Development &
Family Services Inc.

Annual General Meeting

May 25, 2022

Presented by
Joy Vance, Executive Director
Rhonda Hunt, Board Chair



Message from BOARD OF DIRECTORS

It is hard to believe that we are now in our third year of working and living in a pandemic. It is difficult to keep track of time with so many changing rules and legislation, requiring hard work and dedication to ensure our programs, children, and educators are as safe and supported as possible.

We would like to profoundly thank each and every employee, as well as the Board of Directors for their part in ensuring YCD remains a quality multi-site, multi-service agency that puts families first.

We would like to acknowledge the Regional funding provided over the last year to support the additional requirements that the pandemic brought for our child care programs. This funding supported YCD with additional staffing, staff to screen, staff to walk children to their classroom, additional time for enhanced cleaning, smaller ratios, and smaller group sizes. Without this funding, YCD would not be as financially healthy, and we are immensely grateful.

The Board of Directors have received endless positive feedback from families and from our educators in 2020 and 2021. It is inspiring to see our YCD family come together to be there for each other, regardless of challenges and individual situations. Programming has been showcased on our Facebook and Instagram accounts as well as Storypark for child care. All these forums sharing educator documentation of children's learning and experiences as well as resources and supports for families.

Our parenting programs, EarlyON Child and Family Centres (EarlyON) and Community Action Program for Children (CAPC), have excelled in new technology and platforms to support families in so many ways. They have constantly had to pivot from virtual programs, outdoor in-person programs as well as indoor in-person programs with ever changing requirements and now providing a mix of each program opportunity. We thank them for their resilience, hard work and passion.

Relationships have always been important, more so now as many struggle with mental health, anxiety, and adversity. In 2021 the Board of Directors implemented a Family and Employee Assistance Program that offers confidential support though face-to-face, phone, email, chat, or video counseling. They provide online portal serves interactive tools, assessments and e-courses that match the employee needs. This program will continue, and we hope it provides the supports that our employees are looking for.

We would like to welcome and thank Lois Fowler for joining our Board of Directors. Lois worked as the Administrative Manager for YCD for almost 17 years. We are looking forward to Lois joining us in this new role and relish her contributions.

The Board of Directors would like to acknowledge some agency milestones. Sincere appreciation to the four educators who have been with YCD for 5 years:

Vanessa RECE (Crossland),

Sarah RECE (EarlyON),

Agnes (Bogart), and

Lorraine (CAPC).

Congratulations and we look forward to celebrating your next milestone.

Finally, we would like to wish you all the best for 2022. The past two years will not be forgotten any time soon. COVID has changed the world as we know it, and no one really knows what our new "normal" will be tomorrow. Our hope is for good health, happiness, and continued passion and success in the work that we do.

Take care and stay safe and well,

Rhonda Hunt, Board Chair & Joy Vance, RECE, Executive Director

Message from PROGRAM MANAGER, RUTH H, RECE

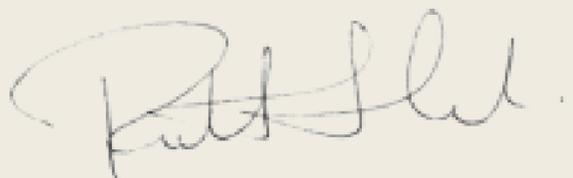
2021 gave us another 365 days of pandemic life. Masking, enhanced cleaning, virtual vs. in person learning, cohorting, distancing, screening, stress, isolation, vaccines, concerns for mental wellness, uncertainty, and change were omnipresent. Nevertheless, we navigated 2021, doing our best to meet the needs of our children and families, along with the educators entrusted with their care and learning.

We did not navigate this journey alone. All levels of government provided ongoing public health direction to mitigate the risk of COVID and financial supports for our families, educators, and programs. Our Board of Directors meet us at each junction as tough decisions had to be made as we traversed the evolving pandemic. Our educators faced each day with courage and determination to be a safe caring presence. Our families put their faith in our programs and most importantly, the children made us smile and reminded us of the wonders and miracles in life.

We came through 2021 with a greater sense of our capacity to work together, to be proactive, to have a listening ear and a caring heart, and ultimately to be kind at every turn.

For this years' AGM Report we are delighted to share words and photos provided to us from YCD families and educators.

Stay safe and thank you for putting your trust in us,



Message from BOGART B&A

The Reyes Family

There are no words to express the gratitude that I have for Sharon and all the staff at YCD. We had just recently moved into the area, transitioning back to in person learning as well as starting a new school.

Sharon made the transition so smooth and effortless. She was always a phone call or email away whenever I had questions. Before enrolling my three children into the program I was very apprehensive. At our previous school my son was very unhappy going to before and after care. He complained everyday that he did not want to attend and that he was also alone. With that notion in mind I was very concerned with enrolling him to this new program. The staff at YCD are so attentive, kind and caring. While the children attended through the pandemic, I was very apprehensive about any safety precautions and protocols in place. Not only were there weekly updates with the protocols that were set in place but also steps the staff were taking in order to ensure all the children and staff were kept safe.

My three children love the planned activities that they partake in and the love and care they feel. I am also pleased that all the snacks provided are healthy and nutritious. Overall, the 8 months thus far have been wonderful and enjoyable for all!

Definitely highly recommended program for children of all ages!!!



Message from NOTRE DAME B&A



The Papadatos Family

Maryam, Rosa and Ying thank you from the bottom of our hearts for working so hard to keep our children safe and happy while in your care throughout the Pandemic and up to present date. As well, thank you for the consistent support you have given us during these uncertain times.

We feel grateful to have our children in your care.

Your efforts are greatly appreciated.

Message from CAPC PROJECT FACILITATOR, MANPREET B, RECE

Initially, my brain felt like a browser with 100 tabs open...

Caring, kindness, and emotionality were suddenly the increased focus and goal of our agency and for all the Educators and many families and their children being supported. What was so often perceived in a disempowering way all of us saw the caring work they were engaged in as being an integral part of their professional identity working through and navigating the current pandemic.

I often found myself comforting Educators and parents and caregivers with "you have enormous potential as an Educator/Parent/Caregiver," and "how can I help you during this time?" These were all parts of the caring conversation that shifted and designed to maintain the agency relationship as well as move the Educators toward the best version of themselves.

The agency's trends to care and respond did not change throughout the pandemic. Many of us still felt worried, frustration, overwhelmed, and many other emotions during their day to day but the transparency offered by the agency helped families and educators feel supported, informed, up to date and eased transitions in ways that many of us may not have thought of.

There was a shift in thinking right from the onset of the pandemic that complimented respect, compassionate care, and overall well-being for everyone. There was a beautiful connection between how we feel and how we wanted to feel which in turn lead to supporting each individual educator and family while validating and accepting where they were and ways to support where they wanted to be.

We hear so much worry and concern about mental health as a result of the pandemic. Perhaps the moments of compassion received from the agency had given us the experience, opportunity, and courage to seek, grow, and create the mental health support our educators need, both now, and into the future.

This experience continues to create a kinder and more compassionate working environment; where it feels safe to speak openly of suffering, and to feel confident to ask for help and know we will receive it. Maybe we have started to create a culture where it is a sign of strength to show kindness and compassion, both to others and to ourselves.



Message from STONEHAVEN B&A, SHABNAM R, RECE



The past two years have taught us a lot. As we were going into the second year of the pandemic, there were many changes to abide by. Continued policy adjustments and new requirements were quite overwhelming to keep up with while fulfilling the program requirements and maintaining a safe and positive environment for children.

Despite the challenges, having a supportive supervisor and management made it easier to go through tough times. We were provided with equipment, tools, and resources to make a smooth transition to all the changes.

I felt valued and my well-being was important for the program to operate well.

Message from BOGART B&A

Sarah Carey & Family

We have 3 children in the before and after care program at Bogart PS, as well as in the daycare at the beginning of the pandemic. Sharon and her team have been phenomenal throughout these past 2+ years. They were patient and helpful with us when navigating the new and changing rules, as well as comforting to the kids as they tried to make sense of their new and evolving world.

The cleanliness of the facility has always been top notch and this was no different during the pandemic.

We cannot say enough about the kindness, care, respect and standards which the Bogart team maintained and adapted to during the pandemic.

Bravo!



Message from BEV BERNIER TODDLERS, RACHEL H, RECE



We were still going through a pandemic in 2021. It was better than the beginning of the pandemic 2020, but 2021 was another challenging time as an educator for young children.

Even though it was a difficult time, with YCD giving lots of support, we overcame this difficulty together. In particular, I would like to thank all the staff who support and take care of each other, including our professional and caring supervisor at Bev Bernier. With them, I think we can overcome any difficulties together. I look over all my family members in Bev Bernier CCC!

I am pleased to be a Bev Bernier CCC member and grateful to be a part of YCD.

Message from EARLYON CHILD AND FAMILY CENTRE, JANET D, QUALIFIED



This past year has seen some further challenges for everyone with the return of in person programs, site re-openings and the continuation of COVID protocols.

Through it all management have been supportive and have come alongside to assist with equipment, extra time needed to implement and plan as well coverage when staff has been off due to illness. We continue to work as a team to ensure the seamless introduction of programs to families who were also struggling with the return to in person and some of the technological changes. It is great to see the gifts and talents being used by staff to assist one another to get the job done but that can only be accomplished when we also have a management team that is willing to pitch in to assist when needed.

Thank you for your continued support.

Message from BEV BERNIER PRESCHOOL, ECHO B, RECE



YCD is the best work place ever. Our Supervisor regularly sent us emails to ask if we need any help, bought some treats/gifts to appreciate all the staffs' efforts and contributions and wrote the notes in the staff washroom and staff rooms as well.

I am very proud to be one of the wonderful team members. Gwen is very thoughtful and creates two staff rooms for breaks during the pandemic. YCD provides Employee Assistance Program for health and well-being. Anything we need, we can feel free to reach out. Supervisor and management team, they're always there for us.

We can count on them. Have you ever tried visual Christmas Party? Yes, all YCD staff had it in 2021! Order your own favourites food and get together with your centre. It was a very special and impressive party!

Message from EARLYON CHILD AND FAMILY CENTRE, REESE M, QUALIFIED

Working as a member of the EarlyON Newmarket team has been such a pleasure and honour. I have learnt so much about who I want to be as a future education and as a person as well. Most of all, I love each and everyone on my team. They have been so supportive and uplifting, not just this year but ever since I started. Last summer, I started my role as the social media representative for the YCD Facebook and Instagram page. I could not be more honoured to have been trusted to take on this role. I am really looking forward to continue my work with EarlyON and YCD.



Message from COMMUNITY ACTION PROGRAM FOR CHILDREN (CAPC)

The Maharaj Family

When COVID began, the programs were missed by my girls, however Manpreet did her best by creating virtual programs for the students to interact with one another. Even though it was not the same as face to face learning, the students received the support, guidance and learning as they would if they were in the classroom. Manpreet assured that all the students and the families were able to interact, communicate and have fun learning through the different activities she has planned. These programs allowed by girls to feel "normal" even though the world around us was not.

My husband and I highly recommend the CAPC programs and we feel truly blessed to be part of a community where we are considered family.

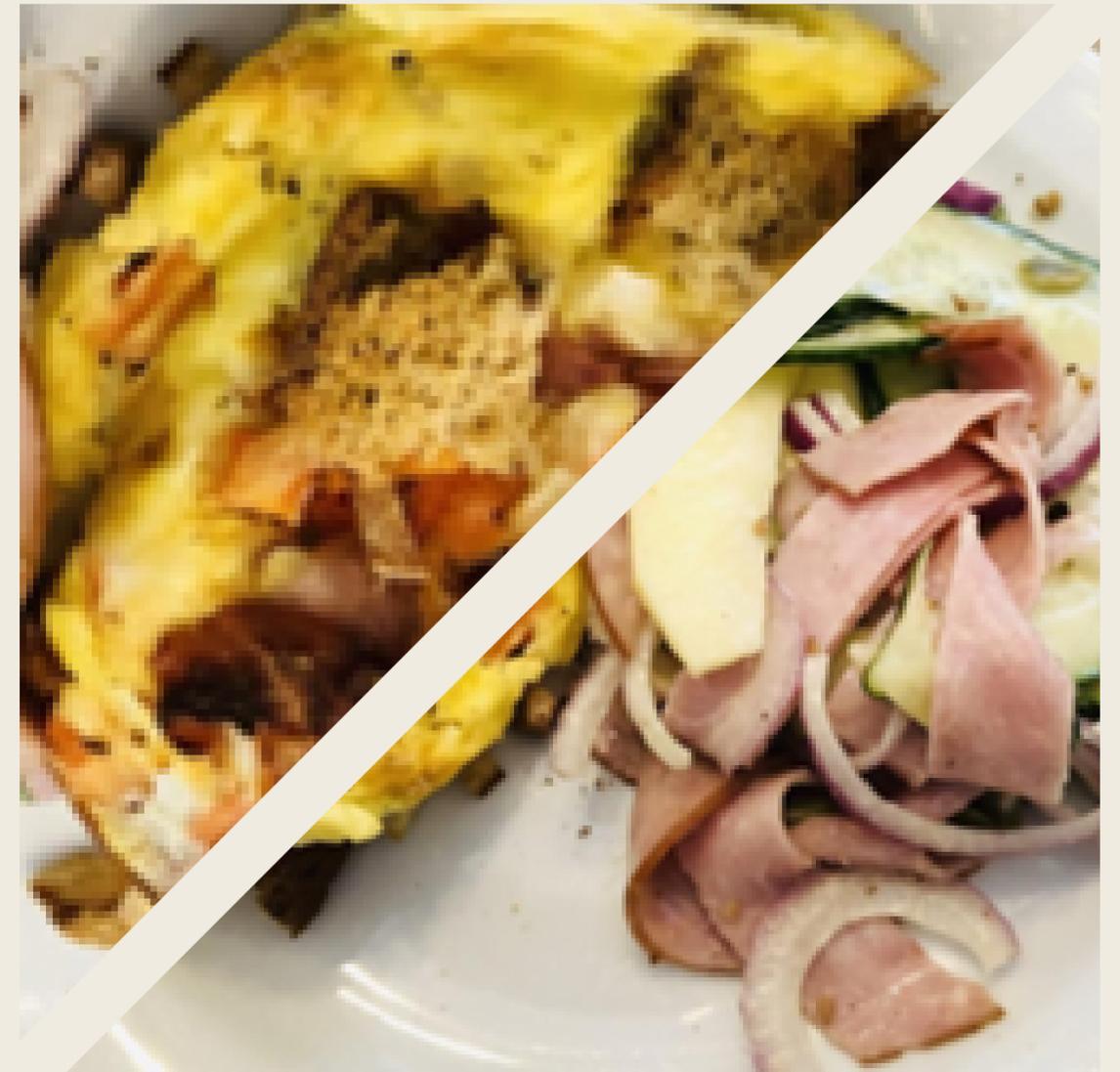
My family has attended the CAPC programs for the last three and a half years. We have attended a variety of different programs from play and learn, to teddy bear picnic, to nature walks in winter and spring, virtual programs, transition to kindergarten and music in the park.

These different programs have taught and allowed my girls to learn, grow (socially, emotionally and intellectually) along with teaching them to socialize with other children. The programs are not only for the student's education but also for parents. Both my husband and I have attended the programs with our daughters and we have learned about different resources and activities that we can do to support our girls. As parents we have also had the opportunity to interact with other parents and learn from their experience. The programs are amazing, but they would not be possible without Manpreet. Manpreet is a loving, caring, knowledgeable, outgoing and resourceful person who demonstrates her love for teaching through all the different activities and programs she plans. She has a heart of gold and always goes over and beyond to ensure that every family feels welcome and most importantly the children are learning and having fun.

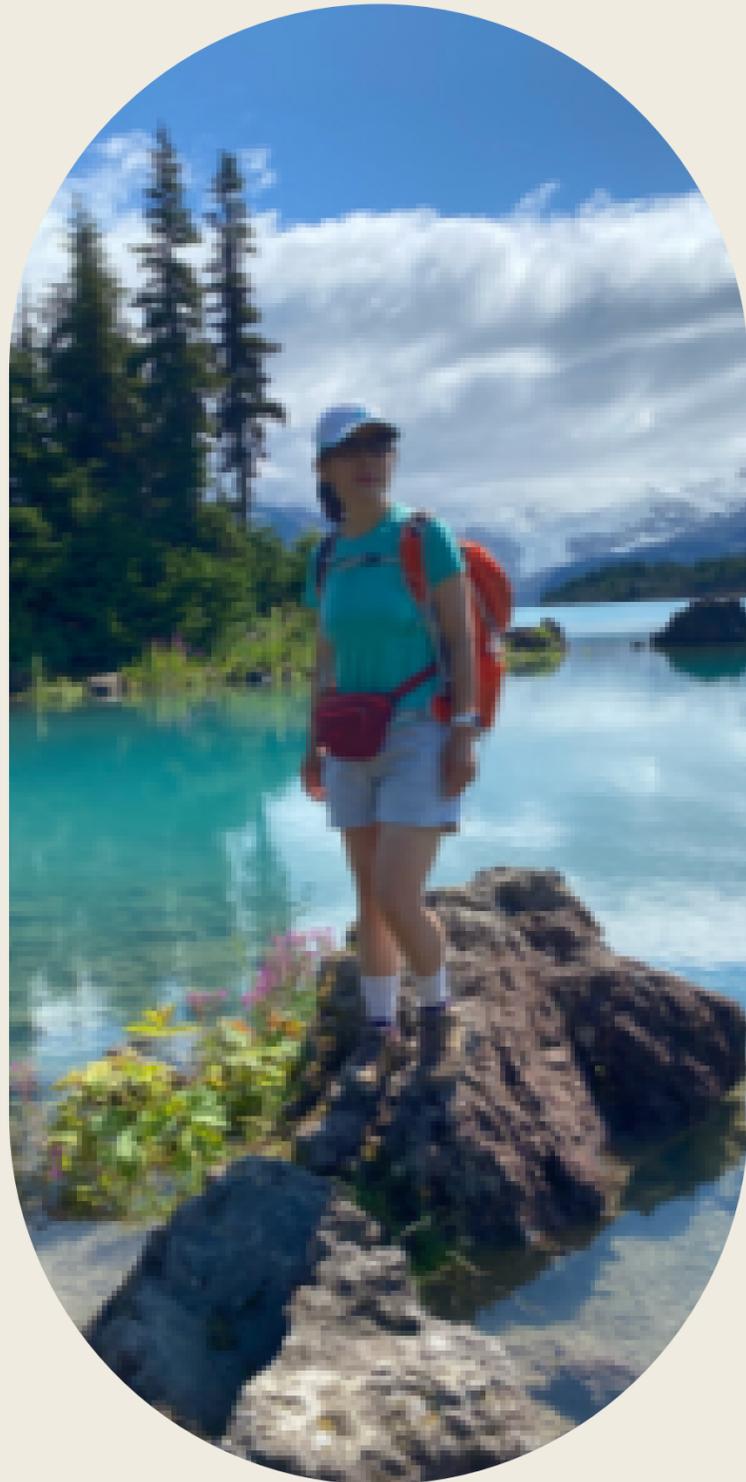


Dorisa & Chris

Here is a picture of his lunch. Chris didn't like the vegetables for the salad, so we put in things he liked. Thank you for your recipes which give Chris and I wonderful family happiness.



Message from NOTRE DAME B & A, YING L, RECE



I absolutely enjoy working at YCD and find it to be challenging and rewarding each and every day. There is always something to look forward to and I truly love my job.

I have the feeling of been valued, respected, and strongly supported from YCD management all the time.

During the pandemic lockdown, we could not go to work, the company still updated information to keep us together. Every time I got email from Joy and Ruth, the words made me feel warm and moved.

Children at YCD give me energy and make me feel so much more alive, watching the children learn something new and make little by little progress every day is the most rewarding part of my job.

I will continue working hard to ensure the children have a great time under my care.

Message from CROSSLAND PRESCHOOL

Hyeleen, Jaekwan & Daan

At Crossland Child Care Centre, they have a good balance of qualified teachers. With individual strengths to bring to the program, all the teachers together are knowledgeable, experienced and caring. They treat children with respect and love; it is clear they truly love what they do. The children learn through play, keeping their interest high for their lifelong learning ahead. Without our son realizing, he learned so many things there, including his English, story telling, counting, manners, caring for others and conflict resolution skills to name a few. Crossland Child Care Centre has been the perfect preschool for our son who is free-spirited and likes to have fun while learning.

We would like to express our sincere gratitude to Daan's teachers, Joanne and Dorie, who have been so warm to Daan. You both taught him so many concepts and skills for the past two years straight that will last him a lifetime. Also, we would like to thank Nassrin for this year in helping Daan to grow and greeting him every morning. Thank you Dorie, Joanne, Nassrin, Vanessa, Juliet (Julia) (Daan says Juliet comes sometimes to help but is from upstairs with big kids), Maryam (Daan says Maryam taught him "French"- "Daan's word for foreign language" and she speaks that language with Nassrin), Carlyng, Yahmoy, Sharon and Heather who have helped Daan to grow in various ways.



"What a precious experience with all of our friends! Thank you for teaching our children to embrace the nature even on cold days."

Hyeleen

Message from STONEHAVEN B & A

Parent - Reham

No doubt the past two years was very hard on everyone. During this difficult time YCD was able to set a program balancing the kids needs with the health public protectors which is not easy, the summer camp had a variety of activities there was also a very good level of communication and passing the public health updates to the parents.

Also the virtual event was good to let the parents know how program was going and see some of the kids activities.

I would like to take this chance to recognize Nasim and her phenomenal work with my son she built a strong relationship with him which has allowed her to understand him and his needs in a very good and professional way, every time I come to pick him up he is engaged in some activities, it's great to see her include him in all the activities with other children, she even taught him to say bye to the teacher before going home.

With her care I go to my work with confidence feeling that my child is in a good hands. Yahmoy also helped accommodate his other needs like arranging for his special diet. Thank you so much for the great YCD school age team.



Message from CAPC & EARLYON CHILD AND FAMILY CENTRE, JACKY H, RECE



Hello, co-workers, Parents and the Board of Directors,

These past couple of years have been a real whirlwind. Everywhere I go lately calendars are stuck on 2020. As we are just slowly beginning to go back into some of these places. I feel like we are coming out of the twilight zone. With all the ups and downs of screening, adding to screens, mask no mask and sanitizing, and again don't forget to wash, then the ever famous yucky eye protection on-off. With which when you wear glasses you feel like you are coming out of a sauna. Not to mention all the shots 1-2-3 and now four.

With many thanks to Joy and Ruth who went above and beyond protecting their staff with a boardroom full of medical supplies as the new decorations of the year. We truly appreciate it, especially when the shelves were bare, they had it. I am very thankful for this comfort and care away from my own safety nest. Honestly I'm not even sure how you pulled it all off.

All my Love

Message from EARLYON CHILD AND FAMILY CENTRE

Sara & Leo

Leo loved the virtual circle times during lock down and now is enjoying being in person and seeing all his instructors in real life, he recognizes everyone. He did puzzles with Amy the first time he saw her in person.

Good times.



Message from BEV BERNIER PRESCHOOL

The Babingtons Family



I wanted to share my sincerest appreciation for the Bev Bernier Child Care Centre during the pandemic. As someone with autoimmune disease, an elderly compromised grandfather and young children who are not eligible for vaccination, the pandemic posed a threat and stress to our family. I applaud the way the pandemic was handled by Gwen and the amazing staff at Bev Bernier. Not only were they lenient with our daycare spot (after the birth of my baby, we opted to keep our preschooler home temporarily), but the level of attention and consideration paid was more appreciated than it can be expressed. In addition to all of this, the staff at Bev Bernier maintained warmth, care and kindness through the masks, shields, gloves and sanitization. This juggling act in addition to the politics, varying family opinions/considerations etc... is nothing short of miraculous. I could not be happier or more proud to be part of this family!

Thank you!

Message from BEV BERNIER PRESCHOOL



Parent - Nima

During the super challenging times of pandemic, when you had to deal with so many commitments at work/life, there was no doubt that some wonderful people are out there to support you and your family and of course your littles ones! Those people are always bringing joys and laughter to our kids! Staff at Bev Bernier were those people! We never forgot those days, and we always send blessings to all of them!!

Thanks for all your support everyone!!!



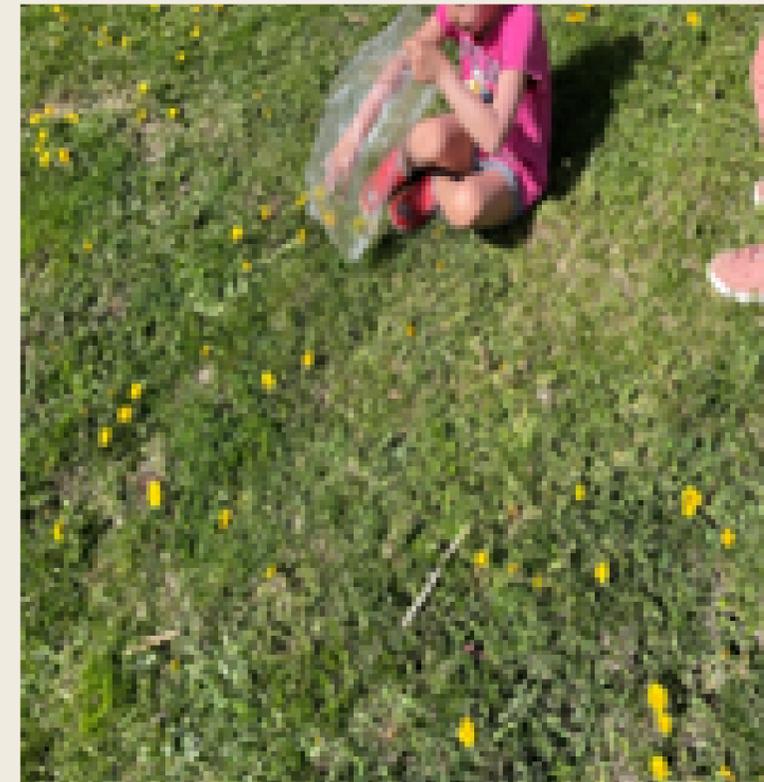
Message from NOTRE DAME B & A

The Spano Family

We have been so grateful for the Notre Dame before and after school program. Our daughter has developed close relationships with children from other JK/SK classes who attend the program. She loves the program, staff, and friends so much that she gets upset if we pick her up too early!

As parents, we are so delighted with the program. Our daughter comes home with a variety of arts and crafts daily, using many different materials, such as beads, flowers/leaves, chalk, and paint.

Thank you to the staff at ND B & A program for taking such great care of our daughter and giving us, as parents, peace of mind and comfort in knowing that she is well taken care of.



Message from EARLYON CHILD AND FAMILY CENTRE

The Tremblett Family

Our daughters, Mackenzie & Hanna, loved taking part in the Little Baker's Program. They really liked interacting with 'their cooking teachers'. It was wonderful to have these virtual activities to help keep the children happy and learning. The final products were always enjoyed by the whole family. Thank you so much to Leslie and all the educators for making these experiences possible during the hardest days.



Message from NOTRE DAME B & A, ROSA K, DA



During the past two years, as a collective we all experienced lots of changes. Although at times change can be scary, when communities come together we can help one another be stronger and get through tough times. While feeling unsure and cautious, YCD was a massive help to both staff and parents by showing support and standing with them along the way. Parents and children did their part by understanding and being patient during the sudden changes and process. A couple years later I can definitely say I have learned and grown a lot as a child care provider.



YCDFS
2021 Annual Report
Condensed Financial Report

Revenues

Child Care Fees	\$ 538,127
Child Care Subsidies (includes one-time grants)	\$ 1,867,808
EarlyON Grant	\$ 805,068
CAPC Grant	\$ 204,963
Total	\$3,415,966

Expenses

Wages & Benefits	\$2,086,390
CAPC Disbursement	\$ 206,753
Building/Maintenance/Occupancy	\$ 272,237
Food	\$ 78,784
Programming (includes one-time grants)	\$ 249,683
Professional Fees/Ins. /Amort. /Bank	\$ 101,419
Office & General	\$ 46,182
Advertising	\$ 20,321
Staff Training	\$ 17,029
Other Expenditures (incl. RRSP Contributions)	\$ 62,408
Total	\$ 3,141,206

Excess of Income over Expenditures \$ 274,760

Extracted from the audited report of
 Rumley Holmes LLP Chartered Professional Accountants

