



COMMUNITY CHILD CARE PLANNING

CENTRAL OKANAGAN



CARE FOR OUR KIDS

A Collaborative Approach to Understanding Child Care
in the Central Okanagan

urban
matters

Contact: Jen Casorso
Urban Matters CCC
T: 250-374-8311
E: jcasorso@urbanmatters.ca

Contact: Daylin Mantyka
Urban Matters CCC
T: 250-762-2517
E: dmantyka@urbanmatters.ca

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We acknowledge that this planning study took place on the traditional land and unceded territory of the Syilx Okanagan people.

ABBREVIATIONS

CCRR • Child Care Resource and Referral Centre

ECE • Early Childhood Education

ECEA • Early Childhood Educator Assistant

ECEBC • Early Childhood Educators of BC

MCFD • Ministry of Children & Family Development

IT • Infant / Toddler

UBCM • Union of BC Municipalities



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EXECUTIVE SUMMARY

It take a village to raise a child.

Recommendations in this plan are grounded in a collaborative, community approach to improve child care in the region. No one player can do it alone.

This report was completed prior to COVID-19. The far-reaching impacts of the pandemic have dramatically influenced the provision of child care as an essential service. While the information presented in this study is based on ideal space creation targets determined through current and projected child populations, the number of program offerings now required to support space needs may actually be greater given physical distancing requirements and health and safety guidelines.



The **Care For Our Kids** study is the result of a successful application to the Community Child Care Planning Program administered by UBCM and offered through the Ministry of Children & Family Development. Due to the known crossover in child care within the Central Okanagan communities of Kelowna, Lake Country, Peachland and West Kelowna, representatives from these local governments came together to conduct a needs assessment across the region.

Care For Our Kids was informed through a regional licensed and licensed-not-required child care inventory, community profile and policy analysis and a robust engagement process that included both quantitative and qualitative analysis.

The following report highlights the project findings after engaging with over 630 parents, caregivers, child care providers and other stakeholders through two online surveys, nineteen one-on-one interviews, four focus groups, multiple pop-ins and two action planning workshops.

A licensed child care inventory was developed to understand the current child care supply, while demand was understood through quantitative and qualitative engagement combined with Central Okanagan child population projections and benchmark space creation targets provided by the MCFD.



This study catalogued a total of 5,752 licensed and licensed-not-required child care spaces across the region: Kelowna (4036), Lake Country (351), Peachland (77) and West Kelowna (1,288).

Over a 10-year horizon with an ideal scenario of 30% coverage for non-school-aged children (0 – 5) and 80% coverage for school-aged children (6 – 12), the average annual space creation targets over the next ten years for each municipality include:

**Average Annual Space Creation Targets
(2020 to 2030)**

	Ages 0 – 5	Ages 6 – 12
Kelowna	30	1103
Lake Country	11	119
Peachland	6	36
West Kelowna	23	283
Total	70	1541

As we look to increase the number of child care spaces within the Central Okanagan over the next ten years, systemic child care challenges must also be considered; **a multi-dimensional, community approach is required to improve child care in the region and to create transformational change.**

Our recommendations and actions are grounded on the province's goal to move towards Universal Child Care or improving access to licensed care.

We propose five main recommendation areas. These include:

- **Process:** Improve municipal processes
- **Policy:** Develop or refine local government plans and policies with child care in mind
- **Partnerships:** Leverage partnerships to access funding to “unlock” underutilized assets or develop new ones
- **Advocacy:** Advocate to higher levels of government for enhanced local funding
- **Education & Training:** Reduce the knowledge gap for parents trying to access care and for providers looking to startup or expand

With each recommendation, this plan has outlined actions, roles, timelines, outcomes and measures of success to help move the region towards a more sustainable child care offering.



This report was completed prior to COVID-19. The far-reaching impacts of the pandemic have dramatically influenced the provision of child care as an essential service. While the information presented in this study is based on ideal space creation targets determined through current and projected child populations, the number of program offerings now required to support space needs may actually be greater given physical distancing requirements and health and safety guidelines.

INTRODUCTION

Access to affordable and available child care is one of several indicators of well-being in communities. Recently, the BC Ministry of Children and Family Development introduced a program to better understand local child care needs and to develop new child care spaces across British Columbia. The Care For Our Kids action plan provides information about the child care needs in the Central Okanagan communities of Kelowna, Lake Country, Peachland and West Kelowna. The inventory and action plan identify space creation targets over the next ten years and outline recommendations and actions to meet space creation needs.

This work will be an important resource and advocacy tool to help communities in the region. The information provided can help local governments and their partners advocate to the ministry and justify future space creation investments through the Child Care BC New Spaces Fund and the Community Child Care Space Creation program. As such, this work will inform future planning at a local, regional and provincial level.

Child care plays an important fundamental child development role in all communities including First Nations communities. There is an important need and desire of those within Westbank First Nation to explore child care in the context of their community and while informed and encouraged to participate through this process, the capacity and timing was not right for them. It is important for the provincial government to consider support for First Nations Bands to access the same funding being made available to local governments to explore this topic in their own culturally-appropriate way.

A Note on Implementation

Staff from the City of Kelowna, District of Lake Country, District of Peachland and City of West Kelowna have reviewed the report (plan) and recommendations. This plan identifies key recommendations for local government consideration. As a result, there will be additional staffing impacts to support implementation. It will be up to Councils and administration to decide on the allocation of resources to respond to these recommendations through separate staff reports related to future partnerships, policy updates and advocacy actions.

CHILD CARE CONTEXT

PROVINCIAL GOVERNMENT

Child care is provincially-legislated under the Child Care BC Act, the Child Care Subsidy Act and Child Care Subsidy Regulation within the Ministry of Children and Family Development. There are two types of recognized child care in British Columbia -- Licensed and License-Not-Required. The following illustrates the difference in care types:

Licensed Child Care

Licensed child care is monitored regularly and inspected by regional health authorities (Interior Health in the Central Okanagan). Child care operators must meet specific requirements with regards to health and safety, staffing, programming and more. There are several child care licensing categories within licensed child care:

Group Child Care: Offered in a community-based facility or centre that services three different age categories:

- Infant / Toddler Program (birth to 36 months)
- 3 to 5-year-old Program (30 months to school age)
- Before and After School Program (school age)

Family Child Care: Offered in the child care providers own home and services a maximum of seven children from birth to age 12.

Multi-Age Child Care: Offered in a community-based facility and services a maximum of eight children from birth to age 12.

In-Home Multi-Age Child Care: Offered in the child care providers own home and services a maximum of eight children from birth to age 12.

Preschool: Serves children from 30 months to school entry. Preschools are part-day programs, typically operating during the school year, September to June.

Provincial Government Funding Supports to Operate Licensed Child Care:

- Child Care BC Maintenance Fund
- Child Care BC New Spaces Fund
- Child Care Operating Fund (includes the Child Care Fee Reduction Initiative)
- Community Child Care Space Creation Program for Local Governments (Union of BC Municipalities)
- Startup Grants
- Early Childhood Educator Wage Enhancement



Registered Licensed-Not-Required

These providers are unlicensed, but legally allowed to operate in British Columbia.

Registered License-Not-Required (RLNR) Child Care:

This type of child care has been registered with a Child Care Resource and Referral Centre (CCRR) (operating as [Childhood Connections](#) within the Central Okanagan). The registration process includes criminal record checks, references, a home-seeking review and first aid. Registered care providers have access to support, training, resources and group liability insurance. Families are eligible for a higher subsidy rate if they use RLNR care. Operators can care for up to two children (or a sibling group) who are not related to them.

It should be noted that while this report focuses on licensed or registered licensed-not-required care, many families choose to use license-not-required or unlicensed care arrangements.

Other Care Types

License-Not-Required (LNR) Child Care: Providers are not required to meet any standards for health or safety. LNR providers are not monitored or inspected. Parents and guardians are responsible for overseeing the care of their child in these arrangements. Legally, these child care providers can care for up to two children (or a sibling group) who are not related to them.

In-child's-own-home care: Unlicensed care when parents arrange for child care at home – for example, a nanny or a baby-sitter.

LOCAL GOVERNMENT

Although child care is overseen provincially, municipalities play a key role in land use and development decisions with respect to child care. They can also play a role through plans and policies where local government can set child care as a priority for long-range community planning processes like Official Community Plans. To better understand the needs of child care from a local perspective, the Province of British Columbia has announced a number of funding programs for local governments:

Through the Union of BC Municipalities:¹

- **Community Child Care Planning Program:** Provides funding for local government to develop a space creation action plan. Care For Our Kids falls under this funding stream.
- **Community Child Care Space Creation Program:** Provides funding to local governments to create new licensed child care spaces, with a focus on infants and toddlers.

Through the Ministry of Child and Family Development:²

- **Childcare BC New Spaces Fund:** Provides funding to public sector organizations, indigenous governments, non-profit societies and corporate companies to create, expand or relocate new licensed child care spaces.

1 Source: Child Care, Union of BC Municipalities: <https://www.ubcm.ca/EN/main/funding/lgps/child-care.html>

2 Source: Childcare BC New Spaces Fund: Create New Spaces, Province of British Columbia: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/running-daycare-preschool/childcare-new-spaces-fund>

CARE FOR OUR KIDS METHODOLOGY



The Care For Our Kids study was informed through a regional child care inventory, community profile analysis, policy analysis and an robust engagement process that included both quantitative and qualitative feedback.

A complete 'What We Heard Report' from the Care For Our Kids engagement can be found in Appendix A.

Inventory

A number of sources informed an inventory of child care spaces in the Central Okanagan. Baseline data was provided by MCFD and represented provincial child care provider information as of January 2019 and reflected those receiving Childcare Operating Funding (CCOF) from the Province of B.C. The inventory was cross-referenced with Interior Health's licensed data set, the BC Child Care Map available through MCFD and information provided through the CCRR. Providers were also contacted directly to verify information and several Facebook groups that cater to parents looking for care were reviewed. An online child care provider survey also helped to inform the inventory.

Community Profile Analysis

To provide greater insight into the community and family makeup across the Central Okanagan, an analysis of population data was conducted for each of Kelowna, Lake Country, Peachland and West Kelowna. Data was gathered from Statistics Canada and BC Stats. This data, combined with inventory data, helped to define the gap in access to care.³

Background Policy Research

Background research on relevant policies, plans and bylaws was conducted for the City of Kelowna, District of Lake Country, District of Peachland and City of West Kelowna. An analysis of Official Community Plans, Zoning Bylaws and Business Licensing identified municipal processes and policies that may create barriers to the creation of licensed child care spaces in the Central Okanagan.

³ The gap in care refers to the number of children who would require care if ALL children within the region were to access licensed or registered licensed-not-required child care across the Central Okanagan. It does not consider those who choose to opt out of care or those who would prefer alternate arrangements to licensed care.



Community Engagement

The following engagement activities were conducted as part of this study:

PARENT & CAREGIVER SURVEY

An online parent and caregiver survey was launched on September 16th, 2019 and closed on November 1, 2019. A total of 427 parents or caregivers responded to the survey from Kelowna, Lake Country, Peachland and West Kelowna, with most respondents residing in Kelowna.

PROVIDER SURVEY

An online child care provider survey was offered from September 16th to November 1st, 2019. A total of 58 providers completed the survey. Most of the information collected was used to inform the inventory.

FOCUS GROUPS

Focus groups were conducted within Lake Country, Kelowna, West Kelowna and Peachland. They were open to parents, child care providers and anyone who regularly works with children. All focus groups were held in the evening with child care provided, however, most attendees were service providers.

The same questions were posed at each focus group and aimed to understand what is working well and what challenges participants experience. More detailed information was also provided with respect to space availability, operating times, staff, supports, location and financial challenges.

427

Participants

58

Participants

40+

Participants



40

Participants

POP-INS

Due to minimal parent participation in the focus groups, in-person engagement was adapted to better fit the needs of parents. Members of the project team dropped into the following existing programs and had casual conversations with parents about challenges, opportunities and solutions:

- ▶ Mamas for Mamas (Kelowna)
- ▶ The Bridge Special Deliveries (Kelowna)
- ▶ The Bridge Creative Playtime (Peachland)
- ▶ Baby Time @ the Library (Lake Country)
- ▶ Toddler Time @ the Library (Lake Country)
- ▶ Interior Health Baby Talk (West Kelowna)



18

Participants

ONE-ON-ONE INTERVIEWS

To dive deeper into the experiences of those within the child care system, we conducted several one-on-one interviews. These conversations allowed us to understand the passion, stress, frustration and other emotions experienced by those impacted by child care.



51

Participants

CHILD CARE WORKSHOP

On December 3rd, 2019, an action planning workshop was held with child care providers. We had 51 attendees participate in an evening that included a presentation by Emily Gawlick, executive director from ECEBC, reporting back from the Care For Our Kids team and an interactive, hour-long engagement session where attendees asked their peers one of four interview questions. Participants worked alone and in small and large groups.

STATE OF CHILD CARE



The state of child care in the Central Okanagan is complex, and involves many stakeholders. Parent and provider experiences, and the systemic challenges that they face, cannot be addressed by space creation alone. What follows, is the narrative and supporting data that describes child care within the Central Okanagan. The communities within the region, for the most part, experience child care similarly with differences highlighted throughout this report and the engagement summary.

CHILD CARE SPACES & PROGRAM LOCATIONS

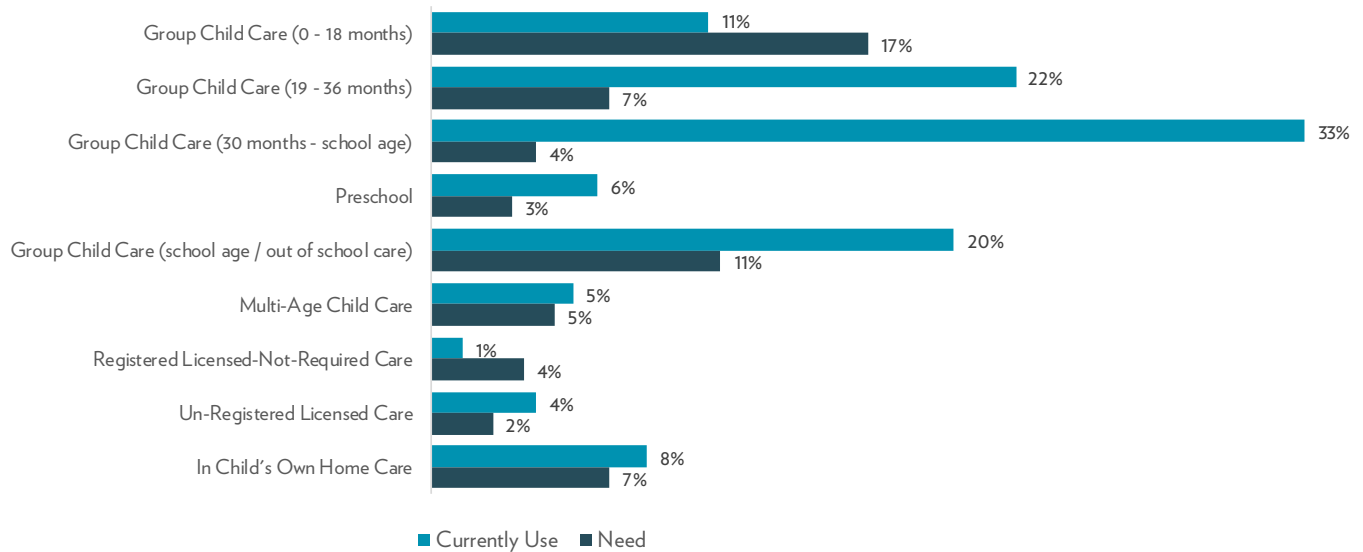
There are total of 5,752 licensed or licensed-not-required child care spaces (Table 1) in the Central Okanagan offered by 195 program locations (page 8).

It should be noted that many other child care offerings exist throughout the region that are unlicensed or unregistered with the CCRR. This may include, for example, care provided by a stay-at-home parent, nannies or family members providing care. These care types are incredibly difficult to quantify and are fluid. As such, they have not been accounted for within the inventory.

Table 1. Number of child care spaces and program locations for each municipality

	Group Child Care (birth to 36 months)	Group Child Care (30 months to school age)	Licensed Preschool	Group Child Care (school age)	Multi- Age Child Care	Family Child Care	In-Home Multi-Age Child Care	TOTAL Child Care Spaces
Kelowna	551	1088	495	1457	293	147	5	4036
Lake Country	24	89	84	125	0	21	8	351
Peachland	0	8	18	44	0	7	0	77
West Kelowna	72	223	266	527	64	105	31	1288
TOTALS	647	1408	863	2153	357	280	44	5752

What kind of child-care services do you currently use and/or need?



Child care program locations within the Central Okanagan:

Kelowna

120

Lake Country

13

Peachland

4

West Kelowna

58

Total

195

ACCESS TO CARE

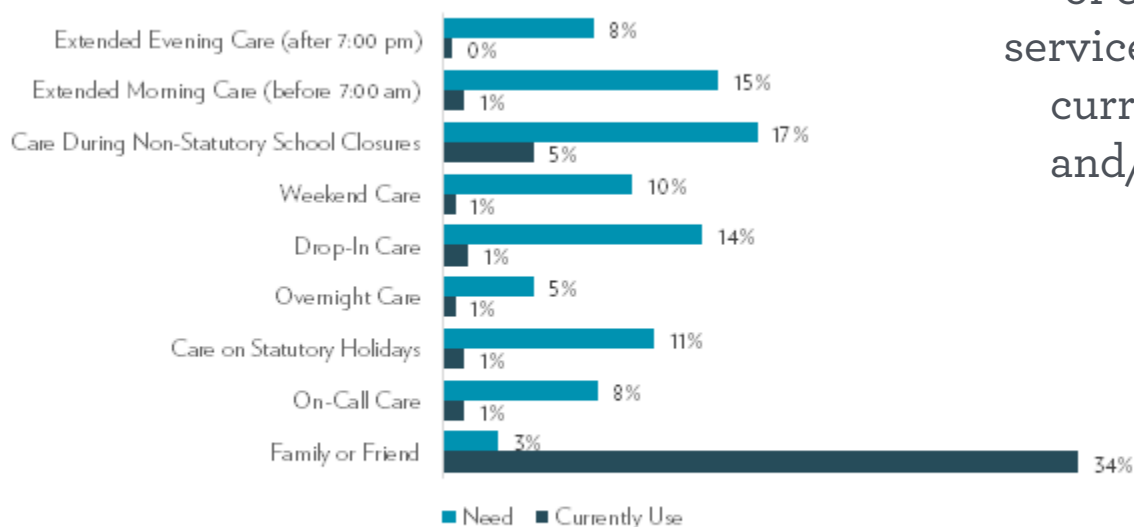
MCFD performance indicators show that the Central Okanagan is an area with “Significant difficulty in finding care” for the infant / toddler age group and with “General difficulty to find care” for ages 3-5.⁴

Parent and provider survey data and engagement feedback support the MCFD’s findings and further illustrate that there is not enough space to meet demand.

Parent and caregiver survey respondents indicated that the child care categories that have unmet needs are primarily licensed group care (0-18 months) and registered license-not-required care (figure above). The need for care in the infant / toddler age group was echoed throughout community engagement from both parents and providers. This was further substantiated through the provider survey where 69% indicated that infant / toddler care is most needed followed by care required for school-aged children (21%).

⁴ Source: Early Years Performance Indicators. 1.01 Accessibility of Licensed Child Care Spaces, Ministry of Children and Family Development: <https://mcfcd.gov.bc.ca/reporting/services/early-years/performance-indicators>

What kind of child-care services do you currently use and/or need?



Pending Space Creation

- 18 of 58 child care providers who responded to the provider survey indicated that they were opening up additional spaces within the next 12 months
- Interior Health licensing has indicated that they are in the process of adding an additional 227 spaces to the region*

**Values indicate the fluid nature of space creation. It should be noted that not all spaces will become licensed, available spaces.*

One hundred percent (100%) of provider survey respondents who carry a waitlist indicated that they are at capacity and carry between two and 200+ children on their waitlist. This further illustrates the limited access to care.

Parent and caregiver respondents also indicated that there is unmet need for:

- Care during non-statutory (17%) and statutory school closures (11%)
- Extended morning care (before 7 am) (15%) and evening care (8%)
- Drop-in (14%) and weekend care (10%)

Lack of part-time and drop-in spaces mean that parents often pay for full-time placements even though they do not need it; this then limits access for other children. These challenges to accessing flexible care are compounded when parents need to secure space for more than one child. This was also echoed through one-on-one interviews.

It should also be noted that care for school-aged children is an area of high need.



When asked what supports parents need to thrive, flexible care was the top theme that emerged.

- Parent & Caregiver Survey

FINDING ALTERNATIVES

As a result of this shortage in space – particularly with the infant / toddler age group – parents are looking for care alternatives. Thirty-four percent (34%) of survey respondents indicated that they use a family or a friend for care. This was echoed during in-person community engagement where grandparents were cited as the family member parents frequently ask for help.

Other forms of care include the use of nannies and families making the decision for one parent – often the mother – to stay home to care for their children.

PREFERRED CHILD CARE TYPES

Families in the Central Okanagan who responded to the parent and caregiver survey indicated that the main factors influencing their choice in child care are:

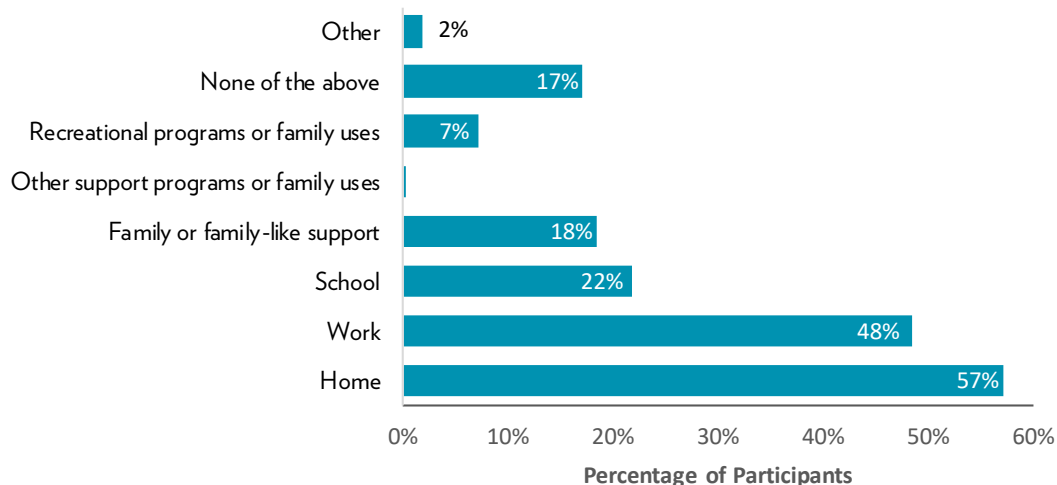
- License or registration of a child care provider (81%)
- Education / certification(s) of child care provider (84%)
- Convenience of location (85%)
- Flexible working hours (70%)

Seventy-seven percent (77%) of parent respondents indicated that they are satisfied with the care they receive and 37% stated that if given the choice, they'd chose an alternate care arrangement that provided more flexibility, was more affordable and was licensed.

Families continue to seek out programs that align with family care values. The need for both licensed group care and licensed-not required care illustrate that families are looking for different care options - such as those small care programs offered in a provider's home or a larger care centre within a facility, among others.

It should also be noted that 21% of parent respondents indicated the importance of care that recognizes family culture, programming in a language other than English (9%) and accommodation of siblings (66%).

Is your child care located close to any of the following?



HOURS & LOCATION

Hours

When it comes to service hours, parents are looking for greater flexibility in the care that they receive. This need for flexibility is highlighted in the need for part-time care, care on evenings and weekends and extended mornings and nights. This is especially the case for parents who work shift work, as typical child care is offered during regular business hours, Monday to Friday.

It can be challenging for parents to secure care that works around the School District's calendar and to find care on pro-d days, Christmas, spring and summer breaks.

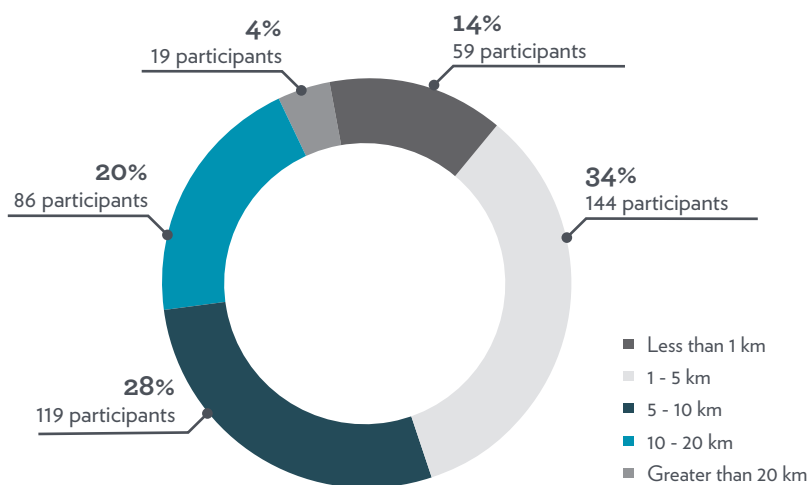
Though parents and caregivers have expressed frustration with the timing of available child care, it is often difficult for care providers to accommodate requests for flexibility in timing, as staff are already maxed and experiencing burnout.

Location

Throughout the parent and caregiver survey and the one-on-one interviews, families shared that the preferred location for child care is close to work or home. Fifty-seven percent (57%) and 48% of Central Okanagan parents and caregivers surveyed indicated that their current program is located near either home or work, respectively.

Parents shared that the logistical challenges experienced around commuting to work, home and child care means that a choice of convenience (close to home or work) is preferred. At the same time, 22% indicated the service provider location being near school and 18% near family or family-like support is also preferred.

This trend is echoed throughout Kelowna, Lake Country and West Kelowna. In Peachland, respondents indicated that their child care tends to be located closest to work (50%) and family or family-like support (50%).



What distance do you travel to your child care provider's place of work?

DISTANCE

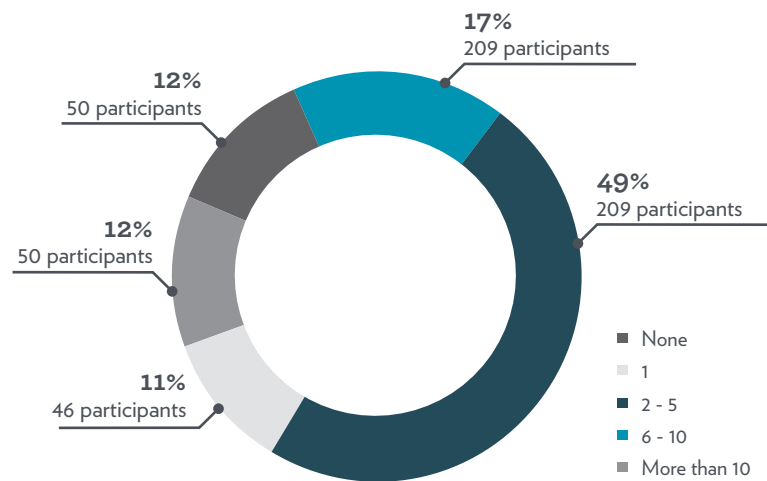
Parents and caregivers from the Central Okanagan travel between 1 and 5 kilometers (34%) and 5 and 10 kilometers (28%) to their child care program location. In West Kelowna and Peachland, families travel between 10 and 20 kilometers to access care. The parent and caregiver survey showed that 89% of respondents from the Central Okanagan do not travel outside of their municipality or jurisdiction. At the same time, most of the survey respondents were based in Kelowna, where most of the services are located.

Peachland is the only jurisdiction where most parents and caregivers travel outside of the District for care (88%).

LOCATION ISN'T ALWAYS A CHOICE FOR CHILD CARE OPERATORS

Providers must consider where there is physical space available and affordable to them, which does not always correspond to the space with the highest demand. Rental and lease costs in the Central Okanagan also tend to be high and so are outdoor space requirements for a child care.

Approximately how many child care waitlists have you been on?



WAITLISTS

Forty-nine percent (49%) of survey respondents across the Central Okanagan indicated that they had been on 2 – 5 waitlists prior to accessing care. Many expressed a sense of frustration with waitlist times and highlighted the stress around not knowing when they would be able to secure care. During interviews, service providers, parents and caregivers shared that it is extremely important for families to sign up for waitlists as early as possible – often when they find out they are expecting.

As per the parent and caregiver survey, it takes between one month and two years for families to find care in the region. It was noted by some parents that being persistent and a “squeaky wheel” with child care providers often speeds up the process to finding care.

Parents often put themselves on many lists at a time (typically between 2 – 5), which alters indicators of community need. This also means that from a provider’s perspective, waitlists are administratively difficult to manage.

Through engagement with Peachland parents, it was heard that many choose to avoid waitlists all together due to the extreme limits in care availability. As a result, parents often look to other forms of care as a first step in their search for child care.

Anecdotally, frustration was expressed that some care providers were charging families a waitlist fee, which limits access for some families – especially with those on lower incomes.

Child Development Waitlists

Like child care space availability, support services within the Central Okanagan also have long waitlists to support the developmental needs of children. For example, child development programs such as Starbright have long waitlists – typically between 80 and 90 children – which can sometimes lead to undiagnosed behavioral needs in underserved populations. Children can wait between ten months and one year for service and there are some who won’t ever get the support that they need⁵.

⁵ Source: One-on-one interview with Starbright Children’s Development Centre

IMPACT OF CHILD CARE ON THE COMMUNITY



CHILD CARE PROVIDER EXPERIENCE

Throughout the service provider interviews and workshop, care providers shared that the challenge of recruiting and retaining Early Childhood Educators (ECEs) is a systemic issue:

- ▶ Increasing quality of care and staff retention requires increased pay
- ▶ Increasing pay for ECEs can result in greater cost for parents
- ▶ Increasing cost for parents makes child care more inaccessible
- ▶ Lack of ECEs leads to high burn out and staff shortage
- ▶ Shortage of staff leads to an over-stretched system and compromised access to care

In addition to compromising access to care, parents and providers indicated that these systemic issues are impacting the children who access care.



Recruitment & Retention

The number one issue facing child care providers in the Central Okanagan is the shortage of ECEs available to provide care. It was echoed over and over that increasing the number of spaces within the Central Okanagan is only one piece of the puzzle and that an extreme staff shortage will prevent many operators from expanding or starting up.

Eighty-three percent (83%) of respondents in the provider survey indicated that staff leave the sector to go to another profession for the following reasons:

- Pay is too low for the responsibility with little to no benefits (92%)
- High burnout due to the demanding nature of the position (28%)
- Either long hours or not enough consistent hours (25%)
- Lack of respect in the industry (8%)

An extreme shortage results in competition between service providers to retain talent and an unhealthy culture where staff move from location to location. This plays a role in a child's day-to-day experience, which may – depending on the child – have negative impacts due to the lack of consistency in care.

Education & Training

The structure of the training programs for those looking to get into the field of child care is also impacting the child care providers' experience. The following illustrates the types of training offered in British Columbia:

Type of Training	Hours to Obtain Designation
Responsible Adult Training (RAT)	20 hours
Early Childhood Educator Assistant (ECEA)	~400 hours
Early Childhood Educator (ECE)	~900 hours
IT / Special Needs Specialization	~250 hours (+ECE certificate)

The notion that a Responsible Adult designation can be completed in 20 hours vs two years for an ECE designation (which requires continuous professional development), and that the rate of pay between designations is negligible, creates a system of fragmentation and unstandardized care, which leads to variation in quality.

From community engagement, it was heard that some care providers and members of the child care community are calling for a standardized education designation and the ECEA and RAT be eliminated completely. One provider suggested a complete overhaul in child care education and that the training should be in the form of an accredited degree program with a college or university.

As per child care provider engagement, other challenges within the education system include:

- Not enough people entering programs that provide ECE training
- Time delays for qualified ECE staff to obtain licenses to work
- Expensive for ECEs to finish a 2-year, unpaid practicum program
- Low wages mean that the job does not make sense after the investment

The need to find ways to make ECE a sustainable profession with more financial and professional stability is key to addressing the child care shortage. This will need government commitment and efforts have already begun to improve recruitment and retention in British Columbia.⁶

Having more facilities does not address the gap created by a shortage of ECE staff whose importance is not widely understood by the community.

⁶ Source: Investing in our Early Childhood Educators: Early Care and Learning Recruitment and Retention Strategy, Province of British Columbia: https://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/6337_earlycareandlearningrecruitment_andretentionstrategy_report_web.pdf



Government Support for ECE Training

The province currently supports ECE students with a bursary for their training program. As of late 2019, that funding had been spent.

Licensing

Licensing represents an important challenge for child care providers. Licensing is more focused on the act of enforcement rather than how you can look at the intent of the act and ensure child safety and quality of care while still allowing more child care spaces to open. “The inability to move licensing at all on their interpretation of regulations is another barrier to opening new spaces and maintaining spaces.”

Barriers to Space Creation

Through the provider survey, operators shared key barriers to starting up:

- Challenges with licensing, regulatory challenges, including health and safety
- Challenges experienced with shared space arrangements
- Staff shortages
- Financial challenges in starting up
- Difficulty in navigating the funding system

- Difficulties in finding an appropriate, affordable location
- Difficulty in navigating municipal processes
- Lengthy start-up period
- Financial limitations of the business model; after paying the lease, wages and incidentals, the margin can be small

These items have been used to inform this action plan.

Potential Supports from Local Government

Through engagement, care providers shared that there are certain local government supports that they can benefit from, which include:

- Provide facilities and land for spaces
- Provide some level of financial support for families and providers (training, wages, operations)
- Act as community, provincial and federal advocates
- Review, update and create policies and plans that support child care
- Promote partnerships with organizations that care providers can co-locate with

“I think a lot of people think daycare is babysitting. They don’t think about what their kids are learning... We need to develop children so they are ready to be successful when they get to kindergarten.”

-- Child Care Provider

Perception of Child Care Providers

Through the engagement process, child care providers highlighted the complexity of the child care system in the Central Okanagan and the many factors to that consider to address child care needs. Providers identified that there is tension between providing quality service, having enough staff and providing accessible care while also remaining financially sustainable and responding to a high demand.

This complexity is intensified by the lack of qualified staff, challenges with licensing requirements and a lack of understanding of the importance of early childhood education. Care providers expressed frustration with the complex and interconnected challenges they face; they shared a sense of having their hands tied since each challenge seemed to reinforce the next.

- Ability to find what they are good and enjoy
- Access to outdoors activities

Parents also indicated that the challenges that exist in the child care system are impacting their children.

High Demand for Child Support Programs Impacts Child Care Access

Long waitlists for child development programs in the Central Okanagan may lead to undiagnosed behavioural challenges. Growth in the Central Okanagan means that child development centres are seeing a growth in the number of children who require support. One of the factors impacting waitlists is, like in child care, a staff shortage. Staff shortages may limit a child’s ability to enter a care program.

IMPACT ON CHILDREN

Throughout the one-on-one interviews, parents described the kind of care and support their children need in order to thrive:

- Love
- Strong support system
- Compassionate care
- Supportive and structured environment where they can play with others
- Teachers that the parents can trust
- Access to different and new experiences

“We are in the news because we are a needed service, and that service is inadequate at best. That’s because we aren’t quite recognized as a profession.”



“Child care is a nightmare for shift workers.”

- Parent

IMPACT ON PARENTS

The well-being of parents and caregivers is directly influenced by the well-being of the children they care for and love. As such, parents are key to understanding the state of child care in the Central Okanagan. Through the parent and caregiver survey and the one-on-one interviews, parents and caregivers shared that they value:

- Support for children’s emotional and physical needs
- Time together as a family that is stress free
- Confidence that their children are well taken care of

When it comes to challenges, there was a recurring sense of frustration at the lack of choice that parents have, particularly with Infant/Toddler care (0-36 months). The challenges that parents face influence their overall mental health and a families’ well-being.

Other challenges include:

- High staff turnover which leads in inconsistency in care
- High cost of child care for one child and increased cost for multiple children
- Difficulty securing flexible care, part-time care or care outside of regular business hours or after school care

- Stressful waitlists and having to pay to be listed on some
- Need for care support
 - ▶ For example, when a parent or caregiver does not have access to care, over half of parents indicated that a family member would help out (54%) or that a parent would take time off of work (57%).

Throughout engagement with parents and caregivers, it was frequently shared that the stress of finding and accessing proper child care negatively impacts parents, caregivers and families.

Parents and caregivers who do not have access to a strong support system of family and friends are especially vulnerable when struggling to secure proper care. Shift workers, for example, are within this more vulnerable group, given that there are not enough flexible options that accommodate for their shifting schedules. Families with more than one child find themselves piecing together different types of care with the added pressure of finding care within different age groups and in multiple places.

“As parents, we have made the difficult choice to have my wife work part-time, just to be able to drop off and pick up the kids at school. Even though my wife has been offered lead day shift nursing opportunities, we do not have options on how to make this work. She’s only part-time on afternoons for this reason.”

GENDERED IMPACT

The gendered impacts of child care in the Central Okanagan were recognized throughout engagement. Participants highlighted the different ways in which gendered roles around child care manifest. They shared how women are more often directly impacted personally, professionally and socially by the child care challenges the region faces.

Traditionally, gendered roles determine that women bare most of the responsibility when it comes to child care. Though this is changing in meaningful ways, this unequitable division of child care continues to have a multi-dimensional effect today.

- **From parents and caregivers:** It was shared that women are the ones who, overwhelmingly, have a difficult time going back to full-time employment after taking maternity leave (should they wish to do so). Given the cost of care, families find themselves in a situation where having one parent stay home makes the most financial sense. Participants also shared that, most often, women are the ones who stay home, which can impact their career trajectory, earning capacity and economic growth.
- **From underserved populations:** We had the opportunity to speak with young parents who were predominantly women. They shared a sense of overwhelming stress when trying to secure care for their families. They also expressed a lack of understanding of the resources available to them and how to navigate the child care system. They explained that they do their best to reach out to their families, but are left vulnerable when they do not have a strong support system.
- **From care providers:** They shared that the majority of their ECE staff is made up of women. This is the same staff with a high rate of burnout and turnover. Care providers explained that, given a lack of understanding around the importance of ECEs, there can be a lack of respect for the profession. This translates into a lack of investment, supports and job security for those who engage in this work.



ROLE OF COMMUNITY IN CHILD CARE

There are several community support services within the Central Okanagan:

- ▶ Starbright Child Development Centre
- ▶ Metis Society
- ▶ Strong Start
- ▶ Childhood Connections
- ▶ Project Literacy
- ▶ KiLowna Friendship Centre
- ▶ Bridge Youth and Family Services
- ▶ YMCA Okanagan
- ▶ Okanagan Centre for Autism Intervention
- ▶ Okanagan Boys and Girls Club
- ▶ Ministry of Children and Family Services
- ▶ School District 23
- ▶ THRIVE Kids Canada

ROLE OF GOVERNMENT IN CHILD CARE



All levels of government have the ability to play a key role in improving the state of child care in the Central Okanagan.

PROVINCIAL GOVERNMENT

Licensing

An important aspect of any licensed child care is to ensure compliance with the Community Care and Assisted Living Act Child Care Licensing Regulation. This ensures that child care providers meet provincial government requirements for:

- Health and safety
- Staffing qualifications
- Staff-to-child ratios
- Space and equipment
- Program standards

The child care provider typically works with the provincial government licensing officer to ensure all conditions are met. In expanding or creating new space, it is recommended to work with the licensing officer and child care provider at the start of the project to support co-designing spaces.

Each age group that care is licensed for has separate requirements related to the categories identified above to ensure their safety. The [Child Care Licensing Regulation](#) should be referred to at all times and is only presented in this report for information purposes.

Table 2 outlines the requirements applicable to all child care facilities, while Table 3 provides a breakdown of regulations pertaining to each type of child care program.



Table 2. Universal child care facility requirements in British Columbia.

Usable Floor Area	Bathrooms	Diaper Change Stations	Sleeping Area	Outdoor Area
3.7 sq. m., excluding hallways, built in storage areas, bathrooms, and fixed appliances	One toilet and wash basin for every 10 children or less must be on the same floor of the child care facility	Must be located outside of food preparation areas, next to: <ul style="list-style-type: none"> ▶ covered container for soiled clothing ▶ wash basin 	Must be located away from any activity area	<ul style="list-style-type: none"> ▶ Must have 6 square meters of outdoor play area for each child, or if providing more than one type of care, an outdoor play area that meets the requirement of the various groups care is being provided for ▶ Must be enclosed to ensure that children are free of harm

Table 3. Provincial regulations for child care facilities in British Columbia by type of child care.

Licensing	Child Care Type	Age	Maximum Group Size	Child-to-Staff Ratio	Staff Qualifications	Setting
YES	Under 3 years	From birth to 36 months	12 children	4 children: 1 Infant Toddler Educator (ITE) 5-8 children: 1 ITE, 1 Early Childhood Educator (ECE) 9-12 children: 1 ITE, 1 ECE, 1 Early Childhood Educator Assistant (ECEA)	ITE: ~1300 hrs of training ECE: ~900 hrs of training ECEA: completion of one ECE course	Community-based facility or centre
	2.5 years to school age	From 30 months to Kindergarten age	25 children	1-8 children: 1 ECE 9-16 children: 1 ECE, ECEA 17-25 children: 1 ECE, 2 ECEAs	ECE: ~900 hrs of training ECEA: completion of one ECE course	Community-based facility or centre
	School age (before- and after-school care)	Kindergarten age and up	24 children from K and G1 OR G2 and older with no K or G1 children	1 adult for each 12 children from K and G1 1 adult for each 15 children from G2 and older	20 hours of child care training Relevant work experience Valid first aid certificate Clear criminal record check	Community-based facility or centre
	Multi-age	From birth to 12 years	8 children	1 ECE for 8 children	ECE Certificate: ~900 hrs of training	Community-based facility or centre
	In-home multi-age child care	From birth to 12 years	8 children	1 ECE (who is also the licensee) for 8 children	ECE Certificate: ~900 hrs of training	In the provider's home
	Family child care	From birth to 12 years	7 children	1 adult for 7 children	20 hours of child care training Relevant work experience Valid first aid certificate Clear criminal record check	In the provider's home

Licensing	Child Care Type	Age	Maximum Group Size	Child-to-Staff Ratio	Staff Qualifications	Setting
	Preschool	From 2.5 years to school age	20 children	1-10 children: 1 ECE 11-20 children: 1 ECE and 1 ECEA	ECE Certificate: ~900 hrs of training ECEA: completion of one ECE course	Community-based facility or centre
	Occasional child care	18 months old and up	16 children (if there are children under 36 months) or 20 children (if no children under 36 months)	Every 4 children (if children under 36 months are present): 1 adult Every 8 children (if no children under 36 months are present): 1 adult	20 hours of child care training Relevant work experience Valid first aid certificate Clear criminal record check	Community-based facility or centre
NO	Registered License-Not-Required	From birth to age 12	Two children or a sibling group who are not related to them	Every 2 children: 1 adult	20 hours of child care training Relevant work experience Valid first aid certificate Clear criminal record check	In the provider's home
	Unregistered	From birth to any age	Two children or a sibling group who are not related to them	Every 2 children: 1 adult	No qualifications required	In the provider's home

Child care providers must apply for a license to operate through their local health authority, Interior Health. They will ensure that all provincial requirements are met prior to granting a license to operate. Interior Health has a [guide posted on their website](#) that outlines the necessary steps for applying for a child care license within their jurisdiction. It is strongly recommended that child care providers connect with their local health authority at the start of their planning to establish a relationship and to ensure they understand the regulatory requirements needed to become a licensed child care provider.

Funding

The Province of British Columbia also plays a role in funding for child care providers and operators, support services and families in need. The provincial government has recently developed programs to support ECE training (bursaries) in addition to several capital and operating grants, space creation grants, child care planning grants and more.

The province also provides funding supports for programs that support child development and financial support to families through the Affordable Child Care Benefit, the Fee Reduction Initiative, the Young Parent Program and Universal Prototype Sites offering low-cost quality child care.

LOCAL GOVERNMENT

Before a child care facility is opened, it is important that the business owner determine if the property in which they wish to open their facility allows such uses as per the municipal Zoning Bylaw; child care facilities may not be permitted in every zone of a municipality. If the business owner finds that child care facilities are not listed as a permitted use under their property zoning, they will be required to undertake a Zoning Bylaw Amendment process to legally permit the child care facility on the property.

This process is relatively similar in each of the communities and Council approval is required. A fee from \$1,000 - \$1,900 is necessary for the processing of a Zoning Bylaw Amendment application. Properties that do not meet any other requirements outlined in the Zoning Bylaw, such as number of required parking spaces and minimum yard setbacks, will need to apply for a Development Variance Permit. Fees for processing these applications range from \$450 - \$1500 in the Central Okanagan.

It is also necessary that a business license be acquired before operations commence. These are to be obtained from the municipality on a yearly basis and range in cost from \$28 - \$135 depending on the type of facility.

Undertaking these municipal application processes can sometimes be time-consuming and complex, especially if the applicant is not familiar with the process. It is highly recommended that child care providers connect with their local government at the earliest point possible in their decision-making process to open a child care facility.

The following were reviewed: Official Community Plan, Zoning Bylaw and Business Licensing. A summary of the findings are below:

Official Community Plans

Child care facilities are largely not referenced in the Official Community Plans (OCPs) of local governments in the Central Okanagan. Only the City of Kelowna defines child care facilities and permits their use within the Zoning Bylaw. The City of Kelowna's OCP defines these uses as, "An establishment intended to provide care, educational services, and supervision for children or adults during the day or evening, and may include limited overnight accommodation to accommodate shift workers." There are only two policies that speak to the provision of these uses in the City and they aim to ensure that broad community resources are appropriately distributed across Kelowna.

While the City of West Kelowna has not defined child care facilities or indicated in which land use designations they should be encouraged, their OCP does identify the implementation of tools such as community amenity contributions that can be used to encourage the provision of child care facilities. This is a good example of policy that could be similarly incorporated into other OCPs of local governments within the Central Okanagan, as it provides Council with direction for exploring the use of municipal finance tools as a strategy for encouraging more child care spaces in their community.





Zoning Bylaws

Definitions

The Zoning Bylaws of Central Okanagan local governments have two strategies for defining child care facilities. Kelowna and Westbank First Nation have more specific definitions for these facilities that imply that the use's primary purpose is to provide child care. For example, Kelowna uses the definition of "child care centre" and Westbank First Nation uses the definition of "daycare facility." Other communities in the Central Okanagan have umbrella definitions for care facilities in their Zoning Bylaws under which child care falls, as well as community care and assisted living facilities.

These definitions are further divided into "major" and "minor" categories, with specific criteria included in the definition that outlines how a "major" facility differs from a "minor" facility. Criteria include the number of patrons permitted, whether or not overnight accommodation for shift workers is necessary, and the type of building in which these uses are permitted.

For example, the District of Lake Country defines a Care Facility, Major as "an establishment licensed as required under the Community Care and Assisted Living Act intended to provide care, educational services, and supervision for children or adults during the day or evening, and may include limited overnight accommodation to accommodate shift workers. This use includes group day care centres intended for 26 or more patrons, out-of-school centres and drop-in centres. This also includes care centre, minor and care centre, intermediate." Whereas a Care Facility, Minor is defined as "an establishment licensed as required under the Community Care and Assisted Living Act intended to provide care, educational services, and supervision for children or adults during the day or evening, and may include limited overnight accommodation to accommodate shift workers. This use includes drop-in centres and group day care centres for up to eight patrons, and up to 10 children for the provision of care, before and after school hours and during school holidays, for children attending school, and pre-schools for up to 15 children."

Creating consistency amongst how child care facilities are defined and classified in the Zoning Bylaws of Central Okanagan communities may be helpful for those providers wishing to operate a facility in more than one municipality. While child care is regulated under the Community Care Act, having a separate definition for these facilities may also improve clarity, since the services they are providing are substantially different than those of an assisted living facility, which falls under the umbrella definition of "Care Facility" used in many communities.

Zones

Across the Central Okanagan, child care facilities are permitted as secondary uses in most Agricultural, Rural, Residential and Institutional zones, and as primary uses in most Commercial and Institutional zones. Where child care facilities are permitted as primary uses, these facilities will be the main use on the property. Where child care facilities are permitted as secondary uses, these facilities will be supplementing a primary use such as a housing development or community centre. As such, minor facilities are often listed as secondary uses and major facilities listed as primary. Depending on the property's zoning, Zoning Bylaw amendments may be necessary at times to permit major child care facilities in areas where only minor facilities are currently permitted.

Business Licensing

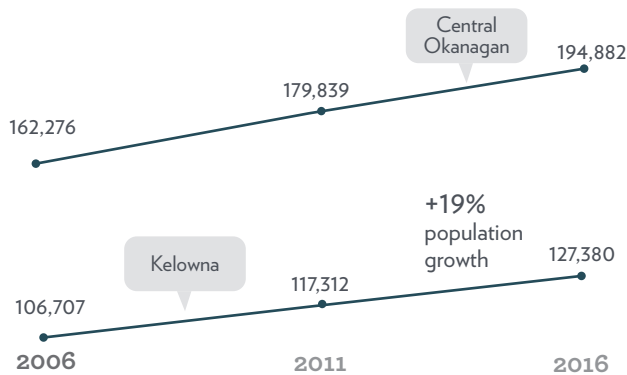
The business license fees range across the Central Okanagan from \$28.43 per year to \$135 per year. This fee is based on the number of children at the facility for Kelowna and Westbank First Nation, whereas the other municipalities apply a flat yearly rate. In West Kelowna, if the child care facility is a home occupation, the fee is less than what is required for a facility that is not provided within a home, however this is only if a fire inspection is not required for the facility. The municipalities that apply the flat fee have the highest business licensing fees for child care facilities in the Central Okanagan, with West Kelowna being the highest at \$135 per year for non-home occupations.

COMMUNITY PROFILES

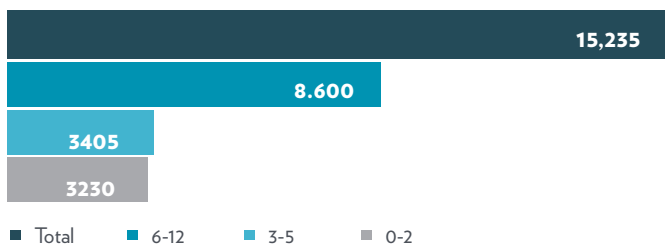
The community profiles provides population insights and community context in the Central Okanagan and the characteristics that support the different types of child care that are needed in the community.

KELOWNA POPULATION 127,380

Rate of Population Growth



Child Population

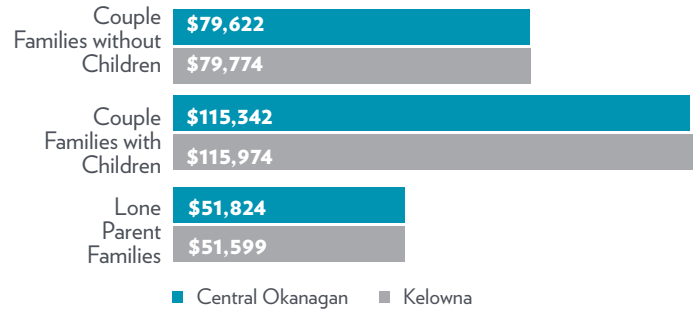


Child Population Growth (2011-2016)

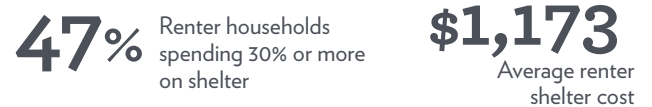
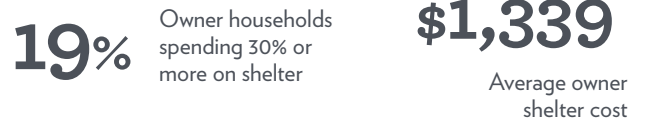
Source (Statistics Canada)



Income

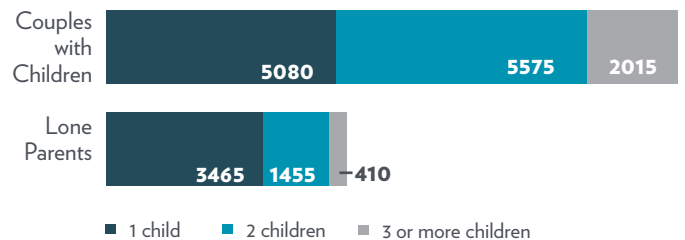


Housing Affordability (2016 census data)

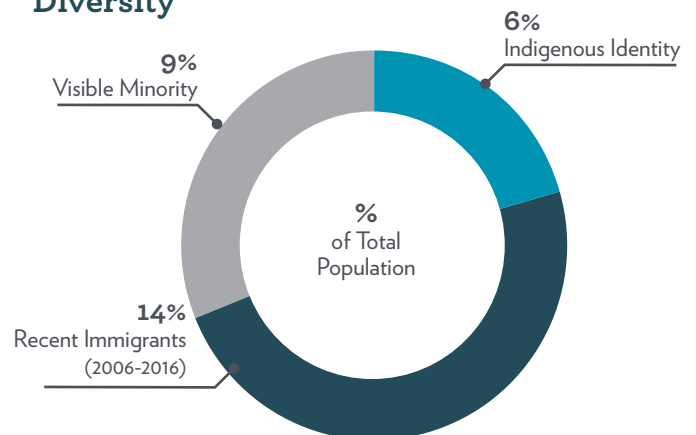


Household Families

Number of Families: 35, 575



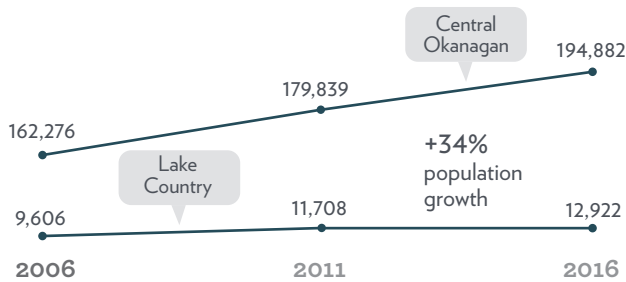
Diversity



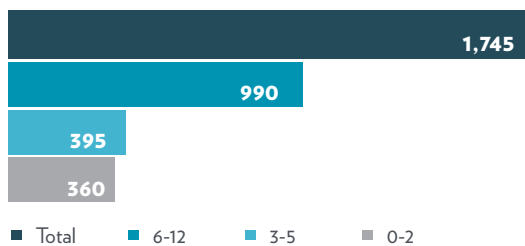
LAKE COUNTRY

POPULATION 12,922

Rate of Population Growth



Child Population

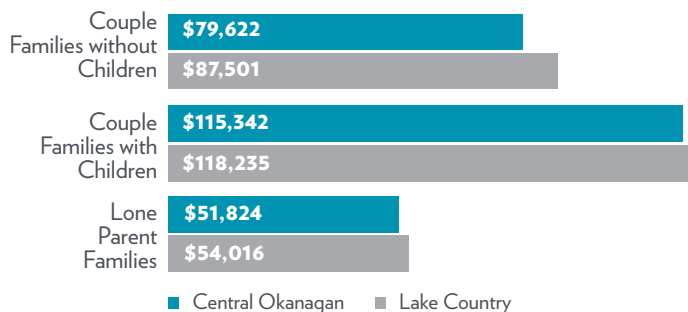


Child Population Growth (2011-2016)

Source (Statistics Canada)



Income



Housing Affordability (2016 census data)

20% Owner households spending 30% or more on shelter

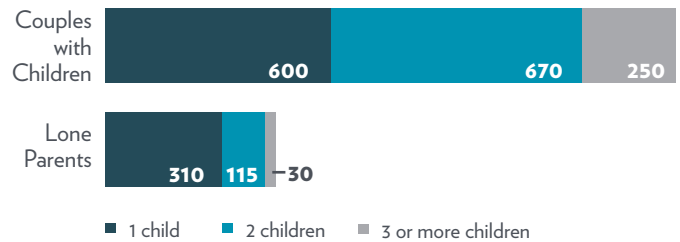
\$1,492 Average owner shelter cost

39% Renter households spending 30% or more on shelter

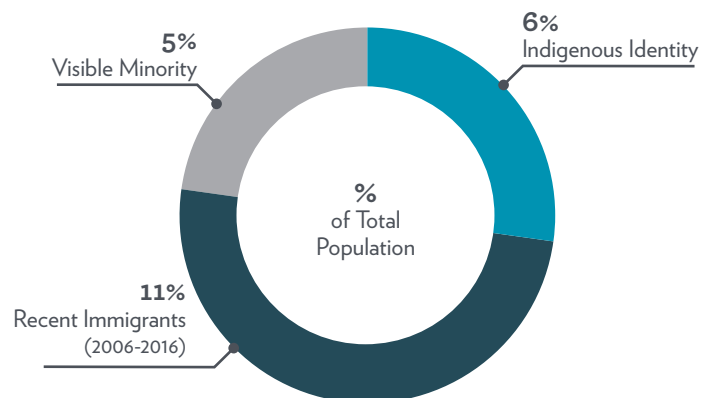
\$1,082 Average renter shelter cost

Household Families

Number of Families: 3,965



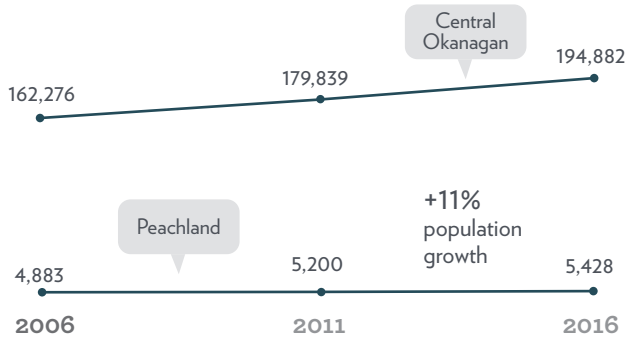
Diversity



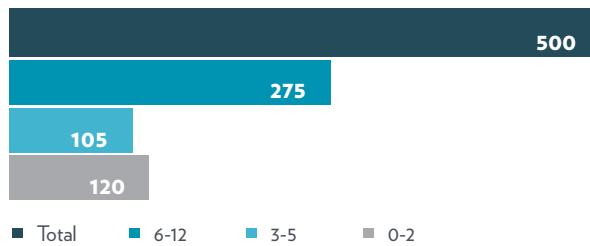
PEACHLAND

POPULATION 5,428

Rate of Population Growth



Child Population

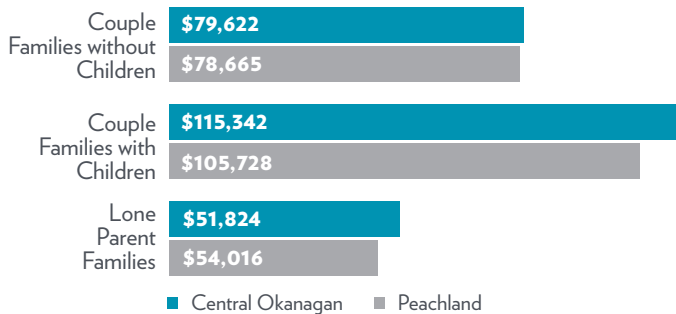


Child Population Growth (2011-2016)

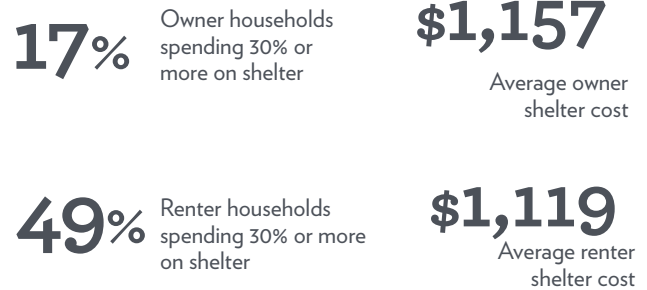
Source (Statistics Canada)



Income

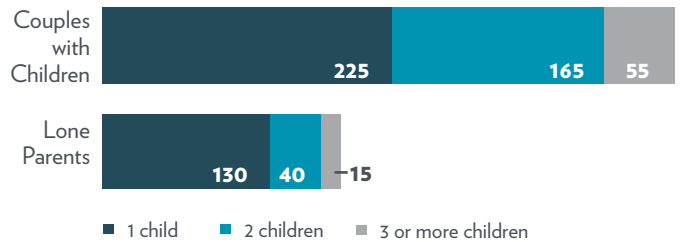


Housing Affordability (2016 census data)

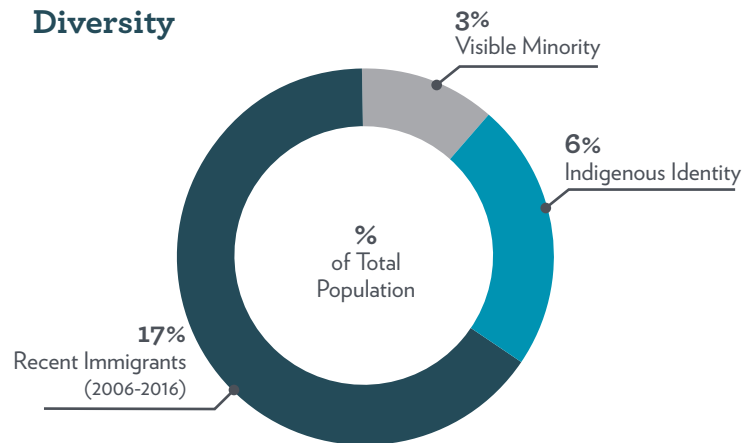


Household Families

Number of Families: 1,880



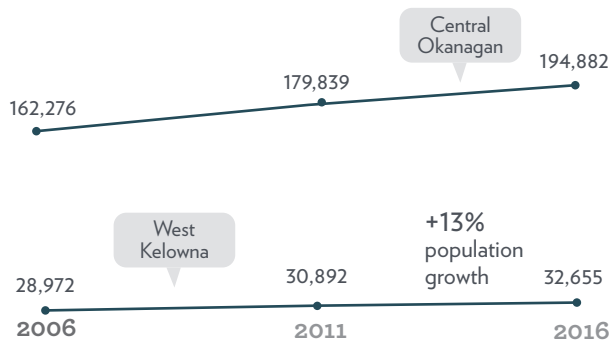
Diversity



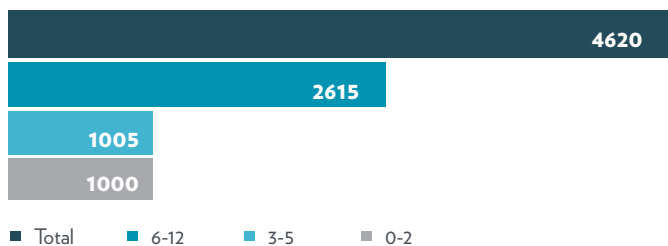
WEST KELOWNA

POPULATION 32,655

Rate of Population Growth



Child Population

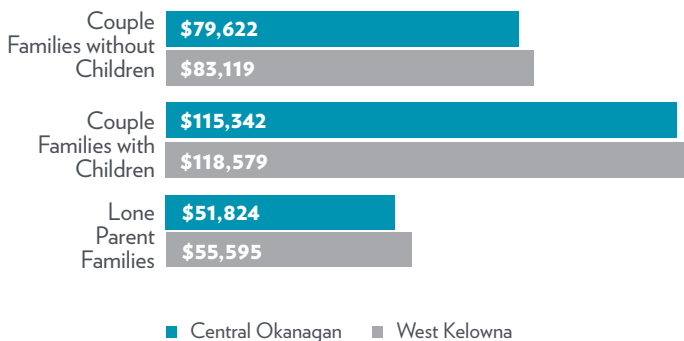


Child Population (2011-2016)

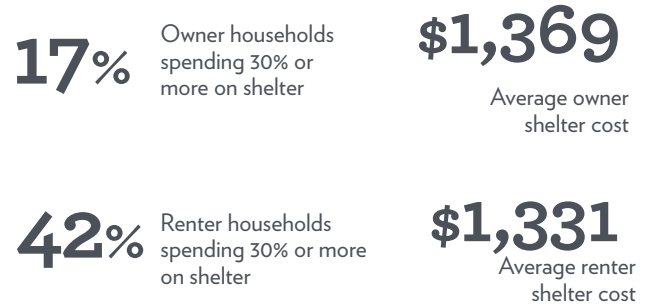
Source (Statistics Canada)



Income

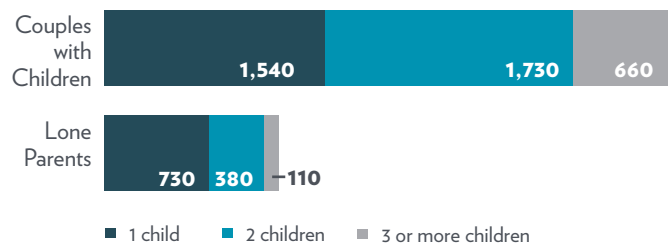


Housing Affordability (2016 census data)

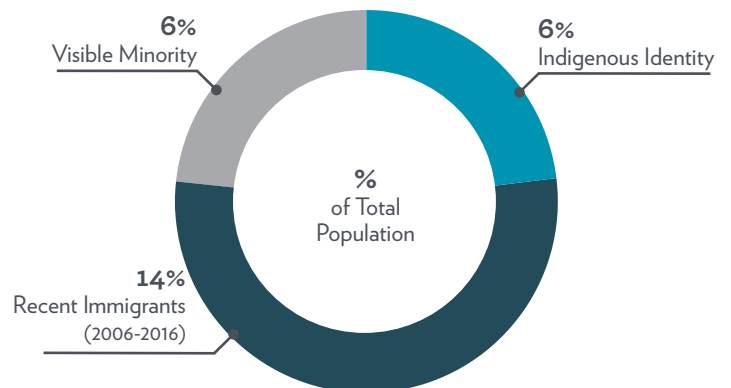


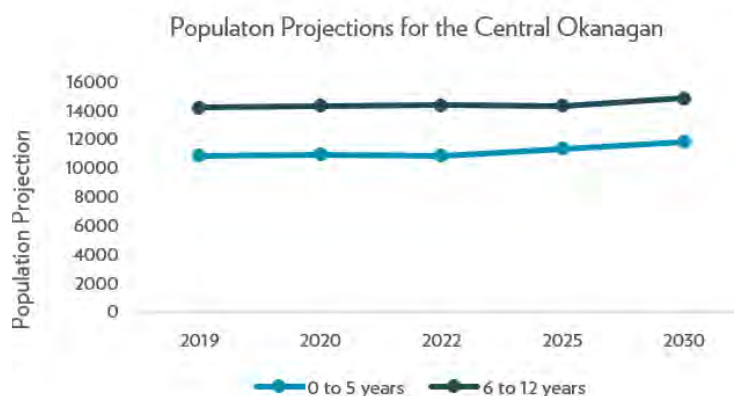
Household Families

Number of Families: 10,130



Diversity





Population

Kelowna is comprised of 127,230 people with a population growth rate of 19% since 2006. Comparatively, Lake Country (12,922), Peachland (5,428) and West Kelowna (32,655) have also seen a growth in population of 34%, 11% and 13%, respectively – all of which are similar or higher than the provincial growth rate of 11.5%.

Child populations in the 0 – 4 age category have increased from 3 – 7% in the Central Okanagan, except for a decrease in Lake Country of 4%. Ages 5 – 9 and 10 – 14 have also seen an increase from 2 – 22%, except for in Peachland, where child populations decreased for both age categories by 3% and 5%, respectively.

Population Projections

Based on the information provided by Statistic BC and P.E.O.P.L.E. 2019 (Population Extrapolation for Organizational Planning with Less Error), the central Okanagan will see an overall increase of 8% and 4% for ages 0 – 5 and 6 – 12, respectively, over the next ten years. The space creation targets for each community take into consideration the population growth rates for the region between the next one, two, five and ten years.

Family Makeup

According to census data, the number of families in the Central Okanagan totals 51,550. For each community, couples without children outnumber couples with children. In all communities but Peachland, families with two children are greater than families with either one child or three children. Peachland is the only community where just over 50% of families have one child.

Across the Central Okanagan, lone parent families have increased in number by 5.4% since 2011. These families are particularly vulnerable to challenges within the child care system as the need for these parents to access care is likely high and affordability plays a more predominant role.

Income & Housing Affordability

Income is an important factor to families who need care. In the Central Okanagan, the average cost of child care for one full-time child is \$1200 per month or \$14,400 per year. Lone parent annual income in the region is roughly \$51,000. When taking into consideration the cost of living where between 17% and 20% of owners spend more than 30% of their income on shelter and between 39% and 49% of renters spend more than 30% of their income on shelter, the cost of child care in undoubtedly playing a role in quality of life and affordability.

Diversity

Culturally, the Central Okanagan is comprised of 3 - 9% of those who identify as a visible minority, 11 - 17% are recent immigrants and 6% identify as Indigenous. New space creation should be informed by the cultural makeup of the region to better meet the needs of community.

CHILD CARE SUPPLY DEMANDS & TARGETS



CURRENT CHILD CARE SUPPLY

As of February 2020, the Central Okanagan has 5,752 licensed or registered license-not-required child care spaces made available through 195 program locations (Table 4).

Table 4. Licensed and registered license-not-required child care spaces for each category of care in the Central Okanagan.

	Group Child Care (birth to 36 months)	Group Child Care (30 months to school age)	Licensed Preschool	Group Child Care (school age)	Multi-Age Child Care	Family Child Care	In-Home Multi-Age Child Care	TOTAL Child Care Spaces
Kelowna	551	1088	495	1457	293	147	5	4036
Lake Country	24	89	84	125	0	21	8	351
Peachland	0	8	18	44	0	7	0	77
West Kelowna	72	223	266	527	64	105	31	1288
TOTALS	647	1408	863	2153	357	280	44	5752



Child Care Access Rate

For each municipality, the current child care access rate (number of spaces per 100 children) was determined from child population data and the number of spaces for a given age category. Categories of care (Table 4) and age categories were grouped based on non-school-aged children (ages 0 – 5) and school aged children (ages 6 – 12). Multi-age, in-home multi-age and family child care spaces were split evenly between the 0 – 5 and 6 – 12 age categories, respectively.

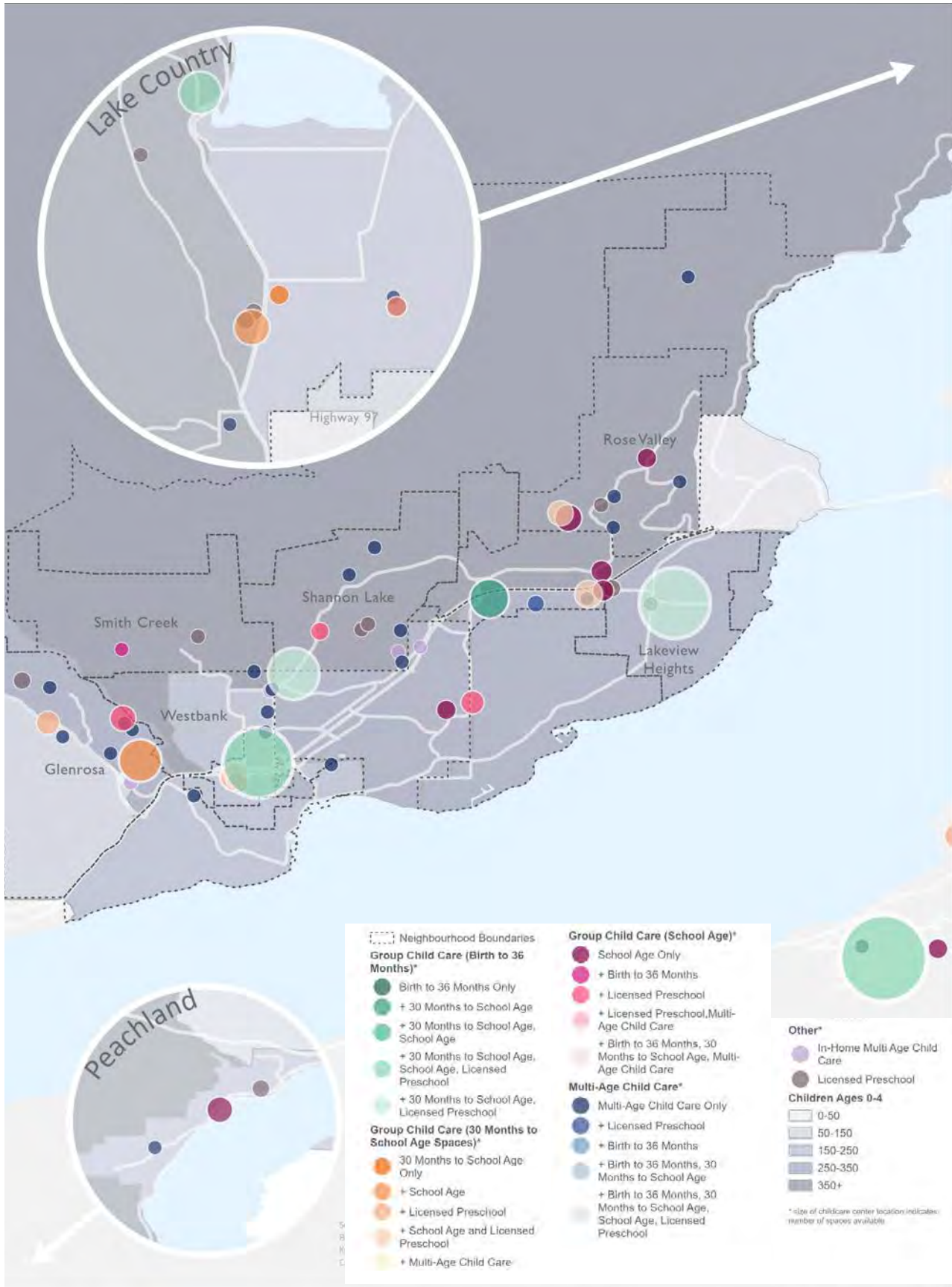
Table 5. Child population, number of spaces and access rate:
Ages 0 – 5

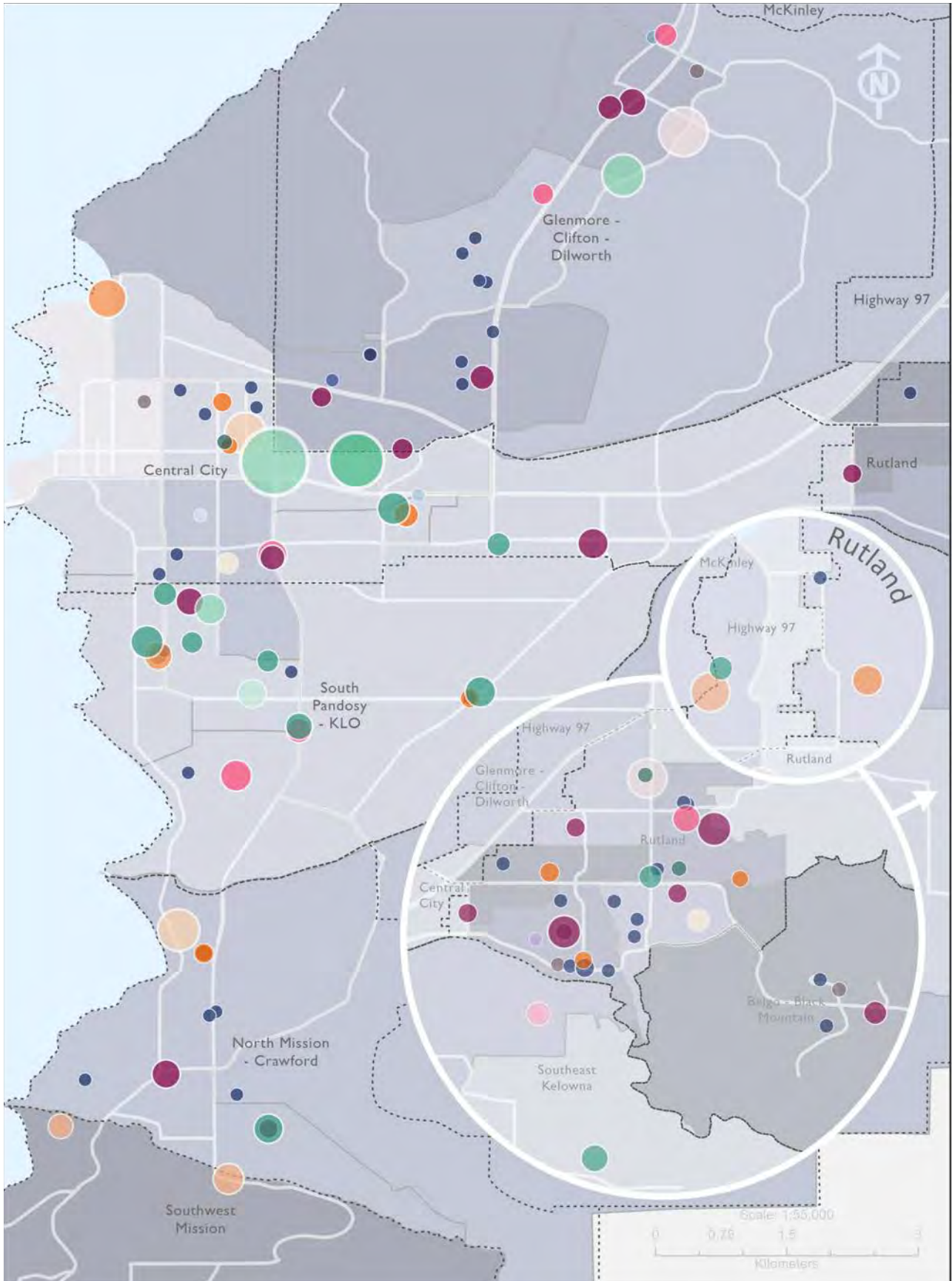
Community	Child Population (0 to 5 years)	Number of Spaces (2019)	Access Rate (spaces per 100 children)
Kelowna	6635	1862	28.1
Lake Country	755	128	16.9
Peachland	225	12	5.1
West Kelowna	2005	395	19.7
TOTALS	9620	2396	Average = 17.4

Table 6. Child population, number of spaces and access rate:
Ages 6 – 12

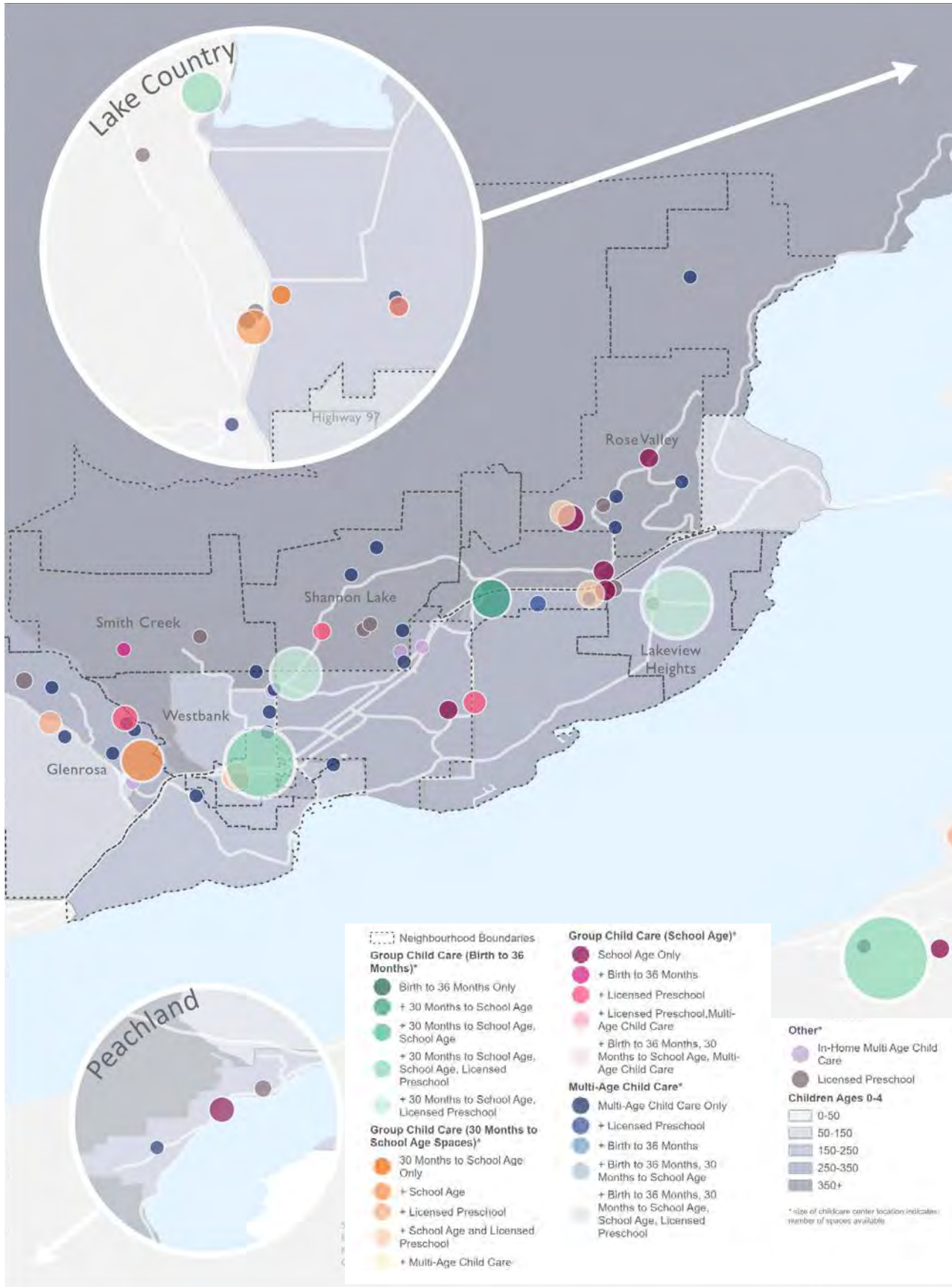
Community	Child Population (6 to 12 years)	Number of Spaces (2019)	Access Rate (spaces per 100 children)
Kelowna	8600	1680	20
Lake Country	990	140	14
Peachland	275	48	17
West Kelowna	2615	627	24
TOTALS	12480	2494	Average = 18.1

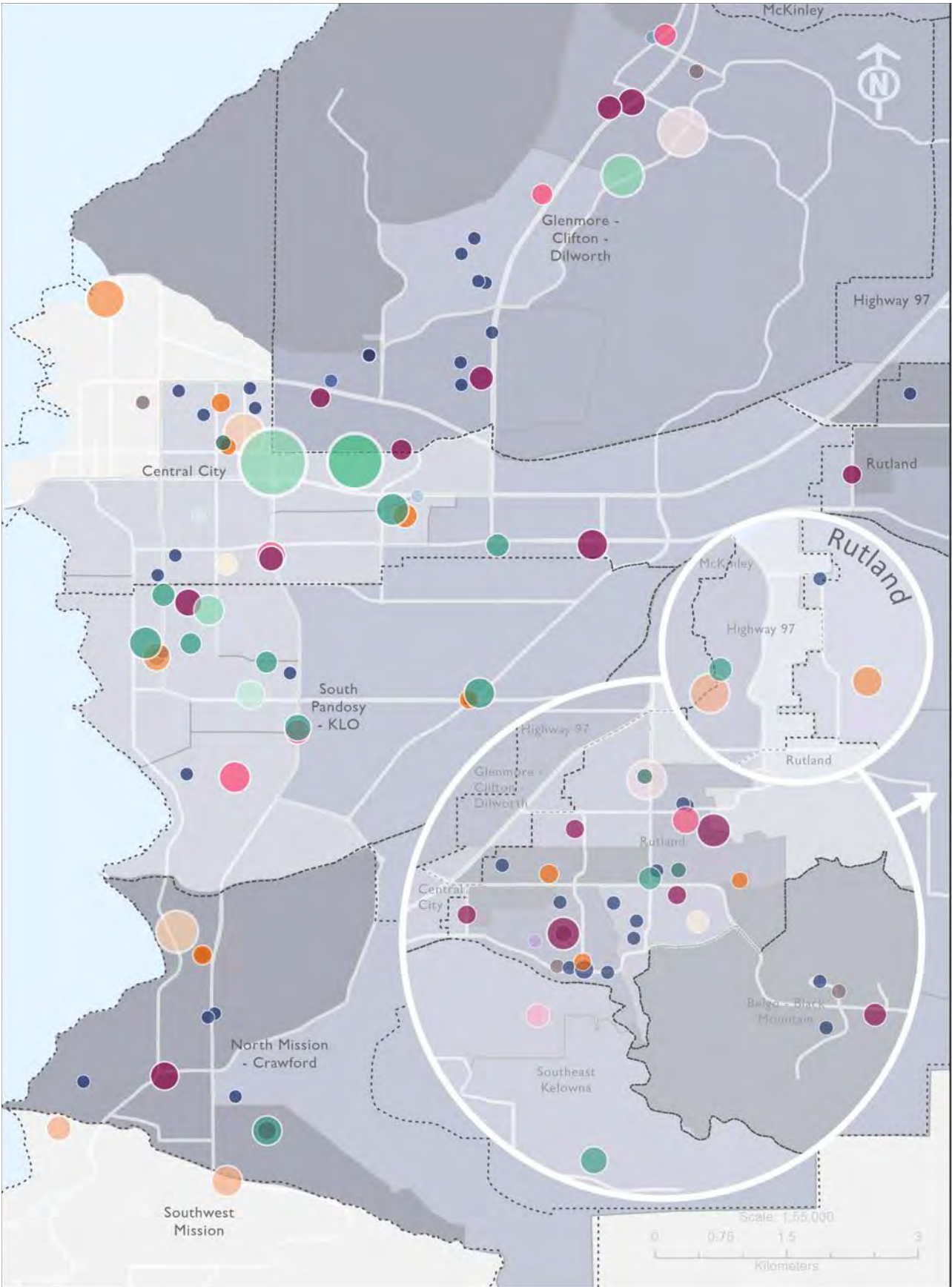
*Licensed preschool spaces were not used to determine access rates as programs are typically part-time and families may still require additional care to meet their needs.





Central Okanagan Child Care Centers, Child Population Ages 0-4







CHILD CARE DEMAND & SPACE CREATION TARGETS

Central Okanagan licensed space creation targets are based on population projections from BC Statistics and the current child care inventory. To align with census age data, targets are separated into 0 – 5 and 6 – 12 age categories. For each age group, the following space creation targets were determined:

- Total spaces needed to maintain a municipality’s **current access rate**
- Total spaces needed to maintain a municipality’s **target access rate**

Target access rates have been provided by MCFD and correspond to 30 (or 30% coverage) for ages 0 – 5 and 80 (or 80% coverage) for ages 6 – 12.

Table 7 summarizes the average annual space creation targets for each Central Okanagan community over a ten-year horizon. Tables 8 - 15 show the number of spaces needed in 2020 (1 year), 2022 (2 years), 2025 (5 years) and 2030 (10 years) to meet current or existing access rates.

It should be noted that space creation is reliant on the support and funding from the province.

Table 7. Average annual space creation targets (2020 – 2030)

	Annual Space Creation Targets	
	Ages 0 – 5	Ages 6 – 12
Kelowna	30	1103
Lake Country	11	119
Peachland	6	36
West Kelowna	23	283
Total	70	1541

Space Creation Targets: Ages 0 to 5

Table 8. City of Kelowna space creation targets:
Ages 0 to 5

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (28.1)	Total Spaces Needed to Maintain Target Access Rate (30)
2019	6635	1862	1991
2020	6686	1879	2006
2022	6639	1866	1992
2025	6923	1945	2077
2030	7209	2026	2163

To meet at target of 2163 spaces for children ages 0 – 5 by 2030, Kelowna will need an average of 30 new spaces per year over the next 10 years.

Table 9. District of Peachland space creation targets:
Ages 0 to 5

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (5.1)	Total Spaces Needed to Maintain Target Access Rate (30)
2019	225	12	68
2020	227	12	68
2022	228	39	69
2025	230	39	69
2030	232	39	70

To meet at target of 70 spaces for children ages 0 – 5 by 2030, Peachland will need an average of 6 new spaces per year over the next 10 years.

Table 10. District of Lake Country space creation targets:
Ages 0 to 5

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (16.9)	Total Spaces Needed to Maintain Target Access Rate (30)
2019	755	128	227
2020	761	129	228
2022	767	130	230
2025	773	131	232
2030	779	132	234

To meet at target of 234 spaces for children ages 0 – 5 by 2030, Lake Country will need an average of 11 new spaces per year over the next 10 years.

Table 11. City of West Kelowna space creation targets:
Ages 0 to 5

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (19.7)	Total Spaces Needed to Maintain Target Access Rate (30)
2019	2005	395	602
2020	2020	398	606
2022	2036	401	611
2025	2052	404	616
2030	2068	407	620

To meet at target of 620 spaces for children ages 0 – 5 by 2030, West Kelowna will need an average of 23 new spaces per year over the next 10 years.



Space Creation Targets: Ages 6 to 12

Table 12. City of Kelowna space creation targets:
Ages 6 to 12

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (23.2)	Total Spaces Needed to Maintain Target Access Rate (80)
2019	15235	1680	12188
2020	15381	2999	12305
2022	15424	3008	12339
2025	15372	2998	12298
2030	15884	3097	12708

To meet at target of 12,708 spaces for children ages 6 – 12 by 2030, Kelowna will need an average of 1103 new spaces per year over the next 10 years.

Table 13. District of Peachland space creation targets:
Ages 6 to 12

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (11.8)	Total Spaces Needed to Maintain Target Access Rate (80)
2019	500	59	400
2020	505	87	404
2022	506	88	405
2025	504	87	404
2030	521	90	417

To meet at target of 417 spaces for children ages 6 – 12 by 2030, Peachland will need an average of 36 new spaces per year over the next 10 years.



Table 14. District of Lake Country space creation targets:
Ages 6 to 12

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (15.3)	Total Spaces Needed to Maintain Target Access Rate (80)
2019	1745	267	1396
2020	1762	248	1409
2022	1767	249	1413
2025	1761	248	1409
2030	1819	257	1456

To meet at target of 1,456 spaces for children ages 6 – 12 by 2030, Lake Country will need an average of 119 new spaces per year over the next 10 years.

Table 15. City of West Kelowna space creation targets:
Ages 6 to 12

Year	Projected Child Population	Total Spaces Needed to Maintain Current Access Rate (22.1)	Total Spaces Needed to Maintain Target Access Rate (80)
2019	4620	1022	3696
2020	4664	1119	3731
2022	4677	1123	3742
2025	4662	1119	3729
2030	4817	1156	3854

To meet at target of 3854 spaces for children ages 6 – 12 by 2030, West Kelowna will need an average of 283 new spaces per year over the next 10 years.

KEY RECOMMENDATIONS & ACTIONS

A Note on Implementation

Staff from the City of Kelowna, District of Lake Country, District of Peachland and City of West Kelowna have reviewed this plan and recommendations. This report identifies key recommendations for local government consideration. As a result, there will be additional staffing impacts to support implementation. It will be up to Councils and administration to decide on the allocation of resources to respond to these recommendations through separate staff reports related to future partnerships, policy updates and

The recommendations set out in this plan are grounded in the province's goal to move towards Universal Child Care - which encourages a move towards **licensed** child care that offers inclusive and culturally-appropriate programming and programming for children with diverse needs.

As identified throughout this report, the state of child care in the Central Okanagan is impacted by many factors that pose complex challenges. These require a multi-dimensional approach to improve child care in the region and to create transformational change. As such, we propose five main recommendation areas that will help move the region towards sustainable child care:

Process, Policy, Partnerships, Advocacy and Education & Training.

PROCESS

Regulatory processes that are easy to understand and navigate is a meaningful way to lower barriers to the creation of more licensed spaces.

The key recommendations are:

- Streamline local government regulatory processes (business licensing and zoning) and work with licensing to improve application and referral steps
- Promote and consider developing municipal incentives for child care providers (i.e. Free business licensing for startups, Permissive Tax Bylaw)

Recommendation	Actions	Outcomes	Measures of Success	Lead	Timeline
Streamline local government regulatory processes (business licensing and zoning processes) and work with licensing to improve application and referral steps	Convene a regional working group to streamline the startup and expansion process that is consistent throughout the region	Business Licensing and Zoning approval application processes are streamlined and consistent throughout the region	Child care providers report that startup process was seamless	Lead: Consultant and/or Community Health Facilitator from Interior Health Support: Local Government, CCRR, Child Care Providers	1 -2 years
	Create a comprehensive, regional guide and checklist for starting up a new, licensed child care centre (focus on local government and licensing)	Regional guide for starting up licensed child care	Number of child care providers who use the guide and report having a clearer understanding of how to navigate the system	Lead: CCRR or Child Care Council	1 -2 years
Promote and consider developing municipal incentives for child care providers (i.e. Free business licensing for startups, Permissive Tax Bylaw)	Incorporate licensed, non-profit child care providers into permissive tax exemption bylaw and/or provide additional property tax incentives for licensed child care providers	Inclusion of child care in tax exemptions and/or included in municipal tax incentives	Number of providers receiving tax incentive Increased number of licensed child care providers who report less financial barriers to maintaining their organization	Lead: Local Government Support: Child Care Council	3-5 years
	Consider progressive fee structure for business licensing to reduce startup costs for licensed child care facilities	Progressive fee structure in place for new licensed child care operations	Number of new providers registered as a business	Lead: Local Government Support: Child Care Council	3-5 years
	Provide incentives (e.g. first year free business license fees, site or neighbourhood specific property tax reductions) to child care providers who startup licensed child care in underserved locations	High need areas have been identified and incentives are developed to encourage an increased number of care providers serving them	Increased number of child care providers who serve in these areas	Lead: Local Government	5-10 years

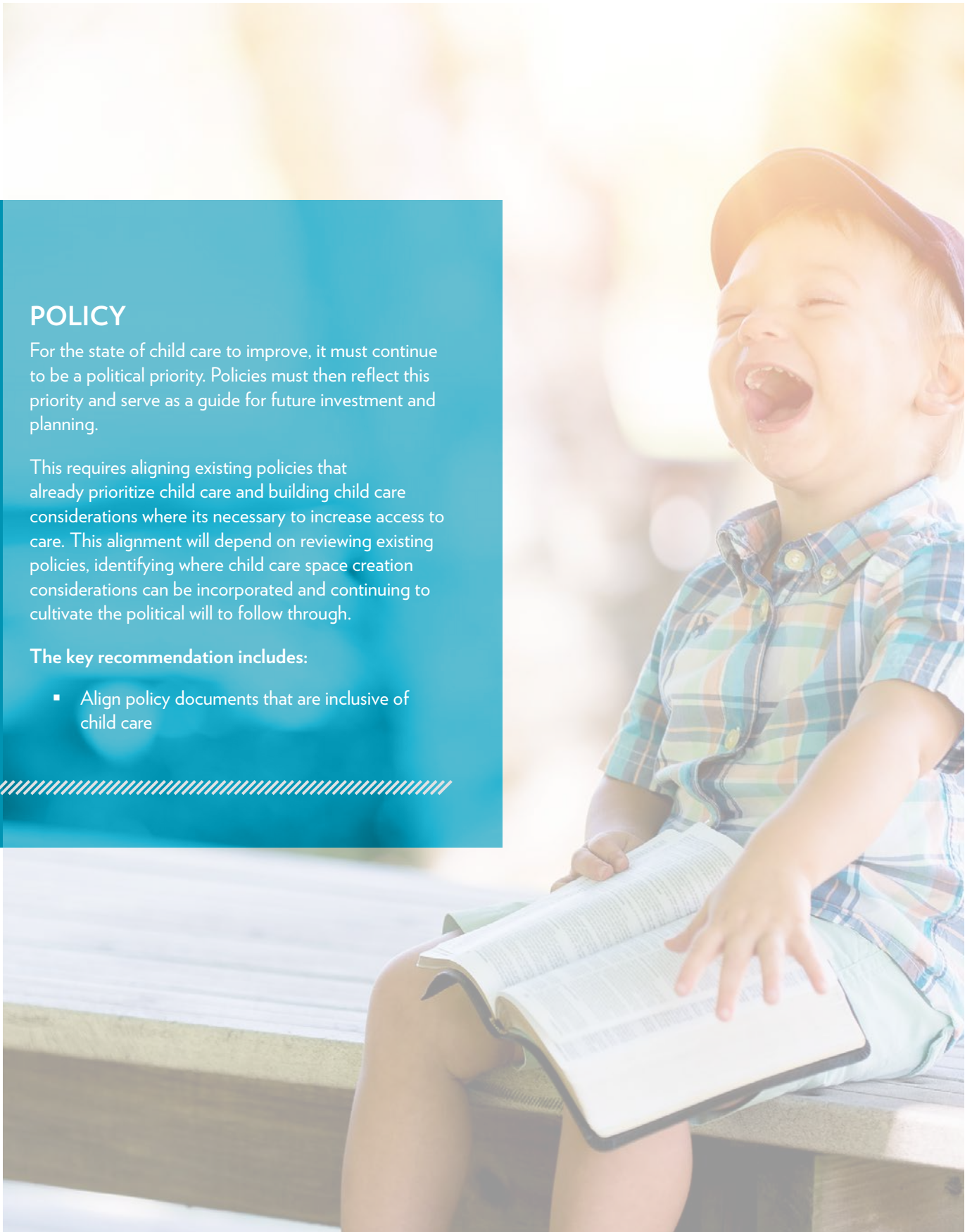
POLICY

For the state of child care to improve, it must continue to be a political priority. Policies must then reflect this priority and serve as a guide for future investment and planning.

This requires aligning existing policies that already prioritize child care and building child care considerations where it's necessary to increase access to care. This alignment will depend on reviewing existing policies, identifying where child care space creation considerations can be incorporated and continuing to cultivate the political will to follow through.

The key recommendation includes:

- Align policy documents that are inclusive of child care



Recommendation	Actions	Outcomes	Measures of Success	Lead	Timeline
Align policy documents that are inclusive of child care	Conduct a zoning bylaw review to ensure child care is accessible in many/all zones	Challenges identified within zoning bylaws to increase child care spaces in high need areas	A plan is developed to increase access in designated priority areas with high needs	Lead: Local Government	3 - 5 years
	Consider parking exemptions in neighbourhoods where child care demand is high	Neighbourhoods where parking exceptions are needed are identified and the feasibility of establishing them is studied	Trial areas where parking exemptions are designated show improved access to child care	Lead: Local Government	3-5 years
	Define child care as a priority in neighbourhood plans within the OCP	Neighbourhood plans incorporate child care and highlight ways in which child care is embedded in to the community's fabric	Approvals process for new child care spaces is smoother and more effective since child care is aligned with OCP priorities	Lead: Local Government	3-5 years
	Consider defining child care as a Community Amenity Contribution (CAC)	Community Amenity Contribution policy includes child care as an amenity for development occurring within specific zones where CACs are applicable	Increase in the number of new developments that contribute child care spaces as part of their required CACs	Lead: Local Government	3-5 years



PARTNERSHIPS

There are already an abundance of assets that exist within the region. Local government, child care providers, parents and caregivers are all invested in improving access to child care in the Central Okanagan. Leveraging existing assets and creating or strengthening partnerships is a way to build community resilience around this issue.

The following recommendations highlight how partnerships can enable child care space creation:

- Consider joint-use agreements between public institutions to help facilitate the creation of additional child care spaces
- Identify, review and assess underutilized physical space within the community suitable for child care through community partnerships

Recommendation	Actions	Outcomes	Measures of Success	Lead	Timeline
Consider joint use agreements between public institutions to help facilitate the creation of additional child care spaces	Convene meetings between municipalities and School District to discuss joint use opportunities for child care and ways to facilitate the increase in spaces particularly in high need areas	Community wide joint use agreement that address child care space needs	Increase in the number of child care providers operating from school district buildings	Lead: Local Government, School District, Non-Profit Child Care Operators	5-10 years
Identify, review and assess underutilized physical space within the community suitable for child care through community partnerships	Create an inventory of public assets that are suitable for potential child care centres Include: heritage buildings, community halls	A list of public assets can be prioritized for child care spaces and work with Early Childhood Educator sector to create new space opportunities through identifying operators and grants	Increase in the number of spaces created within municipal public assets	Lead: Local Government Support: Child Care Council, CCRR	5-10 years
	Share the inventory with the CCRR to share with the local child care and business community	Child care providers have a better understanding of where there is a high need for care to respond to this need	Partnerships are established among those child care operators who want to be a part of creating child care centers	Lead: Local Government, CCRR Support: Child Care Operators	5-10 years
	Consider faith organization locations as potential child care space creation opportunities	Existing partnerships between faith organizations and child care spaces are identified, best practices are outlined and shared	Child care providers and faith-based organizations have a clearer understanding of how to establish these partnerships, which leads to more co-location opportunities	Lead: Child Care Council Support: Faith Organizations	3-5 years
	Consider senior centre locations as potential child care space creation opportunities	Existing partnerships between senior centres and child care spaces are identified, best practices are outlined and shared	Child care providers and senior centres have a clearer understanding of how to establish these partnerships, which leads to more co-location opportunities	Lead: Child Care Council Support: Senior Centres	3-5 years
	Work with colleges and universities to consider vacant land as potential child care space creation opportunities	Feasibility studies are conducted on the potential use(s) of identified available land	Partnerships with colleges and/or universities established and plans for use of identified land are created	Lead: Child Care Council Support: Colleges and Universities	3-5 years



ADVOCACY

The perspectives heard through engagement highlighted many issues that need to be considered to improve the state of child care in the region. Beyond space creation, advocacy that emphasizes the need for improved working conditions and the need to address the unequitable and gendered impacts of child care challenges, for example, is key to moving the dial.

The following key recommendations include:

- Advocate for child care to be included in elementary schools
- Advocate for the implementation of new licensed child care facilities in new school builds
- Advocate to the province for fair wages, benefits, continuing education and structured apprentice program for child care providers (ECEs)
- Support and encourage employers to share responsibility for child care within their communities

Recommendation	Actions	Outcomes	Measures of Success	Lead	Timeline
Advocate for child care to be integrated into elementary schools	Write letter(s) from Councils to the Minister of Education or MCFD	Letter(s) sent from Councils to Ministers	Letter(s) sent to Ministers and response received by Councils	Lead: Local Government	1- 2 years
Advocate for the implementation of new licensed child care facilities in new school builds	Child Care Council and School District 23 to discuss future capital projects and the inclusion of child care to support capital investment advocacy to the provincial government	Capital investment from the Ministry of Education includes the approval of child care spaces in new school builds	New schools constructed with child care spaces integrated into the building	Lead: Child Care Council, Local Government Support: School District 23	3-5 years
Advocate to the province for fair wages, benefits, continuing education, and structured apprentice program for child care providers (ECEs)	Child Care Council and Councils to make the business case to the provincial government for salary increases and benefits for ECEs as a means of increasing staff retention and lessening burnout	Access to benefits and increased pay for ECEs becomes common practice	Lower rates of staff turn over and burn out, as well as an increased number of people enrolled in ECE educational institutions	Lead: Child Care Council Support: Local Government	1- 2 years
Support and encourage employers to share the responsibility for child care within their communities	Encourage large businesses to develop onsite child care facilities as a means of increasing access to care for their employees strengthening employee loyalty and retention	Increase in the number of employers supporting employees with onsite child care options	Local employers partner with local child care businesses to support employees, and businesses report an increase in employee retention and labour market participation rates among family populations	Lead: Child Care Council, Businesses Support: Interior Health Licensing	3-5 years 5-10 years

EDUCATION & TRAINING

Supporting this streamlined process also requires lowering the knowledge gap that surrounds it – particularly for startup and expansion of child care spaces. Education and training are vital to capacity building and ensuring that those who play a vital role in the child care system know how to navigate and improve it.

The key recommendations include:

- Explore the development of child care startup workshops to ease the process for new licensed child care providers
- Improve the experience for parents who require flexible care or are looking for different types of child care solutions that align with family care values
- Raise awareness about the importance of Early Childhood Education and the role of Early Childhood Educators (ECEs)



Recommendation	Actions	Outcomes	Measures of Success	Lead	Timeline
Explore the development of child care startup workshops to ease the process for new licensed child care providers	Consider identifying a partner that can help with navigating the licensing process and support the child care provider set up the operating model	Capacity building takes place and care providers are better equipped to navigate the licensing program	Number of care providers who are supported and report having the capacity to better navigate the system	Lead: CCRR, Chamber of Commerce Support: Local Government, Child Care Council, Interior Health, Colleges	3 - 5 years
Improve the experience for parents who require flexible care or are looking for different types of child care solutions that align with family care values	Develop a guide for parents on how to navigate the child care system including information on care types, funding, supports, waitlists etc. Discuss the potential of an online tool that supports families to understand and find child care	Guide for parents developed Viability of an online tool assessed	Parents report enhanced knowledge surrounding child care Funding and capacity in place to start development of online tool	Lead: Child Care Council Support: CCRR, Parents, Child Care Providers, Tech Community	1-2 years
Raise awareness about the importance of early childhood education and the role of Early Childhood Educators (ECEs)	Disseminate information pieces to parents and providers	Mainstream understanding of the importance of ECEs and the need to prevent high staff turnover and burnout	Increased number of ECEs enlisted in colleges and universities and greater staff retention Parents share that they understand the importance of child care in child development	Lead: CCRR, ECEBC Support: Child Care Council, Local Government, Child Care Providers	3 - 5 years



Appendix **A**

Engagement Summary



CARE FOR OUR KIDS

A Collaborative Approach to Understanding Child Care
in the Central Okanagan

urban
matters

Central Okanagan Child Care Planning "What We Heard" - An Engagement Summary Report

Prepared by: Daylin Mantyka, MSc

December 23, 2019





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APPENDIX B	PROVIDER SURVEY
APPENDIX C	FOCUS GROUPS
APPENDIX D	ONE-ON-ONE INTERVIEWS
APPENDIX E	CHILD CARE WORKSHOP



WHAT IS CARE FOR OUR KIDS?

Access to affordable and available child care is one of several indicators of well-being in communities. Recently, the BC Ministry of Children and Family Development introduced a program to better understand local child care needs and to develop new child care spaces in communities. This project intends to collect information about the child care needs in the Central Okanagan communities of Kelowna, Lake Country, Peachland and West Kelowna. A resulting inventory and action plan will take stock of existing child care spaces, identify space creation targets over the next 10 years, and identify actions to meet space creation needs.

This work will be an important resource to help communities in the Central Okanagan advocate to the ministry to justify future space creation investments through the Child Care BC New Spaces Fund and the Community Child Care Space Creation program, for example. As such, the work will inform future planning at a local, regional, and provincial level.

Needs cannot be assessed, however, without engaging with the groups and individuals that child care impacts most. What follows, is a summary of the engagement activities that took place over the course of roughly four months. Comments and conversational activities have all be read and recorded followed by a deeper analysis of the information, which is organized into themes. All verbatim engagement comments and summary notes can be found in the Appendices.

PROJECT PHASES

Phase 1: Prepare & Gather

Background policy research, preparing for Phase 2 engagement, and conducting parent and provider surveys to create more context.

Phase 2: Engage & Dive Deep

A deeper look into the opportunities and challenges surrounding child care in the Central Okanagan using focus groups, pop-ins, one-on-one interviews, and a workshop.

Phase 3: Draft Assessment & Action Plan

Action planning workshops drafting the Action Plan for the Central Okanagan.

Phase 4: Finalize Action Plan

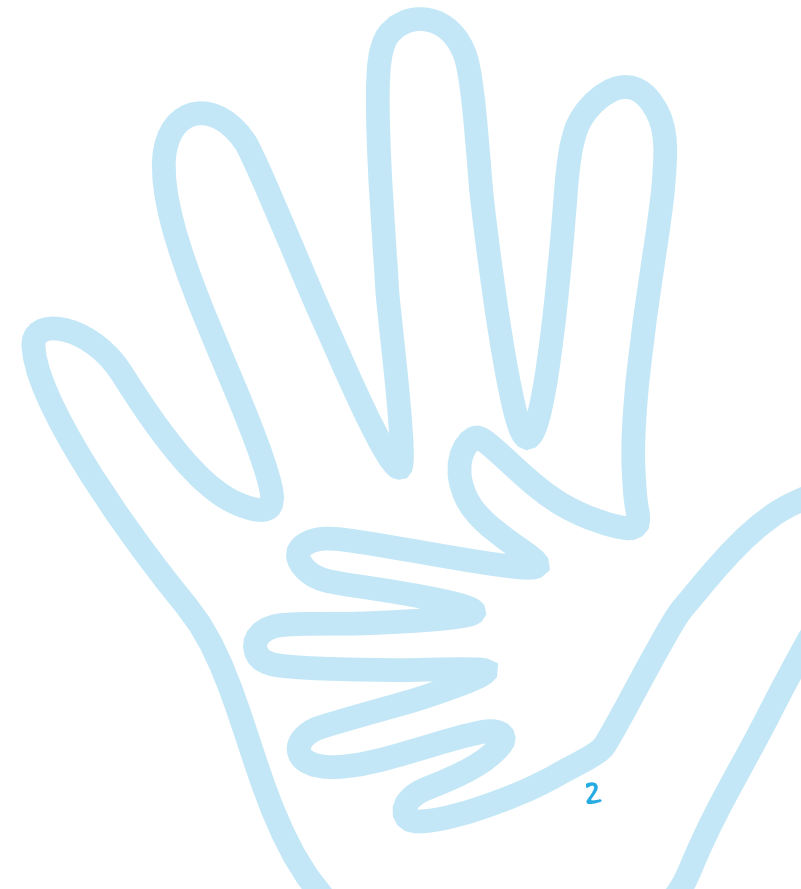
Compiling all data sources, community and stakeholder engagement feedback, and actions arising from action planning, the Care For Our Kids Action Plan will be submitted to the province.



ENGAGEMENT OBJECTIVES

The following is a list of engagement objectives for Care For Our Kids:

- Consult with the child care community about the current and future state of child care.
- Provide the community with information that is relevant and easy to understand.
- Raise awareness about the project and opportunities to provide input.
- Obtain input from a wide demographic range of community members.
- Provide education opportunities about the purpose of the child care needs assessment, how feedback is incorporated, and why it is important to participate in the engagement process.
- Inspire dialogue and participation using creative methods.
- Demonstrate that the project team has listened and has incorporated community input.



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ENGAGEMENT OPPORTUNITIES



PARENT & CAREGIVER SURVEY

The online parent and caregiver survey was launched on September 16th, 2019 and closed on November 1, 2019. A total of 427 parents or caregivers responded to the survey from Lake Country, Kelowna, Okanagan Indian Band, West Kelowna, and Peachland, with most respondents residing in Kelowna. A full survey report and analysis can be found in **Appendix A**.



PROVIDER SURVEY

An online child care provider survey was congruently offered from September 16th to November 1st, 2019. A total of 58 providers completed the survey. Most of the information collected was used to inform our inventory. Verbatim comments can be found in **Appendix B**.



FOCUS GROUPS

Focus groups were conducted within each of Lake Country, Kelowna, West Kelowna, and Peachland. They were open to parents, child care providers, and anyone who regularly works with children. All focus groups were held in the evening with child care provided, however, we found that most attendees were service providers.

At each session, we posed the same questions. We asked what's working well and what challenges participants experienced. We also asked for more detailed information on peoples' experience with space, operating times, staff, supports, location, and financial challenges. Verbatim comments can be found in **Appendix C**.



POP-INS

Due to the minimal parent participation in the focus groups, our in-person engagement was adapted to better fit the needs of parents. We dropped into the following existing programs and had casual conversations with parents about challenges, opportunities, and solutions:

- Mamas for Mamas (Kelowna)
- The Bridge Special Deliveries (Kelowna)
- The Bridge Creative Playtime (Peachland)
- Baby Time @ the Library (Lake Country)
- Toddler Time @ the Library (Lake Country)
- Interior Health Baby Talk (West Kelowna)

A summary of notes taken at the pop-ins can be found in **Appendix D**.



ONE-ON-ONE INTERVIEWS

To dive deeper into the experiences of those within the child care system, we conducted several one-on-one interviews. These interviews allowed us to understand the passion, stress, frustration, and other emotions experienced by those impacted by child care.



CHILD CARE WORKSHOP

On December 3rd, 2019, an action planning workshop was held with child care providers. We had 51 attendees participate in an evening that included a presentation by Emily Gawlick, executive director from ECEBC, reporting back from the Care For Our Kids Team, and an interactive, hour-long interview engagement session where attendees asked their peers one of four interview questions. Participants worked alone and in small and large groups. Verbatim comments can be found in **Appendix E**.

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WHAT WE HEARD

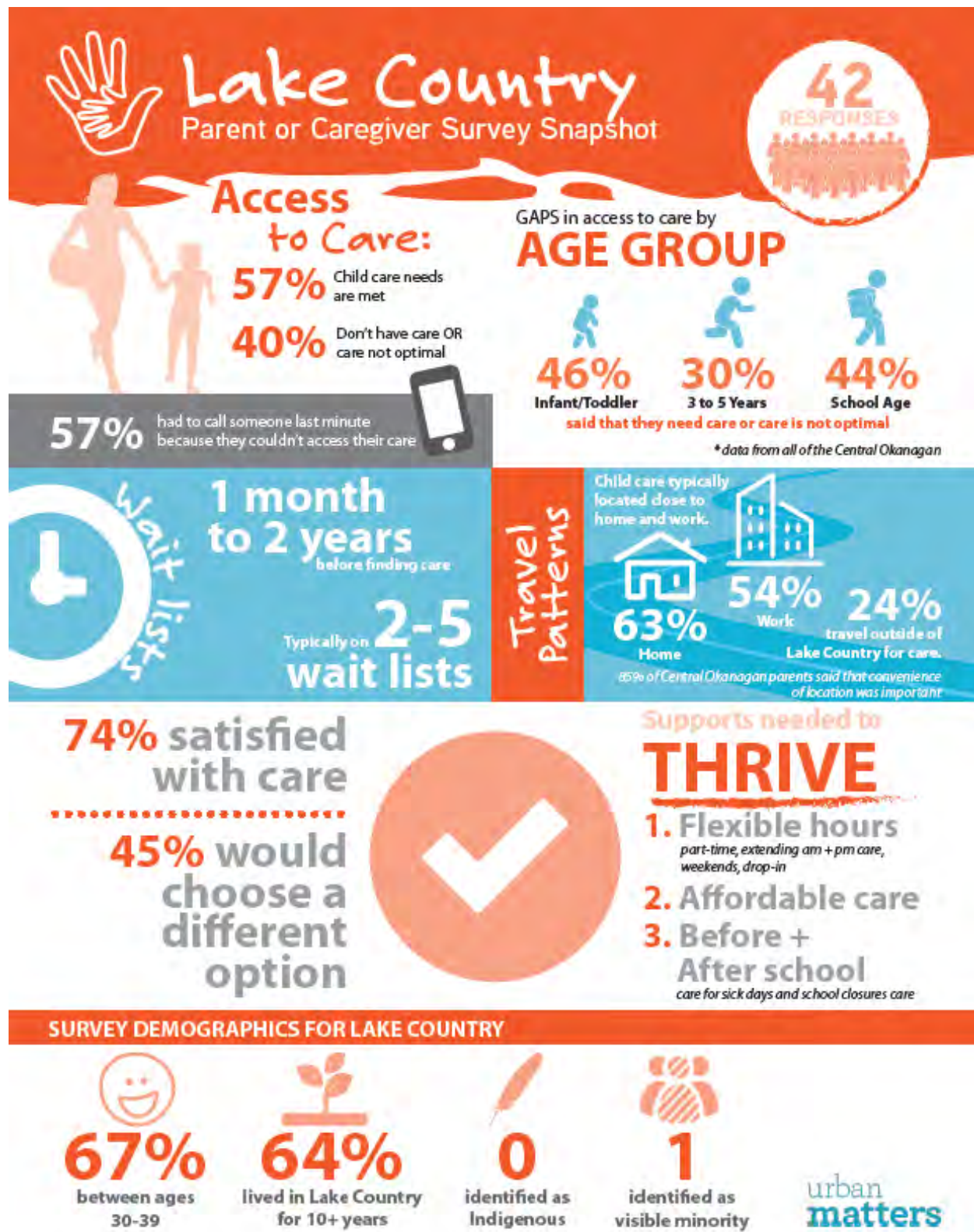


PARENT & CAREGIVER SURVEY SUMMARY

*The online parent and caregiver survey received 427 responses across the Central Okanagan with most responses coming from Kelowna. Questions were asked with regards to child care utilization, level of satisfaction, programming, challenges, and opportunities. A series of **community snapshots** were developed to communicate results in an easy-to-digest way. All survey results can be found in **Appendix A**.*

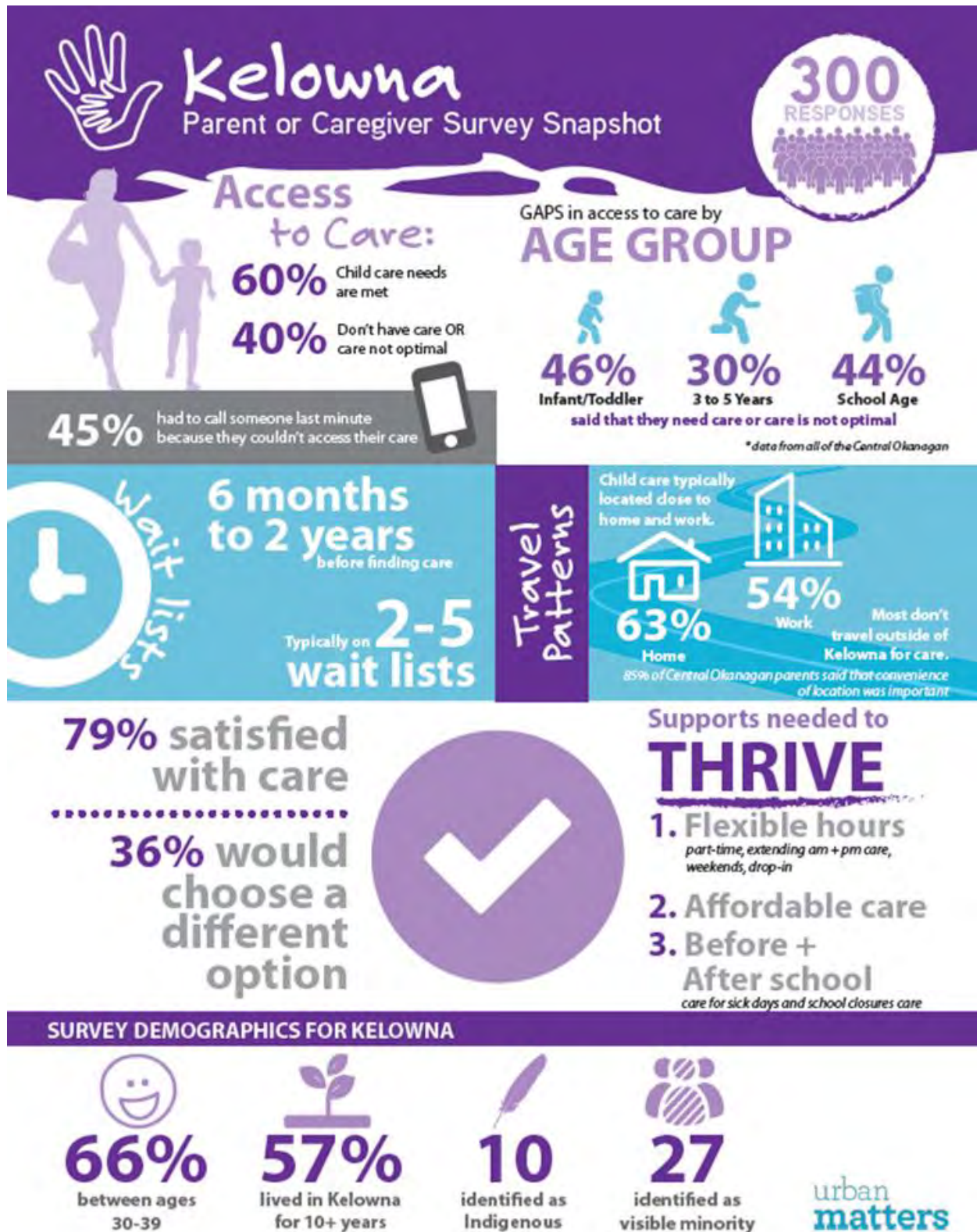


COMMUNITY SNAPSHOTS – LAKE COUNTRY



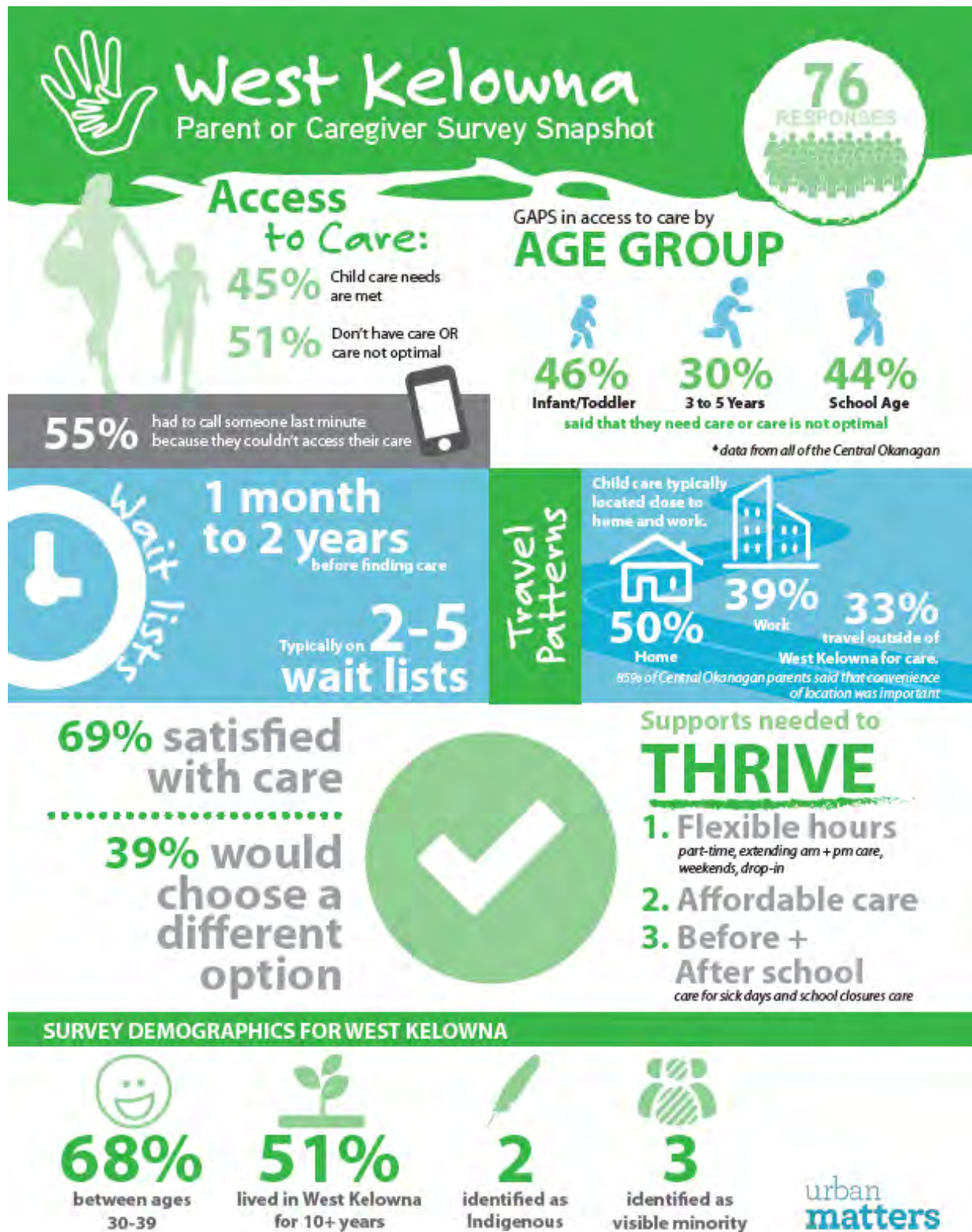


COMMUNITY SNAPSHOTS – KELOWNA



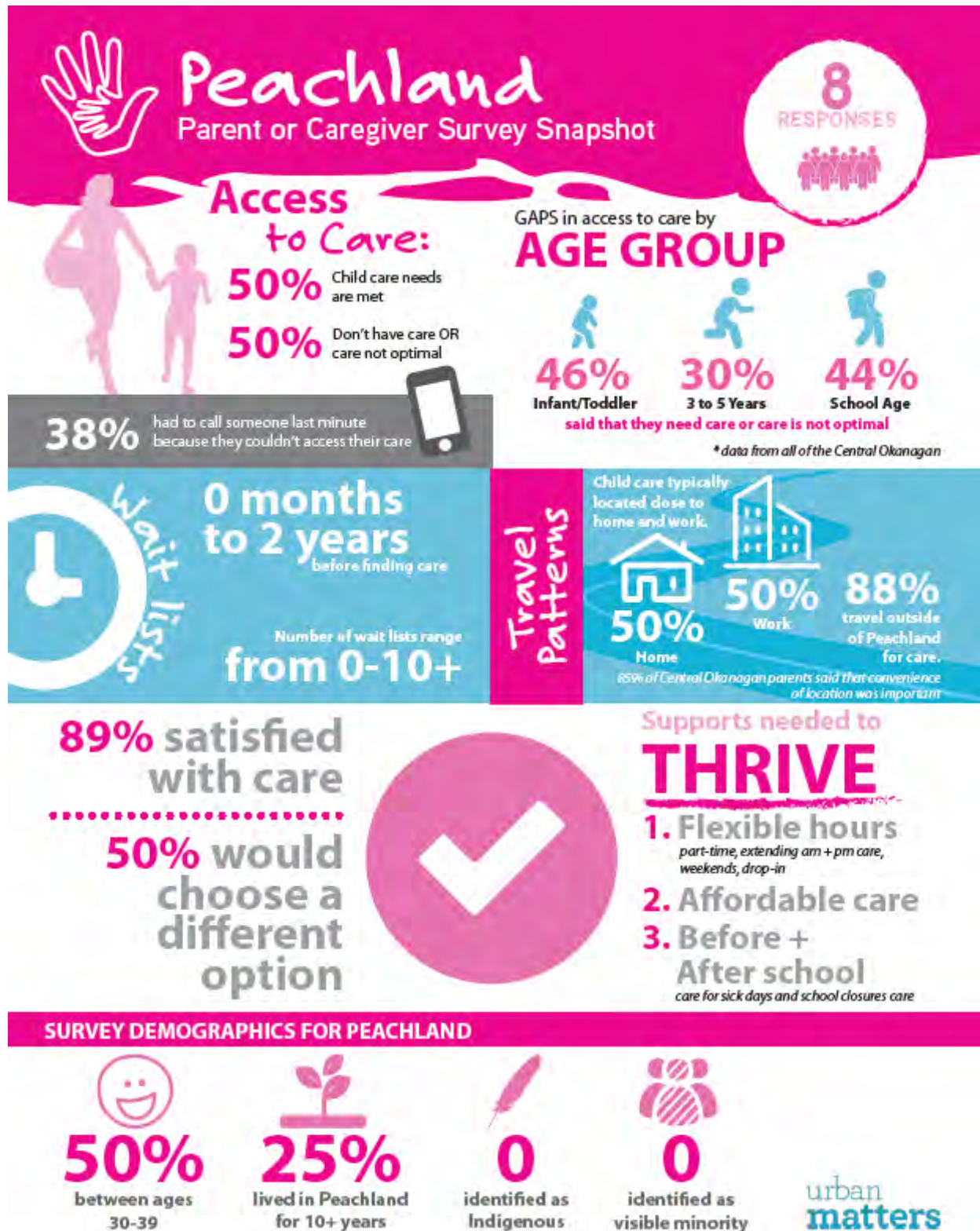


COMMUNITY SNAPSHOTS – WEST KELOWNA





COMMUNITY SNAPSHOTS – PEACHLAND





PROVIDER SURVEY SUMMARY

The online child care provider survey received 58 responses from providers across the Central Okanagan. Most of the questions were used to help inform the child care inventory. What follows, however, are comments from open-ended questions that have been summarized and themed.

LOCAL GOVERNMENT SUPPORTS

- Provide facilities and land for spaces (19 comments)
- Provide some level of financial support for families and providers (training, wages, operations) (14 comments)
- Act as community, provincial and federal advocates (13 comments)
- Create policies and plans that support child care (12 comments)
- Partner with organizations and co-locate with ie) schools (11 comments)

BARRIERS TO STARTUP (48 RESPONSES)

- Challenges with licensing and regulatory challenges, including health and safety (36 comments)
- Challenges with shared space arrangements (7 comments)
- Staff shortages (6 comments)
- Financial challenges in starting up (4 comments)
- Difficulties in finding an appropriate location (3 comments)
- Challenges with local government (3 comments)
- Too lengthy of a time period to startup (3 comments)



Ideas, Solutions & Actions:

- Allow family child care programs to operate like group centres and care for more children
- Parents only pay to be on waitlists if they are in ie) top 10
- Go back to government-based child care programs
- Implement wage subsidies
- Provide more training opportunities for staff
- Provide incentives for people who want to obtain their ECE
- Offer staff professional development days, stress days, and offer substitutes
- Provide families with scaled ACCB (affordable child care benefits); it's the only fair way to support monetarily
- Continue to provide free workshops
- Affordable and fair wages can solve ECE shortage



FOCUS GROUPS SUMMARY

One focus group was held in each of Lake Country, Kelowna, West Kelowna, and Peachland. In total, 40+ parents, child care providers, and individuals from community support services were engaged over four evenings. What follows is a summary of comments that have been categorized into what's working and challenges based on the themes of space, operating times, supports, location, and finances.

TOPIC: WHATS WORKING WELL?

STAFF & PROVIDERS

- ECE bursaries and other government initiatives such as subsidies and fee reduction
- Access to training
- Qualified and trained staff
- Many programs are well-established and offer quality care

COMMUNITY SUPPORT

- Childhood Connections database and support
- StrongStart program
- Community partners great at providing wrap around services ie) Starbright, CIS, ASQ, Foodbank
- School district interested in helping to find solutions (Lake Country)
- Great, supportive relationship with the District (Lake Country)
- Donations from the food bank, food from local businesses (Lake Country)

SOCIAL MEDIA

- A platform that provides support and connection for families

HOURS OF OPERATION + FLEXIBILITY

- Some programs offer longer hours
- Some programs offer flexibility ie) Mondays only or MWF

PROGRAMS

- A variety of choices (licensed, in-home, centres)
- Availability of summer programs, camps, and recreational activities

AFFORDABILITY

- Access to affordable Child Care Benefit for parents has increased from \$45,000 - \$110,000 family income



TOPIC: CHALLENGES

SPACE

Infant-toddler and after school care are the most common programs in need. Waitlists are long, difficult to manage, and families are feeling frustrated with the fees that they are being asked to pay to be added to waitlists.

- Infant-toddler and after school care are programs that have the highest need
- Waitlists are long (up to two years sometimes) and parents put themselves on many at a time (therefore often not a good indicator of community need)
- Waitlists are administratively difficult to manage
- Lack of part-time and drop-in spaces; parents often pay full-time fees even though they do not need it (limits access)
- Parents feel as though they have no choice in selecting the care that aligns with their family values
- Rental and lease costs are high for providers

Community Nuances:

- Licensed care in Peachland is extremely limited; moms are helping each other casually, having to stay home with their children, not re-entering the workforce, or being forced to take low-paid positions that offer greater flexibility



Ideas, Solutions & Actions:

- Co-location with schools, churches, businesses, etc. to provide better access

OPERATING TIMES & FLEXIBILITY

Parents are looking for greater flexibility in the care that they receive, including part-time care, evenings and weekends, or extended mornings and nights. However, flexible care is not often achievable for child care providers who are already experiencing burnout.

- Typical child care hours work well for families who work regular business hours
- Greater flexibility is needed to offer part-time, overnight, weekend, extended morning, and evening care – especially for parents who work shift work
- School district calendar is difficult for parents to work around to find care on pro-d days, Christmas, spring, and summer breaks
- Parents are frustrated with operating times, but it's often difficult for a provider to accommodate as staff are already maxed



Ideas, Solutions & Actions:

- Families are looking for alternative solutions for flexible care such as a nanny



LOCATION

Families are looking for child care locations that are convenient and close to work or home. Location selection for a child care provider looking to create more space, however, isn't always decided upon by demand, but space availability and affordability.

- Families looking for options that are convenient – close to home and work
- Outdoor space requirements for a child care centre limit location options
- High cost of property often limits ability to expand or open a new location

Community Nuances:

- Families in Lake Country or Peachland often have to travel outside of their municipality for care



Ideas, Solutions & Actions:

- Child development centres, hospitals, senior centres, etc. should co-locate with child care
- Child care should be in elementary schools under the Ministry of Education
- Providers should be incentivized to start businesses in underserved locations
- Developers and providers should work together to make leases attainable

SUPPORTS

Like child care space availability, support services within the Central Okanagan also have long waitlists to support the developmental needs of children. This was especially highlighted for underserved populations.

- More care is needed for children with special needs
- Child development programs such as Starbright have long waitlists, which can sometimes lead to undiagnosed behavioural needs in underserved populations
- Barriers exist for parents to access the supports they need
- Often unclear to families what supports exist

FINANCIAL

Child care is financially difficult for many parents and navigating support availability is often difficult – especially for underserved populations. For child care providers, the cost of running a business is challenging especially when access to financial support is dependent on the type of child care offered.

- Cost of child care is expensive and additional financial supports are necessary
- Parents are leaving licensing-not-required care for licensed care to access more subsidies
- Navigating financial support system is difficult
- Starting a child care program is expensive



POP-INS SUMMARY

We popped into six existing programs for both parents and their children across the Central Okanagan. What follows are comments that have been summarized based on the themes of challenges and opportunities.

TOPIC: CHALLENGES

- Child care system is in crisis – especially for infant-toddler care
- Flexible hours and part-time care are difficult to come by – especially in Peachland
- Navigating the system is difficult, especially the waitlists and subsidy programs; this often paralyzes parents (particularly in underserved groups)
- Poor communication between providers and parents when it comes to waitlists
- Difficulty in finding a program that aligns with family values and parenting styles
- Cost of child care is high – especially for families with more than one child
- Childcare is a “nightmare” for shift workers; lack of flexibility forces families to get creative with (often) fragmented care; this causes stress on the family
- Parents looking at alternatives such as: hiring a nanny, moms helping moms, travelling outside of their jurisdiction, staying home with children, finding jobs one can do at home, using vacation when care is unavailable
- Feelings of self-worth are low as (often) mothers can’t afford to go back to work
- Often unable to pay to be on waitlists (especially for lower-income families), therefore limiting access
- Lots of uncertainty around the quality and safety of providers (especially noted with underserved populations)
- Have heard from friends, family, and supports that waitlists are incredibly long; this was emphasized as being a large stressor in underserved groups

Mom with a child with Epilepsy

Sarah is a mother from Kelowna whose young daughter has epilepsy. She’s tried to navigate the care system with a child who has higher needs but experienced many barriers. She was unable to access care as she was informed that staff did not have the proper training to administer medication in the event of a seizure. Sarah had no other choice and has made the decision to keep her child out of the care system until kindergarten.*

**Sarah is not her real name*



TOPIC: OPPORTUNITIES

- Being a “squeaky wheel,” aggressive, or assertive when trying to find care pays off
- Options for care are available if parents plan ahead (often when they know they are expecting)
- More opportunities to find space during certain times of the year ie) September when kids enter Kindergarten
- If parents are willing to drive anywhere for care, more options become available to them
- Having the support of family eases stress if care is not available
- Having care options for stay at home mothers provides a mental break to recharge
- Having grandparents look after young children is good for their mental and physical health
- Better directory of care needed that shows what’s available and what’s not
- Smartphone apps like “Hi Mama” provide a communication link between parents and providers, which increases trust and makes parents feel more at ease with the care that’s provided
- Once a child turns three, more opportunities for care open up



Ideas, Solutions & Actions:

- Implementation of Universal child care
- Provide before and after-school care in all elementary schools
- Large corporations should have on-site child care or should subsidize the cost so their employees can go back to work



ONE-ON-ONE INTERVIEWS SUMMARY

To understand the state of child care in the Central Okanagan, targeted interviews were conducted with parents, providers, and organizations who regularly work with children. What follows is a summary of the main themes that emerged with each interviewee.

SERVICE PROVIDER INTERVIEWS

AMANDA

Amanda is a mother of three and owns and operates several child care centres in Kelowna and Lake Country. She's a passionate advocate for improving staff experience.

- Difficult to find and retain qualified staff; low wages are one of the factors impacting this
- Time delays exist for qualified ECE staff to obtain licenses in order to work
- Expensive for ECEs to finish a 2-year school program with an unpaid practicum; low wages means the job doesn't make sense afterward
- Long waitlists for infant/toddler spaces, as the work is labour-intensive and emotionally draining
- Challenges with zoning, especially with ALR land and proximity to cannabis retail locations
- High-cost of real estate is a barrier for new centres
- Kids experiencing developmental challenges are falling through the cracks due to long waitlists

“When you have the support of a great child care program, it's amazing what it can do for [families].”



CARLA

Carla is an ECE instructor in Kelowna and has worked in the sector for over 34 years. She's a passionate advocate for improving child care in the Okanagan and British Columbia and incorporating more inclusive teaching in ECE programs around reconciliation.

- Child care is in a staffing “crisis;” staff burnout and apathy lead to staff shortages
- Low wages and lack of benefits for staff
- Different levels of training and certification as a way to try and fill the staffing gap
- Lack of bursaries to support students who are getting their certification
- Need for improved professional development for staff to improve quality of care
- Need to improve on indigenous cultural training, reconciliation and cultural sensitivity in care
- More care needed at a municipal level for this issue, such as \$10/day child care

CAROLINE

Caroline is the executive director of a not-for-profit child care centre in Kelowna. She's worked in the field for almost 40 years in B.C. and Alberta in both private and non-profit centres. Caroline is collaborative in her programming and believes that the educational system for providers should be reconsidered.

- ECE is an under-respected profession
- Huge need for more highly-trained and more highly-educated staff to provide care
- Believes in creating an ECE degree program, improving the education system, and streamlining training
- Overworked staff, a challenging work environment and heavy workload makes it difficult to recruit and retain
- Social enterprises can be developed for additional revenue

“We need individuals who are trained and have experience to provide the quality early care learning experiences to those children. One course does not do it. There needs to be a deeper understanding and more responsibility to the children and families who use the care.”



JOANNE

Joanne has been in child care for over 24 years and now works as a consultant for a non-profit in Kelowna. She believes that child care is a home away from home and that care should develop children to be ready and successful when they transition to kindergarten.

- Difficulty finding and retaining qualified staff
- Long waitlists for infant-toddler spaces, especially since staff prefer working in preschools or after school care where the work isn't quite as labour-intensive
- High staff burnout
- Staff aren't paid enough for the hard work they do
- Difficult system for immigrants and low-income families
- Challenge for parents to go back to work, likely because of child care costs or the inability to find child care space
- Kids with developmental challenges falling through the cracks or being left behind

MARISSA

Marissa works as a licensing officer with Interior Health.

- Difficulty finding and retaining qualified staff
- Discrepancies in staff training and training requirements
- Believes that licensing and legislation are not a barrier to opening new programs
- Legislation for how child care safely operates (and how they are assessed) is clear

MIEKE

Mieke works in child development and spoke about her program offerings for child care providers in the region.

- Difficulty finding and retaining qualified staff for wrap-around support services
- Long waitlists for children who need support
- Behavioural challenges and autism a more common reason for external support (compared to 10 years ago)
- Expensive for ECEs to finish a 2-year school program
- Need for more, trained staff offering children consistency in their classroom (less turnover)

“It's very difficult to find spaces for infants. For the providers, it's an expensive program because it's a 1:4 ratio and there's a lot of burnout.”



JEREMY, THERESA & LEANNA

Jeremy, Theresa, and Leanna all work for the same child care service provider. They are passionate about providing care throughout the Central Okanagan. They spoke to the different challenges that both service providers and parents face.

- Staffing is the number one problem
 - Challenge with ECEs is a systemic problem; not enough people coming into the program; such an extreme shortage leads to competition between service providers to retain talent
 - High burn out rate of ECEs
 - Licensing represents an important challenge; is more focused on the act of enforcement rather than how you can look at the intent of the act and ensure child safety and quality of care while still allowing more child care spaces to open. “The inability to move licensing at all on their interpretation of regulations is another barrier to opening new spaces and maintaining spaces.”
 - Tension between pay and expectation for ECEs; high expectations to provide child care at a pay that is not sustainable long-term
 - Finding ways to make ECE a sustainable profession with more financial and professional stability is key to addressing the shortage; will require government commitment
 - Families that are both working and trying to pay for fees are an unexpectedly under-served population; can look like the working poor who may not be eligible for support, but are putting all their money towards child care
 - Families with extreme behavioural issues struggle to access proper care and stay in care
- Negative feedback loop:
 - Increasing quality of care and staff retention requires increased pay
 - Increasing pay for ECEs can result in greater cost for parents
 - Increasing cost for parents makes child care more inaccessible
 - Lack of ECEs leads to high burn out and staff shortage
 - Shortage of staff leads to over-stretched system and compromised access to care



Having more facilities does not address the gap created by a shortage of ECE staff whose importance is not widely understood by the community.





SASKIA

Saskia is the owner of a few child care facilities in different parts of B.C. She wants to one day have three centers in the Central Okanagan. She is passionate about providing proper care and understands the importance of child care in a child's overall well-being.

- Receiving government grants is incredibly helpful in starting a new space; can also be challenging to navigate the system; can sometimes take multiple applications
- Greater need around infant-toddler care; a challenge for service providers since it is more expensive to run these spaces (require smaller classes and higher ratio of staff to children)
- When it comes to space availability, infant-toddler students tend to transition into 3 to 5-year-old spaces, which is a gentler transition for them. Siblings tend to take priority when it comes to spaces.
- Staffing is a major challenge with high turnover and burn out rates; providing benefits for staff is not common practice, but it can be an important way of retaining talent
- Huge need for child care and the quality of care not always high
- Financial barrier to building and running child care facilities -- after paying lease, wages, and incidentals, margins can be quite small

DANIELA

Daniela works at a child care provider facility. She has been observing how the state of child care has evolved over time and is passionate about finding long-term solutions to its challenges.

- Investment in early childhood is a municipal issue and determines how families can participate in society and the economy
- ECE shortage is a major barrier for child care providers
- Limited knowledge and understanding around the importance of early childhood education
- Finding locations, partnerships, land, and early childhood educators can be a challenge for child care providers
- Child care needs to be on the federal, provincial, and municipal platform; municipalities need a plan that adapts to their local context

“The largest concern is that there is no choice for families. Families have to take the first thing that happens. Otherwise, they don't return to work for years. Without choice, comes risk -- risk in safety and risk in price... [Families] are taking what they can and then they piece it together, which is at the expense of the child's development.”



PARENT INTERVIEWS

LAKE COUNTRY SINGLE MOTHER WHO WORKS IN KELOWNA

This Lake Country mother shared the challenges of working in Kelowna and living in Lake Country.

- Noticing that staff are experience high burnout and that it's impacting children
- Not enough staff, leading to tension among staff, lower quality and less attention given to children
- Experienced poor communication from child care staff to parents
- The cost of child care is high, especially for single parents
- Behavioural challenges from children, which minimizes attention given to other children
- Lack of options because of long waitlists; having to take whatever you can get without the opportunity to research whether an option is a fit
- Feels disconnected when care is in a different municipality from the parent's place of work

PEACHLAND MOTHER OF TWO

This mother of two was hoping to share her experience and shed a light on the unique challenges she faced to secure child care in Peachland. She hopes that one day there will be, “Proper care in the community so that [parents] don't have to drive out or settle for inadequate care.”

- When looking for child care, “It was pretty much West Kelowna. Very limited choices in the Peachland area.”

- Having a “daycare provider closer to the core would be so much more beneficial to the kids and the provider”
- Geography in Peachland can be challenging to get to parks
- Day homes are the most available option in the community
- Okanagan Boys and Girls Club is a great option in the summers
- Hours can be challenging and limiting

WEST KELOWNA MOTHER OF ONE

This mother of a 10-month-old boy is hoping to secure child care for the beginning of 2020. She started looking when her son was born and spends her time on calls, emails, and waitlists to try and access care.

- Safety is a top priority for her and her family
- Once she is back at work, the family will depend on a grandparent for care until they are able to secure child care
- Compassionate care, attention, play time with others, and outdoors activity is important to her child's development
- She explained that, “My standards are lower than I think I should have the right to have them - just because I am forced to pick whoever calls me.”
- Time together that is stress free is important for the family to thrive
- Finding waitlist information for all child care online would be useful to get a better sense of what spaces are available

**The family has since found care for their son, in part due to attending a Care For Our Kids Focus Group*



KELOWNA FATHER WITH 30-MONTH-OLD CHILD

This father of a 30-month-old was initially unable to secure care. He found himself forced to work nights and weekends to be able to care for his son during the day.

- Took seven months to find child care after moving to the Okanagan for a new job
- Initially had to find a babysitter and someone who could provide occasional care twice a week
- Signed up on several waitlists and found it challenging to be asked to go on tour or to pay \$100 to \$150 deposit in order to be added to the waitlist; all waitlists were quick to reply and said that they might take between 1 to 2 years; given that lots of people are on several waitlists, true waitlist times are unclear
- In-home child care experience was a challenging one. He shared that, “For my family, we never thought that these kinds of child care arrangements were a solution to the shortage of group daycares.”
- Following a curriculum and giving children a chance to connect with others is important for his child’s well-being

“[Finding care] is such a huge problem that I did not even know existed until I was right in the middle of it.”

MOTHER OF TWO

This mother of two is grateful that both of her children are at the same child care program location. She is happy with the care her children receive, but it took time to get there. She shared that, “We need child care because we both work and enjoy our jobs. Difficulties make me consider working less, too. If it was easy to access care, working less would not be a consideration.”

- Even though her kids only need care for four days, the family pays for full-time care
- The following things have made her family’s experience positive:
 - Kids have quite a bit of outside time
 - Structured programming
 - Experience prepares them for kindergarten
 - An age appropriate structure, which includes talking about themes like seasons and colours
 - Does not seem too rigorous and they still get time to play, which is important because they are just kids
- Main challenges her family has faced include:
 - Staff turnover is high; can be challenging for some kids to adapt to these changes
 - It is expensive; they are fortunate to be able to afford it
 - Challenge for parents working longer than 18 hours
 - Waitlists are stressful; was on a waitlist earlier and it was still stressful



KELOWNA FATHER

This Kelowna parent helps at his child's child care and tries to be involved as much as he can.

- Been a challenge to balance how much support the child care centre needs with having a full-time job; wants to continue to be involved and play a meaningful role, and encourage other parents to do the same
- When it comes to kids thriving, a supportive and structured environment where they can play with others is important
- Their child care program has partnership with a retirement home; child loves the experience of getting to play with their “grandparent” for the day

MOTHER OF TWO WHO WORKS FROM HOME

This mother of two primarily works from home. She expressed that, “There needs to be more and cheaper child care. At the same time, that means that the government needs to get more involved and that taxes will need to be raised, which is also complicated.”

- Main priorities for her family include:
 - Teachers need to be people the parents can trust; kids need to like them and feel comfortable
 - That kids are actively being engaged
 - Play-based learning, which allows kids to enjoy learning
- Many parents spending entire salaries on child care and staff not paid enough
- Children thrive when they have love, support system, different and new experiences, ability to find what they are good at and what they enjoy

KELOWNA NURSE AND MOTHER OF TWO

This Kelowna nurse is a mother of two. She has found that it can be challenging to access care that fits her schedule.

- Put her daughter's name on the list when she was still pregnant
- Family looked for child care for more than seven months
- On multiple waitlists for both children
- Support for children's emotional, as well as physical needs is important to the parents





TOPIC: FOUR SPACE-RELATED QUESTIONS

Question 1: How might we increase the number of child care spaces in the Central Okanagan? (116 comments)

STAFF RECRUITMENT & RETENTION

- Invest in qualified ECEs to increase capacity (16%)
- Have mentorship programs to increase capacity for ECE training, education, and space creation (3%)
- Create structured ECE apprenticeship program to provide more flexible options in their educational pursuits (3%)

SPACE, LOCATION, PROGRAMMING & GROWTH

- Acquire more appropriate facilities and outdoor space (7%)
- Ease licensing requirements (3%)
- Revise regulatory requirements to make them relevant to the current situation (3%)

PARTNERSHIPS, COLOCATION & UNDERUTILIZED SPACE

- Allow child care in a wider array of locations (elementary schools, corporate spaces) (8%)
- Incentivize developers to incorporate child care in future initiatives (5%)

- Work with municipalities and private corporations to create collaborative solutions (3%)
- Use underutilized locations to add additional spaces (churches, senior's homes) (3%)

CORPORATE, MUNICIPAL & PROVINCIAL LEADERSHIP

- More government funding to offset facility costs, operations, and wages for employees (15%)
- Incorporating child care into long term-strategic planning initiatives (zoning, reduced rent)



Ideas, Solutions & Actions:

- Licensing to look at a support vs policy model
- Publicly funded vs grant funded programs
- Use modular buildings that can be moved easily to locations that have greater demand



Question 2: Why is increasing the number of child care spaces in the Okanagan important? (141 comments)

- More people can contribute to the workforce and create more financially-stable families (27%)
- Children can grow and develop socially among their peers (13%)
- Decreases pressure and stress on parents and families (10%)
- Reduces waitlists by increasing accessibility (8%)
- To meet the needs of our growing populations (8%)
- Would better support working parents, underserved populations, those who currently travel for care (8%)
- Would increase the quality of care for children (8%)
- More children would be better equipped for kindergarten (4%)
- Ease the burden on grandparents (3%)
- Strengthens local communities with increased offerings (3%)
- Potential to decrease fees with increased supply (1%)

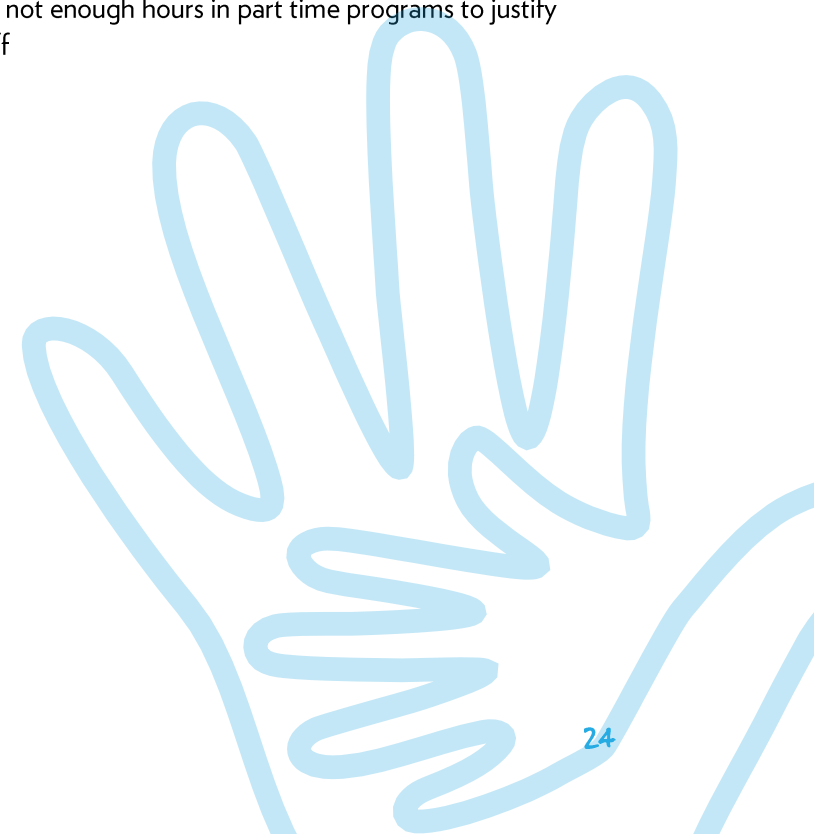
Question 3: What is stopping us or preventing us from increasing the number of child care spaces in the Central Okanagan? (131 comments)

- Lack of qualified staff (24%)
- Inadequate funding for operations and space creation (15%)
- Lack of appropriate infrastructure to support the need (13%)

- Staff leaving or avoiding the field due to poor wages, minimal professional development, and inconsistent hours (13%)
- Many barriers to receiving proper staff training (high costs, long process, etc.) (7%)
- Significant hurdles to growth including restrictive zoning, strict regulations (6%)
- Misguided municipal plans that do not prioritize child care (4%)
- Lack of high-quality child care spaces (4%)

Some other comments that were less common include:

- Parents can't afford the high cost of child care
- Lack of support from the community to open new facilities
- There are not enough hours in part time programs to justify hiring staff





Question 4: What are some local ideas/solutions you see to increasing child care spaces in the Central Okanagan? (126 comments)

STAFF RECRUITMENT & RETENTION

- Lower barriers to education (facilitating mentorship, provide more options for training) (12%)
- Attract more people to the ECE profession by offering better wages, hours, and benefits (6%)
- Hire more qualified staff to run their own programs and start their own centres (6%)
- Put more money into ECE training bursary programs (2%)
- Developing structured apprentice programs for ECEs (1%)

SPACE, LOCATION, PROGRAMMING & GROWTH

- Find more suitable buildings and create incentives for developers to incorporate child care into future initiatives (8%)
- Add more spaces to current child care facilities (7%)
- Have a more diverse range of models to meet the varying needs of families (5%)
- Access more funding to support growth (4%)
- Choose better locations for facilities (1%)

PARTNERSHIPS, CO-LOCATION & UNDERUTILIZED SPACE

- Partner with community organizations, schools, and businesses to provide more options (16%)
- Develop child care locations in conjunction with schools, businesses, and churches (5%)

CORPORATE & MUNICIPAL LEADERSHIP

- Incorporate it into municipal policies and plans - focusing on adaptable zoning and long-term planning (9%)
- Employers share the responsibility of child care with their employees (3%)
- Have a clear line of communication with the community about current issues (5%)

APPENDIX A

Parent and Caregiver Survey



CARE FOR OUR KIDS

A Collaborative Approach to Understanding Child Care
in the Central Okanagan

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Central Okanagan Child Care Planning Parent Survey Results

Prepared by: Daylin Mantyka, MSc

December 13, 2019





1. Background and Objectives

The purpose of this survey was to help to provide an understanding of the state of child care in the Central Okanagan from a parents' or caregiver's perspective. This information is key in understanding what families currently have access to and what is necessary to better support them.

These engagement results -- in addition to other engagement results from focus groups, interviews and workshops -- will inform the Central Okanagan Child Care Action Plan. The results will be passed onto the provincial government in hopes to improve the state of child care within the region.

2. Methodology

The survey was launched on September 16th, 2019 and closed on November 1, 2019. A total of 427 parents / caregivers responded to the survey from Lake Country, Kelowna, Okanagan Indian Band and West Kelowna. Most respondents reside in Kelowna.

The enclosed pages show results from the entire data set (representing the Central Okanagan) and in some cases, each of the community data sets were analyzed separately. Responses are organized by individual question and detailed verbatim comments are available in **Appendix A**.

It should be noted that some totals in this report may not add up to 100%. However, the numbers are correct, and the apparent errors are due to rounding.

3. Circulation and Response

The surveys were shared through service provider networks such as through Childhood Connections, the City of Kelowna, and social media. We received 427 responses from parents and caregivers throughout the Central Okanagan region. The sample sizes vary between communities. The following survey results account for 300 responses from people living in Kelowna, 76 from West Kelowna, 42 from Lake Country, 8 from Peachland and 1 from Westbank First Nation.

4. Analysis

The survey results were analyzed according to the type of question posed:

- **Multiple Choice Questions (Select One)**

For these questions where answer choices were provided, the sum of the responses for each answer choice was divided by the total number of responses for that question to provide a percentage. All multiple choice questions and answers are displayed in the form of a graph.



- **Multiple Choice Questions (Select All That Apply)**

For these questions where respondents could select an answer from more than one answer choice, the sum of the responses for each answer choice was divided by the total number of survey respondents who answered that question to provide a percentage. All multiple choice questions and answers are displayed in the form of a graph.

- **Open-Ended Questions & 'Other, Please Specify' Responses**

For the open-ended questions where answer choices were not provided, where possible, responses were categorized into themes that emerged. After each response was categorized, the number of responses that correlated to each theme was then totalled and divided by the total number of responses for that question to provide a percentage. These themes and corresponding percentages are presented in the form of a graph. All verbatim responses to the survey questions are provided in **Appendix A**.

5. Results

Demographic Questions

Questions 1-9 asked a number of demographic questions which can be found in **Appendix B**.

Child Care Questions

The following questions provided context on child care factors such as utilization patterns, overall satisfaction, affordability, and supports and services among others. **Community Snapshots** summarizing some of the survey data can be seen on the following pages.



Kelowna

Parent or Caregiver Survey Snapshot

300
RESPONSES



Access to Care:

60% Child care needs are met

40% Don't have care OR care not optimal



45% had to call someone last minute because they couldn't access their care

GAPS in access to care by

AGE GROUP



46%

Infant/Toddler



30%

3 to 5 Years



44%

School Age

said that they need care or care is not optimal

* data from all of the Central Okanagan



6 months to 2 years
before finding care

Typically on **2-5**
wait lists

Travel Patterns

Child care typically located close to home and work.



63%
Home



54%
Work

Most don't travel outside of Kelowna for care.

85% of Central Okanagan parents said that convenience of location was important

79% satisfied with care

36% would choose a different option



Supports needed to

THRIVE

1. Flexible hours

part-time, extending am + pm care, weekends, drop-in

2. Affordable care

3. Before + After school

care for sick days and school closures care

SURVEY DEMOGRAPHICS FOR KELOWNA



66%

between ages 30-39



57%

lived in Kelowna for 10+ years



10

identified as Indigenous



27

identified as visible minority

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West Kelowna

Parent or Caregiver Survey Snapshot



Access to Care:

45% Child care needs are met

51% Don't have care OR care not optimal



55% had to call someone last minute because they couldn't access their care

GAPS in access to care by

AGE GROUP



46%
Infant/Toddler



30%
3 to 5 Years



44%
School Age

said that they need care or care is not optimal

** data from all of the Central Okanagan*



1 month to 2 years
before finding care

Typically on **2-5**
wait lists

Travel Patterns

Child care typically located close to home and work.



50%
Home



39%
Work

33%
travel outside of West Kelowna for care.

85% of Central Okanagan parents said that convenience of location was important

69% satisfied with care

39% would choose a different option



Supports needed to

THRIVE

1. Flexible hours

part-time, extending am + pm care, weekends, drop-in

2. Affordable care

3. Before + After school

care for sick days and school closures care

SURVEY DEMOGRAPHICS FOR WEST KELOWNA



68%

between ages 30-39



51%

lived in West Kelowna for 10+ years



2

identified as Indigenous



3

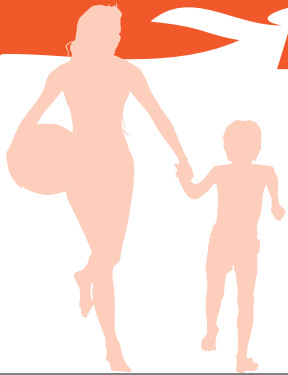
identified as visible minority

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Lake Country

Parent or Caregiver Survey Snapshot



Access to Care:

57% Child care needs are met

40% Don't have care OR care not optimal



57% had to call someone last minute because they couldn't access their care

GAPS in access to care by

AGE GROUP



46%

Infant/Toddler



30%

3 to 5 Years



44%

School Age

said that they need care or care is not optimal

** data from all of the Central Okanagan*



1 month to 2 years
before finding care

Typically on **2-5**
wait lists

Travel Patterns

Child care typically located close to home and work.



63%

Home



54%

Work

24%

travel outside of Lake Country for care.

85% of Central Okanagan parents said that convenience of location was important

74% satisfied with care

45% would choose a different option



Supports needed to

THRIVE

1. Flexible hours

part-time, extending am + pm care, weekends, drop-in

2. Affordable care

3. Before + After school

care for sick days and school closures care

SURVEY DEMOGRAPHICS FOR LAKE COUNTRY



67%

between ages 30-39



64%

lived in Lake Country for 10+ years



0

identified as Indigenous



1

identified as visible minority

urban
matters



Peachland

Parent or Caregiver Survey Snapshot

8
RESPONSES



Access to Care:

50% Child care needs are met

50% Don't have care OR care not optimal



38% had to call someone last minute because they couldn't access their care



GAPS in access to care by

AGE GROUP



46%

Infant/Toddler



30%

3 to 5 Years



44%

School Age

said that they need care or care is not optimal

** data from all of the Central Okanagan*



0 months to 2 years

before finding care

Number of wait lists range

from 0-10+

Travel Patterns

Child care typically located close to home and work.



50%

Home



50%

Work

88%

travel outside of Peachland for care.

85% of Central Okanagan parents said that convenience of location was important

89% satisfied with care

50% would choose a different option



Supports needed to

THRIVE

1. Flexible hours

part-time, extending am + pm care, weekends, drop-in

2. Affordable care

3. Before + After school

care for sick days and school closures care

SURVEY DEMOGRAPHICS FOR PEACHLAND



50%

between ages 30-39



25%

lived in Peachland for 10+ years



0

identified as Indigenous



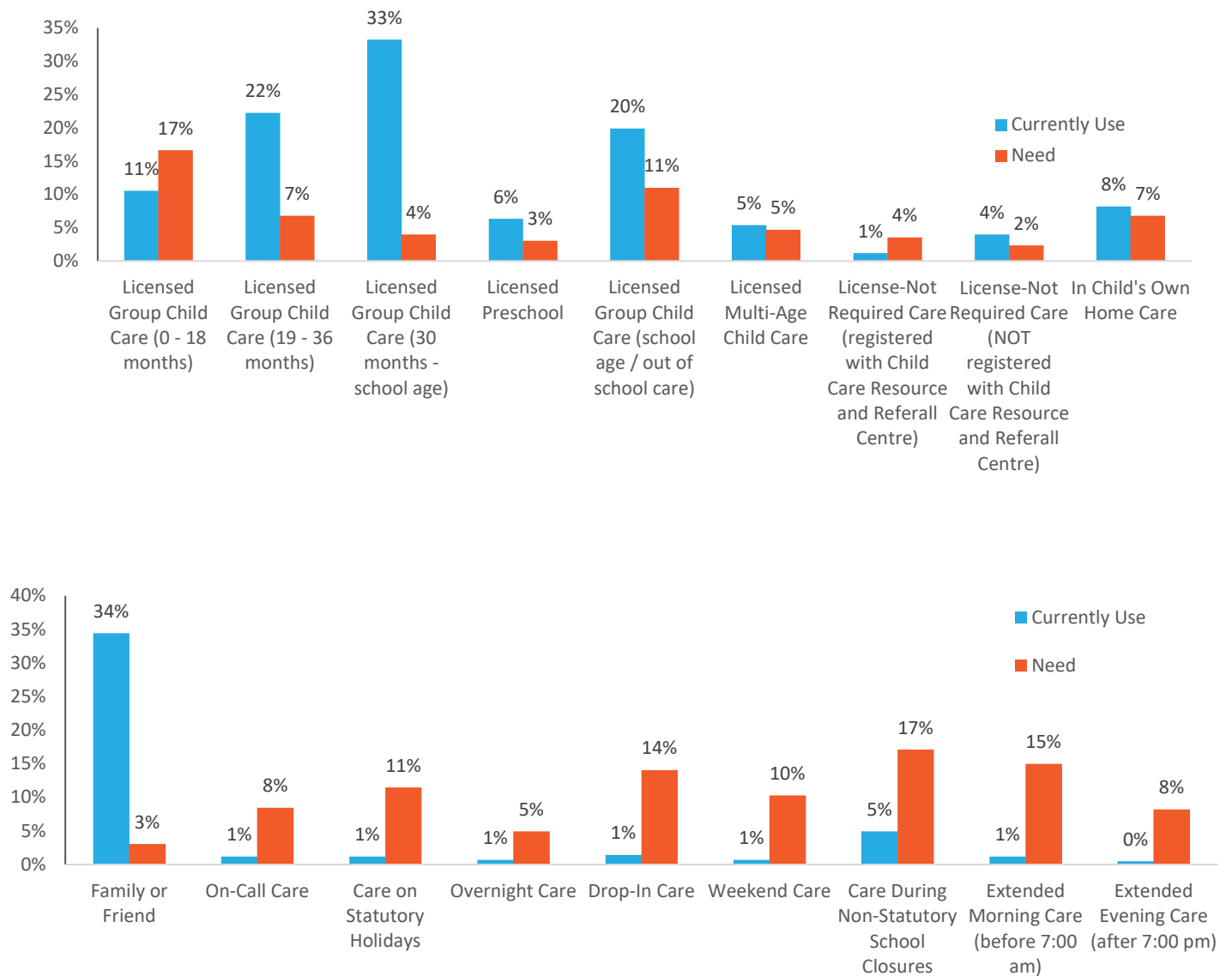
0

identified as visible minority

urban
matters



Question 10: What kind of child-care service do you currently use and/or need?



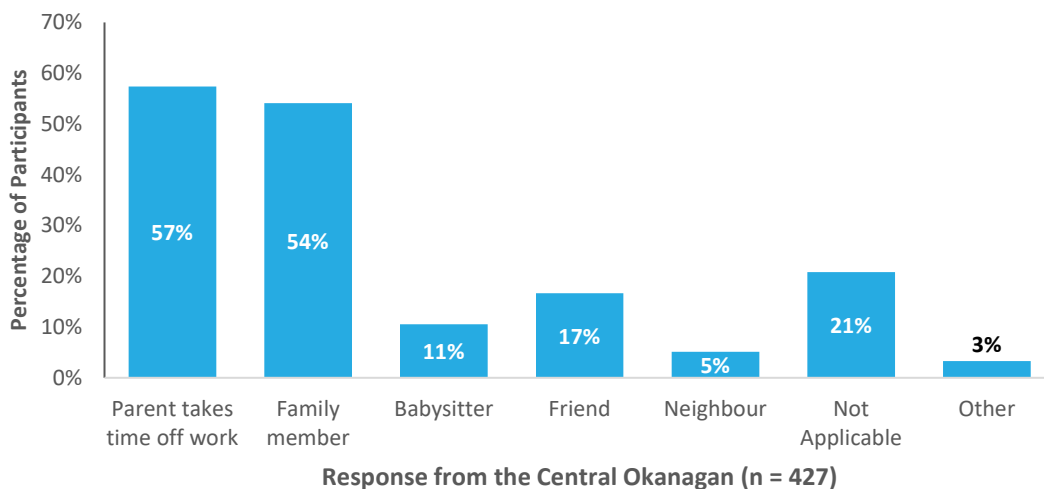
It should be noted that for each category, respondents could have also selected N/A, which made up a large proportion of responses (the remaining percentage points for each category). This data was eliminated from the charts to better illustrate the differences between what's currently used and what's needed in the community. It should also be noted that the data has been broken down into two charts (as illustrated above).

- The above charts explore the types of child care services that parents and caregivers currently use and/or need. This gives us an opportunity to understand what is available and what is currently missing.
- For the most part and in order of importance, parents and caregivers access care through:



- Family or friends (30%)
- Licensed group child care (30 months to school age) (33%)
- Licensed group child care (19 to 36 months) (22%)
- Licensed group child care (school age/out of school care) (20%)
- In order of importance, parents and caregivers currently need greater access to:
 - Care during non-statutory school closures (17%)
 - Licensed group child Care (0 to 18 months) (17%)
 - Extended morning care (before 7 am) (15%)
 - Drop-in care (14%)
- The categories that show the Need higher than the Current Use are those that illustrate the gaps.
- The need for licensed group child care for the infant/toddler age ranges (0 to 36 months) was echoed during interviews with parents, caregivers, and service providers alike.

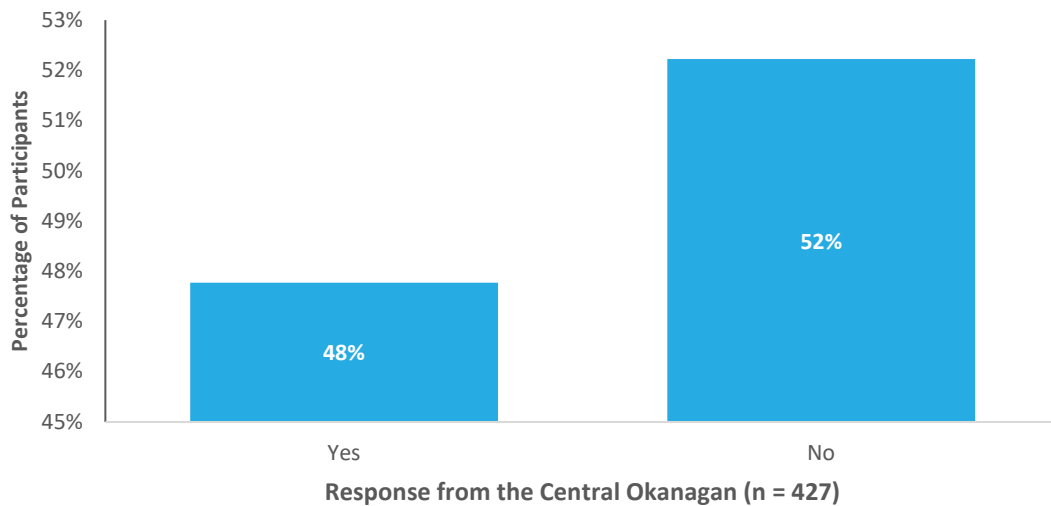
Question 11: If you don't have child care, who takes care of your children when you're away? Please select all that apply.



- The majority of respondents from the Central Okanagan indicated that a parent takes time off work (57%) or relies on a family member (54%). The parents interviewed also shared that it is common to have to stay home from work if their child is sick and they cannot secure care.
- Parents also shared that older children stay home on their own for short periods of time.
- Some parents and caregivers work from home, which enables them to watch their children while having the ability to work.



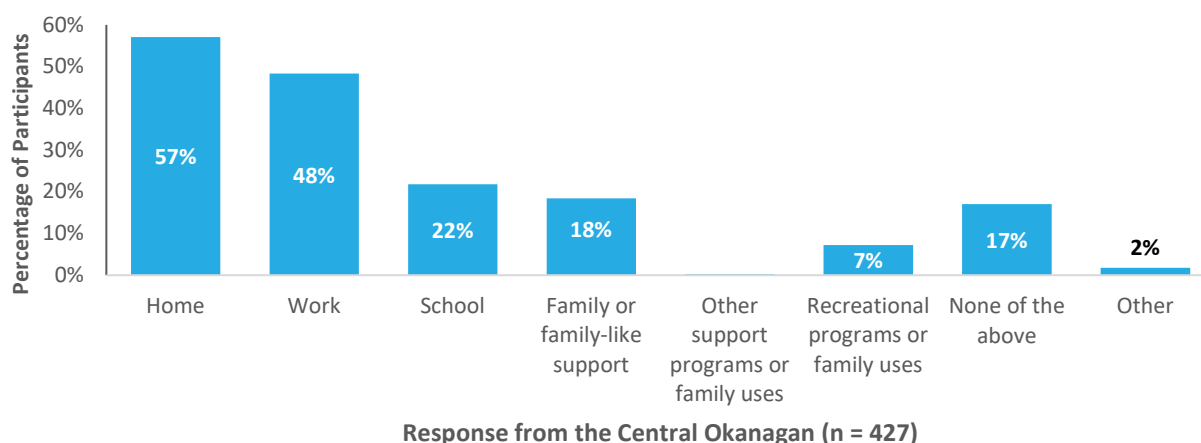
Question 12: Have you ever had to call someone at the last minute because you weren't able to access your regular child care provider?



- Nearly half or 48% of parents and caregivers from the Central Okanagan expressed that they have needed to call someone at the last minute.
- When asked to clarify, the most common reasons for this include illness with 54% and child care being unavailable for an unknown reason with 29% or due to a planned closure (holidays, summer vacations, professional development, etc.) with 13%.
- In Kelowna, with a sample size of 300, 69% of parents and caregivers expressed being satisfied and very satisfied with the child care they are receiving. 32% were “satisfied” and 37% were “very satisfied” with the care provided.
- In West Kelowna, with a sample size of 76, 58% of parents and caregivers expressed being satisfied and very satisfied with the child care they are receiving. 22% were “satisfied” and 36% were “very satisfied” with the care provided.
- In Lake Country, with a sample size of 42, 55% of parents and caregivers expressed being satisfied and very satisfied with the child care they are receiving. 29% were “satisfied” and 26% were “very satisfied” with the care provided.
- In Peachland, with a sample size of 8, 76% of parents and caregivers expressed being satisfied and very satisfied with the child care they are receiving. 38% were “satisfied” and 38% were “very satisfied” with the care provided.

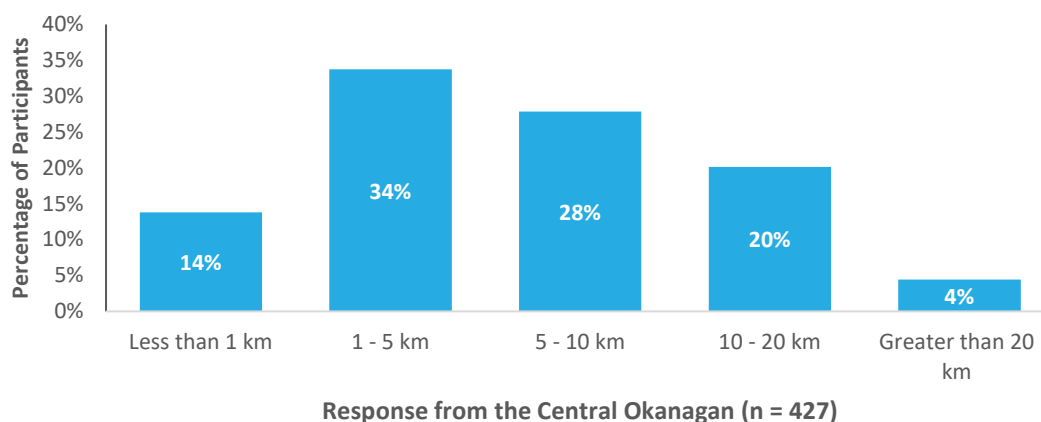


Question 13: Is your child care located close to any of the following?



- Child care tends to be closest to the parents and caregivers' home and work first and foremost, as well as school and family or family-like support.
- The above trend is echoed throughout Kelowna, Lake Country and West Kelowna.
- In Peachland, child care tends to be located closest to work (50%) and family or family-like support (50%).

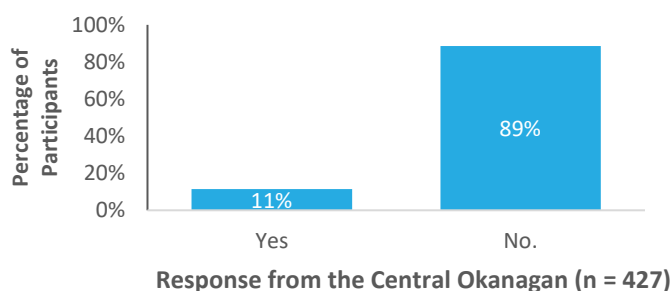
Question 14: What distance do you travel to your child care provider's place of work?



- Overall, most respondents (34%) travel 1 to 5 kilometers and 5 to 10 kilometers (28%).
- The above trend is especially the case in Kelowna and Lake Country with most people traveling 1 to 5 kilometers to access child care (35% and 45%, respectively).
- 20% of people travel more between 10 and 20 kilometers and less than 15% travel less than 1 kilometer.
- In West Kelowna and Peachland, more people travel between 10 and 20 kilometers to their child care provider's place of work.

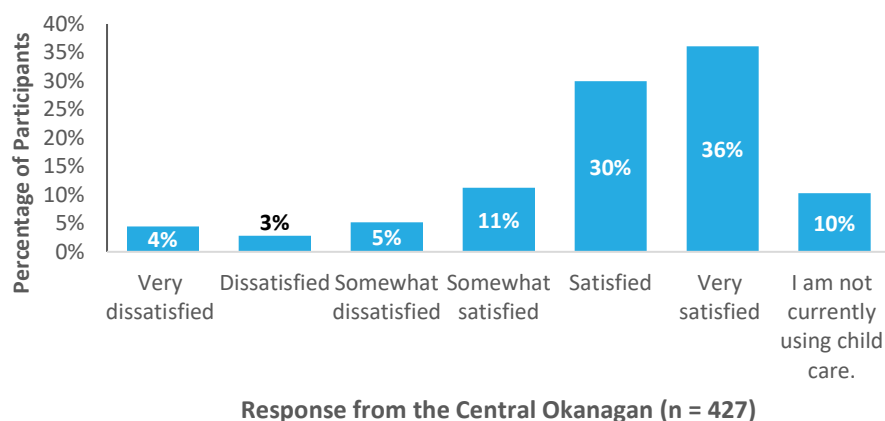


Question 15: Do you travel outside your municipality/jurisdiction for child care?



- 89% of respondents indicated that they do not travel outside their municipality to access child care.
- It is worth keeping in mind that most survey respondents live in Kelowna and that most services are available within this municipality since it has the highest demand.
- 11% of respondents shared that they travel outside of their municipality/jurisdiction. Several mentioned that they travel to Kelowna for child care since they work there.
- Peachland is the only municipality/jurisdiction where the majority of parents and caregivers travel outside of the District for care (88%).

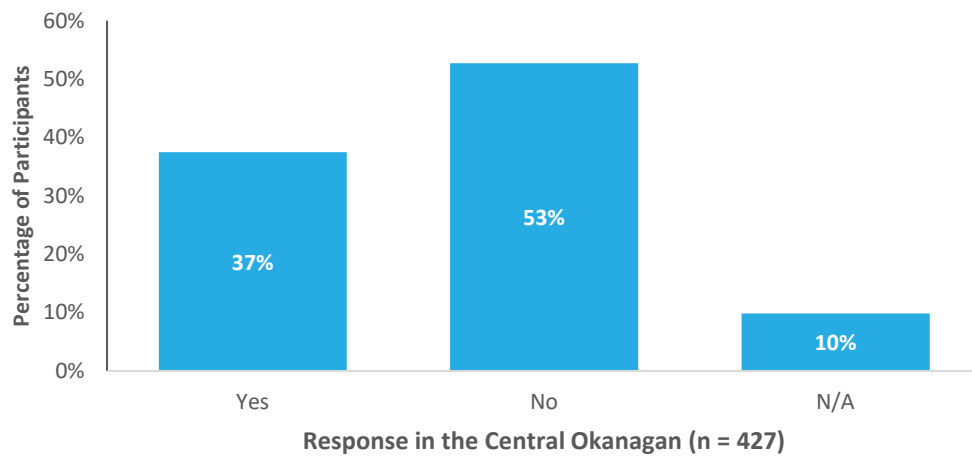
Question 16: Are you satisfied with the child care you are receiving?



- Overall, 77% of respondents were satisfied with the child care they are receiving. 36% were 'very satisfied,' 30% were 'satisfied' and 11% were somewhat satisfied with the care received.
- In a sample of size of 12 who identified as Indigenous, 9 respondents expressed being very satisfied, satisfied and somewhat satisfied with the child care they are receiving.
- In a sample size of 31 who identified as visible minority, 20 expressed being very satisfied, satisfied and somewhat satisfied
- In a sample of 6 parents and caregivers whose children have developmental, cognitive, and/or physical challenges, 67% expressed being satisfied with the child care received.



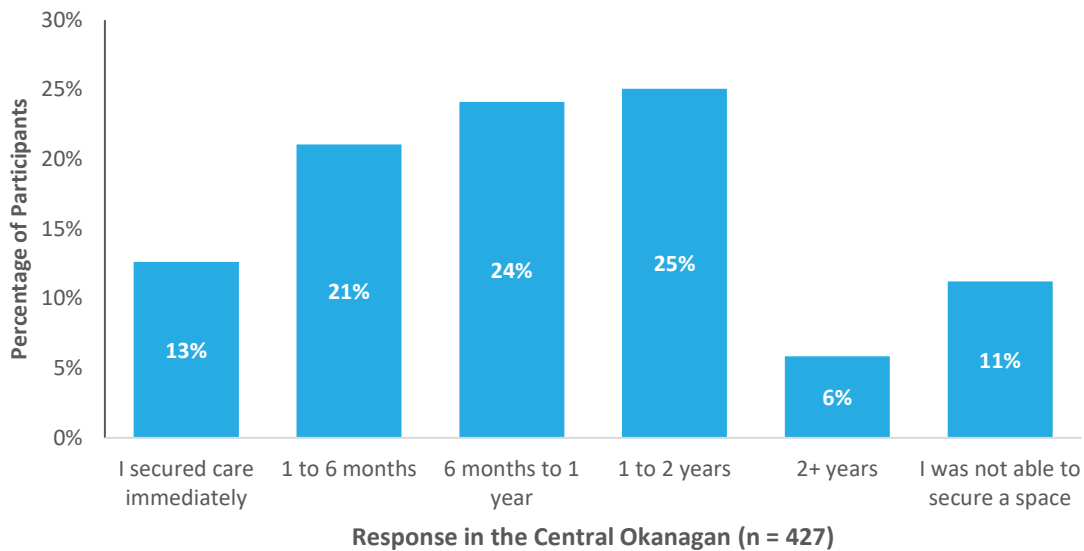
Question 17: If you had the option, would you choose a different child care option?



- More than half of participants shared that they would not choose a different care option.
- At the same time, an important 37% or roughly 158 of participants shared that they would. In their feedback, they share some of the reasons why. The top reasons include that they:
 - Would prefer somewhere with more flexibility (part-time, shift-work, drop-in, etc.) (25 respondents)
 - Would prefer more affordable care (25 respondents)
 - Would prefer licensed care (24 respondents)
 - Cannot/could not secure childcare [therefore the different option they select is to have child care] (22 respondents)
- They also shared:
 - Being on waitlists is a challenge
 - Finding before and after school care can be a challenge
 - Challenges with being unable to find other options for care once they have secured a space they are not satisfied with
 - Figuring out the logistics around commuting to work, home and child care can be a challenge, which is why a location close to home or work is preferred
 - Feeling confident that their children are well taken care of is a priority for parents and caregivers
 - Finding the cost of child care is very high and that having more than one child in care can be extremely expensive
 - Finding care for more than one child at a time can be an added challenge
 - Finding availability on specific days that adjust to the family's needs
 - Accessing part-time child care when full-time care would be more appropriate for the family's situation



Question 18: Thinking about your most recent experience securing child care, how long did it take you to secure a space?



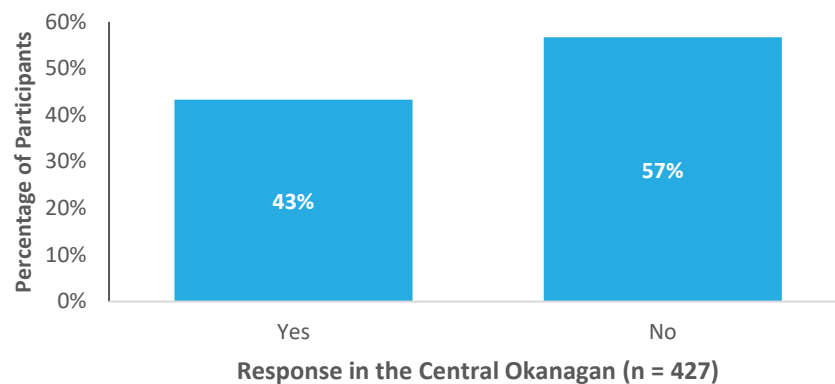
- 11% of participants were unable to secure child care
- Overall, it takes between 1 month and 2 years to find care:
 - 21% of participants secured child care in 1 to 6 months
 - 24% of participants secured child care in 6 months to 1 year
 - 25% of participants secured child care in 1 to 2 years
- In Kelowna and West Kelowna, the majority of parents and caregivers shared that it takes between 6 months to 2 years to find child care.
- In Lake Country, 26% shared that it took 1 to 6 months to secure care while 24% shared that it took between 1 to 2 years to secure care. This highlights the different experiences in accessing care within a similar context. It also begs the question of whether parents have access to knowledge around navigating the child care system and how this knowledge can be shared more broadly.
- Most of the 8 respondents in Peachland shared that they secured care immediately and within 1 to 6 months. This represents 76%.
- During interviews, service providers, parents, and caregivers alike shared that it is very important for parents and caregivers to sign up for waitlists and start looking for child care as early as possible. Some shared that it made sense to sign up as soon as they knew that they were expecting.



Question 19: Did you expect the process to take as long (or short) as it did? Please explain:

- This was an open-ended question and the responses were categorized into themes. 31% indicated that the process took longer than expected, 21% indicated that the process was as long as expected and 15% indicated that the process was shorter than expected.
- Some general themes include:
 - They were not able to secure child care in their desired time and therefore had to make alternative arrangements (nanny, stay home, unlicensed care, etc.) (67 respondents)
 - They had difficulties finding licensed care (32 respondents) and out of school care (19 respondents)
 - They found care right away if they had a sibling in care already or for preschool (15 respondents)

Question 20: Have you ever had to change child care providers?



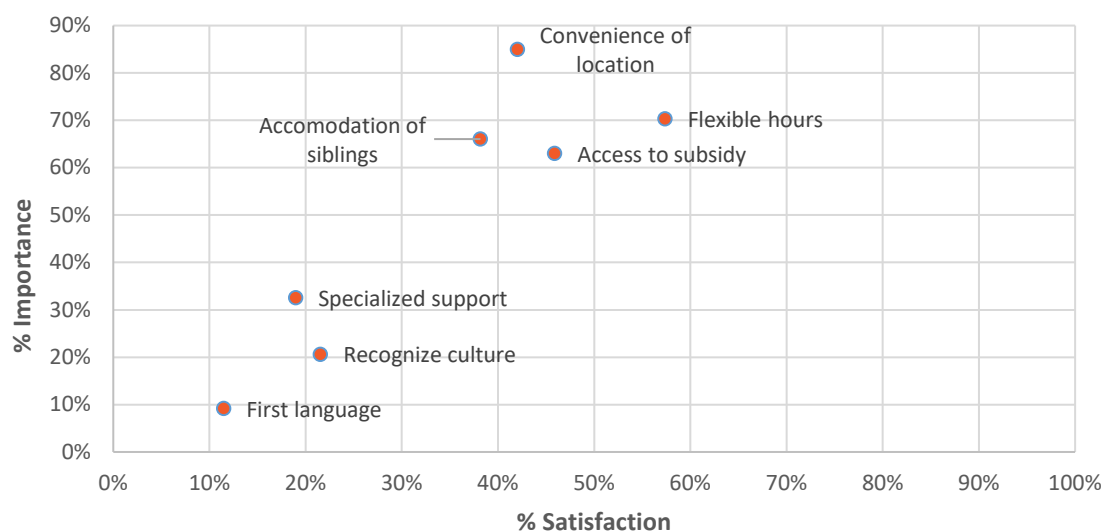
- 43% of participants have had to change child care providers
- The two main reasons for changing care providers include:
 - Child care provider closed, quit, or could not accommodate siblings (28%)
 - Parents and caregivers were dissatisfied with the child care provider (26%)
 - Throughout the survey, parents and caregivers express an over-arching sense of frustration in accessing care due to a lack of spaces and a high cost. They've expressed that they do not often get a choice in the child care they can access, but depending on what is currently available. Those spaces and facilities available do not always suit their family's needs. This lack of choice and the frustration around that is a recurring theme.
- Other reasons include:
 - 9% of families moved
 - 10% expressed that the child aged out of previous care
 - 9% shared that the child care provider did not offer required hours
 - 9% got into a more desirable child care provider



Question 21: Please rate how important the following factors in your selection of child care AND
 Question 22: Please rate your satisfaction with the following services

Child Care Factor	Total Importance	Total Satisfaction
License or registration of child care provider	81%	Did not ask
Education or certification(s) of child care provider	84%	Did not ask
Convenience of location	85%	42%
Flexible working hours	70%	57%
Accommodation of siblings	66%	38%
Programming that recognizes our family's culture	21%	22%
Programming in our family's first language (other than English)	9%	11%
Specialized support for children with additional behavioural, physical or developmental needs	33%	19%
Access to subsidy or fee reduction	63%	46%

- When looking at importance, the top 4 factors when selecting a child care include:
 - License or registration of a child care provider (81%)
 - Education or certification(s) of child care provider (84%)
 - Convenience of location (85%)
 - Flexible working hours (70%)
- When asked about their level of satisfaction given the above child care factors, only one factor ranked greater than 50% – flexible working hours (57%) (despite this being a common need for parents).
- When plotted on the same graph, we see that the top 4 factors in importance are sitting around the 50% satisfaction mark. Those that ranked low on the importance graph (likely due to a limited number of parents needed that type of offering), the satisfaction level is well below 50%, which indicates a service gap and room for improvement.





Question 23: What kind of child care services or supports would help your family thrive?

- The most requested supports include:
 - 24% highlighted flexible hours (part-time, extended evening/morning hours, weekend care, drop-in)
 - 225 drew attention to affordable care
 - Before/After school care, out-of-school care for sick days, school closures, etc.
- Parents and caregivers shared different perspectives

"[We need the] confidence in knowing we will have a spot when I go back to work. Even better if we were able to choose where we send our daughter rather than take what's available."

"As parents we have made the difficult choice to have my wife work part time, just to be able to drop off and pick up the kids at school. Even though my wife has been offered lead dayshift nursing opportunities, we do not have options on how to make this work. She's only part time on afternoons for this reason..."

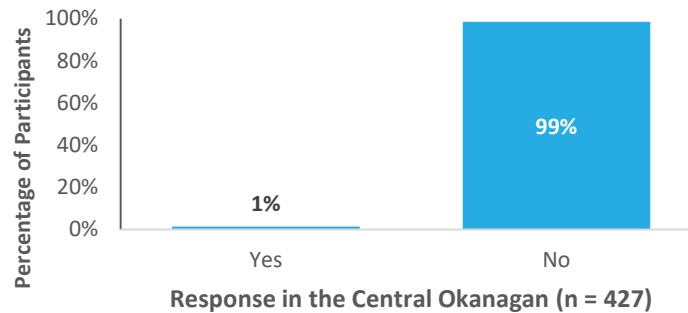
"We need more before and after school centres serving the schools. So many parents live in poverty and do not work or only work part time so they can get their child to and from school cause there is no other option..."

"Being able to drop off and pick up both kids from the same or closer location. Being able to drop off at 7am. Automatically having alternate coverage options for early or full day planned closures. Spring break and summer vacation options that don't cost a fortune or only cover a few hours in a work day."

"More affordable childcare that also values the role of its employees by paying them so well, so that caregivers are happy and thriving as they take care of our children."

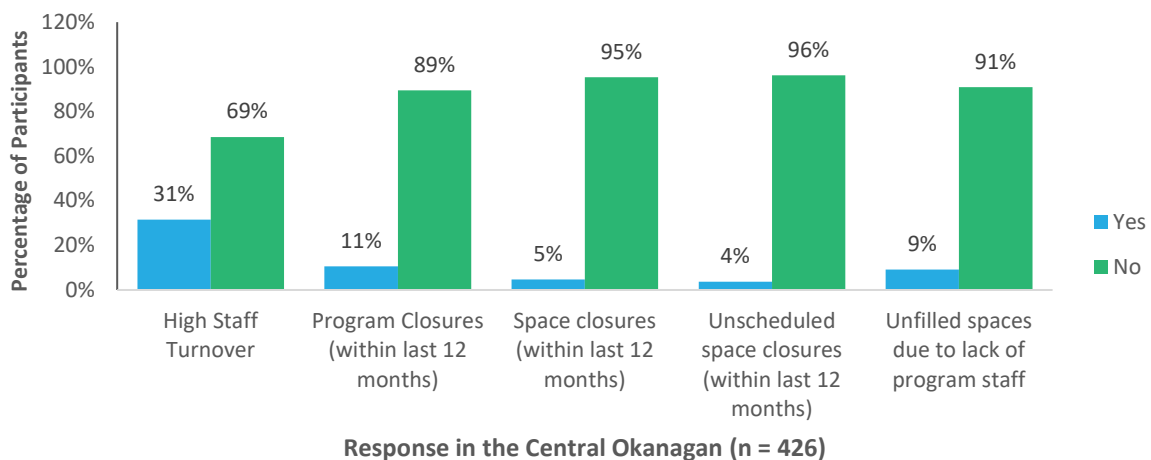


Question 24: Does your child have developmental, cognitive, and/or physical challenges?



- 6 parents and caregivers answered yes to this question and 31 shared some of the supports their families need
- These supports include:
 - Support managing challenging behaviours
 - Promoting awareness and understanding around disabilities
 - Having full-time or dedicated staff to offer support for the children who need it
 - Autism and intellectual disability support
 - Hearing loss support
 - ADHD support
 - Speech therapy

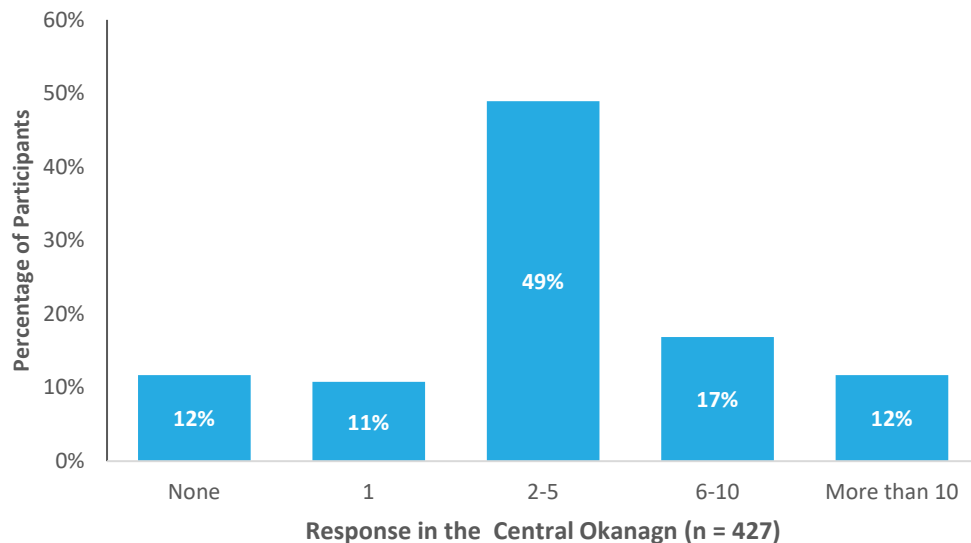
Question 25: To your knowledge, does your current child care center experience the following:



- Over 89% of participants were unaware of whether their child care facilities have experienced unscheduled space closures within the last 12 months, space closures within the last 12 months, unfilled spaces due to lack of program staff, or program closures within the last 12 months.
- Anecdotally, 31% of participants were aware of a high staff turnover. Although anecdotal, this question illustrates a perception from parents and caregivers or an indication of their child care experience.



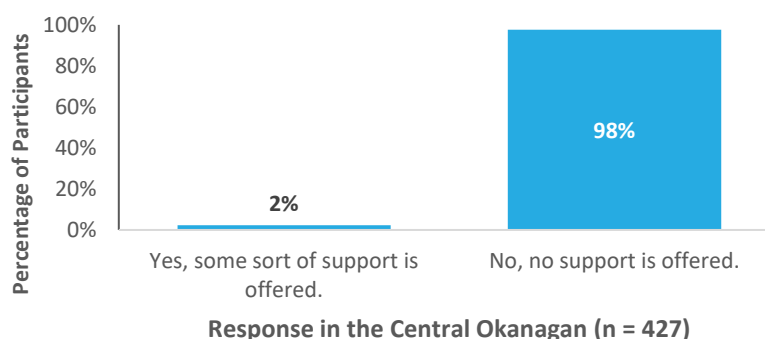
Question 26: Approximately how many child care wait lists have you been on?



- Overall, nearly half of participants or 49% have been on 2 to 5 wait lists.
- Throughout the region:
 - 17% have been on 6 to 10 waitlists
 - 12% have been on more than 10 waitlists
 - 12% have been on none
 - 11% have been on 1
- In Kelowna, 51% of respondents have been on 2 to 5 waitlists and 16% have been on more than 10.
- In Lake Country, 45% have been on 2 to 5 waitlists and 19% have been on 1.
- In West Kelowna, 49% have been on 2 to 5 waitlists and 22% have been on 6 to 10.
- In Peachland, 38% have been on no waitlists (although anecdotally, we've been hearing that most don't even try to access the care in Peachland as there are so few offerings).
- Throughout the conversations with parents, many expressed a sense of frustration of waitlist times and highlighted the stress around not knowing when they would be able to secure care that worked for their family.

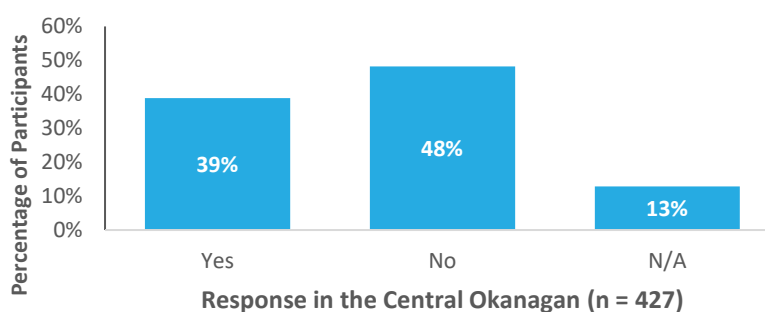


Question 27: Do you or your partner's employer offer any kind of child care support?



- Participants shared that in 98% of cases employers do not offer any kind of child care support.
- A few participants shared that they did receive some supports, which include:
 - Flexible working hours, paying 25% of care costs, discounts if a parent works at the daycare

Question 28: Are you accessing any subsidies (including affordable child care benefit) to help manage the cost of child care?



- 48% of respondents expressed that they are not accessing subsidies
- Of those accessing programs:
 - 39% access ACCBC/subsidy
 - 26% use Daycare Access Subsidy
 - 16% use unclear funding
 - 11% use government funding and are unclear if it is federal or provincial

Question 29: We are creating an inventory of all the available child care spaces in the Central Okanagan to help determine the amount of care that's currently out there. Please feel free to indicate your care provider's business name below.

Please see **Appendix A** for a list of responses to this question.



Question 30: Do you have anything additional to share about the state of child care in the Central Okanagan?

- 58% of participants expressed frustration with waitlists and lack of availability and spaces
- 26% expressed frustration with the cost of child care
- Parents shared similar perspectives:
 - Spouses, often women, have to stay home because the cost of child care outweighs their income
 - ECEs often move on to other jobs with greater security and higher pay
 - Parents do not always feel as though they have a choice in child care and often feel pressured to take whatever space is available
 - Infant/toddler spaces, as well as before and after school care are recurring needs
- Direct quotations on the above trends

"Daycare is also very expensive so if you have two children who need care it is almost not worth it for one parent to work or for them to work less. This effects pension and benefits. The parent who usually stays home is the mother, therefore this issue is hurting women as well."

"It is frustrating that 2 years is not enough time to be on a waitlist and get into a daycare. The waitlists needs to be visible and monitored."

"They seem to always need more staff so it's concerning that there's a lack of qualified workers."

"To expand on the comment above, the high cost of child care further exacerbates the inequities faced by people who are socially disadvantaged. We know that high quality early childhood education and programs are vital for the health and development of children. The high cost of childcare puts these programs out of reach for many, who still need to work in order to feed their families, pay rent etc - but need to resort to unsafe or precious childcare arrangements in order to work. Our children have the right to access quality programs regardless of socioeconomic status and our childcare costs and program availability needs to reflect this right and address the inequities within our childcare system and policies."

"Parents should never have to settle for an arrangement when they know in their gut that it isn't the right home, but have to settle because of the pressures to return to work."

"We strongly need more options for before and after school care especially with drop offs or pick ups from school that do not have on site care provided."

"I hear so many parents, mostly mothers, unable to go back to work or school because they can't find space in childcare."

"We need spots for infant/toddler care. The demand is there now and only to increase as more families move to the region."

Appendix A

Open Ended Responses for Parent Survey

Question 9. Do you currently have access to child care? If Other, please describe:

Currently on waitlists for when May leave ends
on maternity leave so will need childcare in 6 months
I choose to work only during school hours because I couldn't find before and after school care that I was comfortable with and that was not religious. There is a good one near the school but it teaches Christianity.
Have childcare but childcare does not meet my early drop off needs
Do not need child care as my spouse is a homemaker & takes care of our children.
They were met but my childcare provider has changed their hours and no longer align with my working schedule. And I have not found any substitutes
My husband is a stay at home dad but eventually we will need sporadic child care.
After school rec programs and Family help with Childcare
Sometimes family
My kids no longer need daycare but it was a struggle up until this year
I have one in full time day care and was unable to get a spot in an after school care program
Currently met but will soon need before and after school care. Before that starts at 7am and after until 530
Currently on maternity leave
to expensive
I have no child care for full time, only morning preschool for 3 hours 3 days a week for 1 out of 3 children.
I work from home
One parent is home full-time. We no longer use outside childcare.
Will need child care in the near future.
I'm a SAHM but my son is in preschool

Question 11: If you don't have childcare, who takes care of your children when you are away?

9 yr old son will be walking 45 mins to school and to home after school each day when I go back to work
We privately hire a CEA from the school 2 days a week after school care
We hired an au pair - so expensive and difficult
Random person off facebook/ craigslist who is available andwilling
Children are getting themselves out to school bus some am's in their own, supervised by phone by parents, neighbors are aware...after school home in there own, neighbors aware and contact by phone
Me, I have no one else to watch him
Myself, as I'm doing LNR.
Work from home.
I just lock them in the house, they look after themselves.
Currently on mat leave, no care required until spring
I work from home
Me , mom
They stay home alone for short periods

Question 13: Is your child care located close to any of the following?

My son is on the waitlist at his new school for before and after school care
Not currently in childcare (4 months old)
In home
dont have childcare currently
Don't currently have child care
I work from home
Send kids out of town or summer camps out of town.
Hoping to have care close to work - but on many waiting lists

Question 15: Do you travel outside of your municipality / jurisdiction for child care?

If yes, please explain:

Kelowna to West Kelowna
I live in Lake Country and there was no childcare for my son so we had to find care in Kelowna.
Live in Lake Country travel to Kelowna. Work in Kelowna
Kelowna to Ellison
We both work in Kelowna so it is convenient to have our childcare there.
Live in west Kelowna and drive to kelowna because we both work ther
We live in West Kelowna and drive kids to daycare in Kelowna (1 parent works in Kelowna)
Lake country to Kelowna
Lower mission Kelowna to south east kelowna
Live in West Kelowna, Daycare in Kelowna, and about to have to start working in Penticton
I have childcare and family to do weekends and overnights in Penticton
I drive close to the bridge for my sons care currently.
I live in Rose Valley and travel to upper glenrosa for childcare
Live in west Kelowna but work in Kelowna. Chose a daycare that was convenient location for drop off/pick up along commute to work.
Lack of childcare in my area
Drive to west kelowna
From west Kelowna to kelowna
Live in Lake Country and childcare is in Kelowna, but is on my way to work.
Grandparents live in another town
No day care programs have room in my community.
We live in peachland but travel to Kelowna for work and child care.
I drive from West Kelowna to kelowna for childcare
Live down Westside road but no morning care on Westside so have to take to Kelowna and have him Kelowna school
Drive to kelowna for work and only place I could find care
have to go an hr to family and then back to work
Live in West Kelowna, found daycare in Kelowna
Live in West Kelowna. Older child's school and out of school care is in Rutland. Younger son's care is in Kelowna.
Live in west kelowna but child care is in kelowna
Live in West Kelowna and work in Kelowna with childcare in Kelowna.

I live in West Kelowna, drive to Kelowna for child care.
Live in West Kelowna - Childcare in Kelowna (by choice)
I drive from west Kelowna to kelowna
Close to my workplace
Lived downtown and then bought a house in Lake Country. Have been on 2 Waitlists for a year in Lake Country
Drive into Kelowna
Live in Lake Country, care for one of my children is in Kelowna
Daycare is in Kelowna and we live and work west Kelowna
from. west Kelowna to kelowna
We live in West kelowna and travel into Kelowna for care...it takes anywhere between 20-40 mins depending on traffic over the bridge some mornings.
I travel from west Kelowna to pea land for childcare one day a week
West Kelowna to Peachland
Send kids to summer camps or to out of town family in the summer. Rearrange my work schedule to work within those time frames often at great hardship.
I travel to Kelowna for Daycare and Vernon for work every Monday to friday
By my own choice as this is where my preferred child care is located. Also I am right on the border of two municipalities.

Question 17a: If you had the option, would you choose a different child care option?

I would prefer a dayhome. Prefer a home environment.
I pulled my son out of the other care to put him in better care over the summer. We now are on waitlist for the before and after school program
I'm very pleased with the care at my current provider but they do not currently have a full time spot available.
Not currently in childcare but feel like I will have to "take what I can get" once mat leave ends. ie won't be able to chose, will have to take what available (if anything)
i would like a licensed trained professional care
Having access to support and providers for my son's org special needs. I rely on family and aging grandparents as there is very little options for children with special needs available.
We don't have any care yet. We are on so many waitlists, just hoping for something to pan out
Daycare/preschool that opens for drop off at 6:15am
I would choose a day care instead of family / babysitters
Closer to home
We have occasional drop off days. I work part time shift work so it would be nice to have consistency with their schedule but the child care can't provide that for us
Cost efficient one
We were extremely disappointed you closed "Le petit hibou" pre-school at belgo elementary due to cost cutting measures. this school was crucial in my oldest child's development. We had to scramble to find another plan. Mme.Robak was an amazing teacher.
There is only after school care provided and not before school like there used to be
I would choose a childcare option closer to my job or home
licenced facility
I am dissatisfied with the current daycare there's no other option.
Would prefer a nanny come to my house but on a part time flexible schedule
would like to be in daycare offering \$200/month (\$10/day) see below comments

I would move to a more affordable sustainable option like group care. In home care is very expensive.
Closer to home would be nice
Licensed facility rather than home/family members care
I have my daughter in B&Girls Club for after school care, which is okay. They cancelled their before school care and of the 2 other places that offer it, they are both 2 year wait listed. My ex is now watching err before school and I do not like that
I can't find anyone who will agree to take my infant
I would like to have pre school but as a single working parent that is not an option
I would choose a facility that was participating in the \$10/day daycare
My husband and I both work 12 hour shifts and there is not a childcare option besides a nanny for that type of work. Also we have been on several wait lists for part time day care since he was 3 months old and still have not gotten in.
I work in Kelowna but because I was unable to get my child a spot in a glenmore school he is going to school in Lake Country where we live, and after school program there too. My preference due to logistics would be to have him closer to me while at work.
Only because currently we have an amazing space but just for 1 of our 2 children. Still waiting for a space for our youngest.
We are happy with the care & facility, but would also explore another location if it had one. We also find that my oldest had better relationships with the providers than our youngest (higher turnover for her current daycare)
I would love to work full time and feel confident that my kids had a good after school care program that I could trust
I would rather be licensed and able to use subsidy as child care is outrageously expensive. But it is next to impossible to find and even if you are lucky to get a spot you can't be picky about who it is.
If the cost of an in-home / nanny wasn't so much higher than licensed childcare (even for 2 kids full time) then I would like that option.
Care in lake country would be ideal
More preschools in West Kelowna, more affordable day cares, babysitting co-ops
Would prefer childcare option that covers summer and Pro-D days. As I will be needing to find additional care during those times.
The daycare we attend is ok. A couple of the workers are great and the rest are not the best. It's a "non-profit" so they expect a lot from parents and it becomes a burden and even feel guilty into helping. The parking is non existent.
I was on 12 waitlists for childcare and only got into one
Although great care, our provider has high fees and full time weekday coverage is no longer available. Also, when there are closures we don't have anywhere else to bring our child
Right now I have different child care depending on whether I work weekdays weekends or nights. I would love to only need one childcare source
I would prefer something in my own community and closer to home.
If available and affordable, I would like licensed daycare or dayhome
A daycare closer to where we work and live
I would like appropriate care for after school pick up and drop off that is non-religious influence. I would like childcare available for evenings and weekends. I would like spaces available in licenced daycares for babies.
A structured program - licensed care
I would prefer to have both my children in the same daycare. I would like access to 4 days per week which is not an option at my preferred centre
I would like more flexibility. My child only uses after school care 3 days a week for 6 months but we pay for 5 days a week so we don't lose our spot when we need all 5 days a week.
Before & after school.options for older elementary students who feel teyre to old for in house provider. More afterschool options would be much appreciated as all local programs are at capacity.
I only have 2 days a week for my older child. I'm looking for full time care for my two children.

I would chose a part time option. But not available at my licensed daycare center.
Would consider an at home nanny arrangement, given the number of illnesses my child has had.
Not enough child care options for the ages of my kids
Don't want to always rely on family
Would like licensed
Live out part time nanny for 4 year old and for after school care for 6 year old.
I would love to be in a licenced facility with part tome option
A more structured and supportive environment. Working with the parents and helping encourage development skills. Instead of having someone "babysit" child while parents have to pay outrageous rates.
I am happy with our childcare provider but if a greater licensed option was available I would consider switching.
Licensed for both
I would have care for my children for atleast another year but there is none
We need flexible day care and after school care. We are now forced to take fulltime day and after school care while effectively we only need 3 days a week. This takes time away from us with the kids, and takes places for other kids that need it.
A daycare center. I couldn't get anything. I would want multiage
I would like to have both of my children at the same public care daycare
No for 3 year old, yes to my daughter who is private
We would prefer to have a nanny pick up our children from school and preschool to take them to their activities. Without a nanny we are having to leave work early and spend several hours per week driving our children around.
Childcare that is available at 7am or earlier
available during stats and spring/winter breaks
Have before and after school care, with transport to school or at school
I would prefer to be in a less expensive daycare closer to home.
The child care staff change over a lot and seem not very well trained so I question the care given. I've had many circumstances where it has proven correct with some incidents that I have witnessed.
now my son is established in his current after school care. But originally, it was no where near my first choice, but rather the ONLY choice
A registered licensed daycare
Part time licensed now, would like full time
I would love to have access to more affordable childcare. It is extremely expensive to have two children in care.
I prefer YMCA child care.
The ymca
I would like my children to have access to more formal education/ care programs with more children to play with.
Close to work as my wife and I work at the same place
I have tailored my job specifically to generally be able to pick my daughter up everyday after school however on school holidays, PD days, Xmas break, spring break, summer etc it is very challenging to find care that is available and reasonable in cost
We need full time care, there is NO availibility for fulltime care right now. We have been on waitlists since I was 3 months pregnant.
Looking to build language skills and have more say in daily activities
I would put my daughter in a more structured preschool where they are learning more letters and words to prepare for kindergarten
Longer hours, fewer non-statutory days off where we have to find alternate care to go to work.
closer and more affordable. Also, a daycare that has more of a learning structure to it for children.
I only have a babysitter on weekends. I would like part time care during the week so that I can work

waitlisted at a closer daycare
She enjoys it there but she's been going to the same program for 5 years. It would be nice to be able to try different programs. However if you give up your spot you'll never get back in.
We are on a waitlist for a childcare center. My mom takes care of my 3 year old, but she is old and will need cancer treatments. My husband has to leave work early to pick up our daughter from school as we are on a waitlist for after school care.
more preschool availability options and before and after school
I would love for my son to be able to get into a day care facility. I'm on 8 waitlists that are a year or longer and even payed a deposit to reserve a spot in a day care that I heard was a good one
Later closing
My daycare closes when works for them and no alternative is provided for other care as its a licensed day home.
There's no option of childcare for shift worker hours
With a nicer outdoor space with nature, not concrete. And with more staff, not just a skeleton crew
Would choose something closer to home
Care is expensive - if there was a high quality option at less cost then that would be primary choice. We have care but it will stretch our budget
I would choose to have child care, I don't currently have it.
I don't have child care. There is none available and my home has to look after child
If there was space for my 1yr old, I can go back to work
I currently use an after school program at my child's school; however they do not offer a before school program. I would like their to be more availability for before school care at the school and coverage for pro d days and around Christmas
I only have access to child care twice a week. If I had the option, I'd have my daughter in day care full time, which would allow me to go back to work.
I would rather use day care than a live in nanny. But it's too expensive with my nursing hours 7-19
If there was one which was closer offering similar quality of care and amenities, I would prefer not to have to drive as far.
Would love to have the child care that fit our situation better
Want a childcare in Lake Country closer to home
Wish we could have the before and after school care at his school.
Still need before school care - very happy with our after school provider
One that offers the days we need. Meaning, we were given Monday and Tuesdays, we need Wed and Thursdays. Those weren't available so we just have to make due.
Live in nanny
Closer to home or work, and closer together if they aren't in the same place
Closer to work. Part-time care options. More affordable.
Somewhere closer to where we live that offers after school pick up
I would like a nicer daycare with better outside play spaces.
Children are in two different locations. Multiple year waitlist to get them together. The locations are just about 10kms apart but space availability was prioritized over convenience
Cheaper and closer to home/school when the 4yeat old starts next year
Closer to home
If I could find drop in availability closer and cheaper than day camps
I'd like to adopt them out, I'm tired of kids. Do you know anyone looking?
not enough child support
I need both before school care and after school care 5 days per week due to being employed full time

I really need full time daycare in a licensed facility but the wait lists are way to long so I currently had to stop working and not sure when i will be able to go to work full time again.
Designated childcare provider from a certified ECE
older child: in school childcare- after school program provided at the school is needed
If there was a Center I felt had the same qualifications but was closer to my work or home I'd switch caregivers
AFTER AND BEFORE SCHOOL CENTRE
I have been on daycare lists for 2 years for infant toddler care with no spaces available
We have after school care, but do not have before school care as our daycare doesn't offer before school care, and we are on lengthy waitlists for alternate options.
My child has severe food allergies so we do not feel comfortable having her in a day care outside of our home. Finding a qualified nanny/babysitter has been extremely difficult. I had to resign from my full time position and work on a part time casual
Something less expensive
Drop in after school program
Just bottom of the barrel childcare. Forced to use it because everything is so expensive otherwise.
We have not been successful in finding full time childcare and we are waitlisted at three daycares.
child care that follows same parenting guild lines
I'd be happy to use a licenced day Care facility if the hours worked with my work schedule (I am an RN) A part time Nanny is expenses be and can be unreliable, placing strain on my in-laws who are over burdened as they care for their other grandchildren
I would like full-time licensed care but can only get part-time. I would also like a location that is between or closer to either my home or office.
Child is 10 seems too old for daycare too young to be home alone
Would prefer care much closer to home
For my 2 year old I would find something better. More toys better staff. Clean
If I had the choice I'd have family take care of him but I don't have family
I only have access to two days of daycare a week for my two year old. Three or more is needed.
To have before school care provided at my child's school
Would like to find an affordable part time daycare for my 2 yr old
For my son who in grade 1, i want the licenced after school care that i can rely upon (which doesn't give me a notice all of a sudden). For my 3 yr old son i want a daycare that includes preschool too. I'm paying his daycare & preschool separately now.
Licensed group cate
a liscensed safe facility close to home with trained staff offering hours to accomodate a 8 hour work schedul ie - 7-5
Daycare open earlier and closes later, preferably one daycare for both my kids instead of two separate ones
staff is under paid, building is falling down.
I need more flexible hours, I work shift work.
Would like closer to home, paying for more days than needed in order to have spots so would like less days
Closer to work, less expensive, better placement for 13month old for nap schedules
Yes I would if something were closer with the same amenities I receive
I really do not like our current provider who does out of school care (I used to have my middle child there too before maternity leave) but I feel like I have to continue with OOSC to give siblings priority when I return to work.
There is too much staff turnover at our current centre and I think there are management problems, but we are lucky to have our care needs met and don't have other options.
Would love a YMCA or childcare with more attentiveness and better child development programs

If I could, I would hire a nanny to take care of my two children when I return to work. Unfortunately, finding a quality nanny whom I could afford is almost impossible.

Question 19: Did you expect the process to take as long (or short) as it did? Please explain:

Yes, we expected significant wait periods. My youngest has been on a waitlist since prior to her birth in order to secure a spot in 2020.

I am very aware of the length of time to secure childcare so tried to plan in advance!

Expected over a year as it took that long last time. My previous dayhome was full so I Lucked out with a newly opened daycare in the area otherwise I would have had to try a daycare in Kelowna.

I didnt expect him to be on a waitlist for care at the school

No I was shocked especially for out of school care.

I was warned that it's difficult to find childcare, and went on waitlists early in my pregnancy, seeking full time childcare to start when my child was 12 months old. The month before I planned to return to work, I learned that I had not secured a spot anywhere. I contacted the Kelowna childcare society referral service and obtained a list of providers near home/work. I contacted every provider on the list and was only able to secure a 3 day/week spot.

I was told to go on waitlists as soon as I was pregnant

NO... and i know its getting worse out there based on my friends who are waitlists when they get pregnant and still can't return to work

If I choose licensed cars, I have to arrange support through Starbright for an aide as my son has special needs. Waitlists for care, waitlists for support, ridiculous, I had to hire privately and rely on family. The system doesn't even consider families with special needs, not have I seen this survey reflective of kids with special needs (yet).

We signed up for childcare right when our kid was born, and are on long waitlists. A number of places are charging for waitlist spots as well, with no guarantee

Yes. It's Kelowna

Yes. Child care is hard to find.

I expected it to take much longer based on previous wait lists over a year. However the timing worked out with September spaces opening as kids moved to kindergarten and my daughter had reached 30 months and was eligible for the multi age room.

Didn't expect to take as long

It didn't take too long because I am just filling in empty schedule space - but I'm surprised how many other lists were so long if I would had to add my kids for full time or part time child care

I tried to find a local live out nanny , even using an agency, but there were no qualified applicants who were willing to work full time permanent. So I hired a temporary foreign worker.

I went the nanny route after I could not get my infant (to start at 12 months) into daycare despite being on waitlists a long time.

No

I anticipated waiting 1 year - very stressful when return to work date coming up and no childcare yet! We fortunately got a spot before I went back to work.

I'm very fortunate to have the care that I do. We have been with the same centre for more than four years which allowed us to be placed at the top of the waitlist for both our youngest child and out of school care for our new kindergartener. Had we not been at this centre for so long I'm not sure we would have had either of those options. We did use to drive from Kelowna to West Kelowna to this facility but moved to West Kelowna three years ago.

I've been on wait lists for over 2 years

I was expecting more spaces

It is extremely stressful for a parent. You first had to get on a waiting list and see if you can get in. Sometimes you don't find out till few weeks before school starts. Same goes for elementary schools. We had to give 3 options? There is a lot of uncertainties and leaves parents extremely stressful.

I did not expect the process to take 14 months and have to pay over \$100 in waitlist fees. I did not have child care secured in time before I had to return to work from maternity leave therefore had to use vacation hours and sick time to cover days that family was not available. It was a very stressful process.
No, this is the same childcare I used for my two previous children
Yes because they are a new provider of care at the school. They had advertised it would be before school as well at AS Matheson and they didn't come through. We were left scrambling trying to figure out what to do before school.
The process was horrible. I put my son on wait lists when I learned I was pregnant and then started calling these facilities every week 6 months before I knew I had to go back to work. Everyone laughed at me - they said it would be another year! I had to delay my return to work and hire an au pair to live in my house at a high cost to our family. At the time we didn't have the money but had no choice. We finally got daycare 2 days a week a month after I went to work and had to keep the au pair and pay for both! We now have full time care and are happy with the facility but it's far from our house and makes daily life harder but we would never get another spot so we are stuck with it.
force to use unlicensed care for absorbent amounts.
Yes. I was warned to be put on a waitlist as soon as my wife found out she was pregnant.
I expected the process to be short. As this was my first son i was unaware that we need to start looking as early as when you find out you are pregnant.
Yes, I had been warned to apply well in advance of when care was needed.
Surprised by the year long wait lists at day care centres. Ended up finding a stay at home mom to babysit at her house.
Yes, once son was born went on multiple wait lists, only heard back from one within one year. Havent heard back from any other. On over 14 lists.
1/14 is all that contacted us!
I was offered a position unexpectedly so there were no options for me in desired locations for care other than in my own home.
Yes. I heard it's long. Put my name on a wait list and paid a wait list fee when I was 4 months pregnant.
We lucked out and found a spot where the timing worked perfectly. Trying to get my now two kids into a different facility, the waitlist was 3-4 years for my infant and 1-2 for my toddler
Yes. I have heard stories from friends and family about exceptionally long wait lists everywhere
No, it should never be that long of a wait to get care
Yes, because I had friends who had gone through the process recently.
No. I was disappointed that after putting my child on a waitlist when pregnant that I still couldn't secure a spot.
I do not use any child care besides family and friends
i was told to put my kids on waitlists while i was pregnant because it was so difficult to get in
No one tells or educates you during pregnancy to get on wait lists but decided to be proactive and do so but early in pregnancy and was very fortunate I did. I get care starting October after waiting almost 2 years on the list but was fearful of losing my job if I didn't get care soon.
Still waiting
I was in the list for 2 years to get in to this day care
I knew that the process would take long so I put my name on the wait list (as well as 3 other daycare centres) while I was still pregnant. I did not have a spot by the time I was supposed to return to work when my son was 12 months old, so I took an additional 7 months LOA before I had any childcare.
I expected to be out of care for a long time. I only heard about my current care situations last minute and it seemed a fluke.
Yes I knew it would take a long time. My children are only 18 months apart and I was surprised that we did not get into my first child's daycare even though we put her and my youngest daughter in the waitlist before my second daughter was born. Luckily we were on the waitlist at another location from before my first daughter went to daycare and we got in there
No it has taken much longer than I expected

I found out very quickly that the state of wait lists in the Okanagan are over the top. Not only did I put our name on a list for after-school care program in Lake Country over 2 years ago, but recently was paying after-school program fees at two centres - one in Kelowna and one in Lake Country just to secure a spot as we waited to hear which school my child would be attending. Needless to say not ideal but if I didn't do that I would be without after school care currently.
Took longer than anticipated to secure our desired space but I'm sure we could have found less desirable alternatives sooner.
Definitely did not realize it would be so impossible to find a space available for a child under 30 months.
It was harder to secure childcare for my oldest - I didn't "start" looking for him until he was 4-5 months and then didn't realize how difficult it was. We went on multiple waitlists and didn't hear back from them until it was getting down to crunch time and my MAT leave was almost over. It was stressful and not what I needed to focus my energy on. With my youngest, it was a little "easier" as we got bumped up the waitlist as her brother already was in daycare; however, still had no guarantees that she would get in when I would return back to work. She ended up getting a spot a month and a bit earlier than when my MAT leave was over, and we had to pay for full time daycare even though we didn't necessarily need it at that time, but it was the only way to get her in.
When my son was born I put him on a waitlist for daycare. I was on a priority list because my mother worked in the same facilities and there was an agreement. When I had twins and returned to work it was unaffordable so I had to hire a nanny. Then I went on a waitlist for 14 months until I was able to get all the kids in the same daycare. Had I tried that now I would have never gotten in (2016-2019). Twins just entered kindergarten
N/A
I called as soon as I was pregnant and still do not have a spot at any of the places. Luckily I have a friend who watches a kid during the week and was able to take mine otherwise I could not return to work. As this is my first child it's so appalling how hard it is to get child care, so much so that we have decided against having a second child even though we desperately want to.
Yes. I was warned how difficult others have found it. I'm very worried for our next child if they can't get in somewhere I can't work and we cannot afford that.
No, I expected a shorter wait time
No, it took longer. I put my baby's name on the waitlist at the daycare where my 3 year old son goes when I was 3 months pregnant and I still did not get a spot for my baby when she turned 1. I did get a spot a month later, but it still took over a year and a half to get a spot and we are already attending the centre.
No as I had put my children on lists when my son was born
I did not expect to hear that a preschool in Glenrosa doesn't have a teacher to be there part time and kids are put on a waitlist because of that. And there is no guarantee the preschool will be open. I thought it would take a month, two months tops, to apply and figure out the paperwork.
Na
I was told by friends to sign up to multiple daycare waitlists when I was pregnant because it's very competitive. I found out the month before I was returning to work that I got a spot
I expected it to take longer but I lucked out and got the final spot for my first child
It was awful and stressful. Waitlisted for over a year with multiple daycares, costs paid to get on multiple waitlists
It took way longer than expected and was a stressful process.
No it was much longer than expected
N/A - My spouse is a homemaker & provides our child care.
I expected a year. Our baby was on the waitlist when I was still pregnant. When my leave was up there still wasn't a spot so I had to take additional leave. This was unexpected.
I was lucky, so it did not take too long, but that period of unknown was extremely stressful on myself and my family.
It was completely new to us. We felt lucky to secure a spot after hearing how hard it was to find childcare.
No! I signed up on waitlists when the baby was four months old and was told I was behind the game as people were going in waitlists as soon as they found out they were pregnant
No, It took far too long
We were on many waitlists with no movement and no room even when I followed up almost a year later.

I had to prolong returning to work until we were lucky to find a woman just starting up care in her own home with only one spot and happened to pick us.
I was surprised how lucky I was to find childcare as quickly as I did. It was purely luck for me.
I was actually expecting longer but my friend has a referral and a space just happened to open up. Very lucky!
Based on our first child, we expected the waitlist to take a while. Our second pregnancy was twins and I put them on the waitlist when I was 3 months pregnant and they could not guarantee me a spot until just they were 10 months old.
My son is only in part time preschool (age 3). It's all I could find and he has been on several waitlists for over a year now.
Yes I did. Childcare spots are difficult to come by. We got in in under a year because of connections.
No
Way too long. Had to take a longer mat leave because of it.
Kelowna has a reputation for having a shortage of child care options. It still took longer than I expected and we had to pay for 2 months that we didn't need to secure a spot.
I expected the wait to be longer, I lucked out compared to other parents, still not the location we need though.
I expected it to take long. And it did. When space was available they expected me to jump on it without more information, a tour etc. Then the age groups was from ages 5-12 and the older kids didn't play well with the younger kids. There should be different daycare for different ages.
Way too long. I am still trying to get child care set up for my daughter for next May. I've been on waitlists for a year now with no luck so far.
No, I would have thought being on so many wait lists would have ensured me a spot but I only ever got a spot in one place.
Longer than expected. I should have applied as soon as I found out I was pregnant
I put myself on eight different wait lists when I was pregnant. My daughter will be starting part-time childcare in January when she is 13 months old. None of the waitlisted daycares have ever contacted me, I have repeatedly called each of them and was only offered a space at one (the one she will be starting at in January). There seems to be no requirement to follow a waitlist which is extremely frustrating, and with the current waitlist times it seems you'd have to be one a waitlist a year before you were ever pregnant to ensure a spot.
Yes. My child care provider are the children's grandparents who are retired. They are always willing to provide child care when requested. We are a single income family, where the children's mother is a homemaker/housewife & primary childcare provider.
I had been warned by fellow parents that it could take over a year to find a spot. We placed our child on multiple wait lists when he was only weeks old. We got a daycare spot three weeks before I returned to work (1 year). My son is now 2.5 years old and I've never heard back from any of the other wait lists he was on.
We got in with boys and girls club in lake country when we needed it (1.5 years wait list). Once we were in with them, they made it easy to switch between clubs so we didn't have to wait long
I knew it would be long, but how long has surprised me.
n/a
I have been trying to secure licensed child care for the past year. I started looking when I was pregnant and I am scheduled to go back to work this January and can't secure a full time or part time spot...
Yes. It was known to me that it would take a long time.
Yes I had heard wait lists in Kelowna are long and was advised to add my name to the list before the birth of my child
It was much shorter - the center had open spaces and I was able to get in within 2 weeks .
At the time I knew there was a waitlist, also my daughter is special needs and requires extra staffing support and an accessible space is required. We chose our daycare provider(s) specifically for this purpose as it is extremely difficult to find care that is 1. accessible for children in wheelchairs 2. with accessible transportation from school.
We secured a spot right away.
no. I thought that there would be a lot more available.
No it took quite a while and even being on waitlists prior to actually needing a spot. We've had a few issues: firstly, our first born was on a waitlist just prior to being born. When she was about to start daycare (around 10 months old) we

connected with the daycare and it had been sold to another person. new owner did not have the waitlists passed on to her. It took a few months of her only being in part time plus help from family until a full time spot opened up. We had the same child signed up for a spot in after school care 2 years before she would need it. We were told she would get in but when we contacted the after school care the summer before she would start they said there still wasn't a spot for her. This made us scramble for an alternative place for her to go.
No. Believe that school age children would have access to more programs, consistent with normal work hours (ie open to 5.30)
Way longer than I expected
My needs were quite specific
Yes, heard it was difficult to secure spaces so went on waitlist while still pregnant
My original daycare, I had put both my children on her list the minute they were born. So I had access when I returned to work. When IH shut down the daycare, I had less and 8 hours to pick up my kids and was then SOL on my own to find a new daycare. My daughter was 3 and my son needed a space in an IT room. By some miracle, my current daycare had offered an IT spot to someone the day before and they had not returned the call so she offered it to me. I was also given priority because I work for Interior Health and this organization has a campus on IH property so they are supposed to give us priority. I got incredibly lucky that both children ended up in a lovely care center and at the same place.
I expected to not find care.
The only reason I secured a space in 1 year timeframe was my diligent follow up with all the providers I was on the wait list. I persisted constantly, as I had no alternatives for child care and no family to support my transition back to work.
As I need drop in type care, I'm not on any waitlists
I don't use child care outside of family so far
No. Didn't know it was such a long wait
After school care was a 3 year waitlist. No problem finding daycare for 4 year old
I have twins under the age of 2 and I've been on multiple waitlists for Licensed Group Care for almost a year.
No I had no idea that I had to shop for so long. In the end I had to settle with anyone who had room
I knew that wait lists were the norm so expected to wait.
It took much longer than I thought and I had to delay going back to work 6 months after maternity leave due to the fact that I couldn't secure child care in time
I got lucky, I started only needing 1 day a week and now am up to 3 days a week. My daycare provider made room for my youngest so both kids go to the same place.
No I was wait listed over a year and when I needed to return to work had to take care where I we could. It was not even one of our 5 daycares we were waitlisted for.
Yes
No comment
I was using private care because I could not get into a daycare center in lake country for over 1 year.
I didn't not expect there to be so little options. I took what I had to, not wanted to.
Yes, friends had told me that I would have to get in early
I have been aware that waitlists are forever long in Lake Country but we have been on waitlists for a year now for a childcare centre and nothing
It was shorter then expected. We put our kids on different waiting lists months before we moved here.
Yes, seems ridiculous to wait for child care.
It was quick
Yes, waitlist times were explained
I thought it would take longer but with a lot of pro active calling and emailing we secured two spots.

I put my name on a daycare wait list when my child was only 5-6 months old and the daycare didn't phone me with an opening until she was 1.5 years old. I had to return to work prior to that so luckily I have family in town that were able to watch her or I could not go back to work.
Isn't expect it to be so difficult
I expected it to take less time. The current state of child care availability is extremely low and hinders families without other options.
I thought I could get into a Center. I was on every list.
No. I was on wait lists prior to moving to the Okanagan for 8 months before I found care
I didn't expect it to take that long. For 6 months I've had to use babysitters and stay at home moms to watch my baby
No it's very hard to find care, I was still not able to find full-time care in one spot
I secured a day time spot within 6 months but I work healthcare hours sometimes evenings and overnights and am still looking for something to accommodate that
We lucked out for a space
I expected it to take longer. Our previous care provider (close friend) gave us less than two weeks notice and we found our day care in less than a week.
It's expensive and impossible to find anything for under 30 months. I had to go with private care because that was my only option.
No. It was too long
Expected longer
Yes
Shorter. The centre was waiting to hear if they were getting their license and it took them at least two months between when they started advertising and when the waitlisted families were notified they received it.
Everyone says it's way too long here and I agree. Your life is on hold till childcare needs are met
No. We have had various live out nannies and live-in au pairs in the past, and have been able to find care within a month of needing it. We have been looking for three months now and haven't been able to find a suitable nanny.
Absolutely not. It was horrendous and expensive (wait list fees at multiple daycares) to find care. Very hard on the kids grandparents who provided care while we waited.
No. I wasn't aware of the limited daycare availability in the Okanagan area.
Too long
yes. waitlists in Kelowna are very long. Many places that I called wouldn't even add us to the waitlist as the list was already too long. One place lost our information after having been on the waitlist for 2 years.
much longer, but I was willing to pay both daycares (one was closing permanently and we had to move)
I did expect it to be long, but it causes stress and worry.
Yes. Aware there is no space for 1 yr olds so started looking and getting in wait lists when she was born
It was a quick process because the fees are higher than the average daycare. They have a large wait list for their baby program but because our older daughter was already at the school we got bumped on the list.
No. I was told I would know by May and I didn't get my child in until the last two weeks of August. It was too late to find alternate care by that point so I was lucky to get in. I was told that the wait list is 20-40 children at all times.
No.
Was hard to find childcare for children under the age of 3 yrs old. Had to wait until they were 3 to find licensed care providers. Then I was finally able to apply for subsidy.
my son receives support through MCYSN, so i was told i was lucky to even have 2 after school slots (i needed 3 but had to settle for 2)
No. We applied when our child was born in August 2018 and are still on wait lists.
I emailed about 10 daycares in West Kelowna and none of them got back to me. When we found our current daycare by luck, we were so grateful

No, I went on a wait list before I even had my baby. He went to an unlicensed home care for a year before I got into a licensed home care
Short
Yes, we had a heads up to submit our paperwork early
No. I applied for care at every after school care option on the day they began accepting registrations and was still wait listed until October.
its taking a lot longer than expected due to no available space for 50/50 child care
No I did not. I am still on many wait lists for 10+ months with no luck
I thought it would take longer but we got lucky.
Yes, I had been warned by many parents about the long wait lists.
Currently in the program so we are now given first choice. But before then when the kids were younger took a very long time and we were on multiple wait lists that were years waiting but I put them on lists years in advance.
I expect the waiting time to be 3-6 months. But it took us 1-2 years to find a child care due to the long wait list. For our 5 year old in chute lake elementary, the wait list for after school care is over a year long.
No horrible
Yes I expected it to take as long as it did because I knew the demand and the good reputation of the childcare centre. I was lucky it didn't take as long as it does to most of parents
No should be easier to find care. I was definitely lucky to find something
My childcare is with friends or my parents, this question doesn't apply to me.
No. There is very limited daycare centres in Kelowna especially for infants
No, it took a lot longer than expected and I struggled to balance work and caring for my child for quite a while before we got in at a place that was quite far away. It took another 6 months of waiting to get in at our current child care centre. Things are good now, but it was a stressful year.
I am a student at Okanagan College and that is why I got it so fast
Yes, I expected it as I had heard that child care was hard to find and we would likely be on a waiting list.
Heck no, I thought it would take maybe 6 months to find childcare. People told me it would take years so we got on lists when I was 3 months pregnant but that clearly wasn't enough time.
I got lucky that the YMCA afterschool program started at my school when my daughter started Kindergarten
No thought it would be shorter
I was surprised I could get childcare so last minute. We had had a nanny but she had to quit and we were looking for a daycare. It required A LOT of work on my part and good fortune to find our spot.
I have a friend that has a licensed daycare so was able to bypass the waitlists
Took longer than expected
I expected it to be harder but that is why I went with the YMCA because it was first come first serve.
We knew there would be waiting lists.
Process is still ongoing and our child has been on waitlists six months before he was born.
After school care at b&g club is usually ok to get in if I have about a month's notice.
About what I had heard is normal for kelowna. But having to pay for months before needing care to secure a spot.
No. It is way to difficult to get into good quality daycares. It is also way to expensive for families and becomes a struggle to afford.
Wait lists are far too long! Many people have to register before their child is born!
I put him on a waitlist almost a year ago
I did not. I moved here from Edmonton where there is plenty of childcare available at more affordable rates.
I expected it to be very easy to find child care. I know people that can't find care after their mat leave ends. So it's much more difficult than I thought it would be.

I have been very lucky, calling at the right time and not having to put on a wait list. I know it's a lot harder now then it was when I first started looking
The wait times are long in Kelowna if you want licensed care.
For out of school care, I did not expect it to take over 2 years for my preferred choice. Parents should not have to put children on waitlist for the next stage of care so far in advance (e.g., signing up for infant toddler programs in first month of pregnancy, or in our case putting child on waitlist for AFTER SCHOOL CARE when they are in an infant/toddler program).
No, I had no idea there was such a shortage.
I expected it to be longer, as it always has taken much longer. I guess I was just lucky
I had no idea I should have reserved a spot when I found out I was pregnant. 1-2 years is ridiculous. This has been my hardest struggle yet!
Expected to wait longer.
The length of time was good, I thought it might take longer
Yes for my 3 yr old, newborn is hard to find daycare for for next year
It was a bit longer than I thought but i knew it could go longer as well
No I did not expect it to take as long. There were no registered daycares in lake country for kids under 3 when I was looking. It was very difficult to find care and very stressful. There were no options
No. I was very naive at the start. I have not attempted to switch my kids in the past 4 years despite high fees at our Centre because wait lists are so long everywhere.
I went on a waitlist for both kids before I had my second child. I only got into one as some kids moved to another town.
Some people wait years and are still on wait list.
We secured a spot in a daycare within 6 months AFTER I returned to work, and it was just by a lucky coincidence. Typical wait times and the while waiting list process is just insane.
I didn't expect it to take so long. Wait listed for daycare and out of school care
I did have my son in a home licensed daycare for 1 day a week starting January 2019, waiting to see if my daughter could secure a space by September 2019. They both could have gone 3 days a week to this daycare by September but I decided to have my son continue at his preschool for Mon/Wed/Fri mornings and have a friend look after my son and daughter instead, as my friend has a daughter that attends the same preschool.
Did not expect to take this long. We were on multiple waitlists and were on provided one spot before Primary caregiver returned to work (and was advised only 2 weeks before).
surprised how long waitlists are for infant spaces in daycares.
No
I expected it to only take one year and it's been 2 since I signed up for various programs. There is no after school care programs that are close to my home.
Yes. Understanding how hard it can be to find childcare I was actually a little pleasantly surprised it wasn't longer. I knew it wouldn't be immediate
Because I had used this provider before, I was given preference which was very nice. (Family Y)
Yes as I've worked in childcare
I was prepared for the wait.
Yes, as the wait list for her child care prior to school was much longer. It is known that the accessibility of child care is a barrier.
I had no idea that it was so difficult to get childcare in Kelowna. Some moms I've talked to have been on wait lists for two years. I wish I'd known sooner that I needed to sign up. I feel like the talks I went to at Interior Health weren't helpful for getting childcare.
took longer than expected
No. I had registered quite early and was still waitlisted until February for before school care.

I did not expect it to take so long. Everywhere was full and only because a child left was I able to get a full time spot at the daycare
N/A
We have afterschool club with Boys and Girls club in the school. And the booking process is planned ahead
We use an aupair so getting a visa can be a long process
Expected length
I placed phoenix in her current care facility the day I found out I was pregnant knowing the wait list was extremely long.
Being in a tight spot when returning back to work, I had to use an alternate option for childcare which resulted in ABUSE and poor care of my child. It was quite upsetting, but we are extremely happy that my child is now on a current loving and safe environment.
Child care for my youngest was right away when I needed it. My oldest also got after school care immediately.
Unhappy with the lack of before school care options in Kelowna.
People told me to expect at least a year
It was longer than desired, but I anticipated it would be a lengthy process.
No. It is a scary waitlist. Just happened to get lucky
Yes, I was told ahead of time that it took sometime to get in.
No
YES
No. We were in the list since 4m pregnant
No. It was a very stressful process as we had placed our child on multiple waitlists. Some places were not taking new name for waitlist and had a 2 year wait (YMCA) and one place we have never heard back and it's been well over 2 years (Cameron park)
It took longer than expected
Thought it would be longer
Yes
No met expectations
Yes
Did not expect as long a wait and barely got in before my return to work from maternity leave.
Yes. I was informed prior to that wait lists can take more than a year so I registered as soon as my child was born.
I expected the wait list to be long, so when I went on maternity leave with my second child, I put both my children on the wait list for 14 months later when I would return to work.
We were under the impression it would take a long time and got on the wait list at 3 months pregnant.
No, I did expect a long time but waited 10 months and the most stressful was not hearing until just days prior to going back to work. Another daycare never got back to me and another one did ---- 2 1/2 years later!!
Yes
Yes . I knew infant toddler programs are all very full.
Yes I did, I have co workers who waited over a year for spaces
No. I was 20 weeks pregnant when I went on a waitlist and didn't get a spot until my child was 14 months old.
Yes, I did expect that long as there are long waiting lists in the high quality child care
People told me to put my name on the list while I was pregnant as waiting lists were often 1yr long for the "good" daycares.
No, it was longer than I expected. I thought it would be shorter given Kelowna is a smaller community.
initially we were promised about a spot but when it was time to go back to work after leave the place said no spot is available. After much tries could get only part time but it wasn't sufficient coz I work full time. None of the daycare or family cares in kelowna had space for my babies age which was 1 year at that time

We felt grateful to get care when we did. We had heard it could be a very long wait but feel like we got lucky longer than expected finding something reasonably close to home or work.
No. That process was terrible.
No, I didn't expect it should take that long to access child care. There should be more spaces available than required to account for days where a family needs additional care for another child.
Expected a long wait so entered the waitlist while still pregnant - was offered a spot at requested time. Now pregnant again and already have added to waitlist for requested time (May 2021).
I did not expect it to take as long as it did. In multiple cases, if I did not keep calling back to check in, I seemed to be taken off the list though this was not stipulated in my application.
We ended up getting a daycare but then the lost staff so we were without for 4 months and then found what we were looking for
No i did not expect it to take as long as it did. Our daughter was on 3 waitlist in the second trimester of the pregnancy. We were still forced to work part time from 12 months to 14 months of age.
Yes, I come from Vancouver where it is worse, so I assumed it was the same here. Out of school care, in my experience was the hardest for me to find. I had only two options. One of the options was a poor unregulated mom, who was clearly living in poverty. It was a really sad situation. My second option, which we eventually went with was an after-school program, which is good, but a little more kids than they can handle, especially at the beginning.
Had heard how long it takes so knew what to expect
Yes, knowing all waitlists are extremely long, I did anticipate a long wait.
No. It takes to long... when you have to be in a waitlist as soon as you find out you are pregnant and still no guarantee you would secure a spot is ridiculous
I was expecting it would be 6-8 month waiting time.
I thought it took much longer. We were on 5 wait lists, some for almost 2 years before a call back. We got into the daycare we are in now within a year, securing it only weeks before my wife needed to go back full time. I consider us to be lucky based on the feedback I've heard from others.
Way longer than expected.
We were very lucky the two times we got our children into care. But for my children entering child care I put them in the waitlist while still pregnant (5months along) with my second to prepare to put them both (1st child who I took out of care for mat leave. And new baby) to get them both in after 11 month on mat leave and we still barely got in on time. We applied to other places and I got called month after returning which means I would have been in trouble for months.
With our first, it took about four months to be accepted and that was because the daycare opened a new location and had more spots available. With our second, I applied before they were born and he was accepted when he was six months (this was quick because he already had a sibling in the daycare so he got priority). I think we were lucky both times. I have heard of many families saying the wait list is over a year, so even applying when you JUST become pregnant, doesn't guarantee you will get a spot by the time baby is 10, 11, or 12 months so you can return to work. We definitely need more licensed care as I am not a big supporter or unlicensed care homes.
I expected the wait due to knowing that a minimum one year is the norm.
I found the process very difficult. I applied for child care when I was 5 months pregnant and didn't get in nor were my calls even returned. I then had to scramble to apply to multiple other places a few months before I was supposed to return to work, and ended up getting a part time spot. I had to ask my work for permission to return only part time for the first few months until a full time spot opened up. And this was still better than was the case for several of my friends.
Once we found out we were pregnant we put our second application in for our second child at our first child's daycare. We did not require care until our second child was 1 year old, but secured a spot when he was 11 months.
No. We only got in so quickly because a close family friend had her son going there and they were somehow able to get us onto the internal waitlist.

That said, we were on waitlists for other daycares from the time my son was 3 months old, where we didn't get callbacks until early this spring when he was almost 2 years old. Unbelievable.
No it was longer than expected and we are actually still on 2 wait lists for after and before school care
It was very stressful. I called over 40 places and most had long waitlists (at least 6 months to a year in length). Only 3 daycares had availability for my child if I needed daycare presently (meaning within 1-3 months from the time I called) and two of those three were not acceptable (sketchy) so we went with the only option we had. Which is not ideal.
I expected the process to be quick
yes, I expected it to take a long time.
Yes. We heard wait lists were long.
No, I didn't expect my son to be on the waitlist for so long. We had to put my son in the care of a friend until he got a daycare spot at 18 months old.
I didn't think it was going to be easy but it still took longer than I thought and I still did not obtain childcare until 2 months after it was needed for my return to work from maternity leave so we had to juggle things for a couple months - luckily I only worked part time then and my spouse and I both have flexible & understanding work places
Yes
Longer - didn't realize how high demand child care is
it was what I expected
Na
Rumour had it that childcare wait lists were long and that many parents-to-be were getting on waitlists early in their pregnancy in order to hopefully secure a spot. I ended up scrambling with family covering between when I had to return to work and when childcare became available for my younger child. I was incredibly lucky to find the arrangement we have. Otherwise I would not be able to return to work, or been unable to afford to (availability and cost issues).
It took faster than expected. I contacted them early to get on their list, so that worked out well for us.
Took much longer and very stressful as we could not find anyone to commit to a spot. We literally found a spot a week before I returned to work and our child was waitlisted numerous places.
I asked a friend who is a Stay at home mom to babysit my child up to 40 hours a week. When I asked, she said yes right away.
I am in waiting list process. But I hope my baby would get a place soon.
Yes I was told it can take a while to be on a wait list before getting in. When I had my second I told the daycare after 3 months when I wanted him to come, so I was on a waitlist very early.
No
Upon moving to Kelowna, I put my son on 6-8 waitlists and I wasn't hearing back from any. Then we lucked out and got a spot after waiting about 2 months, and now we are very happy. Initially, given all the waitlists, I thought it would take much longer than it actually did.
Yes. I was warned by someone at the daycare my eldest daughter attends that I should add my unborn child to the waitlist for the Infant program when I was 3 months pregnant.
It was perfect for Welshmen my son started kindergarten
I secured childcare for my 1st son 6 years ago, and been very fortunate that the same daycare has accepted my other children as well
I had an older child in the same centre already, so our family got priority and it was as I expected. We did have to accept our spot earlier than we needed, but couldn't afford to not have it in time for having to go back to work. So earlier than needed was better than not on time.
I did not expect it to take so long and had to use older retired family members to babysit for 1.5 years after returning to work
The child care facility set the right expectations
I had heard that securing child care in Kelowna was difficult so I placed myself on waitlists for my child when I was approx 5-6 months pregnant. I heard about my part-time daycare position when my child was 10-11 months old. It was so concerning to be facing my return-to-work date and not knowing where my child would be receiving care.

Coming from Vancouver, I was pleasantly surprised that the daycare waitlists are so much shorter in Kelowna than they are in Vancouver. That said, I still felt that 5 months was a long time to wait, because I had to put my life on hold and stay at home with my little one (lovely to have that time, but also challenging on many levels, as a single parent) immediately after a big move before I could secure childcare.
I expected it to be much shorter.
No, we didn't expect the process would take this long. Our child eventually aged out and only got into the current daycare because she turned 3.
Yes as I have heard the wait for infants under 18 months is extremely long, I haven't even received a call back from others I was on the wait list for and its been almost 2 full years
Expected 1year but not greater than 1 year.
Concerned re # of afterschool programs for working parents
I wasn't sure what to expect. I guess we got lucky with our daycare waitlists that didn't take too long. The problem now is before and after school care its proving harder to find than daycare was.
No.
6.5 years ago I was able to retain an infant spot immediately for part time and it worked into a full time position, then when I had my second child I kept my first in daycare part time to keep her spot and also put my 2nd on the waitlist, I had a part time spot available when I needed it for my 2nd and that eventually turned into a full time spot.
I was aware of how long it was going to take.
No
No, it took a long time to secure a spot in daycare.
I moved here from Alberta, where the average wait time is 10 months. Here we secured space for July in April. In AB I had to stay home, off work, for 6 extra months after my maternity leave, because there were no child care options available sooner. I was worried here would've similar, but the experience wasn't negative at all.
I heard it was a long process so got on the wait list as soon as I could and had to call in to secure my spot
Longer process than expected
I knew finding childcare can take a long time but was lucky as my family member runs the daycare so secured me a spot
I expected it to take longer, so I gave myself over a year to find care but was able to find care within a year of looking.
Still in the process.
I did not expect it tot take so long, nor did I expect to have to pay non refundable deposit to be put on a waiting list (that I was never even called back about).
we havent heard back from any daycares yet, my child is 7 months old and we have had him on lists since he was 3 months old.
Yes because he had siblings in the same program so had priority
N/A
We moved to West Kelowna from Vancouver so my expectations were low as daycare was nonexistent there.
I thought it would be longer and more difficult a process but I used a Kelowna babysitting group on Facebook that allowed me to find someone in my area rather quickly.
I knew it would be hard to find part time care, but it was even harder than I realized.
Sure
Long, I've heard from every parent I know that it is a challenge to find care
no thought it was readily available
Much longer. Finding a spot so fast (5 years ago) is certainly not usually and I was lucky. My son has severe allergies and so he cannot go just anywhere.
I did not except to still be waiting for spaces for my 3 children all needing different forma of care and ot has been over 3 years and I'm stilling waiting.
No. 200 ppl long wait lists. Still have yet to hear back

Yes
i was expecting it to take a while as i was aware
It took longer than expected and I had to inform other parents of how long the wait could take.
No. Also our daycare is closing this year and we dont have daycare secured
Yes. I was lucky and a space opened up for us earlier than anticipated. I was told there was a 2 year wait list
Was ok
Yes I was told to apply early. We applied when he was 2 months old for childcare beginning at 1 year old
Longer as I was told you needed to get on a wait list while you are pregnant but I also had a friend refer me so didn't take as long.
I expected longer from what I'd heard
IT'S WHAT I ASSUMED
I expected a lot shorter of a list. We had to put our daughter on the list the day after we found out my wife was pregnant, and she still didn't have a full time spot when she was old enough to go to daycare.
It was a stressful nightmare finding licensed care. I put my child on every single waitlist in Kelowna and fought to get one spot after a full year.
Somewhat but it was definitely stressful and challenging. We had heard it was difficult to get into daycare in Kelowna. We had also experienced difficulty in Toronto before moving here in 2018.
I knew that the wait for childcare was long, but I never expected to wait 2+ years (one center told me it might take up to four years for part time care for their infant/toddler program, so im hoping my baby born in Jan 2020 will get in by the time theyre 18 months)
Was on other waitlists; got lucky that a part-time spot became available which quickly turned into a full time spot. That was in Dec. 2013. Due to daycare priority spacing, when my daughter joined in Sept. 2017 she was given a full time spot as well because brother was already attending.
Dumb misleading question
it was faster than expected because i was flexible on days and campus
Did not take as long as expected, but I was willing to take a part time spot that then gave me priority. So could have taken much longer.
Yes I expected a wait.
Thought it would take less time.
Before kids I had no idea the waitlists were so long. As soon I found out I was pregnant I put my child on a wait list for a spot!
people were saying to add my kids to the waitlist 1 o 2 years in advance. when contacted the service provider they had spots available
We were warned that finding childcare for infant, toddler and out of school care could take months, so it was expected. Many providers do not even return calls inquiring about getting on wait lists, because they already have so many.
People warned me to put baby on the list while pregnant... I didn't listen. Proved to be difficult with little to no response from providers
I never expected it to be so difficult to find a reliable and trusted nanny/babysitter. We have still not secured a permanent caregiver.
I used to work in childcare, so I knew the importance of getting my children's names on a wait list.
I had heard it took a long time, so I called lots of places and put my kids on multiple waitlists
Most recent was home- based care, which took a reasonable amount of time to find a qualified person we were comfortable with. When we used a daycare centre (several years ago), we were on a few waitlist before we got lucky that a new centre opened up.
Child's been in this program based out of the school for the last 4 years.
It was shorter than I expected. I had two children under 4 in an unlicensed dayhome and decided to switch to a licensed daycare and I got in within a few months

It took longer than we expected. I put our name on waitlists when I announced my pregnancy. When my maternity leave ended (my son was 13 months old) we still did not have a spot for another few months and had to rely on friends and family.
Yes
I first secured childcare 10 years ago when my son was 10 months old. At the time, we were easily accepted into the program. From here, my daughter was given priority when she became ready for full time daycare.
Was warned even pre kids how long daycare wait lists were and are. They were not lying. Not to mention the cost for the good daycares. 55 to 60 per day
I expected longer. We lucked out.
Wait lists for daycare in Kelowna are 1 to 2 yrs minimum for a licensed facility.
Yes, I heard it takes a long time in Kelowna so started going onto waiting lists while I was still pregnant
We've been waiting over 1.5 years for a placement. I've heard waiting 1-5 years for a full time placement is not unusual.
Did not realize the shortage of child care for options for early am drop off
No, I thought 6 months would've been enough notice but it was not and we were forced to use a home sitter first before a spot at our present daycare opened up..and even when it did it was only a part time spot
Yes, as it took just as long with my first and it was more about settling with what we could get and make work than what we wanted.
No. i thought people complaining about wait times were being picky, but we applied everywhere we could find that would take infants and have yet to secure full-time care.
No I expected at to have heard back from at least one centre by 8 months on the list.
No but put my name on list as soon as I found out I was expecting
No, I have a family and a wife as well as myself that can do it.
We started the process while on maternity leave and I was shocked how every place we called had to put us on a wait list (called over 30 daycares/dayhomes) and a large barrier was having 2 children who needed care (in the same place!)
No
No, there are not enough spaces.
Yes. I understand that quality childcare is few and far between so I took my time riding the right spot
We almost didn't get childcare and one option that could take him was horrible and had bad reviews. It was stressful but there was a cancellation and we got lucky!
Yes. Quality childcare is hard to come by.
No, huge shortage of childcare in lake country
Yes
Long
We put our son on the waitlist the moment we found out we were expecting, and were still unable to secure a spot by the time I was to return from maternity leave. When we did get a spot it was at the wrong centre, and we had to wait an additional 6 months for him to transfer.
No, you shouldn't have to plan childcare before your child is even born.
hoped it was easier
Yes as I we had been on previous wait lists before.
For Licensed Group Child Care: I had recently removed my daughter from an abusive child care situation (the facility was closed within weeks of me leaving and reporting) and I saw a post on Facebook about someone starting a NEW daycare centre in my area after selling her old business downtown. I messaged her that moment and asked if I could see her facility and tell her about my experience. She was not opening for a few weeks...but was happy to show me her facility. Tomorrow my daughter will have been with her for 2 years and she is AMAZING... we were so incredibly lucky. Now her facility has a 6 month wait list or longer.
As an ECE myself, I knew of the extreme shortages of space.
Did not expect such a long waiting period

I was unable to find childcare, so had to use friends and family. Had to decrease my work hours.
Yes this was expected. Not welcome but expected. It's unfortunately the reason we haven't relocated back to be closer to ailing family members... because it would take the same amount of time to get acceptable care again.
No, waitlist are very long and I only got on a list because I was told by my sister how long it takes. New time parents are always surprised when I suggest getting their child on a list before they are even born
No i didn't expect the process to take that long. Especially for after school care - i'm surprised they are all full with a waiting list till the next school year. there's an after school care at my son's school (North glenmore elementary) but they only accept 12 students as they have 1 staff member running it. This school has close to 600 students and it's ridiculous that the after school is available for 12 students only! Please hire more staff!
Sadly yes
It would have taken much longer but there was a transfer so my child got into the daycare with little wait time.
We were only able to secure child care for 2 days per week rather than 4 days and not on our required days. Mom had to alter work schedule to fit available child care days (Monday & Friday). This also resulted in our having to pay for childcare yet not receive it on many Statutory holidays throughout the 1+ year we were on waitlist for alternate & additional days to become available. Our work schedule often requires us to work on stat holidays due to reduced work schedule from child care availability and has resulted in wage loss or alternate care arrangements at additional costs.
No, it took longer than expected. This was most likely due to the fact that we were accessing after-school-care in Westbank First Nations, but we are not members.
NO - much too long , there seems to be way too high of a demand on the infant and toddler programs and not enough facilities to accommodate the amount of kids in this age group
It was a bit of a wait
No! It should not take almost two years to secure part time care! The system is broken, the staff is undervalued and underpaid. Not enough spots are available even if we wanted to pay double.
It was luck, she happened to have a spot when I needed it. I thought it would take much longer. However I did email about 10 places and my daycare was the only place that responded and she just so happened to have room.
N/A
I was able to get my son into a preschool that at the time had no waiting list, but I believe that has changed, and his school now has a waiting list
I FINALLY got a spot at the YMCA little scholars program which had no movement and increased intake from families and siblings and people holding their children back longer because of the lowered cost.
I knew it take long, I applied when she was born. Able to secure only 2 days per week at 14 months. Full time spot became available at 2.5 years.
Yes
No I did not.
Shorter than expected. I had priority due to a private daycare in the interior health building I work in.
I did expect it... I am well aware how difficult is to find spots. Both my children were put in wait lists the moment I found out I was pregnant
Still waiting for our preferred location, it's been 14months.
No it was a nightmare. I was yelled at, hung up on, lied to , and cheated.
It was acceptable
I am lucky to have a lot of family support/only work part time and it was discussed well ahead of my needing child care (i.e. while I was still on maternity leave) that family would provide most of our childcare during my work hours.
We "lucked out" in that a second location was opened. The other waitlists I was on did not call me for 1 year+.
No. I thought it would be easier to find an appropriate place.
There was only one facility with space available at the time due to my child's age. I am sticking with this licensed facility due to convenience, subsidy, and have chosen to move closer to my childcare provider and employer. Originally, I lived in Vernon and commuted to Kelowna (work and daycare were both located in Kelowna).
Was given a preschool spot right away

We are many waiting lists - some have advised can take up to 2 years for a spot... and my maternity leave it only 12 mos
We got into a brand new centre by being very early to put our deposit down for a space.
No it took way longer then I thought. It was very stressful and I had my child on wait lists from Vernon to Kelowna and called every month or two to see where we were at. I put him on a list when he was first born and he didnt get in until he was almost 1.5 years and YMCA in Kelowna told us he wouldnt get in until he was likely around 3. I gave up a job in Kelowna working as an occupational nurse because we had no care for our child
Longer
Only one childcare centre gave me a spot. I applied to six centres one week after my son was born and only ever heard back from one.

Question 20: Have you ever had to change child care providers? If so, why?

Child growing out of in-home care, more appropriate for daycare centre.
Moved
We moved and didn't want to have such a long comments to daycare.
Wanted a more fun filled, adventurous active program for my son and a program with providers that looked at childrens behaviours as needs and not looking at children like they are a burden. Wanted more positive people around my children
Waited for a space closer to our house
my child got older
Closing, moving on, poor fit, lack of support for special needs child
Care needs weren't being met in unlicensed home daycare. And then the home based licensed center closed due to providers medical issues.
Friend was no longer taking kids
Couldn't get my 2nd child into the same daycare.
because you shut down pre school at belgo elementary due to cost cutting measures. The only french immersion pre school available. Left a large group of parents pretty upset.
He was asked not to come back to the previous daycare at school.
day home shut down due to bylaw regulations.
They did not provide out of school care
Different nannies have come thru.
Day homes shut down
Can't find one there no box for this
Initially I had to have a pet time nanny as not where ones at 6.30 am then I changed my working hours (not easy as a RN) then I was in a day home I loved but moved as by being in clubhouse I am guaranteed a spot for before and after school care
When I finally secured a full time position I took my child out of the unlicensed care home he was in.
I was 'let go' when our unlicensed day care was forced to close. I then fired my family member for neglectful care in our home. I also lost a nanny to her own personal life changes.
See previous. Was on mat leave so removed daughter and didn't get back in
I was not happy with the quality of care my child was receiving at the very first daycare he attended. Because of limited spaces we were there much longer than i would have liked. It was only by luck that we found much better care and more convenient
Quality of care, relocation of work
Unlicensed provider was shut down by IH without warning.
We got a spot at one for my oldest and then we ended up getting a spot a month later at a "better" facility/location.

Husband lost job, couldnt afford nanny, and then when he returned to work we didnt have the same nanny as an option
Our first childcare only did 2 days a week
Different needs
We were using a dayhome for our daughter which closed. We moved her to a registered daycare
Too expensive
Care provider was in home and she started a job outside of the home so was no longer available to provide childcare
Transitioning into out of school care. There are little options to carry over from daycare to out of school care.
We wanted to try and find someone who didn't charge us (x2 at the time) over the summer. My husband and I are both teachers.
We were able to obtain a spot in the \$10/day daycare for one of our children.
My son was in a part time in home licensed daycare and there were quite a few infractions and I didn't like some of the things going on in the home that the care provider thought we weren't aware of.
Was unhappy with unlicensed care. Wanted a non smoking environment
Mat leave
Daycare closed down with 1 day notice
Moved, when my daughter became 2.5 years and when not happy with one place
I wanted part time which was not available with that particular care provider. In another instance we were in a centre that was too far for our family, we gave up full time for close location.
because my daughter received a wheelchair and the previous facility could not accomodate her accessiblity needs.
change in age. Went from daycare to afterschool care and had to change providers.
I had to pay a deposit at one facility when my kids were young and when I withdrew, with 2 months notice, they refused to return my deposit.
Upon children entering school age.
I moved
Interior Health shut down my unlicensed day home (I had no idea she wasn't licensed properly)
Child unhappy at childcare center was to overwhelmed with size. Moved him to smaller center, was better for him
poor care, schedules did not work for me
Child needing a change in environment
Used an in-home nanny for about 6 weeks but she was not a qualified fit for our family.
Our first daycare closed their doors 7 months after we joined and we were only give 30 days notice in December.
Previous place closed
My daycare care moved
The person moved away.
Child became to old for facility
Centre closed without notice...found a lovely elderly lady that helped out for 6 months last year, found by posting an urgent request for help on Facebook :(
Daycare turnt into preschool. Preschool did not work for us, need daycare
Not happy with previous care provider
Found a facility closer to home
Our previous one changed into a preschool.
Moved from lower mainland to kelowna
Too far from my work and house, also not happy with the provider
Child was too old or too young
Closure
Same as above.

Too many unexpected days off
Centres closing
Issues with another child in the facility that put my child's safety at risk
Our time or hours of care needs exceeded the capacity of the provider.
Too many instances of sick leave and personal days
When a nanny quits or moves away.
Too far from school
We have tried a nanny but were unable to find someone that could work the hours needed. We went through 3 nannies and then finally got a part-time daycare spot. the only reason we got the spot is because my neighbour runs the daycare.
much longer, but my existing daycare was closing and had to secure new daycare
Nearer location
Care provider moved
I started my child in Vernon because I could not find care in Lake Country. Then I moved my child to Kelowna for preschool as I could not get her into a preschool with daycare in Lake Country. I'm only just now in Lake Country for the first time.
Wanted to find an in home provider that would let us apply for subsidy, but it was very hard.
family member could not commit to regular after school care
One place closed and then I wanted licensed care for my toddler
My child started school and could no longer attend group care in his previous age group
Found spot closer to home
Not recently but my Kids growing up so I've had to switch care from full time childcare to out of school care
Everyone keeps dropping morning care. I start work at 730-5pm
Distance
Did not like the quality of care being provided.
We couldn't secure permanent care.
Nanny finished school
because I am juggling between my mom, mother in law, and babysitter till I get a spot at a daycare
they only offered monday - friday
Our first provider shut down her in house daycare due to a divorce.
They stopped doing childcare, and then when my child started going to school
We had to use a care provider while we waited for spot in the care that more adequately met our needs
Dayhome retired, and temporary day home didn't have space for very long afterwards
Moved
My child has a disability and can't always be accompanied
Illness and moving
Aged out
Prev person caring for my child decided to close day home
Naïveté. Took my child out of care for the summer (I'm a teacher) only to realize just how dire the childcare situation is when trying to get her back in for September.
They were no longer providing it.
First child care provider was a SAHM and not our permanent solution. Also had TV on and went days without outside time
Yes I had my son in a licensed home daycare but once I had my daughter I took him out of that daycare. Once I knew when I was going to go back to work I looked into daycares in my area and the same daycare my son attended had no space for my 2 children.

a home daycare we were using was shut down suddenly due to licencing issues. we've also had to change care providers due to our needs changing with work schedules
Not in Kelowna, but my eldest son was hit by a babysitter and I fired her immediately
Family daycare provider retired.
Provider stopped dropping off and picking up children from my child's school.
Moved cities and moved to school age care from preschool
previous provider closed down her business
When our first was really little we had initially booked a home daycare provider but she proved unreliable and we switched to a new home daycare. Over the years we switched from home daycare to group then to afterschool club.
Visas are limited to 1-2 years
Two facilities closed
Please see answer 19.
My older son was 5 and in YMCA after school care and they forgot to pick him one day. We stopped using them after that.
Nanny had medical issues
short staffing and staffing issues
They told us they couldn't keep our son because of staffing issues
My child was placed in a class with older children that at 5 years old taught my then 2 year old HORRIBLE things that no 5 year old should know about, let alone a 2 year old. His experience in that class had an extremely negative impact on our family.
The previous one has way to many day offs.
Child aged up and required new care for before and after school care.
moved from preschool to kindergarten and older daughter switched schools
daycare closing; unhappy with dayhome
The previous day care provider was often closed due to medical reasons.
Son moved into school aged care
Previous provider decided to end her business & move
For my oldest I switched child care because his needs were not being met. I felt uncomfortable with the situation and pulled him out right away and was able to find a new daycare immediately in 2011.
Price
I had to change childcare providers 4 times in Vancouver for various reasons such as one provider moving away, to another provider giving the kids television to watch all afternoon. I have not had these issues since moving to Kelowna.
we sent our child to a different daycare while we were on the waiting list. Once we received a spot in the desired daycare, we transferred her.
The day home wasn't working, she was closed too often
Location to home following a move.
Obtained a space in a more convenient location for one child.
Poor quality care
Move province
Was not happy with previous provider
Childcare provider was not meeting my child's social needs
Moved locations
My child did not enjoy the facility
Just for fun, keeps the kids on their toes.
Care provider moved
they seem more concerned about the \$\$ and the kids

Care facility could not, in 2 cases refused, to keep him safe with food regarding his severe allergic reactions.
when older child was 2 she was at a daytime and swallowed contents of a bottle of baby advil. even after that, provider left more medicine within reach of kids=unsafe situation
We were using an unlicensed baby sitter and moved to a licensed one once an opening was finally available.
Moved/provider retired
Caregiver moved, 2nd caregiver did not have an opening for times we needed, 3rd caregiver had a baby, 4th caregiver put my child in danger, babysitters were unreliable
I needed something closer to my home or work.
MOVED
We needed to hire a temporary nanny when we arrived in Kelowna to bridge the time to getting a daycare spot. The nanny was only available for summer.
The childcare facility was not equipped or experienced enough to care for my child with anaphylactic allergies.
More convenient one became available
Days of the week offered
The daycare facility closed so we had to switch.
Quality of care
My daughter had an allergic reaction that was not handled appropriately.
Children started attending elementary school and the previous childcare provider only did 1-5 year olds.
I changed locations of school/work
Changed from daycare center to home-based care (au pair/nanny) due to convenience/lifestyle, flexibility and cost
I was previously at an unlicensed day home and was not happy there
First one quit and the second wasn't a good fit.
closure
We used a home sitter first because we couldn't get a day care spot. This situation was not ideal as the sitter was sick frequently. When a spot at daycare opened up we took it right away
Cost and hours of operation. Once due to safety concerns
One center my children were at closed so I had to to reenrol. Another time I had to find another spot when my sons daycare provided was pregnant therefore when she had the baby she would have had too many infants in her care.
needed help until we secured a spot, used family and friends until we got a spot
Not a good fit. Incidents happened and I wasn't comfortable sending my child back. I had to involve licensing and didn't feel good about how it was handled (on the daycare owners part that is.) licensing was great to deal with.
Closure of before school care
My daughter was being abused and neglected in a Licensed Group Child Care. They wanted to teach my daughter to "cry-it-out" and to stop speaking sign language. They left her to cry up to 6 hours at a time.
Childcare closed down due to divorce.
Moved from Vernon to Kelowna
They were a home daycare and decided that they didn't want to do it anymore. I was on wait list for all other licensed daycares and hiring a nanny is expensive!
Child care provider moved to Edmonton to increase financial remuneration for both partners.
We moved from Kelowna to West Kelowna and kids grew from daycare to after school care programs
unable to accomodate as many days as needed to return to full time work
Moving
Child wasn't happy at previous daycare
We were only able to find care at an unlicensed dayhome. This had its perks (more flexible hours and days, lunches included) but there was little structure and my daughter spent most days running errands and I was paying \$900 a month

Private provider suddenly quit.
Moved
Moved cities. We recently pulled my middle child out of daycare as she was very unhappy there and I was going on maternity leave so I enrolled her in preschool instead.
Wasn't a good fit for our son and she didn't have time to give him the attention he required.
In home care was no longer suitable.
Original provider only had 2 days a week available so once we got in full time at another day care we switched him over

Question 23: What kind of child care services or supports would help your family thrive?

One that has infant, toddler and after school care. One that is close to a playground
After school care ON elementary school grounds.
Before/after school care
Additional HIGH QUALITY child care there are very few maybe less than 5 that I would qualify as quality care providers
I like a small home environment. Prefer not to have them in a large group facility
Childcare services that are active outdoors
Before school care
Full time, licensed care would be ideal, with more flexibility in dropoff/pickup times - 7am-6pm would be ideal. Onsite daycare provided by an employer (interior health) would be an asset. An option for meals provided by daycare would also be helpful.
The cost of daycare can be prohibitive, especially when considering childcare needs during maternity leave for subsequent children. I don't want to give up our spot because they are so difficult to obtain, but it's challenging to afford daycare on a reduced income. Additional government supports for the fee reduction program - ie larger reductions - would be helpful
Confidence in knowing we will have a spot when I go back to work. Even better if we were able to chose where we send our daughter rather than take what's available
licensed child care that has space and programming that suits my child. A safe place with activities and pick up and drop off or in the school itself. I'd like to have a baby so i need to know if there is care first. we have no access to infant care
Programs with support staff For kids with special needs, so that siblongs can attend camps and programs together. Special needs supports in childcare settings built in, so more children can access cars. The system currently excludes children with special needs.
More availability in the Mission area
Early drop off. I'm an RN and my husband starts work earlier then I do.
Opening before 7am
Assistance in finding a space if an when we need to find one
Close to home/ educational based daycares/less wait times
Something that opens earlier as my husband and I both start work at 7.
Bus service! My neighbourhood bus service is peak hours only and my nanny can't get out with the kids to take them to sports or activities during the day.
Cost. I am a stay at home mom as we have weighed child care options vs going to work and child care is to costly for me to be able to work.
Our needs are currently met
N/A
Evening and weekend child care. Or after school care

Extended hours
As parents we have made the difficult choice to have my wife work part time, just to be able to drop off and pick up the kids at school. Even though my wife has been offered lead dayshift nursing opportunities, we do not have options on how to make this work. She's only part time on afternoons for this reason. We drop off our oldest at 8 to kindergarten and pick him up at 230 monday to friday. My 3 year old daughter has pre school from 9 to 1130 tuesday and thursday. We make 4 individual trips to pick up and drop off everyone (6km each way). If you expect people to work days, who will be doing all this driving? None of the schedules work together. We drop them off at two different facilities, belgo elementary and ymca. YMCA has been our savior when it comes to childcare. Extremely thankful for this.
Making it more affordable
More after school activities and programs offered by or occurs at the school.
Healthy hot lunch programs in the schools (pizza is not healthy)
Having before school care
More facilities, more subsidy, better program for enrolment and wait list management.
licensed facility with subsidy to help absorb the cost of child care. \$1000 per child per month is not sustainable for most families.
after school care for children at Davidson elementary would also help. None available at this time.
Nutritional education regarding vegetarian/vegan diets to ensure that our child gets enough iron in his diet for meals at daycare.
More childcare options in Lake Country.
Out of school care was more difficult to find than daycare
More flexible hours/drop in/part time where you don't have to pay full time. More options for infants.
additional funding for we can provide our child with more activities and balance our family budget.
More Subsidy availability for people who choose in home care. Because it's the only sustainable option they can find. Especially if they work weekends.
More care providers per child ratio in class. Full time or dedicated (1-1 support) of specialized education assistant for my child with special needs. He currently has a part time support who is shared with another special needs child.
Subsidy has been a huge help for our family. More spaces!
M
We need more before and after school care centres serving the schools. So many parents live in poverty and do not work or only work part time so they can get their child to and from school cause there is no other option. And high subsidy amounts. The threshold is appalling.
Fee reduction paid directly to parents.
Reduced cost. I will be paying \$2000/month once my second child starts in January. Also more spots are needed. I have no guarantee that my 8 month old will have a spot when I return to work in January.
Family and friends looking after each other and being the community that helps raise the next generation
At the moment it would be more helpful to have some sort of idea of getting into childcare. All the places just tell you they won't know until a month in advance. Super stressful because what if I don't get into any of the places I'm on waitlists for?
More care facilities with lower cost prices. The current facilities with lower fees have 3-4 year waiting lists and high costs make it hard to make ends meet when the cost of living is so high.
Close to home care that is 24/7 hours licensed care. I work 12 hour shifts and days and nights.
Early morning drop off open in time for shift workers
Less wait time - more availability.
cheaper rates. even now with one child in kindergarten we are still paying \$1200/month for care. its ridiculous.
I'm happy with what we have

Drop in including odd hours and stat holidays
We need more licensed spaces across the board that are affordable for families. It is very difficult to feel good about going to work, focusing on your job, when you have concerns about your child's care, or how you'll manage to pay for quality care. In a perfect world, I would love to see employers have on-site child care - there so much peace of mind that comes from being close at hand and knowing that your child is getting quality care.
Increased fee reduction based on spaces not family income. Drop in/special care options for days when kids are sick.
Part time after school care
Better communication tools between parents & caregivers (when I pick my daughter up at the same time as other parents, and I can't chat with the caregiver about how her day went because they're busy talking to other parents... or busy with the kids). When my oldest was in the younger group (he had better relationships with his providers as there was less turnover in the class), each day the caregiver(s) would be excited to tell me something that he did, or tell me what they're teaching him and how I can help keep that momentum going at home. I loved that it was a working relationship. With my youngest, I feel like I just come and pick her up and there's no connection between her home/daycare life because the caregivers aren't as keen on communicating with me. If I ask "how was her day today?" they state "pretty standard.. pretty typical... she had a good day.. etc". It would be nice to get specifics on a regular basis! Our kids are in daycare 9-10hrs a day, 5 days a week... More connection / communication would be nice.
Ours was to have the kids together, our daycare didn't provide a snack (too costly and too much time to accommodate)nor lunches (I would have paid a premium for that). Field trips outside of the classroom and a stimulating play area.
Licences group childcare before and after school that is fun, organized, not religious and has good staff.
Just being able to actually find a place. It's next to impossible and it would be nice to have a few options so you could find the right fit. Right now if your lucky enough to get in you just take it
A centre that opens earlier than 730. I get to work 15 min late or more daily because this is not an option.
Licensed childcare
not waiting so long to get a spot. And even now on waitlist for after school care when my oldest starts school next year. having the option of in home care.
Local childcare in Lake Country for IT programs that specialize in outdoor play and nature learning. "Wild play"
Daycares that don't charge over \$1000/month and the need to spend a ridiculous amount of time calling every daycare in the area to see what's the availability. There also seems to be a belief that families that make between \$70,000 and \$90,000 a year don't need much financial help and so we don't qualify for some things or the financial support is minimal. Sometimes it seems like nobody does the math of how much it actually costs to live in the Okanagan (mortgage, bills, food, gas, insurance, and other basic needs) and it would be great if someone recognized that not living in poverty doesn't mean we can afford an extra \$1000 or more on child care.
Na
If the hours were more flexible to accommodate my shift work. It would be so nice if interior health had a daycare for their staff because most employees work shift work that isn't the normal 730-530 daycare hours
At this time nothing. We are fine
Subsidy
Somewhere located to where we live (as I have to drive 45 minutes total out of my way to drop off child)
The ability for non-nap time at daycare. Earlier drop-off option (0630)
N/A
We'll need after school care next year and it's already been a concern. It would be nice not to fret over spots years in advance.
Love having healthy food provided in house; it has made a huge difference to us.
A better location. Parking for drop off. Improved facility and staff.
One that doesn't cost more than my salary at work!
Full time affordable care and being able to have some choices to ensure its an actual fit and not only chosen out of desperation

Extended hours. Somewhere that was open 6am to 8pm to provide care for children of shift workers
Flexible hours that can accommodate before school meetings, after school activities for siblings.
Later pick up times
Flexible hours, longer days for shift workers, something in Peachland.
More spaces for more kids. More licensed daycares available
More available
Available childcare that is affordable.
More after school care options
Infant and toddler spaces, subsidy
Not needing to go on wait lists. Have the flexibility to choose a daycare where it is needed; close to home or work, or en route to work. Prices to be reasonable. Daycares to be open beyond 9-5; not may employers offer shifts for parents in this time slot. And employers WILL NOT accomodate parents to work in those house when they are available is a single.non-parent has the possitions within that 9-5 time slot.
Infant/toddler programs close to me if work that are actually able to accept new kids.
Drop in child care for when there are daycare closures at our Center.
Licensed infant & toddler care of multiage care Extended hours 7am-6:30pm (most childcare closes 5-530pm)
More daycares with infant toddler programs. More daycares that provide child care for shift workers (aka wider opening times, overnight care if needed).
The ability to have a stay at home parent. This would require that the other parent have a job earning sufficient pay to support the family, or that the stay at home parent have a job that allows them to work from home with a flexible schedule.
Earlier hours of operation (7am instead of 7:30am) to allow my husband to attend work earlier to make more money.
Subsidy that is more evenly distributed to help families that fall above \$130,000 household income. We fall right on the border of qualifying. If we made only a few thousand dollars less we'd qualify for more financial support.
Another important factor for us is access to physical play areas. Our club has a gym and a field which is great. I would not go somewhere my kids are stuck in a room
#1: in home care #2: both children at the same centre, 4 days a week with access to ASD support for my oldest child
Trustworthy, I hear so many horror stories that it's difficult to place my trust in others to take care of my children. I feel like "good" stories or testimonials would help with that.
Available spots
Ability to know that we could drop in if we needed. Right now we r part time and occasionally, we could use more days - drop in is allowed, but it's not known until the day of if space is required.
Siblings guaranteed a spot at current care facility.
reliable and good nurturing safe environment for my children
ensuring there is inclusive access to childcare for kids with special needs, buildings needs to be accessible to all children. It is overlooked too often.
We would like to be able to book specific days instead of having to pay for days we don't use. Maybe a month or two in advance, be able to choose specific days that care is required. Our son has hockey two days a week and we pay for those two days for all of hockey season so we don't lose the spot for the couple of months we do required it. I think a month or two prior for booking would be enough to accommodate staffing issues and maybe even help when they know that children won't be attending on specific days.
my children are older now and have care at home but when we utilized childcare, the costs were hard to manage and finding spaces.
More daycares and after school care locations. Make it less costly for families

Programs for older elementary and middle school students who do not have bus transportation home but yet too far to walk
Just having childcare for 2 under 3
Weekend and pro d day programing
earlier drop off times
Funding. I am very disappointed that only select daycare centers were selected for the 10\$/day funding trial. Not sure what they are trying to prove. Saving young families thousands of dollars a month would be life changing in those early, really stressful years. And it's totally unfair. I'm happy for those who were part of the trial but the rest of us were left out. I appreciate some of the subsidies but it wasn't enough to cut us down on our costs for two kids full time very much.
Weekend care, early morning, later closing times
Location to work, quality of programming and off-site activities for my child, level of quality of teaching curriculum, and stable/dependable child care educators that are fairly compensated to improve morale.
Child care for kids who are too old to be in 'daycare' but not old enough to be left alone.
There are plenty of nanny services but not anything that is consistent or affordable.
Less expensive child care. I don't want to go back to work just to have my whole paycheck go to childcare. I would rather raise my own kids in that case.
Drop off before 7am. Located in peachland or close to hwy 97 on mt way to kgh for work
Affordable nanny options.
Some licensed daycares have expressed their space is very limited due to the difficulty in finding qualified staff. Finding two spaces in my children's age group at a licensed facility has been impossible. Navigating the Affordable Child Care Benefit for In-Home care has also been extremely difficult.
Part time flexible care that is close to home.. leading into full time
More educators so the centre can add more children.
N/a
We have great child care
Care that helps develop and nurture children in a caring and safe environment. Providing learning activities and experiences for the kids.
N/a
Licensed care for a one-year old and three year old in Lake Country would be great. That way both my husband and I could do drop off and pick-ups and having licensed care is comforting. We are very comfortable with our current situation but if anything ever happened to our care provider we would be out of luck.
I don't need it anymore
Licensed centres that would take under 2 years old. And before and after school care.
Self confidence building
An afterschool program that is engaging for you kids not quite old enough to be home alone ages 6-12...care is super limited
It is all about flexibility. I am looking for a full time/part time job. A full time spot for daycare became available and we decided to go for the fulltime spot. Otherwise The spot was given to somebody else and that would give trouble finding a job. Now I am at home, my kid at fulltime daycare. Expensive and not necessary at the moment. I do work casual/on call hours so drop in daycare for now would be the best option. Further, it would help so much if schools would have more spots as pre/after school care. Lengthening the school hours a day with sports/other activities would be great too.
A location for older kids, but arent old enough to be home alone for extended periods of time, to thrive
Na
more afterschool options
We need flexible child care, not just times but also flexible days because one of us works irregular hours/shifts.

access to pre-K spaces
More local child care. Better conditions/pay/education for staff to have less turn over
\$10/day daycare services. Current costs are discouraging.
Multi age care in Glenmore - there are some but no space for over a year I have been waiting and I call back regularly. I'm pregnant again and wondering how I will ever find care.
More affordable childcare (in PEI childcare is subsidized by the government ranging from \$28/ day for infants to less as the child gets older)
More 1-3 year spaces
I would love for my daughter to be able to attend one place!
Flexible hours where I can work days, evenings and nights to be able to keep a stable job and support my daughter
Subsidies
Child care for our infant. But our current provider for our 4 year old only takes kids 2 1/2 and up. All infant care takes a year or more on a waiting list to get in.
More public facilities that offer all-age care.
More subsidy availability
In school after school care for 1 hour. Open gym or outside time supervised to allow for later pick up.
More information and direction on application on subsidies or financial support. When I returned to school and when my husband was laid off no one communicated to us anything about supports available, therefore we struggled through. Our childcare provider was well aware of our situation. We could have received subsidy for at least 12 months and didn't know. I only found out when my son started after school care and the new care provider provided information to us about it.
Lots of education and play time. No television. Affordability
A nanny to pick up our children after school/preschool to take them to their extra curricular activities so that my husband and I can work until 5 pm each day.
Licensed providers with teachers who care and can provide education to our kids rather than simply overseeing playing all day.
Daycare with educators that are well paid and have great benefits so they feel motivated and are happy to take care of the kids. Clean and safe facilities. Nutritious food made in the facility using organic ingredients (when needed). Daycare that allows kids to play and have fun. Considerate and respectful staff.
Open at 7am
affordable care. I have my child in only 2 times a week as it is prohibitively expensive. My Mother helps out on the other days when I have to work. I applied for subsidy 2 months ago but haven't heard back yet - and there is no one available to talk to every time I have called to follow up. GOOD ECE's that are paid a better wage - they work SO HARD. Daycare needs to be cheaper, and more accessible. Having to wait 2 + years makes it nearly impossible for many mothers to return to work. I have several friends that have had to give up their careers due to childcare challenges, and it has been a constant struggle for me since I returned to work a year ago - I work shift work and have an irregular schedule.
availability during pro days, stat days and summer/winter/ spring breaks without having to move locations
Breakfast Club, flexible drop-in services
More and cheaper
Child care closer to home and not having to over pay to get into daycare.
Having the staff paid higher wages would enhance the quality of staff and quality of care. They should also have a budget for casual staff to care for our children giving full time staff the opportunity to train more frequently.
More daycares and after school care!

More recreation camps for spring, summer and Christmas break.
i am stuck in my same career because i have secure after school care for 2 of the 3 days I work. My son will require after school care for long term. I am not able to seek full time employment because i would not have access to more days for after school care because I was told i was unlikely to receive more support.
Licensed daycare with subsidy.
Earlier hours
Infant and toddler spaces
Evening dropoff and pickup
Happy with where we are at
Additional after school care options for the Rutland area of Kelowna
allowing for 50/50 shared parenting schedule without paying fulltime cost
Access to full time daycare spot. We rely on family to supplement right now
Drop in/drop off care for a couple hours at a time, with flexibility of when and how often.
Government funded care!!!
We are only currently using Out of school care which currently seems to be limited to only a couple providers. And our current provider only accepts full time spots where we could use some part time spots. More options and more spaces would also be good.
More after school care which is able to pick up my kid in chute lake.
More spaces for childcare. Less wait times and better hours
A supportive group of educators and staff, high quality program.
Nothing additional
Available early mornings, evenings, weekends, with dynamic programming that helps them have fun and learn
Has subsidy, great learning curriculum and teachers that love children
We are satisfied now. I think availability would have helped us a lot. Our current daycare is really great. I like the fee reduction at our current daycare, it makes it easier for me to go back to work.
I love the daycare where my daughter is but it is very out of way for us from home or work.
Something that is affordable for a single income household where spaces are available for PD days and school holidays/closures.
If we had full-time, permanent care close to our house. We start part-time, permanent care in December but it's not enough. I went back to work in July with no care so we were depending on family and friends up until this point.
not sure
Drop in services and night time hours
We are still looking for another day a week of child care at our facility.
More options
Fee reduction
We are fortunate to not need anything outside of what is offered at this time
My wife and I both have full time jobs with shiftwork. Longer daycare hours and fewer non-statutory days off would be very helpful for us.
More spaces available or more centers for childcare.
Before/After school care at the school.
Extended hours for shift workers
Affordability
Child care that provides enrichment for children (stories, nature, crafts)
We use Starbright. My son was premature so was automatically referred.
Having the same subsidy rate regardless of childcare type. It is absolutely ridiculous that when I can't even get into a daycare for a whole year I can't access the same level of funding. So I am paying my in home babysitter (which is my

ONLY childcare option as I am on multiple daycare waitlists) out of pocket with very little subsidy (\$200 a month in subsidy vs the \$980 I would be subsidized for a daycare!) Why does it matter? Why can't I pay the same to an in home provider as a daycare (especially when I can't even find a daycare that has room?) So I am penalized financially for not having my child in a daycare even though there isn't a spot. Not to mention most daycares want a non refundable deposit to be on the wait list so just being on multiple waitlists is very expensive (like 200\$ per waitlist)
More affordable childcare located closer to home that treated my child as if they were their own. Right now there are 7 children to 1 caregiver. I don't see how 1 person can take care of 7 children. Especially 3 under the age of 2.
Access to a place that takes care of kids when they have a low grade fever. If family isn't available the only option is to leave work. Which jeopardizes your employment.
We've been very fortunate to find great childcare at all stages
After school care and more registered day cares.
We have made it work. But I think easier access to daycare spots, as well as lower cost would make a huge difference for many families. Also, increasing wages for the child care workers would be good as they work so hard and we noticed a significant turnover in workers in our daycare (which impacted our children and us). They deserve more benefits and compensation, to create more continuity in care for families.
More
We have what we need :)
Options for day cares. Availability!!!! I would love my son to be around other children at this age and I'm sad I can't get him in anywhere
Lower fees
It would be awesome to have somewhere familiar such as the Y for morning drop in care the odd time I have an early meeting at work and need before school care.
I need 1 yr old daycare next September
Flexibility on hours and allowing 3 year olds in along with decent rates that won't break our family
Preschool in lake county at boys and girls club would be great
More subsidy. We have poured nearly \$100,000 into childcare over the last 5 years. It's disheartening when thinking what else that money could have been spent on.
More affordable care.
Pick up from a school, 630 am drop off, more childcare options in general as most places are full and I have to rely on grandparents and other relatives and sometimes friends to pick up kids.
Occasional evening or weekend care
OUT OF SCHOOL CARE
I am currently satisfied with the arrangement that I have with a friend. But I know that this isn't a long term arrangement. My son will be going to Kindergarten in Sept 2020 and am concerned about after school care. I know that the school my son will go to has an after school program but it is full time only, hard to get into and I may only be interested in part time (which they only accept full time/pay full time). I am also concerned with the care I will need for my daughter. I am more interested in home daycares and feel that the options in my neighbourhood are limited. I am hoping for part time care and feel that is even harder to find. I am not currently on any wait lists for next fall and I am hoping that my arrangement does last this school year. I work as a Teacher on call and having to commit to specific days at a daycare and pay for those days whether I use them or not makes the arrangement I have with my friend very appealing as I have the flexibility to switch and not work certain days (for the most part and at this point).
Child care located in our neighbourhood/area of town to connect with other families close by. Quality care that is affordable - our family has a steady income, how do others with lower income afford childcare while also paying rent, buying food and other necessities?
More spaces are required to meet the need, especially for infant/toddler programs
flexible childcare that allows us to pay for and use only what we need. ie- part time schedule
Just full time child care. Ideally one that let's me provide his food and is non- religious.
After school programs, so my child doesn't have to go home and stay alone until I come home from work.

Can't think of anything specific
We have actually been so blessed to have after school care and summer programs through the Y that are affordable and teamed with amazing staff. The Parkinson summer camps are also excellent.
Childcare with both I/T and 3-5 in same location (or multi-age, but 2 programs so both kids can be separated, but if have to be together is ok)
Being able to drop off and pick up both kids from the same or closer location. Being able to drop off at 7am. Automatically having alternative coverage options for early or full day planned closures. Spring break and summer vacation options that don't cost a fortune or only cover a few hours in a work day.
Childcare prior to school starting in the morning (before school care at the school). Also more coverage for when school is out, such as pro D days and during holiday breaks. There are some camps offered in Kelowna areas during the school breaks; however the drop off and pick up times are not conducive for the working parents.
I'd love to find a child care service near my home that could take my child full time.
n/a
Access to licensed child care on pro-d days and non statutory holidays when there is no school without having to register for camps each time.
A facility that is 24 hours with drop in options at an affordable rate. Like a high school for babies and toddlers
I have none
Lower living and childcare costs. We have had many years of pinching pennies. Feeling tired of spinning our wheels and seemingly getting nowhere. Everytime there has been an increase in childcare funding the costs go up.
Flexible hours
Before school care for school aged children
I don't understand the question.
Before school care so that I don't need to rely on friends. I work at 7:30am and need before school care.
Flexible
Our family's needs are currently being met.
Increase in before and after school care
All my needs are met
The one we are getting.
MORE FLEXIBILITY WHEN IT COMES TO PRICE
Other languages
-Shorter waitlists -more daycare spots. Many of the places we applied to said they were unable to accommodate due to lack of qualified workers available and funding approval from management
Nothing additional
Longer hours Better illness policy more in keeping with guidelines
Na
After school programs
We are satisfied with the current services
More/different language integration into mainstream childcare. More affordable care.
Licensed pre-school
More affordable childcare that also values the role of its employees by paying them well, so that caregivers are happy and thriving as they take care of our children. (I do not mean that employees are unhappy where we are. I just want to say that I recognize that caregivers deserve to earn a good wage.
Better flexibility in days. We only need mon-Thursday. But have to overpay for 5 days.
Emergency back up options, we both work full-time and have no option but to take time off when kids are sick.

Extended hours to 6pm
N/a
Further rebates
Access to care on non-school days or during holidays.
The continuity of child care subsidy
Open a little later than 5:30pm
Have after school care right at or beside the school
As a shift worker, it would extremely helpful to have access to some drop in services.
This is good
Our current needs are being met however access to quality after school care may be a concern shortly
My family is secure with the childcare we have at this point but would like to see additional spaces for more children.
Day care
Before/after school care for fall 2020.
Ensure all child care providers at licensed educare facilities have their ECE certificate or equivalent. More engagement with families - such as in the moment updating via app throughout the day to stay in touch with how your child is doing.
Subsidies, subsidies, subsidies
More after school care options for our oldest daughter. With subsidy.
More spaces are needed. Which means higher pay for ECE teachers, which means higher rates or more subsidy. I don't agree with 10 dollar a day we need it to be affordable but not to that extent. mandate that ECE in registered child care centres must be paid 19 - 22 an hr depending on experience, give the daycare 50% of the salary and mandate a maximum fee allowed to be charged such as 600 a month or what ever the numbers work out to.
We have been extremely lucky with childcare since living in Ok. I believe that it was all timing on when we moved here. I don't think we would have the same opportunity today that we did two years ago. So far, I am happy with the care we have for both children.
Less expensive ones
As of now, I believe our needs are met with the care we have. Allowing subsidy to be considered while on maternity leave and not able to pull my son out of care for risk of not having space when I return to work would be a huge help. Feeding a family of 4 on maternity benefits is hard enough, add \$1000/m daycare and it's almost impossible.
The one that makes our life easier - stable / dependable care, affordable, truly care of children.
none
Reduction is costs. Even with subsidy we are almost \$1000 a month for 1 child full time. With our second due in January we are going to be challenged having 2 children in day care full time when my wife returns to work. Day care costs are another factor that prohibit larger family sizes. The need for both partners to work full time to afford housing means people my age are having less children.
Non response
The ability to rely on a school that works with my hours and hours provided by regular school hours. Very challenging having to worry about a child having to go in later and picked up earlier now that he is 5.
We are happy with our child care at this time.
Personally our current provider is doing a fabulous job. I would love an evening drop in program where my child knows the providers and I am able to attend my other children's activities without worry of my toddler.
Nothing at this time other than we will need more options for after school care in the future.
N/A
Enough childcare centers in the area to cover all the kids! Little-to-no waitlists. I do not want to be on another waitlist for almost 2 years as this means I need to be able to anticipate exactly what my life will look like 2 years from now.
We need before school care with drop off to Belgo Elementary

Access to childcare close to my house that allows us to put our child in daycare for 1-3 days a week on the days that work for us. Not getting stuck with Mondays or Fridays because that's all that's available and then getting charged the same amount every month for day care even if there were holidays on those Mondays. We pay the same if she gets childcare for 4 Mondays out of the month or 2 (because there were holidays that fell on those Mondays) That doesn't seem fair.
More after school options for Peachland in the future
the available kind.
Care on statutory holidays. Overnight care
More communication / report from the day care staff to the parents
Honestly we are super lucky to have gotten in where we did and I don't see there being a better environment for our child or situation for our family - it's very close to our home and work so we can walk & bike. It's safe, professional and they even provide food.
Before and after school care
Help with the fees
We do not have morning care before my son starts school and are currently on a waitlist
Na
Affordable care (either more significant subsidy or subsidized), option to have siblings in care in either the same location or close to each other, no waiting lists!
Nothing I can think of
More spots for before and after school care and 0-18 infant care.
I already pay for a babysitter and am not able to afford preschool as well, but would love for him to go to preschool too. Because I'm at work for 9 hours I need a babysitter since preschool is only up to 5 hours a day typically. So, a free or cheaper preschool program.
Some important topics for me are: the subsidy or free reduction and the location near Okanagan College, as I am a current student in that institution and both topics could support my studies, my husband could work more time, my daughter will be in a safe place as I could take her as soon as I finished my classes.
Making sure from 3 - 5 they are learning skills they will be learning in School
Subsidized childcare. Less wait list times. Closer to work.
Right now, I would like to see some more options for after school care for my 6 year old daughter.
N/A
Added subsidy for single income households.
Behavioural support for children with minor disabilities like ADHD
We have what our family requires to thrive.
After school pick up from elementary schools to after school daycare
More options in the area that take subsidy
I am thrilled with what our daycare provides - I'm incredibly lucky.
Not sure, have to think about that.
I am happy with the service we had so far.
Cheaper costs would significantly help our family.
more options for daycare at affordable rates
Smaller classrooms as age increases to support children's varying degrees of educational abilities
More before and after school child care options. Or schools that get out later so people who work normal daytime hours don't have to worry about leaving work to get their kids at 2:30.
Better availability of spaces
Can't think of any, our child care provider does an excellent job
Longer hours

Access to care for children u derv3
N/A
We are looking for drop in childcare. We do not have family or friends here and have troubles spending time away from kids. Also, we started looking for after school care for when our kids are on kindergarten next year, and it's proven to be very challenging and stresfull
More affordable
Early morning
Workers that care for my children and interact with them appropriately for age level
Access to subsidy and fee reduction. Without subsidy one parent would have to stay home as it wouldn't be financial worthwhile or feasible for both to work.
Having access and know where I can take my daughter before I return to work in February.
Less expensive
Flexible schedules with childcare
Drop in
N/A
Bigger subsidies for families. It's very tough financially on young families.
Easier access to preschool programs. I would like to have my son in preschool a couple days a week at least to prepare him for kindergarten. All the part-time programs I've seen start mid morning and end mid afternoon which would mean I would have to leave work twice to take him to and from.
A subsidy would have possibly allowed full time care, so that I could return to work full time and be financially beneficial. Otherwise more opportunity for part time and drop in care would be amazing.
Just take them, please.
Something that is flexible to a part time schedule but long hours. Pt time RN
special needs and more time options
Support with ADHD and allergies
More infant/toddler, preschool age and school age spaces in quality licensed facilities
Regular reliable childcare
Out of school care
after school care at primary school. decreased fees
More readily available child care.
A daycare that accepts the fee reduction program and has trained staff that treat my children well
Increased subsidy for care More incentives for caregivers to go into the field
More outdoors
Fee reduction
Nothing
I'm quite happy with the services we currently have.
COST AND LOCATION
current subsidy is good and fair. We struggled financially much more before the subsidy was increased, as my wife is still in school full time.
We are both shift workers and start work before daycare opens. This is a logistical nightmare for us having to beg family and others to drop our child at daycare.
Availability of care options during daycare closures. My wife and I both have demanding jobs and limited vacation. There are more closure days in a year than either of us has vacation. Additional options would help to manage those periods.

Accessible, good quality, licensed infant/toddler care
More funding opportunities to provide adequate pay and benefits for staff and program supplies for the children, especially for not-for-profit daycares.
I have kids because I want them not for others to support them.
Different options for days of the week
Longer hours of care would be beneficial. Daycare is extremely expensive in our area. We need to pay our workers better, and provide incentives for getting in the field.
Before school care
Our daycare is meeting our needs.
the current child care provider offers an amazing opportunity for our kids to learn outdoors. the child care provides have a farm which kids can go on weekly basis and have a hands of leaning experience
Before school care.
Fee reduction when using a private lady in her own home. Childcare is so costly and unless you can secure a facility spot you are left to pay expensive rates. Some families (like us) we're forced to remove our child from care due to an allergy and health concerns. Enter private lady and days missed at work.
A daycare facility with staff with basic medical training around allergies and asthma. I currently do not feel comfortable leaving my child at any of the daycares I toured due to her allergies and cross contamination of eating and play areas.
More attention to learning based activities that are fun.
I feel as though we are just surviving. It's hard for me imagine thriving
Flexible after school care that could be used on an as-needed basis.
Financial. I basically work to pay someone to take care of my kids so I can have extended health benefits and a pension
Options for drop-in, evening, and weekend child care that is licensed and conveniently located.
Better after school drop in or changes to the law to allow children to be home alone after school
The time has mostly passed for our family - son was in care for 10 years, daughter is now in OOSC only. It would have been nice to take advantage of lower costs in the earlier years.
Affordable and quality child care
Any
Reputable daycare facility that don't have year long waitlists. Extend the annual income parameters for access to fee reductions. Daycare fees are ridiculously expensive.
Flexible hours - to 5:30-6 would be nice
Full-time, licensed care provided by an ECE certified caregiver for my two-year old and after school care for my six year old, at the same location, in our neighbourhood.
flexible hours and healthy developmental culture
A greater reduction in the 3-5 program range. We presently pay for that program as well as an infant and the total is approximately \$1500/month. Add mortgage, insurance, food, gas, bills etc into the mix and our income dwindles very quickly,
More before and after school care with standardized program requirements, regulations and rules Something affordable!
Additional locations/spaces. Incentives for students to get an ECE education to increase the pool of available caregivers.
Space for my child
Teachers educated fir children with autism
Family.
Earlier opening hours (7 am instead of 730) and closer to home.
Cheaper care
More licensed out of school care

More options so I didn't have to drive.
It is so expensive to get childcare and the thought of having more than one child would make really poor. It's really hard to pay for.
More available spaces for drop in during pro d days
Availability
More availability for infants. It seems to be almost impossible to get needs met fully for kids under 3. Once they turn 3 it's way easier to get spots.
More spaces
The current concern for us is access to before and after school care for next school year. It doesn't look like we are going to be able to secure a spot. So more access to those programs would be amazing.
Earlier drop offs, lunches and snacks included.
access to weekend drop ins
Before school care offered at my children's elementary school.
Future Thoughts - Before School Care and after School Care. Having the care in the schools would be of great help.
Before and after school care
Extended hrs due to shift work.
Drop in/ short notice spaces for shift workers without having to pay for full time spot. Early morning hours, late hours. Transport to schools.
Flexible after hours / early morning and overnight in home care
After school care
Affordable child care where both my kids can go so i don't have to drop off and pickup at 2 different locations. Also, affordable childcare during summer vacations and school breaks. The city should have more camps during school breaks to accommodate more students.
Flexible licensed care
Earlier starting hours to accommodate healthcare workers
Open on stat holidays or fee reduction for those days.
Current supports in West Kelowna seem good, however I have heard that others would like more selection and have trouble finding space.
licensed safe CLEAN daycare facility accommodating both under 36 m old children
One open earlier and closed a little later sometimes it's hard to get there to pick them up on time straight from work, also weekend care options not everyone has the option of working Monday-friday
more trained staff who are willing to work in the field and better pay to draw more people into the field.
Only if it was closer to home!!
Options for services when kids are moderately sick- e.g., not permitted at daycare, but not needing extensive care from parent. Would love to have the option to have someone to provide in-home care on those days and would be willing to pay a nurse or other health care provider
One that gives consideration to siblings who will need child care after the current child is no longer attending
Childcare that opened at 6am so that I could get my daughter to daycare and then go to work and being open late so I could pick her up. No closures on weekends and holidays would help too
Eventually after school care would be highly needed.
Quicker access to child care
School readiness
Including weekends and statutory holidays
Availability of before and after school care (looking forward). Anticipating I will need to leave the work force once children are in school to accommodate school hours
Less expensive!

So many I can't fully explain. Better prices, more schedule flexibility, more locations, better educated
Not sure
Drop-in/casual care in a licensed facility
Drop in care so I only pay for the days I need (I work shift work and work part time so I don't need everyday but my schedule is not flexible enough to only pay for M/W/F or Tu/Th so I get stuck paying for full time and using 2-3 days/week. Earlier openings and later closings would benefit me as I am starting a new job in Penticton (1h15m drive) and the hours are 8:30-4:30. My husband can cover weekends.
More options to find a good occasional babysitter for our home to go to appointments, date night, etc.
There are few options outside of operating hours. I have changed roles within my employer in order to accommodate my childcare's hours of operation. I do not have any backup support and am a single parent, so I rely entirely on my childcare provider to allow me to maintain any employment. I was unable to continue my previous role due to separation from my child's other parent and my previous role involved working weekends (my childcare does not operate on weekends).
Accessibility to licenced daycare spot for my daughter if needed
Right now, availability of care
Had a YMCA that I know my child was getting proper care (understand how to use cloth diapers and not have him sit in them). and the YMCA activities. If we could drop off from 7 on and pick up until 6 that would help. More affordable would also help and ability to switch days (4 days a week and have Fridays off) I am finding its either 1 or 2 days a week or full time - we only need 4 so then we pay full price but don't use it and even with the subsidy per day to us its the same as not having any help but the day cares tell you they want full time for ease so they fill those spots first.
Daycare that costs less than \$850 a month per child. My monthly costs will be \$1700 when I return to work!
Access to the outdoors on a regular basis - not just in the playground.

Question 24: Does your child have developmental, cognitive, and/or physical challenges?

Autism/adhd
Support managing behaviors at times, understanding developmental disabilities, promote inclusion, help with communication and socializing with peers
Full time or dedicated (1-1 support) of specialized education assistant for my child with special needs. He currently has a part time support who is shared with another special needs child. Less turnover of staff as my son doesn't handle change.
ADHD and FASD
Just slightly delayed in speech and language
Support for child with hearing loss
Physiotherapy
No additional support, as medication & understanding by the care providers addresses these challenges.
Behaviour intervention, alternative forms of communication, specialized training in ASD.
The support now is not as much as when she previously entered childcare. I have identified this above.
CEA at school. Autism designation
My son has a speech disorder/delay.
My 8 year old daughter is Celiac and ADHD.
1:1 supervision
Autism/intellectual disability support
Personality, humour and willingness to learn about the disability the child has. People like Alice who works at the Y Quigley location, she cares and has a special way with my son that not everyone has.
Supports around behavioral regulation. C m pop
Cleft pallet and hearing impairment

Oldest has physical challenges due to brain surgery. She has a CEA in K class, but similar help would be helpful in after school care.
Physiotherapy from the infant development centre
Hearing loss, possible adhd
ASD friendly location
Amxiety
A sound proof room
behaviorial
We are currently using StarBright as our youngest requires speech therapist, occupational therapist, and Infant Development program with more support needed as she gets older. Our middle and oldest child both use speech therapist.
Specialized planning for medical conditions including asthma, eczema, and anaphylactic food allergies.
Severe anaphylactic food allergies and asthma.
We don't have access to any.
Child has adhd and Autism
Speech therapy

Question 27: Do you or your partner's employer offer any kind of child care support?

My employer pays 25% of our childcare costs.
Flexible working hours, working from home if needed (when possible)
Flexibility in hours to accommodate for parents with children
40% discount on child care (I work in the centre)
I work for a daycare, and receive a small discount.
Family also helps and supports in watching my daughter
Special leave as per collective agreement when cold is sick. Maximum 15 hrs per week.
My employer offers help finding childcare.

Question 28b: Are you accessing any subsidies (including the affordable child care benefit) to help manage the cost of child care? If yes, please explain:

Hoping to access the bc subsidy as the cost is ludicrous
I had it for summer care but my son doesnt have a spot for before and after school care otherwise i would still be accessing it
I would be using all subsidies if i could find licensed care
Government subsidy
Government subsidy for child care
Subsidy thru the government
We receive the ACcb
\$1,450/month for only four days a week! That's higher than our rent!
very little/limited funding is all we qualify for
Preschool subsidy. Will apply for in care subsidy when we are settled.
Affordable child care subsidy and the new subsidy provided to the daycare.
Both provincial and federal

Affordable child care subsidy
The government subsidy went to or provider to reduce costs
The child care Center is automatically deducting an amount off of the monthly tuition.
The government subsidy
affordable child care (through the centre)
Daycare centre subsidy. Do not receive any personally
The automatic subsidy the daycare applied for
BC childcare benefit
The daycare has applied for the provincial subsidy to reduce the cost to parents.
Our daycare was approved for a subsidy which brought the monthly costs down roughly 100-400\$/month depending on the child's age
Through the facility and applied for subsidy through the govt
Still waiting to be approved..
TThe subsidy program the daycare enrolls in
Universal child care deduction
Income assisted subsidies.
Affordable child care benefit and the provincial daycare subsidy
Will be once in
Child care benefit
Summer of 2018 I needed 9weeks childcare for my 5 year old. Subsidy would only cover ~\$200 towards ~\$1,200 cost of the camp cus he was of school age. There is NO school in the summer so school age or not they require as much care as a 4 year old
Only the universal child care benefit for all children in licensed care. Plus \$168/month child tax benefit.
We get a tiny tiny amount from the affordable child care benefit
Our family has received excellent support from the child care benefit. It allowed me to go to school and helps now that I'm employed with limited hours.
Affordable child care benefit
Affordable childcare benefit - and the center has one too (forget the name)
affordable child care benefit.
Use the affordable child care benefit
My daycare receives the subsidies that every child gets. We do not qualify for any personal subsidies.
I have been approved for Affordable Child Care Benefit but have not received any payment in 3 months and find it very difficult to navigate
Yes
Otherwise it is simply unaffordable
Direct Government subsidy of \$350 month
Child care benefit
We get the affordable child care benefit
Our daycare is in this program.
I am still waiting to hear back after applying for subsidy 2 months ago. I have called to follow up but there is never anyone available to talk to (literally - the phone disconnects saying there is no one available). So I wait!
using the affordable child care
I don't know what government funding it is, but I know that our school applies it to the cost of tuition directly.
I receive the benefit that the child care facility receives. All parents receive this at the Boys and Girls Club.
Have been getting subsidy since my daughter was old enough to get into daycare

Canada could benefit and daycare subsidy
Our center applied for the funding and we are currently receiving it.
We are using affordable childcare benefit
Accb
Subsidy that the daycare receives (100/month)
CCFR - KSS. Currently we have 350 dollars discount from 1.225 dollars monthly.
Affordable child care benefit
Affordable childcare benefit
We get a modest subsidy which is passed on to us via the daycare program.
I get a small amount for in home care
Childcare for full time was costing me \$1000 a month. That's with subsidy. Much too expensive without it. Now after school with subsidy is \$181.
10 day prototype
The govt subsidy that is automatically deducted from care price
Government subsidy and YMCA subsidy
Applied for benefit
We do get government subsidy that the daycare applied for (100\$/month for kids 3-5 in full time care). We are no longer eligible for other subsidies due to being just over the threshold financially.
Our daycare applied to it.
Daycare is part of the fee reduction opt-in and our family receives the affordable child care benefit
Childcare benefits, Low income single mother,
ACCB
Affordable child care benefit
child care benefit
Financial assistance through my child care provider.
AFB Boys and Girls club received the funds and we are billed the difference
I am a single mom and need these benefits as I currently am working 80 hours a week just to survive. I left an abusive relationship and the father is not involved.
ACCB
Currently accessing the ACCB.
Affordable child care benefit and our daycare also gives us a deduction
Government subsidies
BACK IN UNIVERSITY, SO FAMILY DOWN TO 1 INCOME
Affordable child care provincial
CCB
Childcare benefit
Affordable Child Care Act
Affordable childcare benefit
Child care benefit
Single mom
Our daycare automatically deducts the subsidies from our monthly bills
We receive the basic discount offered by the provincial Gov (\$350 and \$150)
Federal childcare which paid directly to the service provider
We receive the ACCB
affordable child care benefit

We are on all government funding to help cover the high costs of daycare
The daycare gets a subsidy that is passed on to parents.
The licensed daycare my son goes to has opted into the government program, which has reduced our costs by \$100+
Government
We access the subsidy that comes directly out of the monthly costs from our day care
We have the initial care subsidies which takes off about \$300
Both child care providers have reduced the fee they charge us based on the government benefit.
I am using the child care subsidy through the government
Accb
Normal subsidies the daycare offers
\$10 a day
Care for older child qualifies for subsidy. Care for younger child does not
The daycare receives government subsidies and passes those on to the parents in their fees
Subsidized rate through daycare.
Affordable childcare!
AFFORDABLE CHILD CARE BENEFIT & MINISTRY FUNDING
Have full subsidies because I am a single mother with no income support
Subsidy covers half of our childcare cost which is very helpful
I am a full time student and not working, therefore am accessing all the subsidies I qualify for.
affordable child care benefit
We qualify for partial subsidies through affordable child care benefit.
affordable childcare
My family services. Without the child care substitutes I wouldn't be able to afford a proper day care
Affordable child care
The government \$100 reduction
The affordable child care benefit and fee reduction has allowed me to return to work. Without it we would be unable to afford daycare for two children on my wage.
Single mom of 3 that works on call
Affordable child care benefit
We received the daycare subsidies paid to daycare from the government
I receive subsidies every month. Without them I would not be able to afford childcare.
Affordable child care benefit for a licensed preschool
The cost is very high even for two working adults so we use subsidies.
I am accessing both. We need them to afford care
The daycare has subsidy but we make too much to qualify for any assistance
The affordable child care benefit
Affordable Child Care benefit
centre automatically applies it to our monthly tuition
We get full subsidy for our daycare.
ACCB
I have been or I would not be able to afford child care
ACCB -- if we did not have this, we could not afford childcare.
We have applied for, though have been waiting months for an answer on, the Affordable Child Care benefit. There is also a subsidy being paid to the daycare on our behalf, but I forget the name.
Receive the Canada child benefit and the daycare we use is involved in the government fee reduction program

ACCB
Affordable child care benefit
Low income
this helps us afford the cost of living here in kelowna which is very high
Child care subsidy
fee reduction
Affordable childcare subsidy
Our childcare provider applies and then gives us a discount off our daily rate.
I access what ever I can qualify for.
Provincial and federal
As a single mother, the benefit pays \$900, I pay \$720.
Affordable child care benefit
I was but they lost my paperwork so I'm waiting for a new agreement
I am a student
Affordable Child Care Benefit and the care provider I use has been granted a fee reduction subsidy.
ACCB

Question 29: We are creating an inventory of all the available child care spaces in the Central Okanagan to help determine the amount of care that's currently out there. Please feel free to indicate your care provider's business name below.

Bright Path Lawrence
TLC for kids, YMCA after school care
Little Owl Academy
Little Owl Lake Country
For summer it was the boys and girls club. He is now on the waitlist for the boys and girls club at springvalley elementary school
Green Gables Glenmore
Viva early learning (hopefully)
at home care - neighbour
The Clubhouse at Cottonwoods
Adventure Junction
Na
BrightPath West Kelowna
YMCA near ruttland road. They have been critical in meeting our child care needs for both kids after belgo preschool got shut down.
Bright Path - Lawrence Avenue
Helen Strycharek Home Daycare. Camp He-Ha-Ho
Boys & Girls Club @ AS Matheson
Village daycare
private day home in lake country
CEFA Early Learning
Building Blocks Educare
Discovery World Daycare

Building Blocks
Kelly's little schoolhouse
Boys and Girls Club
Building Blocks
N/A
No
CEFA has a new location opening in 2020
Can't find one
Clubhouse cottonwoods
n/a
Angel's Academy (Before and after school care at Our Lady of Lourdes in West Kelowna) and Smileykins Daycare in west kelowna
Okanagan Boys & Girls Club (current after school program) Little Owl Academy - Glenmore (previous 3-5 program), Clubhouse Childcare Centre (very first daycare)
UBCO daycare
Cornerstone Early Learning Centre
The Clubhouse (on Sutherland Ave)
She is just a friend that is a stay at home mom who is helping me out
Creative advantage
Early Beginnings
Building Blocks Educare
Lil Bloomers
I'm currently on a waitlist for the Glenrosa YMCA preschool and Montessori daycare in Glenrosa
Daycare connection society
For The Kids Daycare
For the kids daycare
Building Blocks Educare Sutherland
Not sure if spaces are available but these are my providers: Building Blocks Educare; Lydia's Family Day Care
Daycare Connection
Brightpath Daycare
Little scholars and clubhouse childcare
Green gables glenmore
Montessori
Lil dancing owls, petits oursons
Don't have a current xhildcare provider. We used Cottonwoods in the past.
Adventure Junction Early Learning Centre
Building Blocks Educare
Boys and girls club Martin ave
1: cornerstone early learning centre. 2: Building blocks educare
Building blocks
Building Blocks Educare
Adventure Junction
Rutland Community Centre
Rutland Boys and Girls Club
Here We Grow (Daycare) & Lakeshore Out of School Care (After school care)

Creative Advantage Childcare
The Clubhouse
Building Blocks Educare
Beyond Learning Daycare & Watson Road after school care
Natasha's place
Brightpath
Ready Set Grow
BGC
TLC, Nature Dreams
N/A - family member
Bright path west kelowna
Brightpath west kelowna
Cornerstone Early Learning Centre
Playhouse dayhome
Cornerstone Early Learning Centre and Mindful Expressions Preschool
Cornerstone early learning centre
Cornerstone Early Learning
Boys and Girls Club of the Okanagan. Previously, Daycare Connection Childvare Society
Kelowna early learning centre, private
Lakeside School - both preschool and kindercare.
Cornerstone Early Learning Centre
Club judah
For The Kids South East Kelowna
YMCA
Boys and Girls Club Oyama
CEFA Kelowna has a baby (12-24 months) waitlist but as far as I know the rest of their programs (24 months +) do not have wait lists.
Rutland Community School
Lake Country Okanagan Boys and Girls Club
New beginnings early learning center
Okanagan Boys and Girls Club
Boys and Girls Club Winfield
Copper hill daycare, lake country boys and girls at peter greer
YMCA after school care at MCA
Discovery world
Little Scholars Preschool YMCA
Creative Advantage
YMCA for my oldest and my youngest goes to hand in hand
Ymca play to learn Little Scholars
Olive tree daycare
Lil Dancing Owls
For the Kids (West Kelowna)
YMCA after school care Rose Valley elementary
Little Learners - One Sky

KSS daycare
For the kids
Creative Advantage
Rutland YMCA
CEFA McKay
Okanagan boys and girls club
home based child care provider
One step at a time playschool
Ymca after school care.
Kelowna YMCA
Here We Grow; Little Scholars; Lakeshore Afterschool Care; Jenn's afterschool care
Building blocks
My mom babysits all day during the week and then goes to work so I can attend school
YMCA
YMCA
Little fish
Dougall rd daycare
BrightPath Early Learning Centre Lawrence Ave
Daycare connection child care society
Little owl Academy
Little Owl Academy Preschool/Daycare
Building blocks
YMCA out of school program at RVE for morning care and an unlicensed provider for after school care
Building Blocks
Lake Country Boy's & Girls' Club
YMCA
Cornerstone Early Learning
Boys and Girls club in Rutland. Afterschool program at South Rutland Elementary
Little owl academy glenmore
Little learners day care through one sky resource centre
YMCA for after school care, Building Blocks for daycare
Building Blocks Educare
Building Blocks - Gordon
Building blocks educare
Building Blocks Educare
BUILDING BLOCKS EDUCARE
Building blocks educare
Building Blocks
Building Blocks Educare Gordon Campus
Building blocks educare
Building blocks
Building Blocks
Building Block- Gordon campus
Building Blocks Educare

Buildingblocks Educare
Building blocks - Sutherland campus
Building Block
Building Blocks
Building blocks educare
Building Blocks
Building Blocks Educare and Boys and Girls Club (Out of School Care)
Building Blocks Educare
Building Blocks Educare
Building Blocks
YMCA After School Care at Rose Valley Elementary & Miss Helen's Daycare & Grandma & Me (Susan McQuoid)
Building blocks
Building Blocks
Building Blocks Educare - Kelowna
Building blocks
Building Blocks 1605 Gordon Drive Kelowna, BC V1Y 3G8
Green Gables and Kees Tae Kwon Do afterschool care
Building blocks
Building Blocks
Building Blocks Daycare
Building Blocks
Building Blocks Gordon Campus
Building Blocks-Gordon Campus
Building Blocks, Glenmore Martial Arts (after school), Lydia's Home Care (Before school)
Building Blocks Educare, YMCA After School Care Program
Building Blocks Educare
Building blocks educare
Building Blocks Educare
Building Blocks Educare
we use Rodney Hobson Karate for our after school care
Lil'Cottage Daycare
Peachland preschool
Building Blocks Educare
Building blocks
Building Blocks, Gordon Drive Campus
Educare Building Blocks
Building blocks educare
Building Blocks
YMCA Before and After school care at Quigley/ Green Gables DayCare
Ymca little scholars
Lake Country Boys and Girls Club (for older child), stay-at-home mom (younger child)
Boys & Girls Club Lake Country
Little owl academy ltd
For the kids daycare

Building Blocks Gordon
Green Gables
YMCA of the Okanagan - Little Scholars
Green Gables Daycare Glenmore
Green Gables
Green Gables Glenmore
Green Gables Glenmore
Building Blocks Educare
UBCO daycare
Green Gables
Creative Advantage Daycare
Green Gables (Glenmore), boys and girls club
Green Gables Daycare Ltd
Green gables
For the kids daycare - west kelowna
For the kids daycare
For the Kids daycare
Green gables daycare
Green Gables
Creative Advanatge
Boys and girls club after school club
Martin Avenue Boys and Girls Club
Creative Advantage daycare
Carlie Van Loo
pefer not to say
Okanagan boys and girls clubs
Possibilities preschool
here we grow
Daycare connection childcare society
UBC Okanagan Childcare
Beyond Learning
UBCO daycare
Building Blocks (Sutherland)
Daycare Connection Childcare Society
building blocks
University children's learning centre
Kelowna YMCA
the clubhouse Sutherland
Green Gables Daycare
Little Owl
Green Gables
Green Gables Daycare
YMCA
Green Gables Daycare Glenmore

Adventure Junction Early Learning Centre
Green Gables - Glenmore
Kamp He-Ho-Ha
Adventure Junction
Green gables glenmore
Family and wife and I.
Building Blocks
I currently use parents and neighbours as childcare providers.
New Beginnings
Wee Scholars / Shannon woods childcare
Green gables
Building Blocks Educare
Tadpole Academy - Black Mountain
Building blocks on Gordon
Building Blocks Educare
Both my kids go to different home daycares that are not registered or licenced. They don't have a business name.
GreenGables daycare
Westbank First Nations After School Care
Little ladybug accademy
Ymca and discovery world daycare
Daycare Connection
Wee Scholars Daycare
Green Gables (Glenmore)
Pass
Building Blocks
Cottonwoods Clubhouse
Building blocks
Little owl kettle valley
Boy and girls club
Little Owl Academy
TLC Daycare
Creative Advantage
Little Gators Preschool
New Beginnings

Question 30: Do you have anything additional to share about the state of child care in the Central Okanagan?

It is frustrating that 2 years is not enough time to be on a waitlist and get into a daycare. The waitlists need to be visible and monitored.

Not being able to go back to work due to parents not finding daycare is something many of my friends have gone through.

It is difficult for ECE's to be able to live in the Okanagan on their current income...this needs to be increased. The education of these workers should also be subsidized if the intention is to increase qualified childcare in the central okanagan.

Hopefully this incentive would offset the lower wages and reduce student debt load. High turnover in centers seems common because of the lack of ECE's available.

I am frustrated by the apparent segregation of care types by government it is important that we do not encourage new spaces unless we have the ability to maintain the ones we have.

It's horrible. I'm just heading back to work and completely lucked out finding childcare in my area available within a month.

What would have happened to work to find a job is to apply for childcare a year in advance, find a job (which would probably not time out...working before childcare arranged/childcare arranged before finding a job).

The system is flawed.

There are a lot of educated providers but the quality of education differs from each institute and that reflects on the care providers quality of care

It's stressful to coordinate returning to the work force when you aren't sure if you're able to secure childcare or where it will be. I was fortunate to have an employer who accommodated my availability (3 days/week daycare when I was planning to return to work full time).

Early childhood educators are valuable assets and deserve fair compensation for their work. Additional government subsidies could help ensure fair wages for early childhood educators while easing the financial burden on families.

It is incredibly stressful not knowing if you'll be able to get a spot before you need to go back to work.

Child care is a high profile, lets build some quality centres and offer quality care that actually keep children safe.

Please consider children and families with special needs and their neurotypical siblings. They should have spaces and supports available to support the family as a Whole. Work with ministries to direct funding in creative ways to support special needs Pops (ie) boys and Girls Clubs model

Thanks so much for trying to help out with this issue!

I find day cares don't get back to you. I think they're too busy to respond to the number of emails and messages they get about waitlisting.

It really is ridiculous. I know lots of people who can't find childcare or have their children in a place they don't love because there are no other options - it should have to be that way.

I couldn't get my younger child into daycare at all. I was on waitlists a long time. There were no local nannies. So now I am paying a LOT more (most of my net salary) for a live-in nanny and all the immigration costs and flight and Reno for the basement. She is a terrific nanny, but not affordable for most people.

Again. I'm only a stay at home mom due to the cost of 2 children in child care is to expensive vs me going to work. If it was more affordable I would be working part time to full time.

It's very difficult to find care, particularly quality care and I feel for those who are not as lucky as we are. I'm aware that we are incredibly fortunate.

We were extremely shocked you shut down a great pre-school at belgo elementary called "le petit hibou". it was offered as french immersion. There was no warning of this shut down. Done for cost cutting measures. No one cared about parents having to scramble to make alternate arrangements.

As a professional working in this community, it should not cost me almost my wage to put my children into child care. We pay over \$20,000 for 4 days a week child care. It is the single most stressful bill in our life. Both my husband and I completed post secondary education in attempt to have a stable life and we have \$30 in our account at the end of each month with no money going to RESP's for our kids, or money going into our own savings should any emergency happen. We make \$9,000, before taxes, too much to qualify for subsidy. We are the working poor who is taxed beyond means and have to pay outrageous day care fees in order to maintain careers.

In one years time we are already paying more a month than before the government grant came into place because our day care was allowed to up their fees and have upped their fees 4 times in a year. We also have to pay an additional \$100 a year for annual fees.

We have no option to move our kids because there is no other option in Kelowna.

We are fortunate that our day care provider provides transportation for out of school care to and from school. My husband and I do not have flexible employers who are understanding of child care challenges so without the transportation service, we would be in a very difficult position.

The state of child care in Kelowna is that of a sunken ship.

Also consider accessibly to food and how we can equalize that through healthy food programs

My grandson should technically be at Dorothea Walker or Anne McClymont but, due to child care issues we registered him at AS Matheson and now that is failing us also with not providing before school care.

Wait lists are not well managed, some facilities are requiring a fee just to be placed on a wait list, if you know someone or are friends with someone who works at the facility you get put at the front of the line. Building blocks is the absolute worst for this and should be investigated. We were told we would have a spot there "no problem" and were asked for money to be put on the wait list and found that people who were on the list way after us suddenly had their kids enrolled.

there is non at affordable rates, forcing parents to work less hours and struggle to make ends meet.

Required to purchase uniforms/raincoat etc. Which further increases to cost of care.

It is getting more difficult to find care (anecdotally from friends with younger kids) and I know people who had to leave their kids in full time care even during mat leave, just to ensure spots are available for their kids.

We need to look at a way to train more qualified child care providers. This is a very in demand job however I feel like due to the cost of the course and the return on wages after very few people choose this career path. We should provide those that choose to become qualified child care providers with more incentives to look into this career. Be it subsidy for college education (grants upon completion etc..) or subsidy for their wages through the government. Families can not afford to pay more then they already do however we need to make it for people are looking at this career at a good path. If we can get more qualified child care providers more seats will come available and more stay at home parents will return to the work force .

Also we should look into providing families with subsidy (\$10-20 day child care). If the cost of child care is lower. More people will return to the work force, pay taxes and have more disposable income. If families who already have two parents in the work force can get more support than they will have more money to send on other things to increase the economy, rather it be a new car, restaurant visits, clothing, family activities, a mortgage etc. If families have more money they will spend it to boost our economy.

It's two fold we can make it cheaper but if there aren't enough spaces for those that want to return to the work force than what?

Train the people= more spaces=more parents returning to work=more taxes etc...

\$10/20 a day= more disposable income/an incentive to return to work=more purchases/more taxes=better economy.

It is very hard to find infant care in Kelowna. I panicked when I was offered a job because I knew I wanted to take it however knew I might have had to say no if I couldn't work something out. So I have temporary solution that I can't really afford (in home nanny) while I wait for a spot more sustainable financial wise (group care).

We're fortunate to have wonderful caregivers looking after our children, and for that reason (and because finding care for three kids is next to impossible!), we haven't changed childcare providers. However, we are extremely disappointed with how the CCFRI has been handled by our provider and the provincial government. Our provider has been permitted to implement significant fee increases which have negated the benefit that was intended to lower the cost of childcare for parents.

Too expensive and not enough spots. Waitlist charge \$50 with no guarantees.
I've opened up my home to several in the neighborhood and everyone is looking for licensed... Don't whine about no places when there are options available if you'd look into them
Some facilities listed on the referral tool have stopped taking children under 3 years old due to restrictions to staff. More incentives need to be offered for jobs in those fields as well as more facilities.
It's terrible. No spaces for infants. Times inflexible. No 24/7 care at all for shift workers. Should be mandatory in hospital daycare for all workers that need it!
We need more
Parents should not have to choose between keeping their job, or having their child receive quality care. It is not just about affordability, but access to QUALITY childcare. Also, good childcare professionals need to get compensated better for their work - it is impossible to retain good childcare providers if they are not paid well.
Also - you are not going to receive a good response rate on this survey if you have to click on N/A for everything that doesn't apply.
I see ads up every single day for parents looking desperately for care. I feel there are many in the position where they cannot work because they are forced to stay home. It seems especially that those with children who are a year or younger are having the most trouble.
Spaces are limited. Unsure if we will have another child but if we do I would feel I should put my children on a waitlist before we even conceive just to give us the best chance of getting in. That is a bit absurd. It cause great stress and anxiety for new moms. Makes it difficult for us to return to the workforce.
I've had to go to part time work in order to care for my child due to working 12 hour shifts and being unable to find childcare to accommodate odd hours.
Here's the full snapshot of what childcare has looked like for us: when my son was 10 months old I went back to work and the only reason I found a spot so quickly was because someone I know works in the childcare sector and happened to have a spot open in their centre. After a few months, it was evident that there were staffing/management issues and it was impacting the quality of care. When you've had a not so great experience, your level of trust is very low so to risk moving my child to another centre that could potentially be worse than what we had was stressful. A new centre was opening in Glenmore (Little Owl) and when I phone to inquire there was only one spot left in the 3-5 program. If I wanted it I had to pay the deposit and forgo meeting the owner or seeing the facility as I was told they didn't have time to accommodate such a request. I took a leap of faith and paid the money and moved my child. Thankfully it worked out in terms of being a much better fit for my child and from a convenience stand-point. Having said, the amount of turnover in staff in the two years that we were there was shocking (and they're considered one of the better providers/employers). I would say as a parent you feel like you have very little control and are at the mercy of a very broken system. I've talked to families that have even put their names on waitlists prior to the child being born. I'm seeing families posting on Facebook groups looking for someone to look after their child because they need to work and are unable to find care - feeling so desperate that a random stranger found via Facebook is your only option.
Sad when people put themselves on daycare lists before they even tell family that they're pregnant and they still cant get spaces. Care for infants and toddlers under 3 is extremely limited, especially expensive and prevents many moms (usually) from returning to work.
If IH is going to police licenses and tell me where I'm allowed to leave my child, then they better also keep a list of available spaces elsewhere to help parents find care.
We made too much money to qualify for subsidy, but we had 3 kids in daycare (our son and twins are 19 months apart) and if we could find space it would cost more than my husband made per month. The nanny was cheaper but there was minimal incentive for my husband to keep his job except for the long term potential in the future. Our daycare stopped servicing snacks (couldn't afford it) and lunches (staffing resource issues). Staff were burning out because they couldn't fill positions and while the staff was great- you can't blame them. I don't care about ECE's I care about someone having the energy to engage my kids into play and fun. It's daycare- they'll learn what they learn in school. And the speed of licensing is ridiculous- creating new spaces that sit empty at a huge deterrent to anyone opening up a daycare space. Hours are limited- if you are a nurse I couldn't imagine how you would be able to work.

Choose less than 1km travel to childcare because it did not allow me to skip the question as I do not use childcare currently.

Just that its sad that with the cost (because it's so hard to find a place that accepts full subsidy) and lack of room it has to be a deciding factor on if you can even have a second child. At this point I feel like if we did I would have to give up my career as I wouldn't be able to find care for both my children and without subsidy I would be looking at over 2000 a month just to go to work which would eat up most of my pay.

we were very lucky that one of the many centres we had our daughter on the waitlists for had an opening. I'm very worried about having another child and not being able to go back to work. My work has also been affected as the day care centres do not open early enough to drop our daughter off and get to work on time. I am very lucky that they have been able to be flexible for me but at many places I would have been fired.

Until we finally found a fulltime spot this August, our family struggled immensely with both parents working full time and having limited childcare. We know we are very lucky to have gotten a spot. Still, we didn't have childcare for 7 months after my maternity leave ended.

There is a huge disconnect between the amount of money parents are paying for full time childcare (we pay over \$1800/month for our 2 kids), yet the wonderful teachers are making barely over minimum wage so they keep leaving creating high staff turnover which is not beneficial to anyone. We leave our precious children in the hands of these providers everyday, yet it feels like they barely get a portion of the huge amount of money we are paying every month for their services. It is unfair to all involved.

The lack of choice for parents due to demand is appalling. These children are our most important people in our lives and we don't even get to choose where they spend most of their time and who is raising them when we have to work.

There are a lot of options for child care at a first glance. But the information on these options is scattered among websites, Facebook groups and hearing about services from other moms. I had to go through several websites and FB pages to filter out daycares, preschools, and babysitting options in West Kelowna. Sometimes, the information on what ages were accepted in a day care was wrong and that resulted in time spent on looking into the "wrong" daycare. sometimes the amount of information was so overwhelming it was hard to sort through it all, for example, the amount of babysitters that offer their services. It might seem like a silly thing, but when you're a tired parent trying to get some things done while your little one naps or is busy playing, time is everything.

Distance to child care services is another major factor. Given how the traffic is in West Kelowna and Kelowna, and that the hours of most day care services opening and closing coincide with the busiest times on the road, I'd prefer child care options closer to home.

At the end of it all, cost was the biggest reason why I decided to wait until my daughter was of the right age for preschool, daycares were way too expensive. and then I found out only my daughter had to be put on a waitlist because the facility closest to home didn't have a part time teacher. As I'm writing this, I'm looking into other affordable preschool options within a short driving distance and so far it looks promising, i.e. there are several options out there, the cost for most is reasonable (around or a bit over \$200 a month for part time). Not sure if or how long the waitlists might be there.

Thank you for doing this survey! Even if no immediate actions can be taken to make it easier for parents to find affordable child care close to where they live, it's nice to know people care enough to inquire about what we go through.

We love our daycare, but the daycare struggles to keep consistent staff because of the low pay/ shortage of qualified staff. If they could pay the staff more, I think they would be happier in general and not leave. Our DC is a non-profit society so the parents have a big say in running it, which is very interesting and important.

The costs of childcare are very high for single income or low income families. I feel that lower income families can not get ahead because only one spouse is able to work due to the cost of having their children in childcare.

I wish the city had more incentives for current daycares to open additional facilities. Especially located in areas where there are multiple businesses or office buildings. Also requiring developers to build mixed use building with daycare space in mind. Or partner with existing daycares when building new high rises, etc

Lack of daycares that open early enough for shift work. Wait lists are long.

It is a sad state of affairs that both parents feel that they must work in most cases in order to afford the cost of housing & the cost of living. Child care is simply paying someone else to raise your child so that you can go to work. After paying for the child care, there is usually not a lot of extra income left over anyways. There are not a lot of high paying jobs available in the Central Okanagan that pay enough to allow one parent to stay at home to look after their own children.

Far too expensive for families.
Difficult to obtain.
Seems difficult to keep staff.

There are not enough after school care options! We are having to use a non-traditional type of care that is not considered 'child care' as it is our only option. It is expensive.
Quality of care is of huge importance within all settings and it is really hard to have quality care when there is such a huge turn over of staff. Children need to have familiar faces in order to minimize stress of being away from parents.

It needs a lot of work. I'd be open to helping in any way I can.

It's extremely difficult to find and extremely expensive.

The state of child care in the Central Okanagan is incredibly difficult on parents.
There is not enough available and it puts parents at risk of losing their careers.
And the Okanagan is not an affordable place to live, thus removing the option of being a single income family to stay home with your child. Although the cost of some child care places makes even a decent income look like not enough.
If you can't find a spot then there is nothing else you can do.

Child care for shift workers is desperately needed.

Challenging to find affordable care for 2 infants (twins)(12 months). Also challenging to find part time care.

Way more care is required

Lack of infant and toddler spaces, lack of staff at daycares due to low wages

I'm not even going to attempt to return to work in April 2020 after my maternity leave is up because I'm not going to run around paying \$50-\$100/per waitlist at multiple licenced daycares just to not be guaranteed a space for my 6m old. Not only that. I know if I did return to work my employer would only give me 1-9pm shifts therefore my son would also need after school care until 5pm, then a secondary childcare provider would need to pick up both kids from their separate daycares and I would have to pay a second babysitter for the same day, making the price a lot more unaffordable as freelance daycare providers charge \$15-20/hr, even ones with minimal experience or certification. Which a daycare provider would charge \$40/day from 7:30am-5:30pm. So to pay \$40/day for one kid (baby) and \$15-\$25/day (after school care) when you only need care from 12:30pm-5:30pm for the baby and 2:30pm-5:30pm for the school age child plus whatever the freelance babysitter charges from 5:30pm-9pm it makes it very unaffordable. Subsidy might cover part of it but there is a lot of hoops to jump through and the school age child is only covered by subsidy for \$175 ("full coverage") of the ~\$400 after school care cost (from experience) .

I believe there is a child care crisis and the government needs to step in to open up facilities with more available spaces.

WE NEED MORE!!!

There are too many poorly paid jobs available that cannot support a family. This requires that both parents work 1 or more jobs in order to pay the bills. This in turn requires child care & therefore even more income in order to support the family, essentially paying someone else to raise my child who sees them on a daily basis more than I would. The state of jobs & the perception of family needs to change, not the arrangement or affordability of child care. Families are now also choosing to move or live farther away from their family support network, & therefore cannot easily access child care provided by other family members as was previously the case & created closer family bonding.

This was the most stressful part of returning to work as a new mother. More spaces needed ASAP! More flexible hours for parents who work shift work or extended hours.

It's definitely a work in progress. Clearly there is a great need. We were let go from a home daycare because we wanted part time. We had to settle on a centre that was not preferable for my oldest just to get her in. My youngest is in our preferred centre/location but she is only there on Thursdays and Fridays which means that they are the only days I can work. When we signed up at our preferred location 4 days a week was an option, but by the time we were accepted that option was no longer available.

My major qualm with my current child care provider is the amount of staff turnover and the lack of communication with parents.
Non refundable wait list fees are unacceptable and should not be allowed. Families could be charged \$50-\$200 per waitlist... this fee is generally non refundable. If families have to be on 11 waitlists as we were that is a large financial burden on families.
I have heard horror stories from other parents trying to find child care and am actually quite shocked. I think we just had really good timing. Our provider did cancel their before school care recently which put a few parents I know in a little bit of a tailspin trying to find alternate care. I would love to see before or after school care provided at my son's school. I have to drop him off early or pick him up a little later than usual on occasion and there is nothing available.
I think there is a shortage of both daycare and after school care
There needs to be more options for children under 2.
It's just really expensive and I believe IT programs are really hard to find space. I also think preschool is silly if there isn't an option for the child to stay all day. Only those with lots of support or high enough income to have one parent working family can access preschool. Seems unfair to punish those of us just trying our best but both need to work.
Child care space is exceptionally limited and considered a commodity. The quality of ECE's is also a concern, as this profession experiences high turnover and disproportionately low compensation for the value of the job they provide to families and our society. On balance, ECE's perform a critical role to community wellness and child development, and should be recognized as such in the various capacities that the province can influence (ie, education, salary, benefits, etc.)
It is a sad and stressful time to find childcare. I had to go with the first day home that was offered because there was absolutely no other options for our family.
There are few options for parents who work shift work. For example, our shifts at KGH start at 7 a.m. and the typical daycare start time is 7:30 a.m.
A neighbour has used au pairs from New Zealand in the past and says that their country offers a sort of "dual credit" program for high school students to take child development courses towards a post-secondary certification. Perhaps offering a similar program to secondary students here would increase the availability of qualified staff in our community and open up more spaces for children.
Without enough educators in the field, centres can't fully enrol. In order to create more childcare spaces we need to be able to staff the centres to licensing standards. Wages have shot up this past year due to educators being in high demand and that directly effects fees to parents. This is a multi faceted issue.
Lake country is so so short...those that exist don't provide operating hours for families working shift work...for 7 years we had to have a live in caregiver in order to maintain our jobs...both shift workers with no family in the area....the cost was significant...now our children are 8 & 10 and we have been on a waitlists for over a year...no youth programs in the community to support this age group
I think overall that the state of child care is very good. I do think it is over regulated. And I don't see why kids need indoor shoes, this brings the costs up for all the parents too.
Do everything you can to make things cheaper and increase availability (less unnecessary rules and regulations)
Finding space for the 12-18 month range seems to be the hardest and typically the most desired from what I've heard from other parents. Licensed options where you know the staff are trained and your kids are safe is the utmost of importance.
It's just so hard to get in and wait lists don't seem to be accurate. I'm worried about care in September 2021 and I'm already on waitlists. I don't know how I will find care for two kids because I am pregnant.
I am appalled that centres (not the one my child attends) are allowed to demand \$50-\$100 fees to reserve a spot on their wait list. These wait lists are 50-100 children long and the chance of ever getting into that centre is impossible but parents feel pressured to pay due to lack of other options. I think this practice should be illegal and instead only require a deposit to hold an available space.
Very limited 1-3 year spaces
care for children under the age of three needs to be increased.
Too expensive and not enough options for under 30 months.

We need space for childcare, this requires special variances and often needs to cost significantly less than most commercial space. It is extremely hard to find new space now. The municipality could support this sector by having a liaison who understands needs of parents and Interior Health's licensing requirements.
Affordability is decreasing. The choice between working and sending your kids to daycare based on affordability is a big concern
It's incredibly hard to find care here and it's ridiculously expensive once care is found. One of our paycheques goes to daycare each month, which makes our finances really tight.
There is not enough available daycare to meet the demand of the population.
It's sad, worrying and upsetting that women have to stay at home, lose professional growth opportunities and depend economically of their husbands because there aren't safe daycare options.
It is very frustrating that there are so few spots for such a high demand. Prices are way too high for the average person - I am basically working to pay for childcare.
There is limited options for afterschool care, especially in my area of town.
There is a huge need for childcare in Lake Country for school age and birth to pre-school/kindergarten. I had to use a childcare provider in Kelowna when my son was younger.
We need more child care facilities and child care workers need better living wages. We need to pay less for child care and get more....I know that doesn't necessarily work. If the government offers more funding it will most likely be from a tax hike somewhere. Not sure of the answer....but there is an issue for sure.
Lake Country has little to no spots for 0-3. I had to travel to Vernon for child care and many have to travel to Vernon or Kelowna prior to their child turning 2.5 or 3 years old or get a nanny or hire home care. Then once the child goes to preschool there are very few preschools that accommodate working parents and allow children to stay at their preschool for day care past 3pm. This is only good if you are a teacher. This is why I had to move my child to a Kelowna preschool so that she could be at the daycare until 5pm. Child care is such a challenge for parents. I really feel for the parents of this community.
There needs to be more day care for infants.
As mentioned above. I work 3 days a week, but do not have access to more than 2 days of after school care. When my son was younger, I had a family member provide care, but she is no longer able to commit to more than 1 day /wk. When pro-d days come, it is often a struggle to find day long care.
There needs to be more daycares operating in west Kelowna that accept children 12months +
Very limited spaces for infant and toddler. I was forced to have my baby with a stranger for almost a year while I waited for a licensed space.
I spoke to a lot of other parents while we were waitlisted and most of them had experienced a similar situation. It's really difficult for parents working full time hours when there's no guarantee that your child will have care after school
Desperately need more child care options
I would love if the \$200/month pilot project was equally distributed across the province.
Cost is high and limited spaces Cost keeps going up each year. Even when there is the new government money given to the facilities to lesson the cost for the parents the providers raise the cost so there is no break for the parents.
I hope there will be more high quality childcare in the Okanagan. I was lucky to get in the one I wanted for my children even before they were born- I was familiar with the philosophy of this centre years ago and knew that I wanted them to go there.
At such a high price for care, we simply can't afford care, so we rely on friends and family to help. I recognize that my household income "should" be high enough to afford some form of formal licensed child care option, but nothing is available the times we need it to warrant paying \$1000 + per month.
The structure of the fee reduction program seems to cause independent child care centres quite a bit of grief with securing. I'm hoping the provincial government can sort their side out so this is no longer an issue.

We NEED more quality spaces. I toured a few places downtown Kelowna and felt sick about the state of the facilities. I would stay home and go on welfare before I send my child to any of those places. They were not inviting at all.
no
More spaces that are affordable and open weekends
Need further subsidies, more \$10/day pilot sites
Very expensive! We are lucky to be able to afford this but not sure how more needy families do it.
the lack of childcare is out of control.
Paying to be on a waitlist is ridiculous.. and paying for a spot months before needed is also ridiculous and expensive.
very difficult and expensive,
It is far too difficult to get childcare.
Right now there are 7 children to 1 caregiver. I don't see how 1 person can take care of 7 children. Especially 3 under the age of 2. Also, the amount that I pay for daycare is a lot. I have a great job that pays well and I still struggle to pay for childcare. I don't know how someone making less than myself could possibly do it.
They seem to always need more staff so it's concerning that there's a lack of qualified workers. They try their best however.
It's almost impossible to find after school care at Belgo Elementary.
It has been an extremely difficult and frustrating experience finding childcare, especially with 2 kids. We lucked out and got a spot, but if we hadn't gotten one at this place we would still be waiting and probably would be for months to come
We need more day care facilities in kelowna!
Need more affordable fees
My 19 year old also attended Y afterschool care when he was younger. High turnover is typical in these types of childcare centres because they hire amazing staff with education who then go on to bigger and better jobs such as working and teaching for the school district.
Need more affordable spots for 1 yr olds
Lake country is extremely limited for the young age.
It was disappointing knowing that our province has awarded \$10/day daycare to a facility that cares for children who come from families with a combined yearly income of \$160000+ (I work with some of them). As a tax payer, it upsets me that our tax dollars could have been better spent on families where a spouse has been forced to stay home because the cost of childcare outweighs their income. I try not to think about the amount of money my spouse and I have already shelled out for childcare, but it's frustrating knowing that some people (who aren't as needy as others) are basically getting a free ride. That annoyance aside, it shouldn't be so difficult to find childcare. It's an unfortunate situation.
In general there just isn't enough thru out the age groups. Main stress going back to work. I can't work the hours at the hospital I need to work because childcare is difficult to find, especially with flexible hrs for shift work.
To expand on the comment above, the high cost of child care further exacerbates the inequities faced by people who are socially disadvantaged. We know that high quality early childhood education and programs are vital for the health and development of children. The high cost of childcare puts these programs out of reach for many, who still need to work in order to feed their families, pay rent etc - but need to resort to unsafe or precarious childcare arrangements in order to work. Our children have the right to access quality programs regardless of socioeconomic status and our childcare costs and program availability needs to reflect this right and address the inequities within our childcare system and policies.
WE need after school programs for children who are going to home to be on their own.
Services for older children seem to be available but affordable, safe care, particularly for working, single parents who have young children and need evening care, are scarce.
Not enough spaces for children
ECEs changing careers for more money to support family

Lack of accessibility. I am a parent willing to pay for child care, but It is difficult to find quality and safe childcare - it at times seems like it doesn't exist with hours for 2 working parents. It is my biggest stress in my life. I have often felt that I have to give up my profession due to lack of childcare. It's a scramble every year.
It doesn't seem like there are enough daycares in the central okanagan to take all the kids here. The waitlist and sign up system also seems outdated, it could do with being centralised, though I'm sure that would be hard work!
The camps that are provided by the Ymca are helpful at filling the gap but often it is different staff that my child is unfamiliar with so it would be nice if there was some continuation of care for pro- days and non statutory holidays
We have always been lucky to find good affordable care and now the kids are older it has gotten easier. But there were times that were really tough.
More daycare spaces needed! Desperate need of before school care. More assistance with training for daycare providers.
None.
No
NEED FOR MORE FACILITIES AS FAMILIES NEED OPTIONS FOR THEIR CHILDREN
It's terrible and hurting families. We have had to miss out on wages because we could not find full time care for our daughter for the first year after my maternity leave, despite being on multiple waitlists since the birth of our child. I contacted my local MP and this issue was brought forth for further discussion as it seems like this is a major issue in a lot of communities. Daycare is also very expensive so if you have two children who need care it is almost not worth it for one parent to work or for them to work less. This effects pension and benefits. The parent who usually stays home is the mother, therefore this issue is hurting women as well.
We only got a spot in the facility we wanted because luckily we had an older child who had been going there for 4 years and were on the internal wait list. We were on numerous other wait lists but were told we likely wouldn't get a spot anywhere.
Space is limited for qualified providers and waitlist are long and expensive as you pay to register on each one.
It's frustrating that the Affordable Child Care subsidy is discontinued if you are on maternity leave. The point is to ensure children have daycare spaces and to suspend subsidy while on maternity is just making another child without a daycare space and forcing parents to engage in the whole enrollment/wait list period without a guaranteed spot.
Although I am quite happy with my children's childcare, it is very expensive and our centre is not unique in its cost. It can also be stressful finding good childcare as spaces are so limited.
It was stressful finding spots, even though we are financial able to pay the cost is very unreasonable for the average income earners. Very disappointing that some daycares never got back to use, even though we were on their wait list.
Would like to see more daycares
Even with the government help that's happened recently, it is still astronomical the price of childcare. To have two children in care almost makes it not worthwhile returning to work. We both work so we don't qualify for any additional subsidies, but after we pay for daycare it drops our household income down significantly. It would be nice if middle class families had more help with childcare financially.
Waitlists are incredibly long, the number of quality care providers are few and there are very limited after school care programs.
More licensed child care providers are required to lessen the long waiting list
Have more facilities open with alot of trained staff
Previously experienced a childcare centre with high turnover and hiring of underqualified staff. Dissappointing outcome as it had the greatest effect on our 3 year old.
The child care requirement is significantly higher than the supply for infants.
Government needs to make child care more affordable and more easily accessed so parents don't need to stress about whether or not they will find child care when their maternity leave expires or their child starts school and needs out of school care.
We are fortunate to be able to access and afford safe and quality childcare. Further support is required for low income families to access and afford safe and quality childcare.

Extremely long wait lists, very high cost. It's a huge burden financially.
Seems like more daycares are needed
It is in limited supply there are not enough spaces. The model for registered child care does not work.
Although we have been extremely lucky to get childcare in the OK, the feeling leading up to having to find care is so stressful and extremely limiting. Parents should never have to settle for an arrangement when they know in their gut that it isn't the right home, but have to settle because of the pressures to return to work. Licensed care isn't perfect either, but at least, there are more eyes on the situation and the care provider doesn't experience burnout. It's a tough job. Families should have more quality options with educated/experienced/ safe providers who are doing it for the right reasons.
It needs to get less expensive! \$1300/month is outrageous
It is awful. Not knowing if my 4 month old will be accepted into the same facility as my 3 year old is very hard on our family. The cost is even harder. Subsidy being taken away and having to back-pay from the birth of our new baby was a shock, and so hard to come up with.
limited and worrisome
none
My husband and I have been fortunate to have what we have (the care we have is great) and have the jobs we have that are accomodating. I have seen others struggle to find care and it is very sad to watch. We need more available options, better prices and good staff.
We need more support for child care workers. While we are very satisfied with our child care providers, I know they work very hard (10+ hour shifts in daycare) and they do a very important job. We need higher wages, more government support, and also support for those looking to open a daycare. It takes a lot of financial support, management, etc... to open a licensed daycare. It is not easy and we need to encourage more people to do so.
It is in a state of crisis and the early childhood educators need to be paid a reasonable wage for the care they provide.
We have a need for more after school care as well, including transportation for working parents. I am hoping my child can be enrolled in French Immersion which will not be in our catchment area.
It is so important that there be an abundance of childcare options available, and I think it is completely unacceptable that daycares would have almost a 2 year waitlist. At this rate, I should get on a waitlist before even becoming pregnant!
If I had not received a spot at Building Blocks for our son (by chance) when we did, I would not have had any other options but to not go back to work. This would have been detrimental to the growth and support of our family due to Maternity/Parental Leave being all used up, and also to my career as it was incredibly important I return to my role.
There needs to be more centers available so people don't have to be on a waitlist for ~2 years. A lot changes in that amount of time, and we as parents should not be limited as to upcoming opportunities simply because childcare is unavailable.
We strongly need more options for before and after school care especially with drop offs or pick ups from schools that do not have on site care provided
Peachland needs more programs and options.
There needs to be many more safe spaces opened to accomodate children and families. I hear so many parents, mostly mothers, unable to go back to work or school because they can't find space in childcare.
So expensive. One child is tough, I can't imagine having to pay for my second child as well early next year.
Beyond happy with the Lake Country Boys and Girls Club after school program at Peter Greer! As for the rest? It's bad enough that my employer is seeking staff feedback on ways to support employees as it's the single greatest source of stress (cost, access, how long kids spend there based on location relative to home/work), even greater than any stress related to work. In most cases, access is a joke, costs are more than 50% of net household income, and parents are often left juggling care, with little to no backup options.
We're happy with our current child care. But we have struggled finding child care in the past, which is stressful.
More licensed spots for before and after school care and 0-18 infant care

More affordable spaces. More flexibility in part-time care options. Less waitlist times (able to leave care during maternity leave and be able to return upon return to work).
My child care centre is currently one of the test sites for the \$10 a day provincial daycare pilot program. My family is so lucky to have our children in a centre we are comfortable with and love.
It is alarming how many people are concerned about finding daycare. Anyone who moves to the Okanagan while pregnant or with an infant who hasn't placed themselves on waitlists while pregnant are in a very difficult position. Then as parents we make the situation more complicated - we place ourselves on many, many waitlists to hedge our bets to find a spot. This inflates fear and anxiety in other parents when we say things like "I'm on 5 waitlists and haven't heard anything".
I have been extremely satisfied with our daycare and have realized how important it is for the staff to be treated well by the management. The staff at Green Gables all seem very happy to be at their jobs which I feel is indicative of a positive work environment, and this trickles down to the quality of care that my son is receiving.
Should have more spots available for kids between 1 and 2-yr's old.
Unfortunately, not enough licensed daycare programs for multi ages (infant - 5 years)
If schools provided more after and before school care that would be awesome. If it was free that would be even better I feel like I've paid a fortune in daycare fees already.
Do not think it's fair that you have to pay to be put on a wait list
I was VERY lucky to get a spot for my now 3 yr old son. From 0-36 months seems to almost be impossible to find an opening in a registered daycare. There is just no availability. For my second child, I told our daycare I was pregnant before I even told family. That is how hard it is to find a spot. I needed to get on the wait list that quick.
After school care for K-6 is very hard to find. More options would be greatly appreciated
Need more spots available for children under 3
The wait lists are ridiculous for any place that is licensed and has a program.
AM's a boys and girls got closed because of lack of staff meaning there is no option for mornings that I have meeting other then to get family or friends
We need to get the government to increase their \$10/day program. It would give families breathing room.
Impossible to find for part time workers, stupid expensive
need more options
Before school care spaces seem to be extremely difficult to attain. There are many moms (seeing people post on mom facebook groups and neighborhood social media) that are seeking before school as well and running into the same issues I have- nobody even calls back. They're simply too full. The workforce is not 9-5 and childcare needs to reflect this so parents can hold jobs.
The child care options in the okanagan plainly suck and is impossible to get care if you have more than 1 child needing all different programs.
Acknowledge that ece educators need to be respected and recognized as a profession and need to be paid and treat like a recognized teacher. The. Maybe you will have more ppl entering the field, there fore less programs shutting down and more centers opening up. Ece are leaving this profession due to high burnout due to very poor working conditions and very poor pay
Access Affordable child care is an Issue everyone needs to take seriously.
We need better daycares and more spaces
There is an extreme shortage of infant/ toddler spaces and very few after school options for parents that are affordable.
Currently childcare is expensive
danicaaroo@gmail.com
There is a need for more spaces, but the current subsidy level is appropriate.
There are nowhere near enough infant toddler spaces for families in Kelowna. It is beyond stressful. There needs to be more daycares in town (TONS more!) Women are having to quit their jobs due to lack of childcare, and that hurts everyone.

Although it was a challenge to get in, we feel Building Blocks is well run and has great staff.
I've been really discouraged about availability of licensed infant/toddler care spaces. It's difficult to navigate a return to work after maternity leave as it is, but the added stressor of potentially having to quit my job due to lack of available child care has been really difficult. I very much want to stay in the workforce, but am feeling discouraged about the prospects of being able to return to work after maternity leave this time. I'm worried I'll have to wait until my oldest is in school to return to work because I'm not optimistic about my chances of finding two available childcare spots.
Support not-for-profit childcare.
Put my tax dollars to good use to to pay for someone to have children and then expect others to pay for them.
There is a major lack of space for before and after school care for school age kids
wages and benefits need to increase and improve for staff. This is one of the most demanding and challenging jobs and they are not compensated accordingly.
i did not experience any difficulty finding daycare. people need to do their research and contact different providers in the community
The process of securing childcare at a licensed facility has been incredibly stressful and challenging. We are very fortunate to have finally secured a space at a great facility; however, this took months and months and each time our child transitioned to a different age (infant to toddler, to 3-5 to out of school care), we had to be put on a list with no guarantees of space.
There needs to be more specialized care for 11+ and up. This age group (feels) is too old to be in care with 5-10 year olds. This puts this age group at risk.
It is very stressful not having care for your child, or not trusting the care you have, especially when you have no other options.
I personally have spaces for my 3 kids and I feel very lucky. There are many people that are on long wait lists. More spaces please
The rules and regulation in this industry are hindering the growth of private enterprise and do not provide the protections they are designed to provide.
I wish the child care benefit was applicable to more families. Daycare, even part time, is a huge expense. There also seems to be a high demand for childcare spaces with every facility having long wait lists. You can be on multiple waitlists and still not get into a facility of your choosing. As a first time parent the process of finding a reputable place to trust with the care of your child is hard enough but having limited options makes it that much harder.
Families are falling farther and farther behind as we struggle on one (or less than one) income because we can not find childcare. Combine that with the current housing crisis, and like so many friends I've discussed this with, I'm very worried for our future.
very concerning, lack of child care affecting career heavily
Not enough of it Not enough flexibility of hours Not enough qualified staff The staff are NIT paid enough for what they do Spot checks and regular drop by assessments for licenced facilities should be standard, not just checking in once their are complaints...
The quality of care seems very good, but availability is sparse. In the short term I don't see opportunities, but in the long term I think incentives for caregivers to get their ECE would help get more spaces open. For example, my existing care provider has claimed to have the demand and budget for additional space, but has not been able to secure the required certified staff.
Need more opportunities for kids 10-12 too young to stay home alone and too old for "daycare"
This should be a family responsibility, not the Governments.
There is a complete lack of after school care in West Kelowna...we are on a couple of wait lists for this but seems will take years.
Pa
It's lacking spaces and is expensive

As a parent who has children who have aged out of daycare the most stressful thing I had to do as a parent was find childcare. It almost came down to choosing quality affordable childcare or quitting my job.
Huge lack of spots, especially in Lake country over 1.5 year wait
Pay care providers fairly. They deserve it.
There is not enough! I would be ok with higher costs if meals were included.
As a mother, I can't find any after school care. As an ECE myself, I can't work in this field as it doesn't provide a living wage for Kelowna
It's expensive and challenging to find flexibility for parents and consistency for providers. I needed 2 days a week but days varied so had to pay for 2 full time spots. My monthly income was \$2400 and childcare spots were \$1600. No licensed daycares could accommodate 630 drop off times.
The long wait lists have shaped our careers and where we have to live
We are in desperate need of care next year when our child starts kindergarten. As I work at 745 we require a facility that opens at 7. There is only 1 program we know of and their waitlist is extensive. We are very stressed out about childcare in the coming year
For my 3yr old, I have to pay for his full time care plus the additional preschool fees. It gets expensive. More after school care spaces should be open in the respective schools.
Open on stat holidays or fee reduction for those days. My business does not take in income on stat holidays yet I pay my employees as required. I would suggest that stat holidays are a cost of doing business and parents should not be charged for days not open. I am however in favour of increased wages for child care providers to attract & retain quality staff. I realize this may come at increased costs which I would be satisfied with. I do take issue with paying for services not rendered as previously mentioned.
The state is terrible, the cost of living is so high that people who want to get into the field can't make enough money to do what they love. Families are suffering, waitlists are insane and staff turnover at all the places we talked to is rampant.
I know it's pretty bad for other people, especially in West Kelowna. It's almost non-existent in Peachland. We just happened to get lucky.
The working middle class need help! My partner and I make slightly over the \$110,000 mark and get very little in terms of help from the government. However, the cost of housing and general living makes it very difficult to pay for care. With my student loan being \$500 on top of everything else it's hard to make ends meet. We need affordable (\$10/day) childcare so that women can continue to work and help provide for their families while acting as role models to their children.
Not as bad as in Vancouver, but definitely needs improvement province wide.
I hear horror stories from other Parents
Child care centres can treat you however they want and do whatever they want - spaces are in such high demand it's difficult as a parent - if you don't like something they don't care - there is 100 people eager to take your child's spot if you leave
Wait lists are too long, staff are giving unrealistic timing and causing parents to not be able to go back to work due to staff promises.
WE NEED MORE
We need more
As explained above, I have had no issue so far because our family provided child care and I work part time. I am currently on maternity leave with my second child and the situation will likely be different when I return to work again because we don't feel comfortable asking our family members to care for TWO small children. I hope that we can secure a part-time spot for my older child and have our family care for the younger one. It is a bit uncertain what will be available so that is slightly stressful.
It is very challenging and limits families who want to return to work. We had a third baby in June (currently 4 months old) and my ONLY regret is having to find infant care for her when I go back to work. It is very stressful.

Also, before school care is very difficult to find and I started work at 7am and my husband starts at 8:30 in west kelowna so we need before school care to accommodate our work schedules.

There are many parents who are not fortunate to have a flexible employer like mine. I was able to change roles to accommodate my needs and have an understanding employer when the daycare is closed (statutory holidays, the winter holiday break, etc.) I hope that decisions can be made to allow lower-income families the ease of access needed to allow them to maintain employment and advance their careers.

We need spots for infant/toddler care. The demand is there now and only to increase as more families move to the region

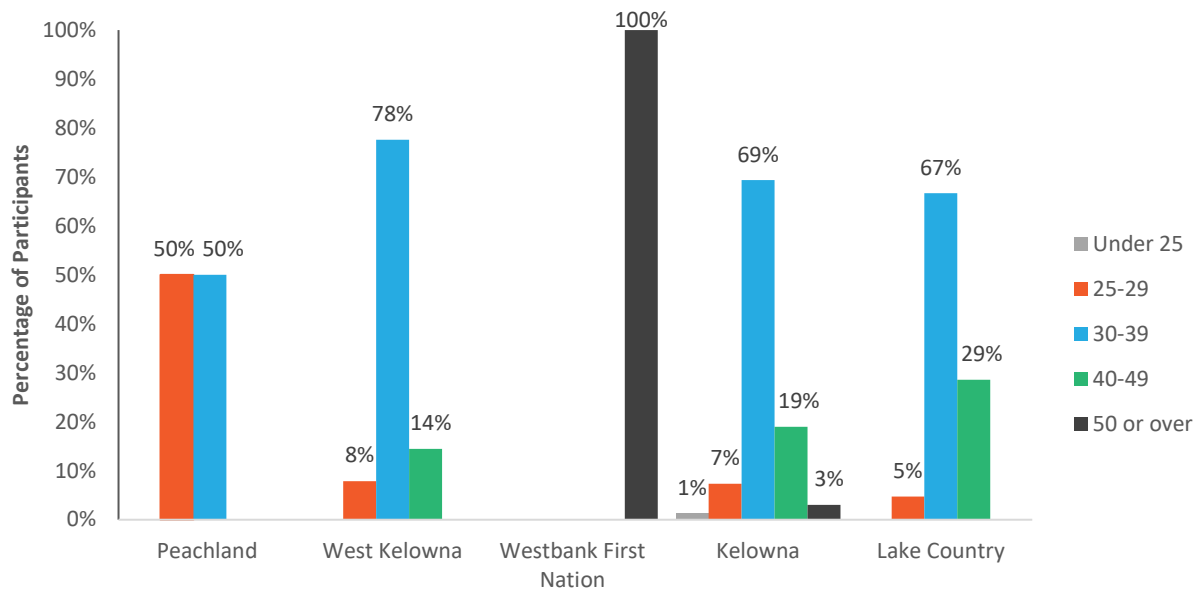
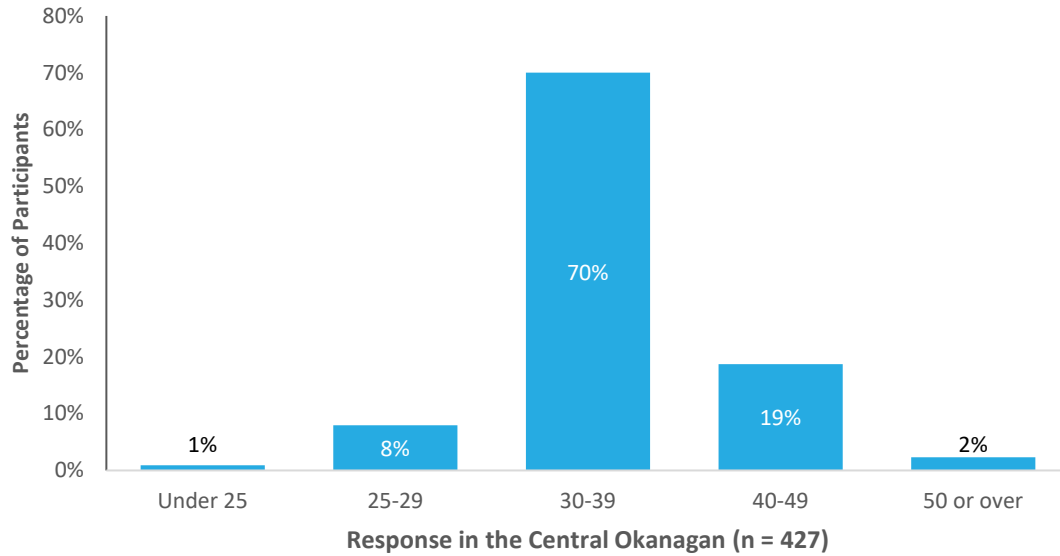
BRUTAL! so desperately need more spots for kids under 3. Need eager workers who like their job and enjoy doing activities with the kids not just putting them in a room with toys all day. Would also be nice if it was a bit more affordable. We make "too much" to qualify for any help but at \$1,000/month it is a huge amount of our take home wage.

The wait list situation in Kelowna is VERY competitive and the feeling with other parents is that you need to know someone or somehow beat the system in order to get a spot. Providers are able to call at their leisure and offer you two days a week (when you want five) and if you pass, that's it for that centre.

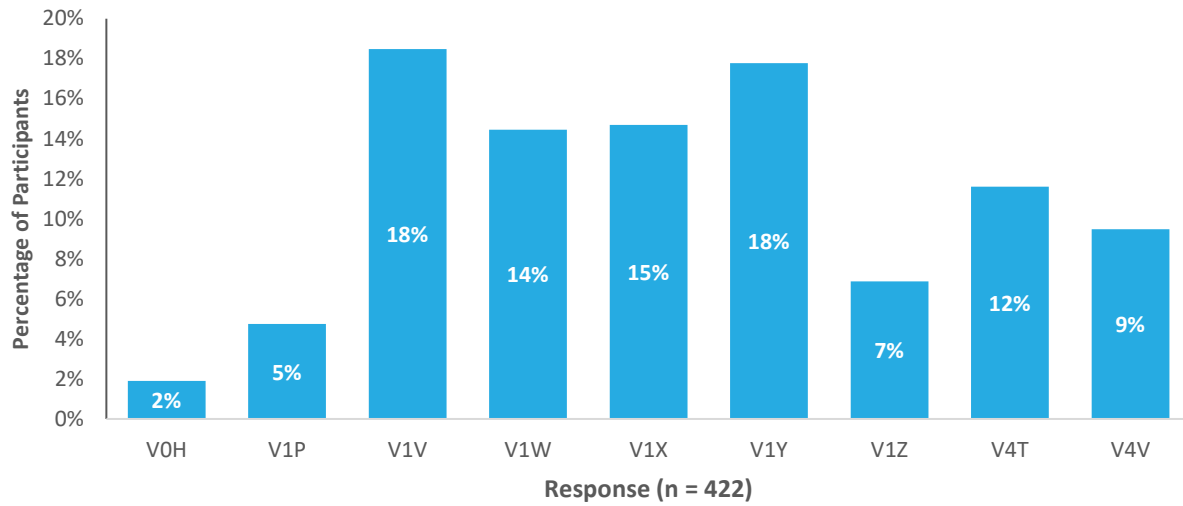
Appendix B

Demographic Questions for Parent Survey

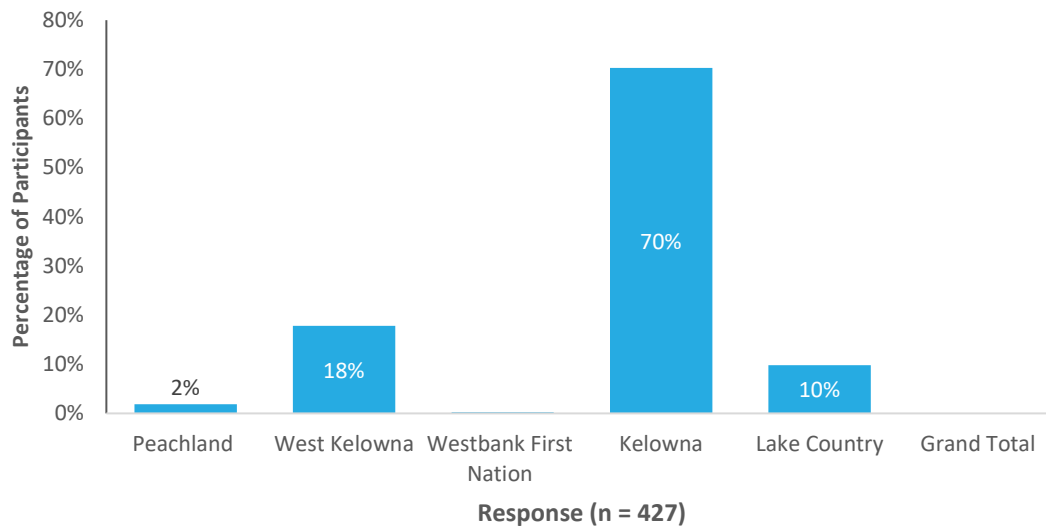
Question 1: Please select your age:



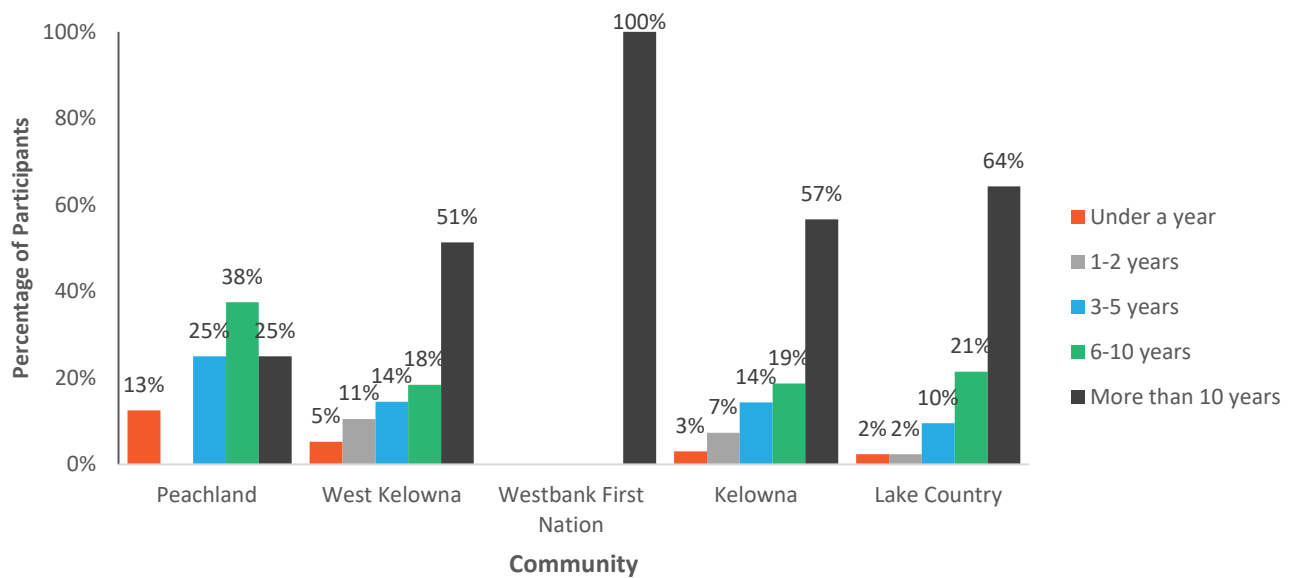
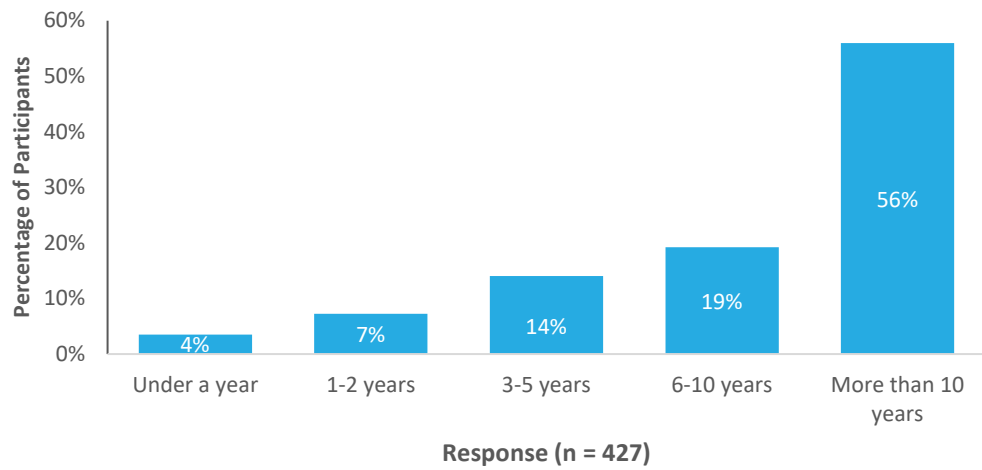
Question 2: What is the postal code of your primary address?



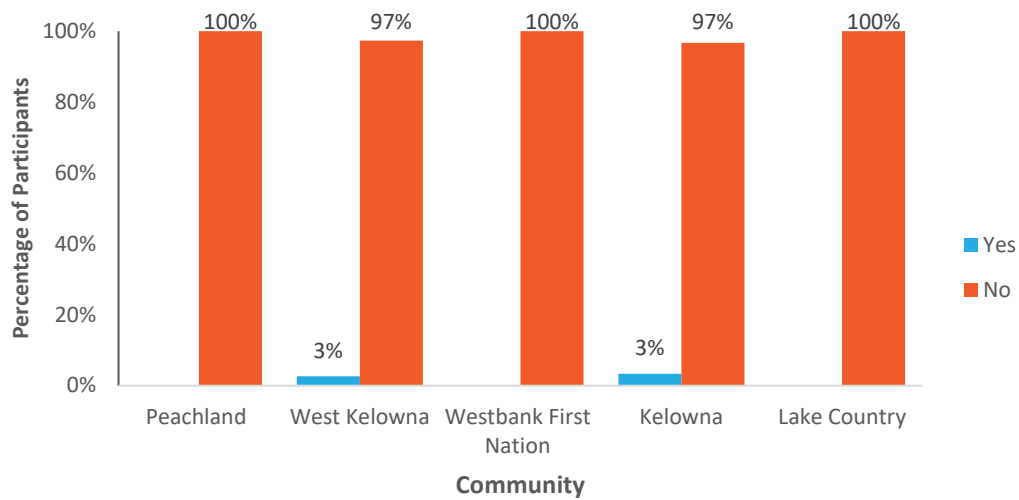
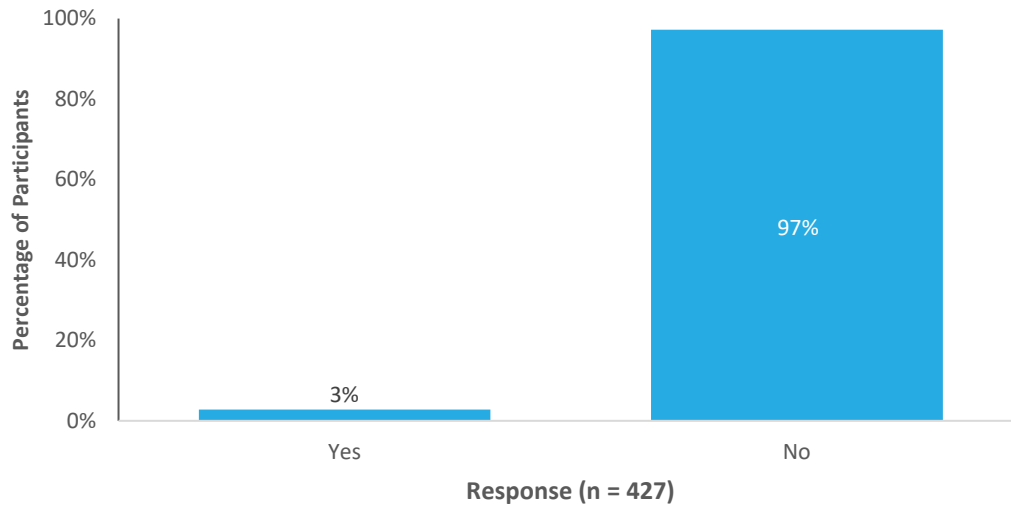
Question 3: What community do you live in?



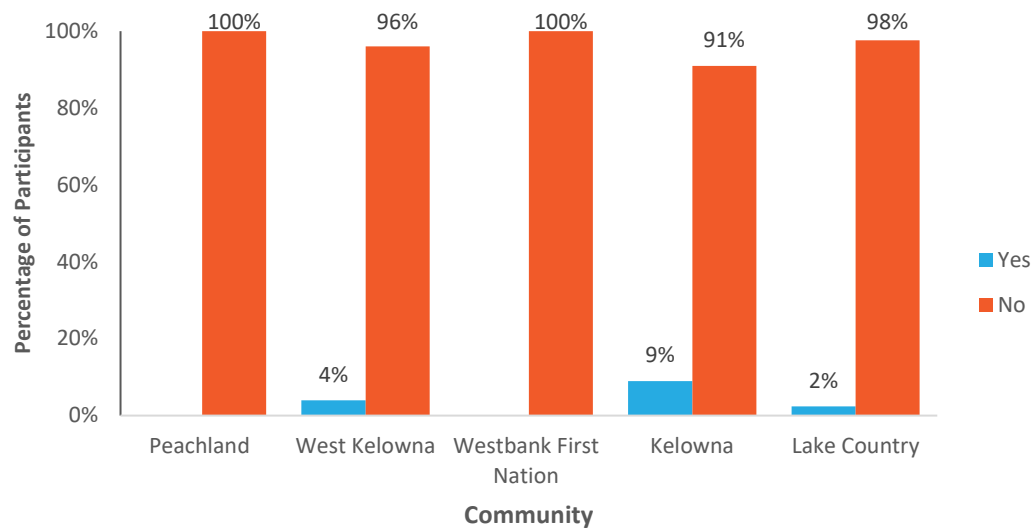
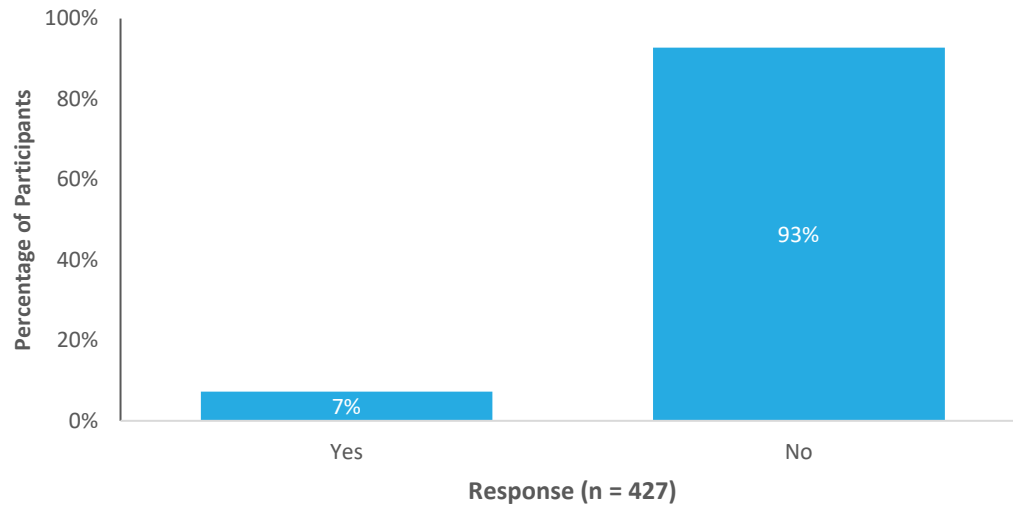
Question 4: How long have you lived in the Central Okanagan?



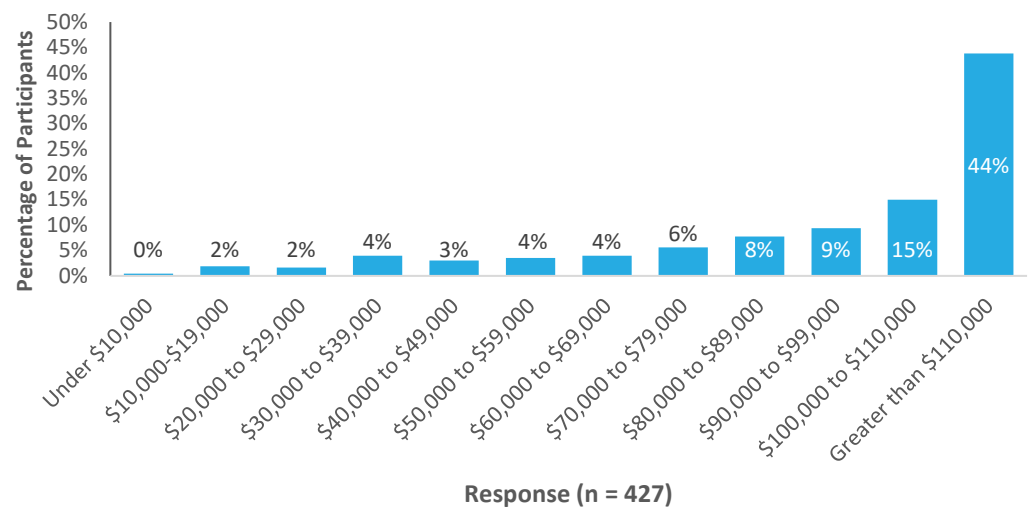
Question 5: Do you identify as Indigneous?

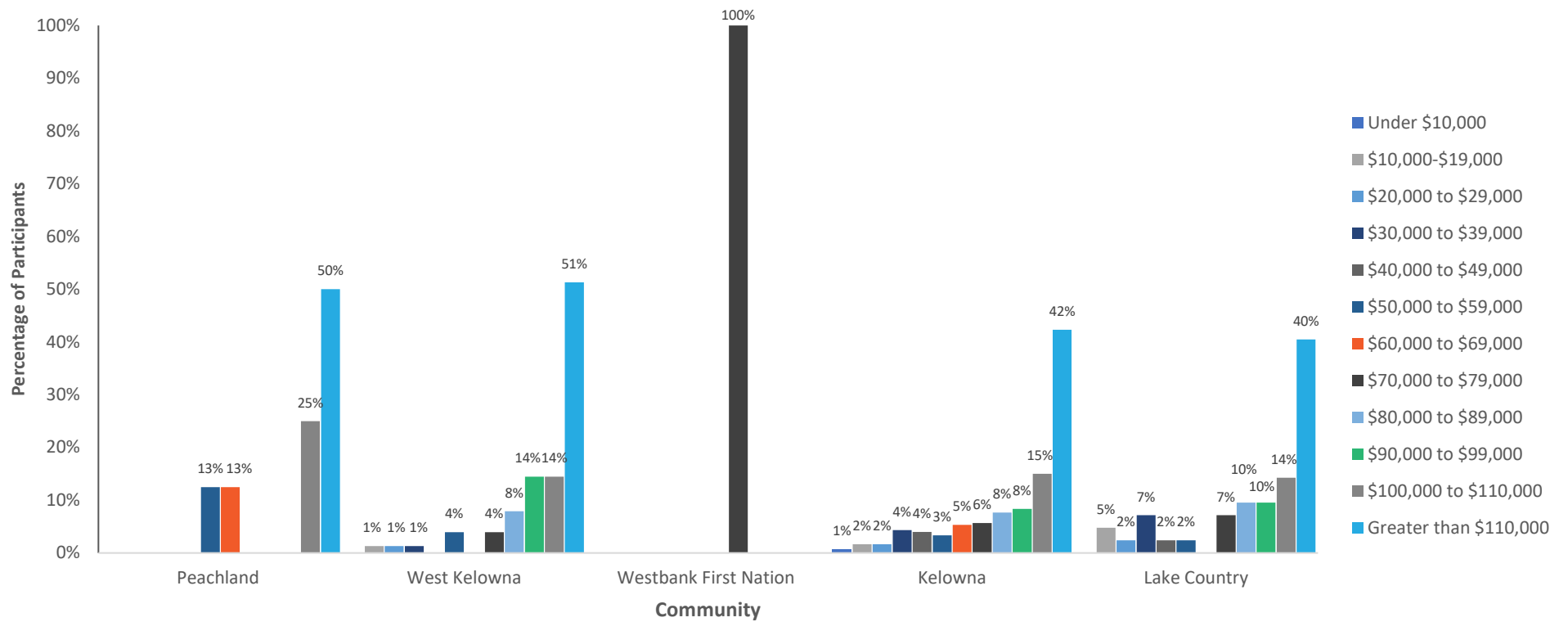


Question 6: Do you identify as a visible minority?



Question 8: What is your annual household income before deductions?





APPENDIX B

Provider Survey



OPEN ENDED RESPONSES FROM PROVIDER SURVEY

Question 29. In your opinion, do staff members leave the sector to go into another profession? If so, why?

- after having children or not enough money
- Because there is too much stress due to staff shortage, and they can receive better pay in another field for less stress
- Better pay in other fields. Being a full time child care worker is draining and requires a large commitment
- Emotionally and Physically demanding job with historically low wages. 2 year diploma for near minimum wage pay (until recently)
- Hard, stressful, demanding career, long hours, low wages, not respected, high burn out, not being provided the proper materials and time to do the job effectively
- Higher income, less stress jobs
- higher pay, more hours
- Higher wage
- higher wage, more hours
- Higher wages
- higher wages and full time hours
- Higher wages, full time hours
- Hours
- Increase wages, increased benefits, burn out
- Increase wages, increased benefits, increased hours
- Lack of flexibility, restrictive legislation leads to burnout
- lack of wages, burnout
- Low pay, burn out, lack of support, too many hours, too many children per staff
- Low pay, over worked, not valued/heard/supported
- low wages and part time work for after school care programs
- Lower wages, burnout, injuries, not a good fit.
- Many leave for employment that offer higher wages
- money, exhaustion
- money, stress
- New program
- not enough money
- Not paid enough
- Pay is not high enough
- Poor pay, bad employer, disrespectful behavior
- Require better paying jobs
- Sometimes they are burned out or they leave to make more money. We had a ECE staff who quit to waitress at Boston Pizza because it paid more.
- The demands of the job get very stressful, and having to deal with parents can be very demanding as well. The wage is not very feasible without the help of the wage enhancement and a spouse.
- underpaid, over worked, minimal benefits being an ECE
- Wages
- wages and responsibilities are not correlated. I know for a fact that someone who works at a small restaurant on minimum wages can be supplemented by tips brings home more than a qualified childcare staff, with much less important responsibilities.
- Wages in the ECE field are very very low and it's a very demanding job. Little to no benefits i.e..retirement pkg. no dental, no extended medical etc
- (blank)



Question 34. In the initial stages of creating your child care centre or space, did you experience any barriers?

- ?
- a few physical barriers that required addressing, I was already working as a supervisor at a centre so I had experience and was fully aware of requirements.
- Center running for 10 years before I arrived
- Disagreements between school personnel and licensing officers regarding sanitation solutions that can be used in a school setting.
Shared space between school and childcare.
Hot water is at too hot by interior health standard (licensing) but sd#23 is not willing to make any changes and does not agree.
- Financial and regulatory
- Finding qualified staff. The expense of the equipment and play materials.
- Finding staff
- Finding staff. I end up closing to have time off or go to appointments. Also affordable rental space to expand.
- Gaining clients as when I became licensed it as bad timing for preschool.
- I have been operating my program for 20 years and no longer feel this is applicable.
- I was not present in the initial stages, however I did hear we had trouble finding a location for our playground that licensing standards that were not consistent.
- Interior Health Authority Licensing
- interior health licensing
- Interior Health licensing application, mixed programming & washroom space, health inspection - food permit
- Interior Health licensing, health authority food permit
- It took longer than I expected and I have opened many Licensed Child Care Facilities in 33 years.
- it was 10 years ago, and we would love to expand it. but staffing is a concern
- licensing application, health inspection - food permit
- Licensing regulation
Mixed programming
Not enough bathrooms
Health Inspection
- Licensing regulations
multi age programs regulations
- Licensing regulations are very restrictive, more money and work put in to keep up to standards of licensing but daycare does not bring in the money to support the needs of the regulations.
- Licensing regulations
time took to have inspections
- Licensing
City Permits
Time
- Municipal bylaws that do not consider specific childcare requirements in provincial legislation. Inconsistency with Licensing officers and application of legislation.
- N/A
- No
- Not really, just finding staff
- Not sure - not owner
- Other than working full time at my daycare while upgrading it from Registered-License-Not-Required to a fully licensed daycare and the lack of time to undertake such a big task, no.



Related, this is why I no longer am offering 5 days per week because it meant a 52 hour work-week for me and that's not why I went into this profession.

- Setting up a company, Applying for Licence for childcare and business. Preparing the space to be a good childcare location.
- Shared space usage with school and staff, Licensing application to meet regulations.
- Shared space with school
Disagreements between school personnel and interior Health due to difference in standards
- Starbright Child Development Centre
Metis Society
Strong Start
Schools
Childhood Connections
Project Literacy
KiLowna Friendship Centre
Bridge Youth and Family
Y Okanagan
- The clubhouse has been running for 20 years. Long before I started here
- The school janitor and licensing officer argued about the temperature of the school water.
Space usage with school. however the principal did everything he could to get us in the school
- This program is well established, and has been around since the 90s
- Unknown
- When talking to Licensing they usually answer with "please refer to the regulations" which is not helpful. Paying for things - I can't get the money before I get licensed, but need to have the money in order to get licensed.
- Yes - Licensing, mixed programming with all ages.

- Yes, Interior Health Authority, Environmental Licensing
- yes, finding space and educated staff
- yes, Interior Health Authority Community Care Licensing
- Yes, Interior Health Authority Licensing. Washroom space, children can't drink out of the water fountain at school during our program hours. However during the school day they drink out of it.
- Yes, it takes forever to open a centre and there are so many hoops to jump through. I am currently working on opening a second centre and we are already 4 months behind. Engineers, Architects and the city take forever to get anything done
- yes, licensing, bathrooms on a different floor than programs
- Yes, the room where we offer our summer day camp out of at the Johnson Bentley Memorial Aquatic Centre is very small. So we are limited as to the number of children we can accommodate. As well storage of our camp supplies is a huge issue at the centre.
- Yes. Licensing challenges.
- Yes. Lots



Question 35. Have you applied for capital funding to support your child care centre? Why or why not?

- ?
- Apparently I am to small.
- I believe administration has. It would help significantly with the costs that we run into
- I have not as of yet, process to apply is unfamiliar.
- I received a start up grant. Other grants have become restrictive on what they will provide funds for.
- Isn't timely.
- No
- No - would love to learn more about that.
- no - would need to create more physical space.
- No but would like to
- No we (Active Living Entreprises Ltd) have not applied for funding ourselves. The Johnson Bentley Pool is owned by the City of West Kelowna and is operated by a private business called Active Living Entreprises Ltd. The City of West Kelowna has applied for both a Provincial and Federal Grant to expand the facility.
- No yet, opened September 2019
- No
I don't know about it
- No, as I am almost ready to go!
- No, just learning
- No, working on it but the process is slow. Quotes will all out of date by the time you get approval.
- No.
- No.
- no. program is cumbersome having to get a licensing officer to declare something is wrong with the program. and putting that up on the iha website
- No. Strongstart is funded by the Ministry of Education
- Not currently. Our belief has been to make every effort to be self-supporting. However due to rising operating costs across the board we are reconsidering.
- not sure
- Not sure - not owner
- Not that I know of. The club doesn't do much to our space as we are in a SD 23 school.
- Unknown
- Unknown
- unsure
- We have not due to the restrictions the province places on those who enter the program.
- Yes
- yes
- Yes - to purchase a new dishwasher and to renovate our playground.
- yes need it
- Yes we have in the past and we will do so again. It helps with the cost of opening a new centre. Lots of hoops to jump through but it's worth it.
- yes
Wages are low in this field of work therefore accessing any funding is crucial
- Yes, because 4500 even though it doesn't cover most it still helps
- yes, I did last year and got to have my daycare space professionally painted. This year, I was denied for a few furniture that I requested.



- Yes, sadly there are a lot of stipulations and I have only qualified for minor funding.
- Yes, this past year. We received a change table and first aid kits.
- Yes, we continue to look for new locations. We have diligently been speaking with all public sector organizations who are willing to work with with a non-profit however access to land is very difficult. A plan from these results is highly needed to provide more spaces for families who need to return to work.
- My son is on the waitlist at his new school for before and after school care
- Not currently in childcare (4 months old)
- In home
- dont have childcare currently
- Don't currently have child care
- I work from home
- Send kids out of town or summer camps out of town.
- Hoping to have care close to work - but on many waiting lists



Question 37. Are there any ways in which your local government can provide support to your centre or space?

- Providing facilities and land
 - Neighbourhood Learning sites (collocated with new school builds)
 - Community planning /Child and family friendly spaces/facilities
- Possibly using DCC (not just park space)
 - Upgrading facilities
 - Advocacy to the p
- Providing facilities and land
 - Neighbourhood Learning sites (collocated with new school builds)
 - Community planning /Child and family friendly spaces/facilities
 - Possibly using DCC (not just park space)
 - Upgrading facilities
 - Advocacy to the province and the federal government
 - Integrating childcare into community centres is partnership with a childcare provider
 - Defining their role in the provision of childcare. Not acting as a service provider in licensed childcare - Clear mandates
 - Joint use buildings partnering on build and operation
 - City having a point person. (Has a coordination role in promoting and coordinating the need for childcare in neighbourhoods)
 - Get a cross sectoral planning committee. Create a childcare plan
 - Each municipality should have a child and youth strategy and be inclusive of a childcare pLAN
- - Providing facilities and land
 - Neighbourhood Learning sites (collocated with new school builds)
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- Each municipality should have a child and youth strategy and be inclusive of a childcare pLAN
- ACCB in accordance to each family's income is the biggest support; this meant the family who needs help with childcare cost gets what they need and not only simply money to everyone (including the rich who does not need the help). Also meant that daycare are guaranteed the money from government for that space.
\$10/day childcare is not economically for tax payers who do not have children/will not have children or have already done raising children. it will only increase everyone's tax burden. in the long run, increasing taxes for small business owners like myself (who has already raised my own children to adults). I would like not to spend my income paying for my clients to have care by myself through my taxes.
- Allow us more wiggle room to bring younger children into our care to help ease the burden.
- Bursaries or scholarships to obtain ECE for staff who wish to make this their lifetime career.
- By advocating for the ECEs who work so hard in their communities.



- ECE wage enhancement is a great start.
 - education support for people entering the industry, wage enhancement
 - Expand the benefits for people to get into the field. We need to address the EVE shortage in order to open more spaces.
 - Get more ECE trained people!!
 - Help financially when it comes to training staff and when staff want to upgrade their diplomas. As in professional development or getting their infant/toddler or special needs
 - Help with the process to fast track these projects.
 - How can Municipalities support?
 - Providing facilities and land
 - Neighbourhood Learning sites (collocated with new school builds)
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 - I would like to see support for more outdoor and natural spaces within childcare settings.
- I'm not sure
 - Increase of ccof, wage enhancements, accb for families..
 - Increase wages offer benefits
 - Increased wage and centre supplements/funding for employee's/providers
 - It is difficult to find spaces or land to rent or build. Dedicated spaces for child centres in communities.
We would like larger grants available to allow us to build a child care/preschool centres for children ages 1-12 which could provide spaces for just over 100 children.
Higher ECE wage enhancement
Equipment, toys, outdoor play equipment and playgrounds included in the maintenance grant
In the Quigley location we provide care at an Elementary school. We can not use this location for professional days, Christmas/Spring/Summer care. This requires us to rent another space in a church and pay hundred of dollars to move equipment to an from the site. In Vancouver out of school care program can staff set up in schools year around. Parent also have to travel out of their community to receive care for their child. This also requires us to license the space which is often challenged because is not designed for child care.
 - It would be wonderful if the City of West Kelowna would provide a portable on the property so we could operate our summer day camp in a larger space.
 - Local governments role will mostly need to be in helping facilitate the creation of space through incenting developers to facilitate providers creation of space, primarily by allowing for play spaces.
 - More physical spaces, transportation options.
 - More wage incentives?
 - No
 - No.



- No. I would like to have a licenced space, but it would not be possible where I live in a townhouse with shared yard. I can't afford to move to a single family home where I could provide licenced care, and can't afford to own a home as a single parent.
- Petition the Provincial government to reduce the education needed to work in Infant and Toddler rooms by eliminating the Infant Toddler certificate and rolling that training into the ECE programs.
Petition for experienced based certificates where ECE Assistants can become full ECE's without the additional education after a set amount of time working under a full ECE.
Open up zoning to allow for childcare spaces where they would otherwise not be allowed.
Attract Childcare workers to Kelowna by topping up their wages. Focus on bringing in ECE's rather than building facilities. I have not invested in starting another facility due to fears that we would lack staff.
- Provide funding to get staff needed so owners do not get burnt out
Provide better funding for upgrades needed to keep up with licensing regulations
Provide more under 3 spots to licensed multi-age childcare as this is where the need is
- provide more training opportunities paid for staff and paid time to do it,
provide more incentives for people to want to obtain their ECE
more buildings to provide spaces for children
- Providing facilities and land
 - Neighbourhood Learning sites (collocated with new school builds)
 - Community planning /Child and family friendly spaces/facilities

- Possibly using DCC (not just park space)
- Upgrading facilities
- Advocacy to the province and the federal government
- Integrating childcare into community centres is partnership with a childcare provider
- Defining their role in the provision of childcare. Not acting as a service provider in

licensed childcare - Clear mandates
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- City having a point person. (Has a coordination role in promoting and coordinating

the need for childcare in neighbourhoods)
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 - Each municipality should have a child and youth strategy and be inclusive of a Childcare pAn
- Providing funding to support more low income families
- Strongstart is an important program offered to families. Being that it is funded by the Ministry of Education, it is important for local government to see that the program is utilized and all the benefits that it offers families. I am happy to talk to anyone more about this is needed.
- Support for staff to be trained and educate properly.
- Unknown
- we would love to open another i/t
- Would need to think about that more, for now no.
- Yes
- Yes we need a plan to access the 3 million of capital funding to create more spaces. This can go toward renovation, building or



modular. The commitment is 10 years and will provide a huge lack of services for working families.

Question 39. If you have any additional comments to add about the state of child care in the Central Okanagan, please leave them below.

- - The focus on Early Years takes any attention away from the issue of care for the 6-12 group where there is a large need for services.
 - Important in these years. Families are making the decisions based on financials.
 - Licensing not part of solutions to childcare. There needs to be flexibility while still maintaining the intention of the act (ie: and lack of ECE's and them needing to be on all the time)
 - Extreme staff shortage - Providers are not expanding because of the extreme shortage of ECE in the province.
 - Demographics of ECE's high retirement rate and cant replace them.
 - Need further government funding for ECE's wages and subsidies
 - The \$10 plan advocacy has been strong. BUT in no way has it contemplated after school programs and the needs of the middle years' population (ages 6-12).
- The focus on Early Years takes any attention away from the issue of care for the 6-12 group where there is a large need for services.

- Yes. Help with cost associated to opening. Help with training
 - Important in these years. Families are making the decisions based on financials.
- Licensing not part of solutions to childcare. There needs to be flexibility while still maintaining the intention of the act (ie: and lack of ECE's and them needing to be on all the time)
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○ Important in these years. Families are making the decisions based on

financials.

- Licensing not part of solutions to childcare. There needs to be flexibility while still

maintaining the intention of the act (ie: and lack of ECE's and them needing to be on

all the time)

- Extreme staff shortage - Providers are not expanding because of the extreme

shortage of ECE in the province.

- Demographics of ECE's high retirement rate and cant replace them.

- Need further government funding for ECE's wages and subsidies

- The \$10 plan advocacy has been strong. BUT in no way has it contemplated after

school programs and the needs of the middle years population (ages 6-12).

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 - Important in these years. Families are making the decisions based on financials.

- Licensing not part of solutions to childcare. There needs to be flexibility while still maintaining the intention of the act (ie: and lack of ECE's and them needing to be on all the time)

- Extreme staff shortage - Providers are not expanding because of the extreme shortage of ECE in the province.

- Demographics of ECE's high retirement rate and cant replace them.

- Need further government funding for ECE's wages and subsidies

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- I feel that you still have a long way to go in comparison to what is offered in Ontario. Also cannot understand why caregivers and businesses are not knowledgeable in preparing healthy food = meals and snacks throughout the day, as they should be able to create intelligent menus and offer excellent nourishment for growing minds and bodies. Children need to learn social eating skills as well as play and proper behaviour and be independent, thus why not eat healthy prepared food at a home daycare?
- I have been an ECE-I/T for over 20 years and love what I do, I appreciate the opportunity to share my opinion
- I have been in the Childcare Field even before I got my ECE 2 year diploma in 1983. I have also taught the program in a private college.



I have worked with the school board for 12 years as a special educator plus ran a large after school program. The government puts way more energy into Group Daycares than they do Family Daycares. We right now in West Kelowna have a Montessori Daycare opening that was given \$250,000 to make more spaces available. Why on earth would the government give money to a FOR PROFIT daycare that charges more than most other daycares and they have values that a lot of parents may not like. We need to go back to government based daycares so we can keep the prices down for childcare. No parent should be paying the fees that are out there now and supply and demand should never be about children. There are so many unlicensed facilities also that are out there. Daycare right now is not in a good place. Feel free to call me at 778-754-1034 as I have a lot more to say and have even spoken with my MLA.

- I know many families have a hard time finding care, and are frustrated at having to pay to be on waitlists even though it is not likely they will receive a space. Maybe waitlist fees should only be allowed when you are one of the next 10 in line for a space? I have helped a couple Syrian families find care, fill out paperwork, apply for subsidy - they need someone who can help them. (They have been in Canada a couple years and don't have the support they did when first arriving in Canada.) I started doing daycare as a job when I lost a job because they wanted me to start work before my son's daycare centre was open. Many big centers don't provide long enough operating hours. Some parents have preschool or infant children in one centre, and school age children in a different centre. I think small family centers are preferred by many for more flexibility with hours, keeping families together, smaller groups, but often aren't available. Many people I know would prefer smaller groups for young children and infants, but don't mind bigger centers for school age children. Many people I know have put their infants or preschool children into big centers even though they would prefer family care, as big centers are all that is available.

- It is also unreasonable for the provincial NDP government to have any control in how much a private business can or cannot charge their fees. Small private business owners work hard for their money and it's what builds Canadian economy, they have no rights to cap or say whether we can and how much increase in our fees. It is a supply and demand issue, basic economics; only a communist government will apply this kind of rules. Providing families with scaled ACCB is the only fair way to support monetary.
- it is so hard to find qualified staff.
- Low wages compared to other occupations and a lack of potential workers (as is the case for most businesses) is limiting the available child care spaces. Allowing family daycares to operate more like group centers and care for more children in a specific age group may help to alleviate some of the pressure. Allowing family daycares to hire up to one staff member so that they can care for more children (space permitting) would provide more spaces with very little cost to centers or government. This would also provide numerous improvements to Family child care including having another adult for the caregiver to talk to and bathroom breaks etc.
- No
- provide more training opportunities paid for staff and paid time to do it,
provide more incentives for people to want to obtain their ECE
PRO DAYS
STRESS DAYS
SUBSTITUTES available
- Sadly, this field is highly undervalued financially. As is the story for many small businesses in any industry, I am competing with large organizations that charge less than I do because they take in a lot more children. This makes it hard for some parents to understand the value behind the factors that set my business apart from a large daycare. I have come to learn the high turnover at larger organizations is in part due to the low wages. If I didn't believe just how important providing an enriching environment for the safe and



healthy development of children is, I wouldn't have left my previous job to start a daycare. It is unfortunate that this industry is so undervalued.

- Since we only operate our camp in the summer, I find as an administrator that the majority of parents appreciate being able to register for single days verses registering their child for a full week of care. Out of our 1200 camper registrations, we only had 192 children registered in the 1 week spaces. I hope this number will increase next summer. We offer a discount for a family if they register for a 1 week session. Staff scheduling is much more challenging when children register for random days.
- Staff in the field of Early Childhood educators are over worked and underpaid for what they do. Lack of qualified educators out there to cover for breaks and days off. Fewer people want ing to get into the field due to lack of support and wages
- State of childcare • The focus on Early Years takes any attention away from the issue of care for the 6-12 group where there is a large need for services. ○ Important in these years. Families are making the decisions based on financials. • Licensing not part of solutions to childcare. There needs to be flexibility while still marinating the intention of the act (ie: and lack of ECE's and them needing to be on all the time) • Extreme staff shortage - Providers are not expanding because of the extreme shortage of ECE in the province. • Demographics of ECE's high retirement rate and cant replace them. • Need further government funding for ECE's wages and subsidies • The \$10 plan advocacy has been strong. BUT in no way has it contemplated after school programs and the needs of the middle years population (ages 6-12).
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- The free workshops are super helpful - thank you for that
- The issue as a manager is that the ece shortage has made it an unstable market. Staff can walk out the door and get a job somewhere else that same day. Some Centres aren't following up

on references or credentials because they need the physical body to manage ratios. Wages have skyrocketed compared to last year simply to entice staff which means the current staff all had to bump up in fairness. Then that causes fees to go up. In order to open more spaces we need more qualified staff.

- The lack of childcare spaces in B.C. is predominately due to the lack of qualified ECE's and Infant Toddler Educators in the province in general and Kelowna in specific. I have heard from a number of centers (Our included) that they have parts of their program closed because they do not have enough staff to fill those positions. It is important that childcare professionals have appropriate training, however the current system enables caregivers who should not work in childcare to keep finding jobs because they have the right certification. There must be a better balance between Childcare professionals being well trained and being available to work. Our current system prioritizes training and creates an obstacle to those who might otherwise be interested in pursuing a career in childcare.
- There are areas in the CO they do have shortages other areas are close to saturation. Kelowna 3-K does not really need more space IMO.
- This needs to be the forefront of every level of government to work together to fill the gaps. Yes we have an ECE shortage and through affordable and fair wages we can solve that issue. We need the government levels to support the services for childcare
- We could run 3 full sets of afterschool care at one school alone. After school care spaces are severely lacking in our city.
- We need more quality child care facilities in our community. We have facilities but some are poorly run, poorly managed and the children and staff suffer for it. We need to offer our community amazing early learning centres where children and staff can thrive and excel. In extension to opening new childcare facilities (which there is a shortage of) we also need to address the staffing crisis. We can open a whole bunch of new facilities but who is going to work at them? Finding good quality staff with the right credentials is



very hard. We need to solve the ECE shortage first before we can expand the sector.

- We open up more infant/toddler daycares which is great... But there is no staff out there to keep it running!

APPENDIX C

Focus Groups



FOCUS GROUP VERBATIM COMMENTS

WHAT'S WORKING WELL? (WORKSHEETS)

LAKE COUNTRY

- Quality trained staff provide nurturing environments.
- Some programs offer longer or alternative hours for care.
- Summer programs/camps + recreation activities.
- Licensing - Holds Educators & Centers accountable.
- Some communities (not ours) have endorsed and benefit from the \$10 - day plan.
- ECE bursaries.
- Government initiatives to get more quality ECE
- Limited caring staff.
- Long hours available for care.
- Recreation programs.
- Summer care programs.
- Schools interested in finding solutions.
- Social media connections.
- Boys & Girls Club, if you can get in, well run & organized.
- ACCB, will work no matter who is watching your kids.
- Friendly community willing to help out.
- Relationships with SD 23 & principal support @ all 3 schools.
- Relationship with district of Lake Country & on going support.
- Running high quality programs.
- Hours of program - offer full day programs, early dismissals etc.
- Evening/ weekends - Non licensed programs (6+ ages)
- Access to subsidy/ child welfare.
- Training/ Access to training for staff.
- Community supports - ie foodbank.
- Before school care / extended hours.
- Flexibility in schedules (ie Mondays only or Mon/Wed/Fri)
- Quality programs.
- Hours of care.
- Extra programs for children ie recreational programs to keep children active.
- Locations in smaller communities.
- Training of staff of children for all ages.
- Costs of care (subsidies)
- Great relationship with district and school/ staff.
- Taking extra children for school breaks and Pro D days.
- Great relationship with food bank (they offer us food)
- Donations of pizza from local businesses and Starbucks.
- Facebook page.
- ACCB - Increase to \$110,000 threshold for parents has allowed for more parents to access subsidy.
- CCFRI - Parents are seeing care providers / centers take part in initiative & this has reduced their fees \$350 for I/T & \$150 for 3-5 years
- ECE Bursaries - Good incentive to get educators barrier - free learning.
- ECE Programs (Grants for colleges ie OC) - Has allowed for evening I/T classes & new classes to open.
- Community partners are great at providing wrap around services ie Starbright, CIS, ASQ, Foodbank.
- When staff is qualified, educated & engaged they stay with program & bond with children.



- Good working relationships with community partners/ agencies ie SD23, Lake Country District.
- Having rules and regulations for childcare is of importance.
- After school programs like boys 'n' girls club are assets.
- There are some child care options, though not a huge volume.
- Boys and girls club picks up kids right from school and straight to after school care which is nice.
- Child care benefits.
- Community child partners, provide free things for social media, Lake Country moms etc.
- Connect with each other on social media.
- Childcare affordability - For those that can navigate the system. (ACCB)
- Children seem to develop meaningful relationships with care providers.
- Community partners work together to assist with new opportunities that may enhance child care experiences.

KELOWNA

- Good timing open 7am - 5:30pm
- Advertising online.
- Quality, variety, style, ACCB, CCFRI, Educators, awareness.

WEST KELOWNA

- ACCB, CCOF, CCFRI, Hours, Dedicated senior staff, ECE, Communications ie collaborating in this meeting.
- There seems to be more of a focus on parents packing healthy foods for their children by the daycares.
- I appreciate hearing that there are a lot of structured daycares, not just watching T.V. all day.

- The Government subsidy program is good to hear & fee reduction ACCB.
- More ECE's are hired at daycares, educated care givers are great!
- Choices.
- More conversations than in the past - open communication.
- Positive experience.
- There are a variety of choices of childcare.
- Some are licensed / some are not.
- Safe places.
- Team work.
- Child subsidy, affordable childcare/ benefit, operating allowance, fee reduction - goes directly to families.

PEACHLAND

- ACCB - Up From \$45k to \$110k to support families.
- CCFRI - Down of \$350 for 0-3 + \$150 for 3-5 year olds.
- ECE Bursaries.
- Grants to colleges to expand ECE programs.
- Project/ space grants up.
- UBCM Municipal grants.
- Same funding available to assist families with child care costs.
- Training to help care providers meet licensing requirements.
- CCR database of available spaces/providers.
- Childhood connections.
- Strong start.
- 20 swim programs.
- West Kelowna skate programs.
- Johnson Bently Soccer + kids camp programs.
- My sport class....for the kids that come.



- Having opportunities for childcare (Kindergarten - grade 5 - out of school care)
- Established organization, qualified staff; licensed, accredited.
- Transportation.
- Variety of activities based on need of the child.
- Able to meet some needs of families.
- Ages 3-teen drop in programs.

- Access to informal care when needed for example, access to occasional before and after school care, through friendship with an individual provider. Only accessible to me because we met at school and chatted every day. So she was able to offer space to me because she knew me and my kids. It was solely on a case-by case- basis.



WHAT ARE SOME OF THE CHALLENGES? (WORKSHEET)

LAKE COUNTRY

- Major lack of child care spaces in both infant/ toddler and 3-5 years, and after school care.
- Many Centers are no longer adding to their waitlists.
- Low wages for educators.
- Very high parent fees - possibly due to many more for - profit centers vs non-profit centers.
- Ripple effect, centers in Kelowna/Vernon are taking children from Lake Country, which takes away spaces for children who live in those communities.
- (Lake Country really needs MORE spaces for all ages)
- Bylaws/Zoning in Lake Country create barriers for centers to open.
- Lack of qualified educators - many centers have to hire under qualified staff.
- Limited programs offer alternative hours.
- Dis regulated subsidies after age 3 (ACCE) should help families with children of all ages.
- Lack of communication and cooperation with municipalities, province, and or owner / operators.Lack of support for children who need extra support.
- Staff - finding qualified, caring staff.
- Transportation - (After school care) Even if we have the space, we do not have an option for getting children to our center.
- Infant/ Toddler care - availability.
- Government forms - difficult -ACCB- Licensing- Not low barrier.
- ACCB - All online & some parents don't have tech/ data skills.
- CCFRI - Huge jump for parents when child ages up to 3-5 as now have less of a reduction (\$200 +)
- ECE Bursary - Aren't able to access \$ until after they pay for reg so they are out of pocket & this is difficult for some.
- ECE Program Grants - Classes aren't full - this should be an apprenticeship program - not enticing to get into a field that has high draining job but not great pay.
- Little to no I/T spaces.
- Low wages of childcare providers difficult to keep staff.
- Some families in Lake Country drive children to Kelowna for childcare but live & work in Lake Country (12 families do around table)
- List #10 Service Care Provider - Trying to understand the many lists and booklets that are supposed to be my resources to help me set up my dayhome.
- Asking for someone to come out and let me know with minor changes if my suite will be suitable for childcare, and being told that cannot happen. So now I've spent \$2000 to make adjustments towards safety for small children with no way of knowing if I will be licensed after.
- 0-3 years of age is a difficult age gap to find childcare for.
- Wages of childcare professionals is too low so retention is low and therefore makes it difficult to keep staff, large turnover lessens quality of care.
- Lake Country is growing and minimal space.
- Being allowed to only watch 2 children plus my own is 4 children but if my 2 children go to school I'm still only capable of watching 2?



- No childcare for infants to 2 years old in Lake Country aside from private Nannies....\$\$\$\$
- Have to leave community for care.
- Variety / flexibility of different care models.
- Cost of care makes work almost not worth it for many families...especially families with more than one child.
- Hard to know where to look for reputable care.
- Lack of available childcare centers.
- Lack of quality ECE's.
- Waitlists - capped waitlists.
- Lack of adequate funding.
- Lack of available / affordable spaces to open a center.
- Affordable child care benefit needs to adequately fund all age groups.
- Wages are too low causes turnover.
- Lack of SN workers.
- Transportation from schools to childcare centers -costs, drivers, requires class 4.
- Getting staffing / adequate staffing (huge turnover) struggle to find responsible adults, ECEA + ECEs.
- Lack of support with children who require either group support or 1:1 - Starbright & MCFD have large waitlists.
- Needs for infant/toddler care lacking in Lake Country (0-3 years)
- In need of more ASL spaces.
- Huge waitlist for all programs.
- Qualified staff
- More centers to take more children.
- Rate of pay for workers.
- Transportation costs - Class 4.
- Help with costs for low income families.
- Government look at subsidizing wages for care givers.

- Considering the future - our community to other centers for employment. ie need for earlier hours of care.
- Lack of certified centers.
- Lack of staff @ centers & educators.
- Transportation from school to center.
- Long wait lists.
- No last minute spaces.
- ACCB - "Subsidy" better percentages.
- Too many vehicles at pick up.
- Limited spaces
- Hours of operation, if both parents work early.
- Finding open spaces, where to look?
- 2 children at 2 different places.
- Having children with special needs.
- You have to take what you can get, no time to see if the child is a good fit for the place.

KELOWNA

- Wait times/ waitlists
- ACCB - not adding additional funding to all ages.
- Roadblocks to licensing.
- Shift workers & hours of operation.
- Lack of educators, quality + qualified.
- Registry backlog.
- Wages.
- Legislation - 3 ministries cover childcare cost of living.
- Prevention for parents to enhance parenting.
- Supported services.
- Lack of funding available for education.
- Infant/toddler spaces, legislation - need an I/T in every program -ratio.



- 3-5 spaces - Every September spaces open up.
- OSC spaces - staffing.
- Operating times.
- No Municipal incentives for offering flexible care for big companies - shift workers.
- Zoning regulations.
- Staff.
- Supports to hard to access, centers developing their own internal resource programs.

WEST KELOWNA

- Schooling for education.
- ECEBC - Registry (Provincial) slow & bottleneck.
- No pre approval for HCCB.
- Finding space to operate.
- Developers have no incentive to create spaces for childcare.
- Lack of caregivers.
- Lack of Government support regarding staff certificates transferring from other countries.
- Colleges no longer offering I/T programs at night. Takes more ECE workers out of the workforce.
- Schooling needs to be an apprenticeship.
- Slow registry, re: certificates.
- 30 days to replace ECE's/ I/T's Need an extension of time for those.
- Finding it at all.
- List of available spaces - database online?
- Can't choose! Have to settle.
- Financial burden - if I can't go back to work, if I can its too expensive.
- Hearing a lot of struggles re:naps.
- Siblings separated.

- Can't hold spots for mat leave etc.
- No availability for infants.
- Long waitlists, many charge \$ 50- \$100
- No nights with evenings.
- Nothing for shift workers, long hours.
- Nannies extremely expensive.
- Can't even find a basic spot.
- Expensive costs, monthly.
- Stressful.
- Staff retention & wages - perks.
- High cost of care.
- Locations.
- Transportation.
- Hours of operation - long hours for staff.
- Staff training - getting an ECE diploma.
- Cost of living in BC.
- Cost to operate a center.
- Apprenticeship.

PEACHLAND

- Long wait lists.
- Care for a child on the spectrum (wanting someone with a good understanding of ASD and its challenges)
- School getting out at 2:30 - makes for long after school care hours, or limits parents to working short shifts, opposite shifts (day/night, weekday/weekend)
- Cost, even for before/after school is prohibitive.
- Would prefer to do my own childcare and its difficult that there's no compensation for parents or grandparents. Still expected to be free labour if its done by family, almost like I have to work just to pay for childcare.



- If I want to work part time, it's hard to find something within school hours, limits the and of work you can do before its not worth it to even work due to childcare costs.
- Want to keep siblings together.
- Being able to meet the needs of families with shift work, varying schedules, staff recruitment & retention - especially in ECE, class 4 drivers.
- Navigating with families can be challenging.
- Few programs for children under 4 years of age.
- Timing of programs.
- Pre - School 2 day for 3 year olds.
- Not enough spots available.

SPACE

LAKE COUNTY

- Huge need for I/T in this area as well as more spaces for before and after school care.
- More centers would help with the long wait lists at the centers that are in Lake Country.
- Satelite location at the Davidson road school would be a huge plus! - Need classroom in school & staff to open * Solution.
- Waitlist for 2022 already in place.
- No infant/toddler + OSC - Lack.
- All neighbourhoods lack spaces.
- No on site care available @ Davidson (Lake Country)
- High rental/lease fees for space.
- Lack of part-time/ drop in spaces.
- No! Not enough for I/T or 3-5 years of age/after school care.
- Zoning/land requirements in Lake Country are barriers to opening up space.
- Lake Country area.

- Families report having to pay for full time spots even when they only need part-time.
- Expensive for families but low wage for providers.
- Bus limitations in Peachland/transportation.
- High rents/ home costs/available rental spaces.
- Wait lists to access childcare spots.
- ACCB & CCFRI decreases when children age into 3 to 5 years old program.

KELOWNA

- Community partnership effective creating spaces (Church / Community clubs)
- Some facilities need updates - funding.
- Southeast Kelowna / West Kelowna / Lake Country.
- Infant/ Toddler need more spaces.
- Large corporations need to provide employees (IH/Colleges/ Telus)
- Under 36 month high demand ie 12 month (slow turnover) off market 2 years.
- Out of school care in same situation - high demand.
- Less choice in smaller communities.
- Integrating large corps.
- Tough programs to staff.

WEST KELOWNA

- Waitlist very tough to manage by service providers.



- No infant spaces in West Kelowna - Last resort for parents is to find a nanny.
- Parents upset by people knowing the right people and getting bumped to top of list.
- Huge waitlist - No call backs if on wait list - parents frustrated with charges \$ to be on wait list.
- Every September 3-5 programs have spaces available - More accessibility in this age group.
- Before and after school care - big need in West Kelowna.
- Tough business model for service providers.
- My child is the most important person to me and I don't even get to choose, I'm going to have to accept whatever I can get.

OPERATING TIME

LAKE COUNTY

- OBGC 7:30am - 5:30pm (6:30pm) - Good for working families.
- Pre-schools end at 2:30pm - Only accessible for stay at home parents.
- Not sure if there is after school care - get family or nanny to support.
- No flexibility for parents who need care for 2/4 weeks.
- SD23 calender is hard for working parents because of Pro D days, summer, Christmas & spring breaks.
- Earlier start times - for families working in other locations.
- In daycare as well as before care.
- Needed: Shift workers - extended hours, earlier/later.
- Communication of upcoming closures.

PEACHLAND

- No waitlist in Peachland for before/after school care right now (2 - 4 spaces open)
- 1 License Daycare full time for infants + 3-5 (7 spots)
- After school care/ before school care
- No programing or classes for stay at home moms.
- West Kelowna - stayed home because I couldn't find childcare.
- Now kids are in school and still not better because school ends at 2:30pm barrier to find after school care.
- Moms are helping each other casually, no pay.
- Women are forced to take low paying jobs that offer flexibility.
- Part time daycare spots aren't available - parents end up paying for full time when they don't need it.

KELOWNA

- Very few weekend daycares.
- Tough shift workers (Nanny / in home)
- Look at Maple Ridge (Overnight)
- Cottonwoods may have done overnights.
- Partnerships.



WEST KELOWNA

- What works for business operation doesn't always work for parents.
- Nurse - 12 hour shifts - needs 13/14 hours of care - + nightshift's (no options) thinking about moving to the East Coast. Hospitals with child care there.
- Many parents who work in Kelowna - need extra travel time for care.
- Most provider won't cover stat Holidays.

PEACHLAND

- Evening programs to support parents having a night off.
- Parents are frustrated with operating times (7:30 - 5:30) but even this is hard on operator.
- Boys & Girls Club goes until 6:30pm because many parents work in Kelowna. Allows better time working well for others.
- Change in availability in summer. Part time work - summer challenging as no care out of schools.
- Boys & Girls Club needing to change during summer - more kids needing space - might not attend Peachland Elementary. Demand goes up in the summer

STAFF

LAKE COUNTY

- Lack of qualified staff ECE's, I/T's & SN.
- Low wages.
- No benefits.
- Lots of professional development available.
- Lack of staff increase waitlists.
- Lack of staff increases burnout.
- Staff (in general) shortage - ECE specific.
- High staff turnover - different for children because they bond with staff.
- ECE burnout as RA's + ECE as put in programs for ratio but they aren't trained.
- Difficult for Pro D days because it's hard to close center/ reduce hours for Pro D days.
- Low staff wages - Can't raise parents fees to give staff more - CCOF requires a wage freeze to be in Government program.

- Experienced staff (some have CEA, some have no schooling)
- Lack of ECE & ECEA & Infant Toddler.
- Low wages (generally receive applicants in university)
- High turnover - challenging for children's behaviours - frustrating for parents.
- Limited hours to give staff during 'school year' ie 20 hour positions vs full time.
- Drivers class 4.



KELOWNA

- Difficult retaining/ recruiting new staff.
- Apprenticeship/ Mentorship
- Ability to upgrade while remaining employed.
- Increase incentives for education.
- Current wages too low - some close to minimum wage.
- Turnover creates high administrative/ training/costs.
- Attitude shift/ preparation.
- Paid Practicums.

SUPPORTS

LAKE COUNTY

- Higher wages for staff (government top ups)
- More care provided for special needs children.
- Subsidized costs of education for child care providers.
- More referral programs for children with behaviours.
- Starbright - no longer providing one on one support - only group support.
- Continued care for 5+ children (often lose support once school aged)
- Starbright waitlists are long.
- Lack of support.
- Cheaper Infrastructure.
- ESL support lack of available translators.
- Starbright CDC (need more) long waitlists, disconnect b/w what's needed & whats available.
- MCFD (need more)
- ASQ supports from CCS.
-

PEACHLAND

- Finishing Practicum for ECE is challenging - nothing local (has a family daycare and can't find staff to cover her business)
- Staffing challenges especially for the younger ages.
- Cost for staff for 4 child ratio - under 4 is very tough to make it work as a business.
- Challenging to hire qualified staff for pay. Many staff are going to school for other things. Recruitment retention challenging, have to work around flexible scheduling when staff is in school.

KELOWNA

- Lacking funding.
- Someone to help navigate grants.
- Education around what's available?
- Service mapping.
- Funding to help support current special needs program.
- Young parents programs.
- Living positive.
- The bridge/ the foundry.



- Need database/ brochure/ online community supports.
- Strongstart - barriers around registration/ access.

WEST KELOWNA

- People can't afford childcare even with subsidy.
- People living in poverty are underserved.
- Single parents.
- Children who might not have diagnosis who still need more support - lots of work for service providers to advocate for children.
- Red tape for parents to access support.
- Starbright is limited capacity - they do self referrals.
- Some parents don't want to accept their child's needs assessment & potential extra supports.
- Long waitlist - speech therapist.
- Families are now hiring "behaviour interventionists" \$45 per hour - can access funding from the Province for this.

LOCATION

LAKE COUNTY

- No - was far from my home but close to my work so had child with me when crossing bridge / community home.
- Yes - OBGC is centrally located.
- No - bussed to after school care 30 mins extra drive.
- No - lived/work in Lake Country & went to Vernon for childcare.
- Yes - had family childcare provider in between near work/ home.
- Aging building/ maintenance costs.
-

- Need a diagnosis to access the funding.

PEACHLAND

- Son is on Autism spectrum - Made decision to stay home, didn't find anything available that would have supported him.
- Sensory appropriate spaces needed.
- Boys & Girls Club has some funding to provide extra support. (does their best to support depending on need of child)
- Pre - school can advocate for different supports - speech, behaviour, through Starbright. (waitlist is very high)
- Can't see kids enough to support - more reliance on parents.
- Elderly community is big - how to utilize them more in childcare system? Support inclusion etc....
- West Kelowna - When before school care isn't available, kids are getting dropped off at school way before start time. No supervision.

- Huge need for school buses to drop off at child care locations *solution.
- Developers understanding childcare costs to help offer leases that are attainable.
- Churches/ community centers.
- Lack of available spaces increase travel times.

KELOWNA

- Child development center needs to offer care for children.
- Child care in school under ministry of education.



- Incentive to start a business in underserved area.
- Inner city schools offer after school program/ breakfast club.
- Ok college & UBCO - close to home or close to work.

WEST KELOWNA

- Need: Daycare in hospital.
- Shift workers need daycare at work especially for government jobs.
- Always need attached space for outdoor playground - very hard to find.
- Commercial - volume restrictions - costs for exceeding.
- 40 kids etc. Building code restrictions (limits expansion)

FINANCIAL

LAKE COUNTY

- ACCB levels are not adequate for all ages.
- Low grant amounts available for centers.
- Pay for full time when only needing part time.
- Wages, benefits & operating costs add up.
- Transportation costs.
- Childcare centers having more access / training on government subsidy programs.
- Summer camps limited because too young when they are 5 to 6 years of age.
- Childcare costs are expensive.
- Opening business is expensive and working with licensing is challenging.
- Childcare fees aren't standardized, waitlist fees that aren't refundable.
-

- Needs incentives from Province to support construction/ upgrades for providers willing to add capacity.
- Very long and complex process to open a center.
- In consistency in application of legislation - depends on individual licensing professionals - get different answers.

PEACHLAND

- Zoning - need business zoning (residential max is 8 children) to grow business ½ million to get into a property.
- Tough access other supports in community to find space.
- Co-locate with seniors facilities.

- Childcare workers aren't necessarily business savvy and the paperwork is onerous.
- Transportation from schools to after school care - Can't upgrade license because have L designation.
- Parents leaving LNR's to LFCC or group childcare to get more government subsidies.

KELOWNA

- Staffing requirements, challenges with building maintenance, grants not large enough.
- How can the city help with things like yard maintenance?
- Municipal costs low.
- Material replacement.
- Wage scale is poor.
- High cost to accommodate people with disabilities



- Expensive for average families.
- Need facility subsidy.

WEST KELOWNA

- Low income - need to pre pay for a spot before they access subsidy. Therefore they lose the spot.

PEACHLAND

- Doesn't pay enough to staff.
- Parents can't afford (impacts women going back to work - school hours make full time work tough)
- Navigating financial support availability for parents is very confusing. Childcare providers try to help but only so much they can do.
- Schools need to participate more in child care - multi purpose space. More collaboration is needed.

APPENDIX D

Pop-Ins



POP-INS NOTES FROM CONVERSATIONS

LAKE COUNTRY TODDLER TIME @ THE LIBRARY

- Can't find childcare
- Looked in Vernon, Lake Country, and Kelowna
- Have been on a waitlist for 1 year +
- Can find unlicensed/in-home care
- Don't qualify for subsidies
- Unsure of quality
- On waitlist for YMCA program
- Program at Y is good
- Day home in Ellison is good
- Great social media groups in Lake Country for moms. People post what they can to help each other out
- Waitlist before children are even born
- Sometimes on lists for 3 + years
- Hours of operation are not flexible
- 0 – 3 year age group for child care is non-existent for LC
- High demand for part time childcare – no availability
- Grandparents caring for toddlers because no availability
- Often have to drive outside of Lake Country (i.e. to Vernon) - makes for a long day for you and child
- Hours of operation do not coincide with work schedules
- Difficult with pick up times between parents
- No options for those working evening hours
- Difficult to find after school care for children on spectrum
- Costs are expensive and difficult to justify mom going back to work
- No availability makes it hard to justify going back to work
- Some people relocate completely to get childcare
- Daycare is expensive
- After school costs not bad but there is just no availability
- Easy to get second child into child care (once the first is in) but hard when you are starting out
- Difficult to co-ordinate transportation from school to after school program
- After school programs priorities their staff's kids on waitlists
- Not enough qualified staff to offer infant and toddler care
- Staff do seem great and kids happy
- Staff need to be paid more to solve supply issues
- Wages are super low for ECEs (\$13.00/hr)
- Infant care is most integral sector of child care



LAKE COUNTRY BABY TIME @ THE LIBRARY

- Lack of infant-toddler care in Lake Country
- 12 - 18 month waitlist
- Lots of unlicensed care
- Difficulty connecting possible day home care
- Lots of barriers for moms to start up their own child care
- Charging for waitlists
- Low subsidy for a single income family
- Hard to find care for shift workers
- Child care sharing could be a good solution but no way to connect
- Not aware that should have been on lists early – can't go back to work
- Husband has to leave work early to accommodate care
- Found care in Glenmore – drive outside municipality
- Care not available until 1 years old
- Gap if you go back to work early
- KCCR fantastic
- What's the incentive for stay at home moms to become registered?
- Business mode maybe broken for moms
- Social media is great for connecting people looking and providing
- Lack of awareness
- Childhood connections is a good resource
- What's the incentive to create more spaces in Lake Country?
- Lack of education and awareness about child care crisis – get on a list early
- Money earning goes straight into child care
- Had to switch to pm shifts
- Late to get on a waitlist, so then have to arrange other options – stay home or shift work
- Give up permanent line (nurse) for casual to care for kids
- Relying on grandparents and family
- Lack of child care outside of regular office hours
- Pay for full time even if you do not use it
- Calling places and saying they will not put you on a waitlist for part time care
- Some tailor care to teacher's hours



THE BRIDGE SPECIAL DELIVERIES PROGRAM (KELOWNA)

KELOWNA MOM AND HER 7-MONTH-OLD

- Haven't looked for child care yet – but will likely work something out because mother works in the evenings
Husband 8-4, Mom 3:30-10pm
- Uses grandparents in the half hour overlap
- Have heard that you should start looking early (through friends and supports)
- If the system didn't appear challenging, mom would have switched shifts to daytime
- Doesn't know where to start and is confused
- Would maybe consider caring for more than one child – but not sure how to navigate this system
- Plans on going back to work in April

KELOWNA EXPECTING MOM

- Boy due Jan 23
- Hasn't really looked into care
- Can use family if need be (2 houses away)
- Heard waitlists are long

KELOWNA MOM WHO WORKS SHIFT WORK

- Looked for some care – thinks she is on a few waitlists (but not really sure)
- Called 4-5 places – some say she's on the list and some say they are just full; applied online to some, but not sure if she's on those lists or not
- She works shift work (late), but dad does mornings

- Could possibly work it out with husband
- Boyfriend's family lives in Lake Country that they could also use for care
- Would like some sort of directory that shows what's open and what's not – a communication tool
- After she heard that finding child care was tough, she got on waitlists but has not heard back
- Onerous experience calling all of child care places
- Understands that the demand is high

KELOWNA MOM AND 9-MONTH-OLD

- Has to go back to work in Feb (work from home)
- Mom – watch full time and lives in Rutland (will come to her house)
- Trusts mom over others – prefers care from those she knows and trusts
- Did look for child care
- Heard child care is hard to get into so posted on FB looking for a stay-at-home-mom to help out
- Heard thought friends and colleges that it's tough
- Too stressful trying to navigate the system so looked elsewhere (ie. on Facebook)
- Prefer something smaller or one-on-one
- Choose not to work
- Stress impacting their decisions



KELOWNA MOM AND 1 YEAR OLD BOY

- Husband is a student and mom plans to stay at home
- Used lots of financial programs to help with living
- Student loans, student grants, rental assistance
- Simplify their life so mom can stay home
- Good at navigating that system so it affords the ability to stay home
- Intends to stay at home long-term

GLENMORE MOM AND 4-MONTH-OLD SON

- Put on waitlist before born
- Chose this one because it's a block from their house
- Girlfriend told her that you had to get on waitlists right away
- Not sure if it's even worth going back to work – works in Lake Country
- Looking at the option of looking after other kids
- Looked at Montessori program but can not be on the waitlist until 6 months before going in at 3 years (concerned about possible learning challenges in her son and thinks that the program would work well)
- Feels like there is no great communication between the organization and a parent trying to navigate the system
- Would like more information
- Doesn't really know where to start
- Feels like there is no option for parents in terms of finding something that aligns with their needs and philosophy – ie) “do you want child care or not?”
- Feels like don't want to come across as picky or choosy as they (child care facilities) are picking the person (and not the other way around)

METIS MOTHER AND 15 MONTH-OLD-SON

- Feels like paying for waitlist is not right
- Appointment with WorkBC as work wants to go back to school
- Have heard that the child care space is hard to get into
- Flexible timing as to when she has to go back to work
- Family member would be ideal but not from here (doesn't have that support available)
- Licensed is preferred
- Single mom, Metis
- Was in heavy machinery
- Doesn't want to go back because of son
- Stressful to think about
- Doesn't want to leave her son
- Would prefer smaller spaces

LAKE COUNTRY MOM AND 16-MONTH-OLD DAUGHTER

- From Lake Country
- Hard looking for child care (availability is really limited)
- Some have to pay to get a spot (not really an option)
- But sometimes not guaranteed to get in right away
- Wants child to be in a safe place
- Thinking of going back to school
- Hard to find one that suits her the most
- Waitlist and availability is biggest challenge
- Would want someone to help provide more information about care



MAMAS FOR MAMAS SUPPORT CIRCLE (KELOWNA)

KELOWNA MOM AND SON

- Proximity important
- Being aggressive works, but had to pay more in advance to secure the space
- Likes the diversity in their child care
- Use app – Hi mama - great for communication – very helpful, daily reports
- Staying at home long-term not an option, needs to go back to work (even if you cut down all their expenses)
- Have to be pushy – echoed again
- Mom's should be taking responsibility, push, ask questions etc
- Very stressful – the thought of not having child care
- Terrified putting kids into daycare – don't know who is taking care of them – TRUST
- Googled good questions to ask when interviewing daycares

KELOWNA MOM OF 4, ONE WITH EPILEPSY

- Not affordable for family with 4 kids
- Especially with child with special needs
- Work or child care is the choice moms are making
- Experiencing lots of barriers (especially with a child who has epilepsy)
- Needs 1 on 1 aid to help thru the day
- Won't change their diaper there
- Providers have applied for fee reduction but have then bumped up their fees anyway

- Firm regulations on training on how to administer medication
- Had a person from Starbright and the child care centre didn't accept that
- Left high and dry without care last min
- Felt discriminated
- Has an aid and had been on that waitlist since birth (now 3)
- Now adjusting and she won't go to a care centre until she goes to kindergarten

KELOWNA MOM WITH 3-YEAR-OLD SON

- Son turned 3 so now it's easier to find care
- Subsidy – lots of questions around this – it's confusing
- In Alberta it's illegal to make people pay to be on a waitlist

Challenges:

- Finding infant space
- Not knowing – unaware – knowledge gap
- Especially when new to Kelowna
- Waitlist overwhelming
- Finding a space that meshed with your family/philosophy
- Hard to even get in to tour a child care program location
- We won't even talk to you unless you are 3



MOTHER OF 2 FROM SOUTH AMERICA

Challenges

- Money (even though want to go back to work for mental health)
- Not knowing the system
- Worried about other people taking care of kids
- Old school style might not align with her
- Not a priority to have cultural offerings (i.e. speaking Spanish) -- She does it herself at home



INTERIOR HEALTH BABY TALK (WEST KELOWNA)

- Crisis is for 1-3 year old's
- Applied to 10 child care facilities, only heard from 4
- 1-2 year wait - heard there are 100 families in front
- Some places also look for money to put names on waitlist
- No child care options for shift workers
- In-home or nanny are the only options (for those requiring greater flexibility)
- Most centres have set days that you have to pay for even if you aren't using it (i.e. if you work alternative Mondays, you have to pay for every Monday because your child is there half the time)
- After school care and infant-toddler care are biggest deficiencies
- Large corporations should have on-site daycare or should subsidize the cost so their employees will go back to work
- Timelines for child care availability don't always work out with when moms are going back to work (i.e. if you get a spot in September but then don't need to go back to work until November – you have to pay for 2 months that you are not using)
- No preference on where child care is available. Will take whatever is available (despite some areas not being ideal)
- Perception that easier to find care in West Kelowna – but it's not, just as much demand
- Someone on 8 month waitlist
- Someone is using their vacation time to go into work every morning because child care facility opens later then when they are supposed to start working



THE BRIDGE CREATIVE PLAYTIME (PEACHLAND)

PEACHLAND MOM OF 2 WATCHING A FRIEND'S CHILD

- Stayed home because child care too expensive
- Province subsidize child tax
- Few years where you get out of the workforce or take a hit financially
- Looking for the implementation of Universal child care
- Biggest struggle – leaving workforce
- Go into the hole going back to work
- Personal – frustrated
- Personal value goes down because can't even afford to go back to work
- Nothing really available in Peachland – maybe 1 centre
- Anyone can charge anything because no competition (makes it unaffordable)
- Preschool – boys and girls club
- Some Peachland moms go to West Kelowna
- Looking after a friend's son (providing a solution for other mothers)
- Amazing that BC pays for Strongstart
- “hardest job ever” – motherhood
- Moved due to affordability (from Vancouver)
- Challenge with drop off and pick up when they decide to go back into care
- Alternative to child care = nanny (happening lots in Peachland)
- Taxing on parents if they have to work in the evenings

NANNY AND MOM (21-22 YEARS BEING A NANNY)

- Just moved here last year
- Has nursing training
- Hard to find places with spaces so became a nanny (this was in Vancouver)
- Extremely hard in Peachland
- 1 lady has a license but then she went on mat leave and that leave everyone else in a lurch
- Really hard to find care under age 1
- Is interesting in offering licensed care but the system is difficult to work with
- Rules insane i.e. windows open, rounded tables and chairs, cleaning product away, knives
- Really wanted to get ECE, but doesn't have grade 12 – but has nursing
- Upgraded classes offered in evenings
- LOVE to open licensed daycare, but made impossible to do so
- Takes too much time and money – square footage, baby gates, fireplace

Other Challenges:

- Looking for financial support to help their way
- Would like to take more professional development as a nanny, but have not found anything here
- Demand in Peachland and anywhere is huge – especially for i.e. drop in care and flexible care
- Demand was big, but only watched i.e. just Tuesdays, hard to juggle



- Line of work is hard – 3 kids go to school, goes on mat leave – so there is always a lot of turnover

WEST KELOWNA MOTHER OF 3

- Not financially feasible to work but chose to stay home as it was the best fit

WEST KELOWNA NURSE AND MOTHER OF 3

- Part time child care for the kids – mom likes the break (she's a stay at home mom and can afford care for 2 of her children)
- Challenges when looking – you have to be a squeaky wheel - pushed for space – didn't really have too many challenges because she pushed for it
- Not interested in going back
- Feels like there are spaces out there, just have to dig for it
- More opportunities at certain times
- Willing to drive anywhere for care
- Had grandparent support
- Moved out of one centre because it was too far
- Moved out of 2nd centre because dynamic wasn't great
- 2 years waitlist – she just knew you had to sign up early

Likes:

- Teachers (in younger age)
- Can connect on weekend thru text
- Very Involved
- Centre that offers snacks
- Likes the break
- Current place – location is good
- Address issues if she has any
- Like adventures kids go on/out trips

Challenges:

- Finding a place that aligned with values
- Had to be a facility – licensed
- Felt like they had a choice because planned
- Challenge with a teacher – didn't like attitude (was worn out and that trickled down to children)
- Child brought home the attitude – all within 2 weeks of new class
- Affordability will be a challenge – especially with 3 kids

PEACHLAND GRANDMOTHER AND GRANDDAUGHTER

- The mother lives in Peachland (child is 3.5 yrs and also has a school aged child)
- Watches her granddaughter a couple days a week
- Mom runs own business
- Becoming overwhelmed so asked grandmother to help out
- Daughter never looked for care in Peachland as knew mom was there
- Don't need after school care for grade 2 as working from home allows some flexibility
- At home business to accommodate lifestyle
- It's simulating as a grandparent, looking after young children
- Loves the free child care sources that Peachland offers – gives a bit of a break



WEST KELOWNA NURSE AND MOTHER OF 4

- Child care a nightmare for shift workers
- Not open early enough
- Had to go to in home child care as they have more flexible hours
- Grandma does drop-off and pick ups
- Husband 7-4pm – early morning class
- No part time spots available/all want full time
- Pre school – has to pick up in the middle of the day and can't sleep to recover from night shifts
- Horrible
- Impossible to make it work with 4 kids on child care
- Pays grandmother to take a day off

Working Well

- Boys and Girls Club in Glenrosa (but Stopping before school care – so will add more stress)
- Hours are decent

Challenges

- Would like to see after school care come in all elementary schools – fixes transportation that is safe, easy, one-stop shop (arranging rides is difficult)
- Chaos impact on mental health
- Frustrated, stressful
- Finding people you trust to watch your children (have to work)
- Financially maxed

APPENDIX E

Child Care Workshop



CHILD CARE WORKSHOP VERBATIM COMMENTS

What do you notice about child care space and availability in the Central Okanagan?

- Location and convenience take precedence
- Lack of spaces
- Nothing available
- Hard to expand spaces, educators, land/spaces
- Smaller communities have less access to spaces within their communities
- Need for co-location of space close to home – schools, etc
- Kelowna residents – have care in Kelowna, not as common in other communities – travel for care
- Need for multiple ages within care spaces
- Not enough ECE
- Not enough funding
- Not enough buildings for child care (mostly apartments and suites)
- Too many waitlists
- Child care too high (costs)
- There is a lack of spaces
- Limited qualified staff
- You get lucky if you get a spot
- You have to know someone
- Families resorting to multiple centres/family for f/t care
- Take the spaces that are offered even if not optimal
- Location/layout of space maybe inconvenience
- Share space within other programs
- Not enough infant toddler spaces available in any of the CO communities
- Not enough qualified E.C.E's/I/T trained staff
- C/C rates differ from centre to centre
- Space is at minimum requirements
- Hours of operation lacking i.e. weekend/extended day/overnight care
- Quality of care is impacted due to staff shortages
- Best practice is impacted as centres are operating with bare minimum of trained staff
- Green space and child care centres
- Large I/T waitlist
- Staff shortages create challenges filling space
- Horrified at lack of quality care
- Difference between level of education requirements (Ontario vs BC)
- Availability of care outside of 'typical hours'
- Lack of qualified staff!
- Issue with appropriate locations/facilities/property for centres
- There is a lack of spaces
- Obtaining your license requires too much red tape
- Waitlists....
- Saturation of child care in certain areas and not enough in others
- Hard to open up a new centre with no qualified educators
- Lack of quality staff
- Long hours (9-2)
- Lack of programs
- Staff not paid enough
- Lack of space
- Lack of funds
- Cost of space



- Not enough spaces based on needs
- Length of wait time is too long
- Lack of flexible hours
- Lack of options near home/work
- Not enough for infant toddlers
- Too many waiting lists
- Not enough quality, passionate staff and daycares
- Not enough support from government
- Not enough qualified educators
- Not enough qualified sub
- Not enough respectful or professional environment in the child care setting
- Not enough proper teaching methods
- Shortages, especially IT
- Long waitlists

- 'Big Box' type child care
- For-profit child care
- Smaller communities/areas have more family child care, preschool programs
- Out of school accessibility less with shift to younger/grade 5's in middle school
- Specialty programs focussed on 'education' not play based
- There are few child care spaces
- Work visa as an international student – long process
- Not enough physical space/buildings/staff
- Limited outdoor space (compromised outdoor space)
- Difficult to get a space
- Spaces/funds are being abused
- "Unregulated spaces in homes common"
- Compromised QUALITY – staffing



Q1: How might we increase the number of child care spaces in the Central Okanagan?

- Easy access to major capital funding
- Provide increase support to license applicant
- Partnerships excluding / space private
- Encourage now providers to become licensed
- Funding resources
- Local government provide proper place
- Do not compromise quality
- Providing building (centres)
- Increasing E.C.Es
- Providing families
- Offer property owners to sell/rent child care centre
- Promote preference of childcare centres
- Property sales
- Focus on making property with lots of year space wheelchair
- Qualify staff – increase
- Funding – improve facility and staff income
- The mayor or board – to increase spots and BC Building – implement zoning
- Staff
- Local government onboard
- Big development – downtown – meet with them during planning – plan for child care
- Community development
- Allow Strong Start hours to increase to be a meeting place for families
- Qualified staff, finding quality spaces to open up facilities
- Not enough E.C.Es – everything is ready but not accessible
- Gap in education learn through different post see institutes
- Investing in E.C.Es
- Change our E.C.E course to trade link program – so they can get their E.C.E while working
- Mentorship program for E.C.E taking program online
- Advocate the province to address the legislative issues that are responsible for a lot of the staffing shortages
- Municipalities have to give developers incentive to developers to meet the unique needs of cc providers
- Encourage local school districts to work with cc providers i.e. providing space / access to space/land
- Government give more help financially, free seminars, professional development
- Licensing – requirements, hard to meet
- Available spaces: lower the cost
- Providing education to students to E.C.Es in the Okanagan
- Apartments should have daycare facility in the complex
- Organize the amount of spaces allocated for each type of commercial business
- Grid it like 2 gyms here, daycare there
- Government funding
- Cheaper rate then \$10.00
- 1st we need to get more E.C.Es and more locations/central spaces
- We need funding to get the staff and locations – properly trained
- Ensure the safety of the potential spaces
- Encourage qualified educators increase gov. funding – advocate for funding
- Make the licensing process more effective
- More support from licensing and bodies that are required for opening
- Encourage more people to enter field – higher wages
- Easier zoning – affordability – process of rezoning
- Qualified staff and more and better quality space



- More gov funding for both staff and facility
- Zoning regulation - BC Building
- Apprenticeship programs
- Community involvement
- Reach out to developers
- Work with care givers and developers for access to green space
- Strong Start changes to daycare
- Underutilized space
- Share spaces
- More staff
- Larger facilities – additional spaces
- Waitlist management
- Larger ratios – change age groups up
- Consultation for those who want to open space
- Government facility subsidy funding
- More mentorship for new ownership
- Educate people on the profession of Early Child Educator
- Partnerships and programs to access
- Work with SD, City Hall, IH – create cooperative relationships
- Developers to understand cost and understand to purchase or lease space
- Less hoops to jump through gov funding
- Red tape
- Comprehensive training plan that incorporates work place training program and continuation of bursary programs to increase trained workforce
- City to come up with child care spaces plan that promotes creation of new child care spaces in new communities, city buildings and/or community buildings – zooming
- Supporting child care providers with resources and professionals to open child care spaces in a reasonable amount of time. i.e. financial advisors, contractors, etc
- Licensing to look at support model vs policy model

- Increased operating funds
- Support childcare setting in vulnerable areas
- Promoting multi-age
- Revise regulations to reflect current times
- Cost up front is huge
- Public funded vs grant funded
- Focus on qualified staff
- Affordable physical locations – rent is a big issue – high cost
- Staff retention – need staff in order to grow program ex: space is available, but no staff to run those spaces
- SD23 – unless you're non-profit they won't consider co-location
- Cohabitate with businesses – to make rent affordable
- More funding for people who want to become E.C.E's
- Online courses may need re-evaluate – better graduation rate needed
- To have more qualified staff to run the facilities – non-qualified staff lends to staff burnout for E.C.E or higher qualified staff
- More funding for staff
- More knowledge available for community and parents to emphasize the need for quality child care and staffing
- Modular systems – easily moved from high schools – mobility – moved from space to space based on needs
- After school - more important to have spaces co-located in schools with attendance increasing in schools, childcare programs are pushed out
- More grants for minor capital funding for licensed spaces and cost
- Find more spaces
- Find specific needs (age group)
- What do parents need? – Pro-D Day
- How much space is needed?
- Flex on rule and zoning
- Open churches (less used buildings) – seniors' home?



- Elementary schools do own drop in after school program for 10+ year old's
- Licensed child care after school care
- Finding empty classrooms in schools
- Empty spaces in buildings in safe locations i.e. old police building
- Seek city council support
- New building structures offering/proposing special leasing for child care
- Supporting educators (schooling/funding) – apprenticeships ½ school, ½ work
- Provide more funding to centres, educators
- Bursaries
- Open centres – flexible hours to support family needs i.e. mat leave, vacations, drop ins when spot is vacated for mat leave
- Bring people into the field by interviewing and ensuring person is mature, has some background, interest in E.C.E., passionate

- Need proper outside space – grass!!
- Qualified staff and funding, reduced fees
- Money for college for E.C.E
- Do we need people who want to open ... who can not afford it?
- Good areas and big enough and room for each child per square feet
- Group Responses:
- Find under utilized spaces - apartment (floor w/in), business (employers have spaces in buildings for daycare)
- Caregivers and developers working together
- Mentorship for new owners
- After school care at schools
- Older kids – rec program
- 5-9 years old daycare
- Apprenticeship for staff – find “good” people and train them
- Not find E.C.Es – find good people then train



Q2: Why is increasing the number of child care spaces in the Central Okanagan important?

INDIVIDUAL INTERVIEW RESPONSES

- Economics
- Providing more spaces allows them to work
- Child care is a huge benefit for children e.g. school readiness, social/emotional health
- Creates jobs
- Good career for young woman
- Lack of child care for growing population
- Back to work
- More stable economical for the city
- Staff to be with their own children
- Siblings stay together
- City growing – we need to meet needs/where the need is
- Re enter the workforce after mat leave/parental leave is over
- School readiness
- People on leave keep spots when they are at home
- Meet needs of families
- Allow parents to enter work force if they want
- Back to work (parents)
- Stability for the child
- Social aspect for children
- Impact on children's future
- Society contributions
- Increase in young families (need)
- Cost increasing (housing etc) spaces will help
- Smaller communities have to travel for care
- Leaning more on family/friends causing stress on relationships
- Parents don't take time to use this for themselves
- It's a necessity
- Quality of child care is important to maintain future generations
- Families are more dynamic (single parent, both work, blended families)
- Growing population
- Grandparents are not wanting to look after g/children
- Families need to work to support home life
- School/funding to offer job to quality staff
- Need for child care
- Waitlist – help reduce (allow families back into work force, good for community)
- Quality E.C.E / I.T
- Educated qualified E.C.E
- So families can work and support their families
- To ensure children have quality care to learn and grow
- Grandparents want to live their lives but also important to be involved
- Grandparents looking after if parents aren't fit to look after their children
- Growing community
- Many children, the children should be developed in different areas
- Beneficial to all children and families
- People are moving to Kelowna because it's a nice city to grow children
- Lack of spaces that's why it's important to have more childcare spaces
- Create revenue for the city
- We need people in the workforce - so children need to be a daycare
- Support families and children



- Children need to socialize while their parents are working
- More opportunity for children to experience 'life' life skills
- Help assess children before entering school
- Qualified caregivers assessing the children before they enter school
- Less family support – help support families with young children
- Get a break
- Give families opportunity to choose to go back to work – give a choice
- Allows people to enter the workforce
- Meet the demands of the population
- For the struggling families – that need work – wanting to go to school
- Wanting further education
- Prepare children for school
- Good for the economy
- Not a choice- keep up with the demand
- Not just about the number of spaces, but the overall model and how the child care spaces are set up
- Innovative child care options would provide a more comprehensive child care plan for families and reduce the need for creating spaces
- Children learn through group experiences i.e. life, social, all development skills
- Parents need to work
- Not enough space, lots of children on waitlist
- Children with disabilities need space options
- Income disparity decreases
- Gender gap decreases
- More people in the workforce
- Equality for all children (not just wealthy or at-risk communities receiving programming)
- Some parents need to return to work

- Many children benefit from care
- Relief parental stress
- Equal opportunities for all family members
- Reduce waitlist time/length
- Convenience for parents/caregivers
- Ensure quality care by allowing ratio to be reduced
- Reduce illegal child care spaces/providers
- Improve quality care
- To provide care for more children
- Help families
- Relieve stress
- Working together
- Potential to decrease fees
- More freedom in teaching and for children to learn
- Reduce waitlists
- Better access to quality education for children
- Make a difference to our local economy – more people able to work
- Allow mothers to re-enter the workforce
- Because there are not enough spaces now
- There is a lack of infant toddler parents
- Put more people back in the workforce
- More opportunity for peer interactions
- Because the waitlist is long
- Provides opportunities for children to thrive in supportive environments
- So grandma doesn't have to pick up grandson after working with children (I love my grandchild)
- Relieve pressure of family and friends
- Put more people into workforce
- Less people losing their jobs
- More freedom in teaching and for children to learn
- Reduce waitlists



- Better access to quality education for children
- Make a difference to our local economy
- More people able to work
- Allow others to re-enter the workforce
- Parents will hopefully be able to utilize one centre instead of multiple
- Accessing child care in their own community
- Child can receive care
- Parents go to work
- Children can be engaged
- People can stay in community
- Stress for parents
- Proper care – education
- More children can experience daycare
- Parents (financially can work/school)
- If there is a sibling, can go to child care
- Opportunity for children to get love, development
- People should be passionate
- Help parents
- Closes the gap
- Helps economy
- Closes gap on waitlists
- Growing population
- To provide stress free care for parents based on location
- Cost – supply and demand
- What parents actually need (variety)
- Supports our economy
- Supports family needs
- Provides opportunity for our children
- It's a very important need
- Population is increasing

GROUP RESPONSE

- More people in the workforce (decreases income disparity, decrease gender gap, etc)
- Relieving parental/guardian stress
- Reducing wait list
- Diversified spaces to meet community need
- Quality and qualified staff before spaces



Q3: What is stopping us or preventing us from increasing the number of child care spaces in the Central Okanagan?

INDIVIDUAL INTERVIEW RESPONSES

- Lack of E.C.E, educators, facilities, spaces
- The wages that increases
- The wages to the staff
- Benefits values and packages
- Professional development
- Licensing restriction
- The red tape that have to go through to get centres opened
- Funding, embosser, operational fees
- Not enough quality educators
- Not enough space and providers
- Rent is too high not enough buildings
- Not enough workers
- Not enough support for staff
- Not enough professional help in health care service such as Chiropractic, Physiotherapy, etc
- Wages increase
- Too much red tape – government reg/rules
- Affordable rental able spaces for daycares
- Rules with in home too limited
- Zoning city rules – P2 can't
- Funding lacks – support lacks, cost of living, lack of E.C.Es
- Places don't have enough outdoor space (small yards)
- Need more licensed Child care providers
- Increased of space over licensed providers
- Misdirected provincial strategies
- Lack of qualified staff
- Lack of buildings and properties
- Unaffordable costs associated with space creation
- Ineffective engagements with stakeholders from province
- Staffing, people, training, mentoring
- Wages and funding
- Qualifications of staff educators
- People moving out of field
- The reality of for-profit centres having a management team that isn't necessary working directly with children. Primarily oversight. Not necessary understanding needs of children, staff or families
- Physical spaces conducive to child care and have quality outdoor spaces
- Lack of trained E.C.E.s
- Mentorship
- Cost – making it a license child care setting
- Funding – government funding
- Lack of E.C.E
- Lack of location/building
- Lack of outdoor spaces
- Lack of wage – ability to survive
- Lack of education – E.C.E.
- Lack of spaces and affordability of space
- Transportation
- Hours – too many, not enough, chopiness
- Staff
- Lack of space in safe building
- Funding to open a centre
- Funding to pay staff – higher cost of living
- Funding towards fees
- Ratios
- Quality staff



- Funding towards appropriate equipment
- Shortage of staff
- Two locations we want to expand out, but lack of education is preventing us from moving forward
- Lack of flexible transportation – Ok College
- Too many people leave the field
- Lack of pay
- Don't want to or can't afford to go back to school for higher learning as an E.C.E or higher leading to too many assistants with no ways to grow
- Staffing
- No qualified staff
- Education takes too long
- Cost for education is too high
- Ratios, licensing
- No available locations for daycares to open.
- Buildings (nowhere to build)
- Not enough E.C.Es
- Plenty of E.C.E.As / responsible adults but nobody that can take charge and supervise centre
- Lack of money
- Lack of information (access to learning about available spaces and where spaces are)
- Knowledge of the profession out of high school
- It's a problem everywhere
- Wonder if there's a passion of the field
- Higher fees
- Qualified staff
- Space, Sharing buildings
- Less wage enhancement
- Children staying with family
- Not enough Educators / burnout
- Not enough facilities / or small size of existing facilities

- Low staff wages / not attractive field
- Licensing regulations difficult to navigate / it's costly to initiate and maintain health and safety regulations
- Staffing is an issue – finding and keeping staff
- Not enough hours for part time programs (after school programs) to make sustainable for staff
- Enough educators / qualified educators
- Affordable physical locations
- Staff shortages
- Physical space – zoned space, expensive to re-zone
- Change regulation to allow owners to choose suitable staff to work towards qualifications
- City on board – made licensing spaces more difficult – cash grabs to change zoning etc.
- Can't find suitable facilities for child care
- Purpose built
- Lack of quality / qualified staff
- International students with barriers to get Visa or allowed to stay and practice
- School help facilitate this. They are here and want to work
- Income (parents) and subsidy = too high to access child care
- Qualified staff – E.C.Es and ITEs
- E.C.E.A – more funding to get their E.C.E
- Spaces – lack of spaces and quality of the space
- Pay – wages
- Thinking outside the box: looking for new solutions and being backed by the government regulations. Having a say with LO and Health Authority and Gov regulations
- Safety of available space indoors/outdoors
- Cost of rental for usable space
- Lack of qualified E.C.Es
- Ridiculous licensing requirements
- Lack of E.C.Es



- Facilities to accommodate spaces
- Support from community to open
- Connections to licensing, building inspections
- Financial
- Lack of staff
- Process of opening is time consuming and knowing there is no staff makes the process feel useless
- Finances
- Staff lack of quality
- Financial ability to purchase or lease space
- Licensing process
- Not enough qualified educators
- Work it takes to apply to increase space or open centre – red tape ex: licensing, city permits, lack of capacity
- Ratio staff to children
- Size/location - limit numbers
- Finding knowledgeable staff
- Hours to burnout
- Wages to staff
- Cost of going

GROUP RESPONSE

- Lack of quality and qualified staff
- Lack of funding wages and education
- Lack of physical space – sizing, zoning, green space
- Business incentives
- Changing relationships – City Hall, Fire Department, Health Authority
- Support form community



Q4: What are some local ideas/solutions you see to increasing child care spaces in the Central Okanagan?

- Empty spaces – churches, schools
- Money direction to parents from Government
- Elementary school should be able to do after school care
- Senior homes for after school care – City need to approve
- Having more publicly funded drop-in centres
- Putting money into bursaries and such
- Not enough communication to centres regarding what is actually happening in the community to open up these spaces
- Bursaries
- Having qualified E.C.Es
- Workshops where communication surrounding this issue is discussed (free)
- More qualified educators
- More schools that are producing qualified educators
- Facilitate mentorship
- Have the gov't to look at our childcare philosophies and properly meet the needs of educators and parents
- Targeting people that love the field
- Not enough physical space
- Workshops so that people are aware of the need
- Reduce fees/make it easier for families
- More building rooms
- More E.C.Es opening their own child care centres rather than working for others
- Child care providers taking more priority of taking that live nearby
- More parent involvement/community programs
- There are spaces waiting to be open actually sitting closed
- Keeping E.C.Es in the field
- More pay
- Double the E.C.E training currently
- More consistent training for E.C.E
- Creating safe spaces
- Changing our schooling into an apprenticeship
- Regulate cost of courses
- More funding available
- Work on health unit regulations – they are burning us out
- Municipalities give developers incentive to work with owners to work with our unique needs i.e. yard space
- Cities need to make child care part of their long-term planning
- Corporate partnerships with childcare providers to open space/yards
- Locate privately and or with school district
- Improve knowledge on available spaces
- Give more info on steps to take to find space
- Provincial Government funding
- Reach out to large organizations or property for space to rent
- More qualified staff to run quality programs
- Create affordable rent
- Modular spaces/buildings that can be moved to where most needed
- Facebook parent communication/groups to help families who don't need to take up a full time spot
- Amp child care solutions
- Bigger building
- Outdoor space
- More E.C.Es
- Better location
- Better cost



- Local government partnering with non/for profit to access capital partner
- For government to provide buildings
- Better funding for CCRs to support unlicensed to become licensed
- Preserve zone for child care centre and promote preference for centres by providing incentives
- Subsidy and focus on creating property for building centres
- Offer holistic assistance for child care centres
- Reserve properties in each community for centres
- Replace the FRI with a higher household cap of income in ACCB to make it (less) affordable
- Cannot qualify if not working
- Allows owners to select staff candidates and teach them
- We don't have the time to train when someone leaves
- People with the papers are not necessarily the best choice of character
- Collaboration between centres – creates more space
- Employers need to take on the task of creating space for their employees – more does
- Develop more leaders in the field
- Ongoing conversation about is REALLY NEEDED about what is realistic
- More building and spaces – development collaboration
- IH – Apprenticeship Program to recruit staff
- Utilizing already built space that is unoccupied
- Child care in every school
- Big business coming need to be accountable to provider
- City collaboration with education providers of E.C.E and students
- Adding more spaces/child care centre in schools
- Increase capital funding

- Local government needs to allocate space for child care i.e. zoning / child care should be considered
- In centres for business i.e. tax deductions – if corporate plans for child care
- City should support programs in the downtown core to have a safe and clean environment / support to remove hazard
- Promoting multi age / intergenerational type programs
- Licensing regs adapting to social needs
- Different organizations working together – Incentives in place
- Training – How to write grants / or government grants being given as incentives without having the difficult process of applying for grants
- Unique programs for area / not just big box moving in
- Variety of models / Grassroots programs so meeting everyone's needs
- Find suitable locations that meet licensing regulations creating relationships with community (partnerships) to house new centres i.e. schools, churches, etc
- Increased funding
- Renovations of unsuitable spaces
- Recruitment of staff
- Adapting zoning
- Easier rezoning of properties i.e. more home-like environment for group centres
- More outdoor centres
- Local grants from businesses
- Higher wages
- More staff entering the field and staying
- Partnerships with churches, schools, etc
- Needs assessment in municipalities, city council to the table to advocate needs of the community, consultant supporting new providers, utilize facilities owned by the city, providers work together to speak about our needs in the community



- Variety of centres (visible), assessing parental needs, outdoor vs indoor space, cost to parents and owners, hours/flexible/weekend
- Relationship with SD23, City of Kelowna and I.H.A schedules
- Supporting staff working together towards the 1 goal
- New buildings built with plan for early childhood education
- Special education
- Special leases
- Incorporate apprenticeships (paid)
- Having the right location
- Having education
- Contacting city council to potentially affordable rentable spaces
- Bring people into field
- Job shadowing
- More licensing workshops
- Funding to expand current E.C.E education

GROUP RESPONSE

- Funding
- Education
- Interior Health consistency
- Spaces in community (planned)
- Have the city be a part of the long-term planning of centres
- Incentive plans
- Large employees providing spaces for child care for staff in their building
- Making zoning easier
- Subsidized lease costs
- Recruitment assistance
- Prior learning credits/challenging courses
- Fast tracking
- Simplified application process to open centres
- Communication from city about updates