



FAMILY DAY

Family Day Care Services
2016-2017 Annual Report
September 2017



*Supporting
a Culture of
Innovation*



Partnering with Schulich for Training

Earlier this year, Family Day’s management team and a small group of staff took part in an intensive innovation leadership training course through the Schulich School of Business.

The five-day ‘Leaders Innovation Certificate Program’ was held in-house under the guidance of innovation specialist Megan Mitchell. The course, which was customized for Family Day, helped participants develop capabilities to identify and lead innovation projects – from strategic planning to operational improvements.

Participants will put their newly learned strategies to work throughout the agency and help further the culture of innovation at Family Day.



Piloting New Programs: Homework Plus

Family Day prides itself on creating and implementing creative early learning, child care and family support services. Last year we introduced ‘Homework Plus’ – a partnership between Family Day Care Services and two public schools in York Region.

The free, referral-based program offers academic and social skills support to students who can benefit from assistance in order to reach their potential. The program also gives parents access to parenting resources and information.

Each week, children in the program complete their homework, practice reading, participate in physical activity, and are given healthy snacks.



Taking the Pulse of Staff and Parents

Family Day’s Employee Engagement Survey and annual Parent Survey went paperless this year. The surveys were sent via email, filled out online, and compiled electronically by third-party agencies.

This switch is part of Family Day’s initiative to use technology more productively and reduce its paper usage throughout the organization.

Through anonymous surveys and the inclusion of professional third-party agencies, we hope to gain a better understanding of our staff and our clients. The results will help us provide the best possible programs and services to everyone.

OUR VISION

A society where all children achieve their potential

OUR MISSION

Leading innovation in early learning, child care and family support services

Our Numbers

CHILDREN IN CHILD CARE (APRIL 2016 TO MARCH 2017)

| | |
|-----------------------------------|-------|
| Child Care Centres..... | 2,142 |
| Children in our Summer Camps..... | 654 |
| Licensed Home Child Care..... | 842 |

ONTARIO EARLY YEARS CENTRES

| | |
|---|--------|
| Registered Children Served..... | 17,172 |
| Registered Parents/Caregivers served..... | 18,335 |

SPECIAL NEEDS RESOURCING

| | |
|----------------------|-----|
| Children served..... | 135 |
|----------------------|-----|

CHILDREN USING OUR RESOURCE PROGRAMS

| | |
|--|-------|
| Flemington Park Resource Program..... | 1,407 |
| Children in our All our Kids (AOK) Programs – York Region..... | 3,791 |

FAMILY DAY SEMINARS

| | |
|---|-------|
| Number of Parents/Caregivers in Seminars... | 6,218 |
| Number of Registered Professionals in Seminars..... | 484 |

BOARD PRESIDENT AND CEO REPORT

INNOVATION AND CELEBRATION

This past year was a meaningful one for Family Day as we celebrated a significant milestone: our 165th anniversary. It was a time to reflect on our rich and varied history, and a time to acknowledge all of the work we do for children and families throughout the GTA.

We held several celebratory events, beginning with a large 165th event at the Toronto Reference Library, which houses our archival properties. The event brought together staff and sector partners for a morning of thought-provoking dialogue from a variety of speakers and panelists. We also held a number of smaller events during the year that were dedicated to members of our front-line staff.

While we are immensely proud of our longevity, this past year was not *just* about reflection. It was a year in which we took a big step towards our future. We revamped our mission and vision statements, and launched our Strategic Plan 2016-2021, which focuses squarely on innovation.

During year one of this new strategic plan, we set our sights on building the foundation for what is to come. We engaged in research in a variety of areas, including programs and services, training, and human resources, by extracting data that will help staff advance our strategic directives.

We partnered with York University's Schulich School of Business, which created a program to teach our management team and other staff the latest in innovation management strategies.

This past year also saw the agency launch Storypark, an innovative, online tool that helps parents, families and educators work together to record, share and extend children's learning.

In addition, we conducted our annual Parent Survey. Results of the survey showed us our influence on children and families has been very positive this past year. We really appreciate receiving family feedback through this survey – and via our social media channels.

Of course, none of our forward-thinking plans could be carried out without the dedication of our staff, students and volunteers. And we are grateful to our Board of Directors for their fresh perspectives and strong leadership each step of the way.

As we prepare for the next stage of expansion in our sector (and year two of our strategic plan), we look forward to working with all of our staff and partners to further our goals and ensure Family Day continues to be an innovation leader.



David Mousavi
David Mousavi
Board President



Joan Arruda
Joan Arruda
Chief Executive Officer



A 'SHOUT OUT' TO OUR SPONSORS

The agency's sixth annual Bowling for Family Day fundraiser was a big success. We would like to thank the sponsors who help us to provide the best possible programming to our children and their families.

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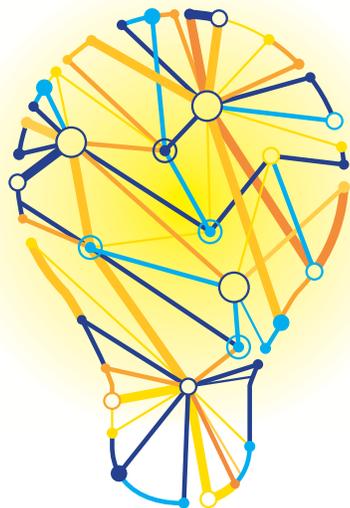


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FAMILY DAY BOARD AND MANAGEMENT (as of March 31, 2017)

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Diane Daley, Director, Development and Programs

MANAGEMENT TEAM

Janine Druery, Shelagh Karstoff, Frances Lesick, Nicole Lewis, Mary Lou Maher,
Pat McDowell, Violet Robinson, Mary Sharifzadeh, Lisa Shortall, Mollie Zebedee



**FAMILY
DAY**

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