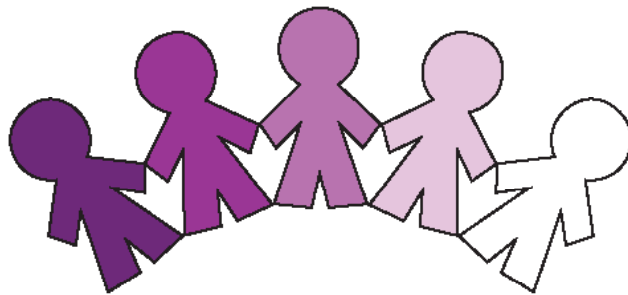


2023 Annual Report



Umbrella Family and Child Centres of Hamilton

905.312.9836 | UMBRELLAFAMILY.COM

Vision

Responsive, accessible, and inclusive child care for all

Mission

Excellence in early learning and child care

Values

Collaboration is the key

Success is rooted in our partnerships with our team, children, families, and community partners.

Equity and Belonging always

Children and families are at the center of everything we do, and we celebrate their strengths with respect, passion and purpose.

Excellence begins with us

Investing in our team, promoting innovation, and nurturing quality improvement is what sets us apart.

Respect and integrity are essential

We will act with uncompromising honesty and integrity in everything we do.

Trusting relationships connect us

We will create and build trusting relationships with our team, children, families.



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Chairperson's Message

As the Chair of the Board of Directors, I am pleased to present our annual report. This year has been a testament to the dedication and resilience of our staff and volunteers who have worked tirelessly in support of children and families. Their contributions have been invaluable, and we celebrate their commitment to our mission.

We are excited to again highlight the Canada-Wide Early Learning and Childcare Agreement (CWELCC). This significant development has brought about a reduction in fees, providing immense benefits to families across the nation. We are proud to be part of this initiative that prioritizes affordable and quality childcare.

Our Board of Directors has been diligent in strengthening our governance leadership. We have implemented new policies and procedures and invested in Board training to ensure we are equipped to guide our organization effectively. These steps have fortified our foundation, enabling us to better serve our community.

However, we acknowledge the challenges we face due to a province-wide staffing shortage. This has impacted our ability to open new groups and has resulted in growing waitlists for service. We recognize the urgency of this issue and are committed to working with regional and provincial governments to improve wages and compensation for all childcare staff. Our goal is to attract and retain dedicated professionals who are the heart of our services.

In closing, I would like to express my deepest gratitude to everyone who has contributed to our success. Your dedication and hard work are the pillars of our organization. Together, we will continue to strive for excellence in serving children and families in Hamilton.

Sincerely,
Jeff Boyle



Chief Executive Officer's Report

Dear Friends and Colleagues,

As we reflect on the past year, I am filled with immense pride and gratitude for the dedication and resilience of our team at the Umbrella Family and Child Centres of Hamilton. Our 2023 Annual Report is a testament to the tireless efforts of our staff and volunteers who have been instrumental in advancing child care that is inclusive, affordable, and of the highest quality.

I encourage you to explore this report and read about our achievements in meeting or exceeding the goals in our 2023-2025 Strategic Plan. These accomplishments are a direct result of the hard work and dedication of our team.

Our staff are our most valuable asset. We have invested in their professional development and training, enabling them to support hundreds of children each year. Their commitment and passion are the driving forces behind our success. Our front-line staff and Supervisors, are our direct connection to children and families. Staff from our 27 locations work tirelessly to provide children with quality programs that parents can depend on. I continue to be inspired by their passion. Thank you!

I would like to extend my gratitude to our Management Team, who work tirelessly to support our operations. Delivering quality child care is complex and multi-layered, and their efforts to strengthen service delivery and administration have been invaluable.

Looking forward, we are excited about the benefits of CWELCC on the affordability of child care. We recognize that our staff deserve improved wages and compensation. We are advocating at the provincial and federal levels for a wage structure that recognizes their skills and qualifications. We are hopeful that a new wage structure will be announced by the provincial government before the end of 2024.

We will continue to focus on our commitment to equity, diversity, inclusion, and belonging. Our values will guide our work in this area and will involve staff and families.

Thank you for your continued support and dedication. Together, we are making a difference in the lives of children and families in Hamilton.

Sincerely,

Darryl Hall
Chief Executive Officer



2023 Highlights

PROGRAMS

Increasing Inclusionary Practices in our Programs –

Implementing the VECTA Mobile Sensory Carts

Through a grant application to The Enabling Accessibility Fund through the Government of Canada, Umbrella was successful in purchasing four VECTA Deluxe Portable Sensory Carts. This grant was developed to create more opportunities for persons with disabilities to participate in community activities, programs and services, or access employment opportunities.

Implementing VECTA Deluxe Portable Sensory Carts into programming has:

- o Provided children of various ages and abilities to engage with a variety of sensory experiences
- o Supported the development of regulation in social and emotional areas, with its soothing and calming features
- o Increased educators' ability to support existing and new children with unique needs
- o Reduced barriers for families who require specialized child care for their children
- o Reduced barriers for non-verbal and mobility challenged children and increase engagement for children aged 0-12

To ensure the equipment was implemented successfully, we engaged in some important work including conversations with ASCY and Community Living, as well as visiting the sensory programs at both Mohawk College and ErinoakKids. It was fantastic working with our community partners on such an important initiative.



Creation of Umbrella's Equity, Diversity, Inclusion, and Belonging (EDIB) Statement and Rights and Expectations of Care Document– The Program Excellence Department, along with our Equity, Diversity, Inclusion and Belonging (EDIB) Committee were excited to launch Umbrella's new EDIB Statement along with our Rights and Expectations of Care document.

These important documents outline Umbrella's stance of the acceptance and promotion of diversity, equity, and inclusion across the organization. From our classrooms to head office, to our interactions with families, we are committed to ensuring everyone can be their true selves when they are under the Umbrella.

We hope this document will serve as the guide of our expectations for conduct from children, families, and educators. A true sense of belonging comes from those around us – having clear guidelines for rights and expectations, helps us to ensure we are a safe space for all.

Along with this, the EDIB Committee is working through an EDIB Organizational Assessment tool to help better guide next steps on Umbrella's Equity, Diversity, and Inclusion journey.

New Programmatic Guides and Expectations

– In the Spring of 2023 the Program Excellence team, alongside the Quality Committee launched our "Centre Protocols". This document works as a tool to streamline quality and child experience across the Umbrella, while still allowing for the flexibility and uniqueness among each site. The Protocols also aim to set minimum standards and expectations for environments and classroom materials to ensure each child has a high-quality experience. Further, the accompanying reflection tool allows for staff to set individual and classroom goals for continuous quality improvement.

The Quality Committee also supported the development of a new curriculum program plan. This new plan resulted in feedback from the Ministry of Education and allows educators to be more fluid and responsive in their programming—better meeting the groups interests and needs. The document is thoughtfully aligned with Ontario's Pedagogy for the Early Year's, How Does Learning Happen?.



2023 Highlights

OPERATIONS

CWELCC – In 2022, Umbrella Family officially signed on to the Canada Wide Early Learning and Child Care (CWELCC) plan. This is an exciting time for the childcare sector, as we navigate the implementation of this new program. In 2023, we were pleased to reduce fees for those children under six, by 52.7% - this is a significant savings for families in our care. Additionally, we were able to implement additional wage grants for our Registered Early Childcare Educators (RECE) employees. We are excited for the next steps in the implementation, including additional wage grants for staff in 2024, and further reductions to fees to \$10 per day by September 2025.

As an organization we continue to work with our partners in providing feedback to the municipal and provincial governments regarding the implementation of CWELCC. These are exciting times for families, children and employees within the childcare sector, and we are thrilled to be a part of this journey.

Communications – In addition to supporting both internal and external communications, the Marketing Department launched a Communication Plan for both families and staff. These plans act as the outline and structure for the expectations of communications for both stakeholder groups.

Government of Canada's Community Services Recovery Fund – Umbrella Family was fortunate to be the recipient of the Government of Canada's Community Services Recovery Fund, administered by the Canadian Red Cross, in the amount of \$99,456. The purpose of this project is to support and strengthen our front-line management, optimize recruitment, and update engagement best practices. This funding will provide opportunities for us to develop robust processes and develop strong leaders to hire and retain the top talent in our industry.



RELATIONSHIPS

We know, from *How Does Learning Happen?*, that families are the experts of their children. A strong early childhood program means a strong relationship and connection to families.

Our child care centres build this relationship with families through various means including: family photo walls, family visits, centre visits, events and more.

Learning about the unique gifts and talents each family has to offer is an important part of building connection. Parents often wish to contribute to their child's learning in program. In 2023 we had many circumstances where parents have contributed by sharing their talents or careers with us to enhance our programs.

Building connections between families is such a wonderful way to build community and strengthen relationships. Children have such a sense of pride when they are able to welcome their loved ones into their space for special events or an open house.

We know that it can be difficult for busy families to join evening open houses and drop in events, so we ensure we have other ways for families to contribute and feel a part of the Umbrella community.



Fostering positive learning environments where trust is built, relationships are nurtured, and creativity and free play are promoted is an important building block in establishing positive peer, children, staff and family relationships.



2024 Administrative Team

BOARD OF DIRECTORS

Jeffrey Boyle (Chair)
Judith Bishop
Christopher Blunsdon
Jessie Gartshore
Emma Garrod
Omar Iqbal
Maggie Irving
Caitlin Korff
Katherine Sahai
Lois Sanders

Program Managers:
Sheila Greenland
Breann Domjancic

Manager of Program Excellence:
Jennifer Allen

Senior Manager of Finance:
Lori Finelli

Human Resources Manager:
Lynne Berwick

Marketing & Communications
Specialist:
Andrea McDonald

Pedagogy & Program Specialists:
Jennifer Redmond
Rebecca MacIsaac

Ministry & Licensing Specialist:
Ashley Codispodi

Talent Acquisition Specialist:
Geli Yong

Accounting Supervisor:
Terry Townsend

Accountant:
Jill Venema

Accounting and Office Clerk:
Jennifer Miles

CHIEF EXECUTIVE OFFICER

Darryl Hall

PROGRAM

SUPERVISORS

Cassandra Ballantyne
Ashlie Boich
Zoubayda Choucair
Robin Cotton
Parvinder Dhillon
Ashley Franko
Krista Genesiee
Lu Hu
Julie Kott
Connie Laccheo
Brenda Parker
Sharon Ricketts
Nicki Risdon
Linda Somma

ADMINISTRATIVE TEAM

Director of Child Care Programs:
Shawna Webster

Director of Operations:
Courtney Robertson



Long Service Staff

We are proud of all of our staff and glad to have each one as a part of the Umbrella. Each year, we celebrate staff who have reached specific employment milestones. This year we recognize and thank the following team members:

5 YEARS (hired in 2018)

Jessica Mutton	Angela Copozzolo
Charanjeet Kaur	Lindsay Carlos
Breann Domjancic	Soria Shabo
Mervat Salib	Aimee Boyce
Jeanne Jno Baptiste	Amina Abdulwahed

10 YEARS (hired in 2013)

Daniella Giavedoni	Laura Almonte
Sue Dimassimo	Erin Webster
Danica Robins	

20 YEARS (hired in 2003)

Vesna Damjan	Anita Arruda
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CUPE Local 3491

President:	Missy Ashley
Vice President:	Tara Stirling
Secretary/Treasurer:	Rita Santini



Statement of Operations

For the year ended December 31, 2022

2023

2022

REVENUE

Childcare fees	4,658,997	5,070,324
Subsidy – childcare fees	6,987,033	4,941,607
Subsidy – wages	2,661,791	2,344,200
Grant revenue	715,689	483,559
Other revenue	196,707	82,824
Total	15,220,217	\$12,922,514

EXPENSES

Salaries, wages and benefits	12,952,398	11,768,081
Program Operations	2,142,394	1,928,179
Amortization of Capital Assets	81,918	93,389
Total	15,176,710	13,789,649

Excess (deficiency) of revenue over expenses before Special Projects	43,507	(867,135)
Special Project Expenses	--	--
Excess (deficiency) of revenue over expenses for the year	43,507	(867,135)



2023 Locations & Programs

LOCATION	2023 PROGRAMS
Ancaster Meadow	Toddler, Preschool, Before & After School
Balaclava	Before & After School
Bellmoore	Infant, Toddler, Preschool Before & After School
Cathy Wever	Toddler, Preschool, Before & After School
Dundana	Before & After School
Dundas Central	Before & After School
Eastdale	Before & After School
Gatestone	Toddler, Preschool, Before & After School
Gordon Price	Before & After School
Greensville	Toddler, Preschool, Before & After School
Helen Detwiler	Before & After School
Hillcrest	Toddler, Preschool, Before & After School
James MacDonald	Before & After School
Lawfield	Toddler, Preschool, Before & After School
Lincoln Alexander	Toddler, Preschool, Before & After School

LOCATION	2023 PROGRAMS
Michaelle Jean	Before & After School
Mount Hope	Before & After School
Mountview	Before & After School
Queensdale	Before & After School
Ray Lewis	Toddler, Preschool, Before & After School
Rosedale	Before & After School
Shannen Koostachin	Infant, Toddler, Preschool, Before & After School
Sir Wilfrid Laurier	Toddler, Preschool, Before & After School
South Meadow	Infant, Toddler, Preschool, Before & After School
Templemead	Toddler, Preschool, Before & After School
Viola Desmond	Infant, Toddler, Preschool, Before & After School
Winona	Before & After School

LAND ACKNOWLEDGEMENT:

The City of Hamilton is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation.

Today, the City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and we recognize that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

