

2017-2022

Richmond Child Care Needs Assessment and Strategy



July 24, 2017

Council Resolution

On July 24, 2017 Richmond City Council considered the following 2017-2022 Richmond Child Care Needs Assessment and Strategy report and adopted the following recommendations:

1. *That the recommended actions and implementation plan outlined in the staff report titled, “2017-2022 Richmond Child Care Needs Assessment and Strategy”, dated June 28, 2017, from the General Manager of Community Services, be adopted; and*
2. *That staff report back after one year of the “2017-2022 Richmond Child Care Needs Assessment and Strategy” being adopted to provide an update on the implementation plan.*

Acknowledgements

The 2017-2022 Richmond Child Care Needs Assessment is a result of the valuable information and contributions made by staff, volunteers, organizations, and members of the public. We would like to thank Richmond parents, representatives from the business community, child care providers and other stakeholders who participated in the consultation process through their participation in focus groups, interviews, and completion of on-line surveys.

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Executive Summary

The *2017-2022 Richmond Child Care Needs Assessment and Strategy* is the fourth child care needs assessment and strategy undertaken by the City of Richmond since 1995. The purpose of this report is to identify key child care needs for Richmond over the next five years, and provide a resource for the City, child care operators, and community partners to address current and future child care needs.

To gain information for the review, an extensive community engagement process was performed and an array of resource materials was gathered. Since 2009, the supply of licensed child care spaces in Richmond has increased from 3,974 spaces to 5,802 spaces in 2016. On a per capita basis, the estimated number of licensed child care spaces rose from 15 per 100 children aged 12 and under in 2009 to 24 per 100 children aged 12 and under in 2016.

Despite the increase in child care spaces, parents are still facing challenges in finding suitable and affordable placements for their children, especially for infant and toddler care, school-age care, and inclusive child care for children requiring extra support. Families acknowledged the many benefits of having child care facilities located in close proximity to complementary child and family services.

Operators of child care facilities and families recognized the critical role played by early childhood educators in the provision of quality care. However, they faced challenges in compensating their employees with higher wages, recruiting staff with the required credentials, finding employees to work non-standard hours and the high staff turnover rates. Operators expressed difficulties serving children who require extra support due in part to limited availability of funding for early intervention services and lack of qualified staff to provide this specialized care. Given that Richmond is experiencing redevelopment, vulnerability of affordable leased child care space was also noted as a concern.

The issues raised during the community engagement process yielded valuable insights into the current state of child care in Richmond, which set the context for seven strategic directions.

Seven strategic directions:

1. Enhancing child care policy and planning
2. Creating and supporting child care spaces
3. Undertaking advocacy
4. Improving accessibility and inclusion
5. Collaborating and partnering
6. Advancing research, promotion and marketing
7. Monitoring and renewing

The City has a long and solid history of planning for, and supporting the development, of child care services in Richmond. The *2017-2022 Richmond Child Care Needs Assessment and Strategy* is intended to assist the City and its partners to build on that history. Through valued feedback from Vancouver Coastal Health, the Richmond School District, Richmond community organizations, and Richmond residents and employees, the City was able to develop strategic directions for the future of child care.

As with other cities in the province, the City of Richmond lacks the mandate or resources from senior levels of government to address child care concerns. Until senior levels of government invest in a universal, publically funded child care system, municipal engagement is crucial to increasing the availability of child care spaces to respond to the increasing needs of Richmond's resident and employee population.





Glossary of Terms

BC Early Childhood Tax Benefit (BCECTB): A tax-free monthly payment made to eligible families to help with the cost of raising young children under the age of 6 years. Benefits from this program are combined with the Federal Canada Child Benefit (CCB) and the BC Family Bonus Program (BCFB) into a single monthly payment.

Canada Child Benefit (CCB): A federally-funded tax-free financial benefit, adjusted according to income, disbursed to families with children under 18 years. It is intended to help families with the cost of raising children.

Child Care: As referenced in this report child care has the meaning of a licensed child care program complying with the BC Community Care & Assisted Living Act and the BC Child Care Licensing Regulation. Programs provide care for three or more children, meeting specific requirements for health and safety, license application, staff qualifications, quality space and equipment, staff to child ratio, and program standards. Child care also means a Registered Licence-Not-Required Care program registered with a Child Care Resource and Referral Centre. A registered child care provider will have completed a registration process including criminal record checks, character and physicians references, a home-setting review, as well as providing proof of first aid, group liability insurance and child care training.

Child Care Operator (or Child Care Provider): A person providing child care on an ongoing basis. The person may be employed directly by the parents to care for the child(ren) either in their own home or in the child care provider's home or (s)he may be an employee in a licensed group child care facility.

Child Care Resource and Referral (CCRR): A provincially funded local support service to enhance the availability and quality of child care options by:

- advertising, recruiting and assessing potential family child care providers when a license is not required;
- supporting family and group child care providers;
- establishing and maintaining a registry of licensed and/or regulated child care options in the community; and

- providing resource and referral information to support parents' ability to select quality child care.

The Richmond Child Care Resource and Referral Centre is located in the Richmond Caring Place and is under the auspices of Richmond Cares Richmond Gives.

Child Care Subsidy: On the basis of income testing, low income families may qualify for provincial government assistance with their child care costs. Successful applicants are supplied with authorization forms to give to their child care provider, who in turn may bill the Ministry of Children and Family Development for services rendered to an established maximum dollar value. The cost of care is often greater than the value of available subsidies, in which case the parents must pay the difference directly to the child care provider or centre. The Provincial government website indicates that families that earn \$40,000 or less should apply, and that families earning up to \$55,000 may also be eligible.

Child Requiring Extra Support: A child who, for physical, intellectual, emotional, communicative or behavioral reasons, requires support or services that are additional to, or distinct from, those provided to other children.

Day Camp: Programs offered by child care operators for various ages of children that promote fun and friendship through out trips, theme days, creative crafts and games. Day camps are offered during the summer, winter and spring and may or may not be licensed child care programs.

Early Childhood Education (ECE): A course of study which is required for those wishing to become Registered Early Childhood Educators. Post-basic training may lead to an Infant/Toddler or Special Needs certificate.

Family Child Care – Licensed: Child care offered in the child care provider's own home for a maximum of seven children.

Group Child Care: The provision of care to children in a non-residential group setting. Group child care providers must have Early Childhood Education training and their facility must be licensed with Community Care Facilities Licensing.

Group Child Care – Under 36 months: Group child care for a maximum of 12 children under 36 months.

Group Child Care – 30 months to school-age: Group child care for a maximum 25 children aged 30 months to school-age (5-6 years), with no more than two children younger than 36 months.

Group Child Care – School-age (5-12 years): Care provided to children before and after school hours. The maximum group size is 30 if all children are in Grade 2 or higher. If any children present in the program are in Kindergarten or Grade 1 then the maximum group size is 24.

Guardian: A parent or other entrusted person responsible for the care and upbringing of, and decision making about, a child.

In-home Multi-age Care: Child care in a provider's own home for a maximum of eight children (birth-8 years). The licensee must be a certified early childhood educator.

Infants: Children between birth and 18 months.

Licensed Child Care Facility: A child care facility that meets the requirements of the Community Care and Assisted Living Act and the Child Care Regulation.

License-Not-Required (LNR) Family Child Care: Family child care homes that offer care for one or two children unrelated to the provider of child care. The operations are not

required to obtain a license through Community Care Facility Licensing authorities; however, they may choose to register with a Child Care Resource and Referral Centre. Registered License-Not-Required Child Care providers must complete a minimum of 20 hours of family child care training (or responsible adult training) prior to, or within one year of registering as a Registered LNR child care provider.

Low Income: Canada does not have an official poverty line; however, several measures of low income exist (e.g. Low Income Cut-Off, Market Basket Measure). For the purpose of this Child Care Needs Assessment, the after tax Low Income Measure (LIM) is used. The LIM is a pure measure of relative low income, defined as half the median family income (adjusted for family size). According to Vibrant Communities Canada, LIMs are the most frequently used measure internationally, particularly when making comparisons between countries.

Multi-age Group Care: Similar to group child care but serves children from birth to 12 years.

Occasional Care: A service for children who are at least 18 months who require part-time or occasional care only. Care is for a maximum of eight hours a day and no more than 40 hours per calendar month.

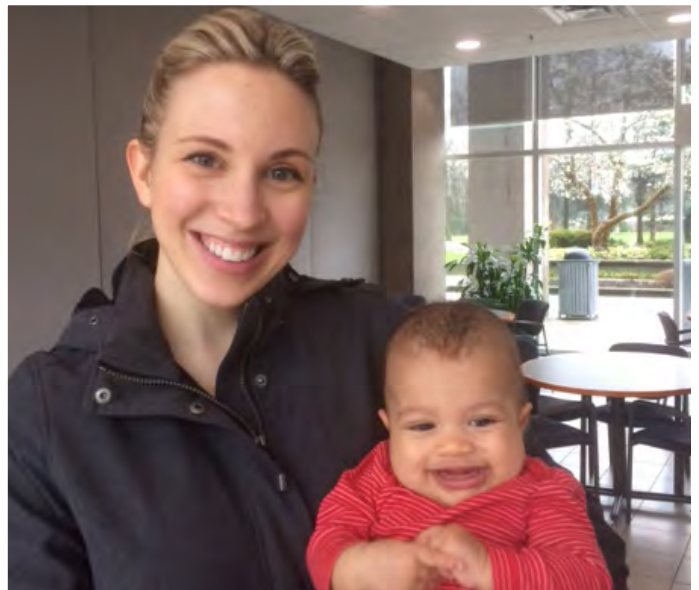
Preschool: Care provided for a maximum of four hours per day for children aged 30 months to 5 years. Preschools have a maximum group size of 20, and a staff trained in Early Childhood Education.

Preschooler: Children between the ages of 30 months to 5 years.

School-age Child Care: See *Group Child Care – School-age*.

Supported Child Development (SCD): Funded by the Ministry of Children and Family Development and delivered by community agencies, Supported Child Development (SCD) Programs help families of children with developmental delays or disabilities to gain access to inclusive child care. The Richmond SCD program serves families with children from birth to 19 years, partnering with community licensed child care programs to offer a range of options for local families whose children require additional supports to attend child care programs for various age groups.

Toddlers: Children between the ages of 18 and 36 months.







Introduction

Since 1991, the City of Richmond has been supporting its residents' social needs. This is reflected in the City's Official Community Plan, Social Development Strategy and Child Care Policy. As part of helping Richmond's children, youth and families thrive, the City has committed to being an active partner with senior levels of government, parents, private businesses and the not for profit sector to develop and maintain child care opportunities in Richmond.

The benefits to the City of advocating for and partnering in the provision of affordable, accessible and quality child care are multi-fold. First, these efforts support working parents and those who are improving their skills through education and training. It is also beneficial to increasing women's participation in the workforce. From the perspective of gender equality, this helps enhance women's lifetime earnings. By contributing to the availability of licensed child care spaces, the City of Richmond is helping young families, already challenged by high housing costs, with the necessary supports to maintain their employment.

Currently, only 20% of Canada's children (under 12 years) have access to regulated child care. In Richmond, this is slightly higher with licensed child care spaces available for 24% of the children under the age of 12 years. Nevertheless, the limited supply of licensed child care spaces, along with high fees, continues to be a challenge for Richmond's families. Until senior levels of government invest in a universal, publically funded child care system, municipal engagement is crucial to increasing the availability of child care spaces to respond to the increasing needs of Richmond's resident and employee population.

As an economic development generator, child care has been cited in many Canadian studies as an economic multiplier. For every dollar spent on child care there is a \$2 to \$3 return on investment. Overall economic stability and growth in Richmond is enhanced by having licensed child care programs to support the employment population. Local businesses in Richmond generate over 100,000 jobs with 1.4 jobs available for every resident. Around 40,000 residents work in Richmond and over 60,000 workers come from elsewhere. Having child care options for employees makes it easier for Richmond businesses to attract and retain a stable labour force.

“A dollar for enriched child care services saves \$17 in criminal justice costs.”

– *Making Cities Safer: Action Briefs for Municipal Stakeholders*¹

From a social perspective, having accessible, affordable and quality child care can serve as a poverty reduction measure, offering the most vulnerable families with the supports they need to sustain employment and make financial gains for their future. Child care and early childhood education support school readiness and ease a child’s transition into school. It can also allow opportunities for early identification and intervention approaches for children who have developmental delays. Such early prevention services also help strengthen vulnerable children’s resilience and set them on a path to success in adulthood.

These are just some of the reasons why the City of Richmond continues to be a champion for child care. Related to the City’s Child Care Policy, and to better understand current conditions for child care in Richmond, the City undertakes periodic child care needs assessments. These are used to inform five year planning strategies with associated actions. To this end, the City has undertaken a community engagement process to learn about its residents child care experiences and to frame a strategy for the years going forward from 2017 to 2022.

Purpose

The purpose of the Child Care Needs Assessment and Strategy 2017-2022 is to:

1. Identify key child care needs for Richmond over the next five years; and
2. Provide a resource for the City, and others involved with child care, in planning to address current and future child care needs.

Its objectives are to:

1. Identify child care needs (opportunities and priorities for action) for Richmond from 2017 to 2022;
2. Identify key child care usage patterns and concerns of Richmond parents and caregivers;
3. Identify primary concerns of Richmond child care providers; and
4. Provide recommendations for addressing priority child care needs in the city over the next five years.

The document consists of seven sections: background; methodology; assessment of need; discussion and analysis; vision; strategic directions and recommended actions; and conclusion.

¹ Making Cities Safer: Action Briefs for Municipal Stakeholders, Number 3, Institute for the Prevention of Crime, March 2009



Background

Government Roles

Before exploring needs, it is useful to have an understanding of the roles played by respective levels of government regarding child care. The Federal Government provides transfer funding to provinces for social programs, including early childhood development and care. The Federal Government also funds various other child and family-oriented programs and initiatives, such as the Canada Child Benefit (CCB)²

The Federal Government acknowledges that “in Canada, as elsewhere, there has been a growing recognition of the importance of the early childhood period and the need to support young children, whether their parents are at home or in the paid labour force.”³ The Federal Government further acknowledges that Canada “lags behind many of its counterparts in the Organization for Economic Co-operation and Development (OECD) with regard to early childhood development programs, both in terms of the proportion of GDP spent on public funding of early childhood education and care and in terms of enrolment of children in preschool education.”⁴

Over the years, advocates have repeatedly called upon the Federal Government to adopt a National Child Care Plan or Strategy for Canada. On June 12, 2017 the Federal Government announced the Multilateral Early Learning and Child Care Framework. The federal budget committed approximately \$7 billion in new child care funding, starting with \$500 million in this fiscal year and increasing to \$870 million annually by 2026, which includes money for indigenous child care on reserves. Through bilateral agreements with provincial and federal territories to be signed over the next few months, the Liberal government will provide \$1.2 billion over the next three years.

² The Canada Child Benefit is a tax-free financial benefit, adjusted according to income, disbursed to families with children under 18 years old. It is intended to help families with the cost of raising children.

³ Government of Canada website.

⁴ Government of Canada website.

The Provincial Government plays several roles regarding child care including:

- Planning and funding social services, including early learning, child care and related programs (e.g. child care resources and referral centres);
- Developing child care legislation, policy, and regulations;
- Providing Major and Minor Capital Grants to eligible child care providers;
- Licensing and inspecting child care programs (via regional health authorities);
- Providing fee subsidies and program supports for families with low incomes; and
- Providing qualifying families with additional financial supports.

With respect to recent initiatives, in 2013, the Province of BC introduced the *BC Early Years Strategy*. The strategy has four priority areas: access, quality, affordability, and coordination, with a key focus on Aboriginal populations. Another recent provincial initiative is the BC Early Childhood Tax Benefit (BCECTB), introduced in 2015.⁵ The BCECTB is not a child care initiative but rather a financial program that is intended to assist low income families with the cost of raising young children.

The BC Early Learning Strategy and Early Learning Centres

The BC Early Years Strategy was introduced in 2013 and is grounded in four overarching goals:

1. Improving Access – Helping to ensure that early years programs and services, including child care, are available for children who need them.
2. Improving Quality – Ensuring that programs and services are high quality and evidence-based.
3. Improving Affordability – Enabling parent choice through strategic and sustainable financial supports.
4. Improving Coordination – Ensuring that government and community programs and policies are integrated to meet the needs of children and families.

The Provincial Government established the Office for the Early Years (EYO) to work across ministries to oversee the implementation of the Early Years Strategy. The EYO has a mandate to move from strategy to action, implementing the BC Early Years Centre network and formulating a range of other measures/actions/programs to increase the quality, accessibility, affordability of early years services across BC.

BC Early Years Centres help families access the services and information they need to help their children grow and develop. To date, the Province has funded 47 Early Years Centres, including one in Richmond that is operated by Richmond Family Place.

⁵ The BC Early Childhood Tax Benefit (BCECTB) is a tax-free monthly payment made to eligible families to help with the cost of raising young children under age 6. Benefits from this program are combined with the federal Canada Child Benefit (CCB) and the BC Family Bonus Program (BCFB) into a single monthly payment.

The BCECTB provides a benefit of up to \$55 per month per child under age 6. Benefits are based on the number of children in the family and the family's net income. The BCECTB is reduced if the family's net income exceeds \$100,000 and is zero once the family's net income exceeds \$150,000.

The Canada Revenue Agency administers the BCECTB program for British Columbia.

Municipal governments, whose powers derive from provincial legislation, do not have a direct responsibility for child care or other social services. Nonetheless, as the level of government closest to the people, municipalities have deep concerns about child care as well as other social needs of the community. Examples of roles played by BC municipalities in addressing child care needs include:

- Adopting municipal child care policies;
- Convening child care planning tables;
- Advocating to senior governments on local child care needs;
- Undertaking child care needs assessments;
- Providing grants to child care providers;
- Amending zoning bylaws to facilitate development of child care spaces;
- Making space available in municipal facilities, at nominal or below market rates, for the provision of child care;
- Securing built child care spaces or cash in lieu from developers through the development approval process (e.g. by providing bonus density in exchange for child care contributions);
- Seeking funding and facilitating the creation of early childhood development hubs (e.g. child care centres in conjunction with other child and family oriented services);
- Supporting a child care website or link with information targeted both to child care operators and interested parents;
- Providing planning tools and resources for existing and prospective child care operators; and
- Establishing family-friendly policies for municipal employees (e.g. compressed work weeks, and flexible scheduling to accommodate employees' child care needs).

Some of the key roles played by the City of Richmond include:

- Identifying child care needs of residents, students, employers and employees based on demographic information and insights from the community;
- Ensuring that the City's plans, policies, and regulations facilitate the establishment of child care facilities;
- Facilitating development of City-owned child care facilities (e.g. by working with developers) to be operated by non-profit child care operators;
- Facilitating the direct delivery of child care services by Community Associations at City facilities (e.g. City Centre Community Centre, South Arm Community Centre, and Terra Nova Park);
- Sharing community need information with private and non-profit child care operators to assist with child care planning efforts;
- Liaising and maintaining connections with local child and family service organizations to strengthen networks and facilitate joint planning opportunities; and
- Encouraging the Provincial and Federal governments to adopt policies and provide stable funding to enhance resources for local child care providers.

Contribution of Richmond Community Associations

- Child care programs are offered at eight community centres in Richmond.
- The eight community centres accommodate 21 programs, which collectively have a licensed capacity of 954 spaces.
- The largest number of programs are at South Arm, West Richmond, and Steveston Community Centres (four programs each).
- The largest number of spaces are at South Arm (221 spaces), West Richmond (189 spaces), and Steveston (162 spaces) Community Centres.
- The eight community centres accommodate 13 preschool programs (494 spaces), 7 school-age child care programs (444 spaces), and one group care program for 30 months to school-age (16 spaces).
- Community Centre programs constitute 60% of Richmond's licensed capacity of preschool programs, 27% of the licensed capacity of school-age care programs, and 1% of the licensed capacity of group care for 30 months to school-age programs.

Approximately **40%**
of all child
care spaces in
Richmond are
delivered on City of
Richmond or Richmond
School District sites.



Previous Child Care Needs Assessments

As noted, this is the fourth Child Care Needs Assessment and Strategy undertaken by the City, with the other assessments being completed in 1995, 2001, and 2009. All have been similar in presenting objectives to identify Richmond's child care needs and challenges, and providing the City with recommendations for the future.

Key characteristics of the previous assessments are as follows:

- *Richmond Child Care Needs Assessment (1995)*: The Assessment focused on three components: consideration of child care in Richmond compared with other Lower Mainland municipalities and the province as a whole; an analysis of child care services in Richmond and; an assessment of parents' child care needs (as identified through a survey and other outreach activities). The 1995 Assessment provided recommendations, but did not identify targets for future child care space needs.
- *2001-2006 Child Care Needs Assessment (2002)*: The Assessment identified child care changes and trends from 1995 to 2001, projected child care needs from 2001 to 2006, and provided recommendations to help the City continue to play a leadership role in supporting child care in Richmond.
- *2009-2016 Richmond Child Care Needs Assessment and Strategy (2009)*: The Assessment provided estimates and projections of the child populations and child care space requirements for each of Richmond's Planning Areas. It also included an extensive list of recommendations for the City and a variety of stakeholders in the child care field (e.g. Richmond School Board, Community Associations, the Child Care Development Advisory Committee, Richmond Child Care Resource and Referral, and the Provincial Government).

The *2017-2022 Richmond Child Care Needs Assessment and Strategy* updates and builds on the previous child care needs assessments, identifying child care needs and providing a contemporary set of recommendations for addressing the identified needs. Due to the lack of 2016 Census figures, this document does not provide specific child care space targets. However, it offers an analysis of trends, priorities, and challenges for Richmond. It also establishes a foundation for estimating future child care need by Planning Area, to be pursued when detailed results of the 2016 Canada Census are available for Richmond (May 2018).

Other City Plans, Policies, and Structures

In addition to previous Needs Assessments, the City's child care initiatives are supported by a variety of other plans, strategies and policies. Key examples include the following:

Plans

Richmond 2041 Official Community Plan (OCP): The OCP cites the City's commitment to "promote the establishment and maintenance of a comprehensive child care system to provide accessible and affordable quality programs" through the following actions:

- Continue to work with the community to establish quality, affordable child care services;
- Update the Child Care Implementation Strategy on a regular basis;
- Continue to negotiate for the provision of City-owned child care space within private developments as appropriate;
- Continue to encourage donations and contributions to the Child Care Development Reserve Fund and to review the process for allocation of these funds; and
- Encourage provision of space for family child care in all assisted-rental housing projects developed under senior government programs.

Area Plans (Schedules to the OCP): The City's Area Plans acknowledge the importance of child care programs and include provisions to accommodate their development in a range of areas and zoning districts throughout Richmond. The City Centre Area Plan and the West Cambie Area Plan, for example, specifically include implementation strategies that outline expected developer contributions to child care.

Strategies

Richmond Social Development Strategy (Building Our Social Future): Action 10 of the Social Development Strategy commits the City to "support the establishment of high quality, safe child care services in Richmond" through such means as:

- Conducting periodic Child Care Needs Assessments, with interim monitoring, to identify existing and future child care requirements, by type of care and geographic area of need;
- Exploring creative financing options to supplement developer contributions to augment the City's Child Care Development Reserves;
- Securing City-owned child care facilities from private developers through the rezoning process for lease at nominal rates to non-profit providers;
- Encouraging the establishment of child care facilities near schools, parks and community centres;

- Encouraging private developers to contribute to the City's Child Care Development Reserve Fund, as appropriate;
- Consulting and collaborating with child care providers and other community partners on child care issues;
- Administering the City's Child Care Grant Program to support the provision of quality, affordable, accessible child care in Richmond; and
- Advocating for senior governments to contribute funding and improve policies to address local child care needs.

Policies

Richmond Child Care Development Policy 4017: The Child Care Development Policy acknowledges that quality and affordable child care is an essential service in the community for residents, employers and employees. It also commits the City to being an active partner with senior governments, parents, the private sector and co-operative sectors, and the community, to develop and maintain a comprehensive child care system in Richmond.

Child Care Development Advisory Committee (CCDAC): Established in 1993 as an outcome of the *Child Care Development Policy 4017*, the CCDAC is an advisory committee to City Council. Its mandate is to advise Council on the development of quality, affordable and accessible child care, and to assist with the planning and support of quality child care in Richmond. The CCDAC advises Council on child care funding, policy and infrastructure, including making recommendations on child care grant allocations. It also provides advice regarding necessary advocacy to senior levels of government and other stakeholders. In addition, it works with the community to monitor child care services and needs, support the development of child care spaces in Richmond, and increase public awareness of child care issues.

Child Care Statutory Reserve Fund: The Child Care Development Reserve Fund (Bylaw No. 6367) was established in 1994 for capital expenses including providing grants to non-profit societies for capital purchases and improvements, such as equipment, furnishings, renovations and playground development. The Child Care Operating Reserve Fund (Bylaw No. 8877) was established in May 2012 to assist with non-capital expenses including grants to non-profit societies to support child care professional and program development within Richmond. Contributions to the Reserve Funds are secured through developers, in accordance with provisions from the OCP and Zoning Bylaw, with 90% of the contributions going to capital and 10% going to operating.

Best Practice Review

In planning for child care, much can be learned from looking at promising practices from other jurisdictions. A review of promising child care practices of other jurisdictions was conducted as part of the *2017-2022 Richmond Child Care Needs Assessment and Strategy*. The intent was to identify opportunities for enhancing Richmond's child care efforts while recognizing that any practice must be appropriate to, and feasible for the local context. As with the *2009-2016 Richmond Child Care Needs Assessment and Strategy*, research for this review primarily focused on promising practices from four BC municipalities (Vancouver, North Vancouver, New Westminster, and Burnaby) and the City of Toronto⁶.

⁶ The Toronto examples are included because they demonstrate a strong municipal leadership role with respect to child care. Richmond would not be able to pursue all of the examples cited for Toronto, because unlike their Ontario counterparts, BC municipalities do not have the legislated authority and resources to directly provide child care services. On a modified basis,

This section begins with two context pieces: conclusions from the *2009-2016 Richmond Child Care Needs Assessment and Strategy's* promising practices research and an overview of the *2015 Metro Vancouver Survey of Municipal Child Care Practices*. These pieces are followed by promising practices research that examines how selected municipalities address four child care priority areas: creating spaces; improving access; planning and policy development; and building partnerships.

Information for the promising practices review was obtained from the websites of the municipalities being examined, as well as interviews with staff from selected municipalities (Vancouver, New Westminster and Burnaby). Given that this Child Care Needs Assessment is being conducted to assist the City of Richmond with its future child care pursuits, it was not considered useful to cite examples of child care initiatives of non-municipal jurisdictions (e.g. provincial authorities, the federal government, other countries) or initiatives that the City of Richmond would have no way of pursuing.

2009-2016 Richmond Child Care Needs Assessment and Strategy

The 2009-2016 Richmond Child Care Needs Assessment and Strategy provided information on promising child care practices from other Lower Mainland municipalities and the City of Toronto. The document noted that, unlike their Ontario counterparts, municipalities in BC do not have clear mandates with respect to child care planning and service delivery. It also noted that, regardless of mandate, many municipalities are actively involved in supporting the child care sector. The 2009-2016 Child Care Needs Assessment and Strategy provided examples of how selected municipalities pursued the foregoing initiatives. It also observed that many of the initiatives were being pursued by the City of Richmond.



however, BC municipalities could pursue select initiatives that fit within their mandates.

A Municipal Survey of Child Care Spaces and Policies in Metro Vancouver

In December 2015, Metro Vancouver published a report entitled *A Municipal Survey of Child Care Spaces and Policies in Metro Vancouver*. The report had a two-fold purpose:

1. Present an inventory of child care spaces in the region; and
2. Summarize the findings of a region-wide survey of municipal policies and regulations relating to the provision of child care spaces.

Noteworthy findings from the report were that:

- 7 Metro Vancouver municipalities have a stand-alone child care strategy;
- 9 municipalities identify child care facilities as a community amenity in the development approvals process;
- 12 municipalities support child care through the provision of municipal building space (rent-free, reduced lease, or market lease); the space may be made available on a single property or on multiple sites;
- 5 municipalities offer grants for child care capital projects; four municipalities offer grants for child care operating costs;
- 3 municipalities provide space for child care in municipal facilities; and
- Child care facility use agreements with local school boards are in place in Vancouver and under development in Burnaby.

In looking at the information presented in the Metro Vancouver document, it is clear that several Lower Mainland jurisdictions play an active role regarding child care. It is also clear that Richmond is one of the more progressive municipalities in the region with respect to its child care planning, policies and practices.



Creating Spaces

An adequate supply of affordable, appropriate, quality child care spaces is necessary to provide parents with choice and to address ongoing child care needs of the community.

Examples of Promising Practices:

Facilitation of Child Care Space Development – City of Vancouver: Since the 1970s, the City Vancouver has facilitated the development of 3,925 non-profit child care spaces. Roughly half (1,954 spaces, accommodated in 65 facilities) were facilitated over the past 10 years (2007-2016). Financial contributions to the post-2007 spaces amounted to roughly \$114M, with the funds being provided through developers (Community Amenity Contributions and Development Cost Levies), City Capital Grants, Provincial Grants, and other. A breakdown is provided in Table 1.

Table 1: City of Vancouver – City Facilitated Childcare Spaces 2007-2016

	Number of Facilities	Number of Spaces	\$ Contributed	% of Total \$ Contributed
Developer	21	1,008	\$90,350,000	79%
City Capital	44	946	\$8,840,000	8%
Province			\$4,850,000	4%
Other			\$9,950,000	9%
Total	65	1,954	\$113,990,000	100%

It should also be noted that, in addition to the City's \$8.8M capital contribution to child care over the past 10 years, Vancouver committed a further \$30M for child care in the City of Vancouver's 2015-2018 Capital Plan. Major initiatives to be funded through the Capital Plan include three 69 space child care facilities to be constructed in conjunction with the rebuilding of elementary schools in the city (at a cost of approximately \$7.5M each).

New Westminster Child Care Grant Program: The City of New Westminister established a Child Care Grant Program designed to assist non-profit child care operators in expanding, renovating or repairing their facilities, or purchasing appliances, equipment and furnishings to better serve children in their care. The innovative feature of this grant program is the funding source for the program: revenues obtained from Sunday parking metre collections. Pay parking for on street parking on Sundays was only recently introduced in New Westminister. By devoting the revenues from the Sunday parking to child care grants, the City was able to support non-profit child care providers without using taxpayer dollars or taking funds away from other important City initiatives.

Improving Access

Improving access, through enhanced information and other means, would assist parents in securing quality, affordable child care for their children.

Examples of Promising Practices:

Connect for Kids: The City of North Vancouver website contains a link to Connect for Kids, a one-stop online source of information about child and family services on the North Shore that is hosted by North Shore Community Resources Society. Connect for Kids is a resource targeted to parents, caregivers and professionals working with children and families. Examples of information available on the site include places that offer child care, out-of-school activities for children, parent programs, multicultural support, and family resources.

Toronto Early Learning & Child Care Services (TELCCS): TELCCS is a service delivery arm of the City of Toronto, offering quality early learning and child care services throughout the city for children, birth to 12 years. Two key components of TELCCS's service provision are:

- **Early Learning Centres:** TELCCS operates over 50 early learning & child care centres throughout Toronto. The centres primarily provide full day early learning and child care services, but also offer some before and after school care. The centres use a play based learning approach, supporting the individual learning and development of their children in care.
- **Toronto Home Child Care:** Toronto Home Child Care is a licensed agency, founded on the recognition that a home environment, with smaller groups and flexible hours of care, may be the preferred child care option for some families. The agency holds contracts with independent providers offering high quality early learning and child care in their private homes. As with the TELCCS early learning centres, the home child care services are available for children from birth to 12 years.

Planning and Policy Development

Policy development and planning are key tools at a municipality's disposal with respect to child care; and given the limited resources, and mandates of municipalities concerning child care, it is important that any actions taken be well planned, focused, and strategic.

Examples of Promising Practices:

City of Toronto Children's Services Service Plan 2015-2019: This plan is a key document that guides the Children's Services Division in Toronto for its planning and delivery of services for children and families. New Service Plans are developed every five years, assessing the division's accomplishments and challenges, conducting an environmental scan, and setting new directions for the next five years. The Service Plan sets a vision for the child and family service system, including early learning and child care. Toronto's 2015-2019 Service Plan has four parts:

1. **A Toronto for All Children & Families:** examines Children's Services' role in building a city that works for all of Toronto's children and families.
2. **The Changing Landscape:** an environmental scan of the many influences that are impacting the child and family system in Toronto.

⁷ As noted, Ontario municipalities have the legislated authority and resources to directly provide child care services. BC municipalities lack such authority or resources.

3. **The Service Sector:** provides a snapshot of Children's Services' existing programs and services, with a focus on programs and services that are planned, funded, and managed by the Division.
4. **The Service Plan:** identifies actions for expanding and enhancing early learning and child care through careful planning and long-term investment in order to meet demand in Toronto.

City of New Westminster Child Care Needs Assessment (Fall 2015) and Child Care Strategy (Fall 2016): Similar to the City of Richmond, the City of New Westminster has undertaken needs assessments and adopted strategies for child care. The most recent New Westminster Child Care Needs Assessment was released in 2015 and the most recent Child Care Strategy was adopted in 2016. The 2016 Child Care Strategy is the City's third such strategy, and its second in seven years. The strategy provides an overall vision, policy framework and three-year action plan in support of a comprehensive child care system in New Westminster. The strategy contains several actions relating to the themes of policy and planning, direct support for child care, information dissemination, collaboration, partnership, and advocacy.

Building Partnerships

Municipalities can make the most of their resources to address child care issues by collaborating with other partners.

Examples of Promising Practices:

Joint Child Care Council (JCC): The JCC, established in 2004, is a formal arrangement involving the City of Vancouver, the Vancouver Parks Board, and the Vancouver Board of Education with a mandate to provide leadership in child care and child development in Vancouver. It consists of elected and administrative officials from the City, Parks Board and School Board, as well as representatives from Vancouver Coastal Health, non-profit child care providers, and the academic community. A key role of the JCC is to set targets for the creation of new child care spaces. These targets have regularly been exceeded since the JCC's inception. Indicative of the positive collaboration engendered by the JCC, the City of Vancouver recently partnered with the Vancouver Board of Education to co-locate a new 69-space child care centre, as part of the seismic replacement project at Sir Sandford Fleming Elementary. Through a unique partnership with the Ministry of Education and Vancouver School Board, the City is providing \$6.3M, while the Province is contributing \$500,000 (in addition to its other contributions to the seismic replacement project).

Child Care Facilities Memorandum of Agreement (MOA) between the City of Burnaby and Burnaby School District #41: In 2014, the City of Burnaby and Burnaby School District entered into an agreement for the placement of up to twelve child care facilities in modular buildings on School District lands. The agreement specified the various roles of the respective parties, with the key ones involving:

- Provision of school lands by the School District for the siting of the facilities;
- Management of the development and construction of the facilities by the City with School District approvals;
- City funding of all capital construction, capital maintenance and future site restoration costs;

- School District management of the operating relationship between the District and non-profit child care providers for the provision of child care services in each facility; and
- Provision for day-to-day maintenance and repair, and other operating costs by the child care provider through an operating agreement between the School District and the child care provider.

Key Child Care Achievements in Richmond Since 2009

The 2009-2016 Richmond Child Care Needs Assessment and Strategy contained a detailed list of recommendations targeted to the City, senior levels of government and other groups involved with the planning and delivery of child care in Richmond. Progress made in addressing the Council adopted Child Care Needs Assessment and Strategy recommendations are summarized in Table 2.

Table 2: Progress in Addressing Council-Adopted Recommendations from 2009-2016 Richmond Child Care Needs Assessment and Strategy

Recommendation	Status
<p>1. The following recommendations, based on the 2009-2016 Richmond Child Care Needs Assessment and Strategy, be endorsed:</p> <p>a) Work to meet implementation targets based on the 2009-2016 Richmond Child Care Needs Assessment and Strategy, to maximize the community benefit of City-owned facilities, by:</p> <ul style="list-style-type: none"> i) prioritizing the development of child care spaces for school-age children & infant and toddlers ii) continuing to identify priority child care needs and establish short term targets to address service needs iii) monitoring provision of child care spaces and changes in community child care needs. 	<ul style="list-style-type: none"> • Since 2009, three City-owned child care centres were completed or constructed: West Cambie Children’s Centre (62 child care spaces) in West Cambie, Cranberry Children’s Centre (34 child care spaces) in Hamilton, and Willow Early Care and Learning Centre (37 child care spaces) in City Centre. • A further five City-owned child care facilities, accommodating an estimated 249 child care spaces, have been negotiated in the Bridgeport (61 child care spaces), Shellmont/ East Richmond (37 child care spaces), Blundell (37 child care spaces), and City Centre (114 child care spaces) Planning Areas. • Priority has been placed on securing infant/ toddler and school-age spaces. However, a large share of spaces for 3-5 years have also been secured, recognizing that 3-5 years spaces are generally required to offset the costs of care for the younger age groups, ensuring that those programs can be economically viable. • Through the Child Care Development Advisory Committee (CCDAC) and other mechanisms, the City monitored and responded to ongoing child care needs and confirmed short term child care targets and priorities (e.g. City staff consulted with the CCDAC as new opportunities arose to secure child care spaces through the development approval process).
<p>b) Continue to make City-owned facilities available to child care operators at a nominal rent.</p>	<ul style="list-style-type: none"> • All City-owned child care facilities are leased to non-profit operators at nominal rates.
<p>c) Where space in City-owned facilities is sufficient, encourage a hub model of care whereby at least two types of child care are offered and co-located with other services to families.</p>	<ul style="list-style-type: none"> • The forthcoming City-owned child care facility, negotiated as part of the Capstan Village (Phase 2) Development in City Centre North, will function as an early childhood development (ECD) hub offering licensed group child care of up to 77 spaces with complementary family support services. The City will pursue additional ECD hub amenities in other City Centre Village areas, in accordance with the City Centre Area Plan, as development opportunities arise.

Recommendation	Status
<p>d) Consider developing a City-owned child care facility for City employees and the community in the vicinity of City Hall.</p>	<ul style="list-style-type: none"> • No firm plans are in place for establishing a child care facility for City employees. Establishment of such a facility will depend on two factors: 1) confirmation that there is sufficient demand by City employees for child care spaces, and 2) appropriate development opportunities to secure the spaces, either as a negotiated amenity or other means, at a convenient location near City Hall that can serve both City employees and the broader community.
<p>e) Request that the Provincial Government undertake actions proposed in the 2009-2016 Richmond Child Care Needs Assessment and Strategy, with the addition of providing child care coordination at the local level.</p>	<ul style="list-style-type: none"> • In 2009, the City formally requested the Province to pursue the actions identified for Provincial Government attention in the <i>2009-2016 Richmond Child Care Needs Assessment and Strategy</i>: <ul style="list-style-type: none"> ◦ Development of a Provincial Child Care Policy Framework; ◦ Increase government funding to support child care, including i) development of a plan to facilitate greater stability and enhance flexibility in child care services, and ii) protecting and enhancing funding for supported child care; ◦ Providing public education to increase awareness around the importance of child development and child care centres; and ◦ Developing strategies to better support families where cultural barriers exist. • In 2013, the Province introduced the <i>BC Early Years Strategy</i>, which intended to address four priority child care areas: access, quality, affordability, and coordination. Concerns remain, however, regarding the affordability and stability of the child care system in Richmond and the province.
<p>f) Request that the Federal Government undertake actions proposed in the 2009-2016 Richmond Child Care Needs Assessment and Strategy.</p>	<ul style="list-style-type: none"> • In 2009, the City formally requested that the Federal Government pursue the actions identified for that Government's attention in the Needs Assessment: <ul style="list-style-type: none"> ◦ Development of a national child care framework; ◦ Provision of Federal transfer payments to provinces that adopt tangible plans for establishment of a quality child care system in their jurisdiction; ◦ Increase Canada's investment in early learning and child care; and ◦ As a condition of transfer funding, require provinces to provide direct operating funding to regulated child care programs that are accountable for delivery of quality care services. • The Federal government has initiated discussions with provinces, territories, and Indigenous communities regarding a new National Early Learning and Child Care Framework for Canada. The parties are currently negotiating the basis of Federal funding agreements, and \$500 million in Federal funding has been allocated for child care in 2017.
<p>2. A Child Care Project Leader be retained for 2011, through allocation of \$50,000 from the Child Care Development Statutory Reserve Fund, to oversee the planning, design, construction and lease of negotiated City-owned child care facilities.</p>	<ul style="list-style-type: none"> • A consultant was retained in 2011 to assist work with the Child Care Development Advisory Committee and assist with various City child care initiatives.

Recommendation	Status
<p>3. In preparation of the Social Planning Strategy, consideration be given to permanently incorporating expertise in child care facility development and early and middle childhood services into City social planning staff capacity.</p>	<ul style="list-style-type: none"> • In 2012, Council approved the creation of a full-time Child Care Coordinator position for the City. The position was filled, with the Coordinator assuming duties in early 2013.
<p>4. The 2009-2016 Richmond Child Care Needs Assessment and Strategy be submitted to the Richmond School District, for their information.</p>	<ul style="list-style-type: none"> • The Assessment was forwarded to the School District, as per the recommendation involving the School Districts collaboration with the City regarding child care planning (e.g. sharing of population data, identifying opportunities for including child care programs in schools). The City and School District have a positive, collaborative working relationship with respect to child care matters.

In addition, some other key child care initiatives in Richmond since 2009 include:

1. Development of City child care resource materials:
 - a) An online map of licensed child care programs in Richmond to assist parents in finding child care;
 - b) *Child Care Design Guidelines* intended to provide clarity for developers, architects and child care operators regarding the City's expectations for the design and finish of City-owned child care facilities that will become municipal assets; and
 - c) A brochure, *Creating Child Care Space in Richmond*, aimed at helping child care operators understand municipal approval processes for the establishment of child care in Richmond.
2. Council adoption of the Social Development Strategy and the 2041 Official Community Plan, both of which contain strategies concerning child care.
3. Council endorsement of the Richmond Children's Charter, a document developed by Richmond Children First that recognizes that the protection of children's rights is the responsibility of everyone in Richmond.
4. Provincial introduction of full-day kindergarten in 2011.



A Note on Early Childhood Development Hubs

Early childhood development (ECD) hubs have been identified as a priority for the City of Richmond through the Official Community Plan, Social Development Strategy, City Centre Area Plan and previous Child Care Needs Assessments. This section provides a brief background on hubs.

City Council adopted a staff recommendation from the *2009-2016 Richmond Child Care Needs Assessment and Strategy* to “encourage a hub model of care whereby at least two types of child care are offered and co-located with other services to families.” The New Westminster organization, Kids New West, offers some helpful distinctions concerning hubs:⁹

1. Hubs include the direct provision of at least two early child development or parent support services under the same roof, one of which will be a child care program (e.g. infant and toddler, preschool, etc.). Most existing hubs directly provide more than two services.
2. Hubs have relationships or connections with most other ECD, child care and parent support services in the community. The hub building acts as the centre of a broader web of services. Parents and children accessing services in the hub building will be able to gain information and seamless access to a continuum of services.
3. Hubs include a community development component. This involves outreach and developing services for children and families, as well as maintaining relationship building with service providers and community stakeholders.
4. Hubs make use of available space(s) in the community. Hubs can be located in community centres, schools, neighbourhood houses, libraries, public housing complexes, or occasionally private space (e.g. shopping malls). Communities will assess the existence of available and accessible spaces as a first step in developing hub programs.

Looking to our neighbours, as a member of the *Early Childhood Development Public Partners' Committee #40*, the City of New Westminster participated in the development of two ECD hubs and is pursuing the development of two more. Each of the existing and forthcoming hubs is or will be unique (e.g. different funding source, operating philosophy, and service components). Nonetheless, they all do or will include a licensed child care program and at least one other early childhood development and/or family strengthening service. The hubs are intended to act as focal points for their neighbourhoods, enabling families to easily obtain information and seamlessly access a continuum of services related to their needs.

ECD hubs offer a number of benefits to facility operators, such as cost savings and opportunities for collaboration, and the community, including a one-stop visit for programs and enhanced social opportunities. There will be further references to ECD hubs in the body and recommendations of this document. ECD hubs also offer benefits for families, as they provide one-stop shop services that allow parents with several children to reduce travel to the various services they need. They also offer a continuum of services that allows children to transition to different programs as they age.

⁹ See City of New Westminster website.

Demographic Highlights

To provide background context and assist with assessing child care needs in Richmond, it is important to understand key characteristics of the population. However, at the time of writing, the results of the 2016 Census are not yet available. The results will be disseminated in various releases throughout 2017, with cross-tabulations and other custom release data taking longer to obtain. The City of Richmond will request this data for its area-specific geographies in 2018, and further assessment of child care needs in Richmond will be required.

It is still pertinent to examine the most recently available statistics from the 2011 Census and National Household Survey⁹, and other pertinent data sources.¹⁰ Highlights are presented below:

- **Substantial overall population growth:** Between 1991 and 2011, Richmond's overall **population grew** by 33%, increasing from 126,624 to 190,473 people during that period.
- **Large immigrant population:** In 2011, over half (60%) of Richmond's population consisted of people born outside of Canada, with 33% having arrived since 2001. On an area-specific basis, roughly 72% of the City Centre area population consisted of immigrants.
- **High percentage of people having mother tongues and home languages other than English:** In 2011, 62% of Richmond residents had a mother tongue (language first spoken and still understood) other than English. Richmond School District data showed that in the 2014/15 school year, 60% of students had home languages (languages most frequently spoken at home) other than English.
- **Relatively low median family incomes:** In 2010, the median family income in Richmond was \$69,553, well below the Metro Vancouver average of \$80,006.¹¹ Further, there was considerable variation in median family incomes throughout the city, with Gilmore having the highest median family incomes (\$115,844) and the City Centre having the lowest (\$50,983).
- **Relatively high percentage of people with low incomes:** In 2010, 42,365 Richmond residents (22.4% of all residents) had incomes below the low-income measure after-tax (LIM-AT),¹² well above the Metro Vancouver average of 17.4%. Further, compared with other municipalities in the region, Richmond also had the highest prevalence of children under 18 (25.4%) and children under six (22.6%) in low-income households.

⁹ Prior to 2011, the Federal government eliminated the mandatory Long Form Census, replacing it with the voluntary National Household Survey (NHS). The Long Form Census had questions on language, ethnicity, housing and array of other information of interest to local governments and others. While the NHS asked many similar questions to the Long Form Census, the results are less reliable due to the voluntary nature of the survey. The Statistics Canada website cautions: "The (2011) NHS estimates are derived from a voluntary survey and are therefore subject to potentially higher non-response error than those derived from the 2006 census long form."

¹⁰ The United Way document: *The United Way of the Lower Mainland Community Profile Series: Richmond*, December, 2015 provides a more detailed overview of demographic characteristics of Richmond. The document served as a secondary source for several of the statistics cited in this Demographics Highlights section.

¹¹ Various academics, policy officials and others have noted that official income figures may not provide an accurate picture of the financial viability of all members of the local population. For example, some households may report low incomes while having substantial assets (e.g. houses) and receiving support from family members living abroad with higher incomes. However, the extent of this discrepancy is not known and this note is not intended to reinforce assumptions about community members.

¹² The low-income measure after-tax (LIM-AT) reflects "a consistent and well-defined methodology that identifies those who are substantially worse off than average." Furthermore, "the after-tax low income measures will take into account the reduced spending power of households because of income taxes paid." The measure must be treated cautiously, however, as Statistics Canada "has clearly and consistently emphasized that low income lines are not measures of poverty." Further information can be found in the article "Low-income measure after tax," available on the Statistics Canada website.

- **Slightly lower percentage of population in labour force:** In 2011, Richmond had the lowest labour force participation rate for the total population in the region (61.7% for the city compared with 66.1% for Metro Vancouver). Richmond also had the lowest labour force participation rates for males (66.6 per cent) and females (57.2 per cent) in the region.
- **Slightly higher percentage of lone parent families:** The number of lone parent families in Richmond (16.1% of all families) exceeded the Metro Vancouver average (15.5% of all families). Further, 83% of Richmond's lone parent families were headed by women, with the remaining 17% being headed by men.
- **Several areas with high percentages of vulnerable children:** The Wave 6 *Early Development Instrument (EDI)*¹³ data (collected in 2013-2016) revealed that 35% of Richmond children were vulnerable on one or more domain. This is higher than the provincial average of 32.2%. The data also indicated that Richmond's children have high overall vulnerability rates, with over 20% of children being vulnerable on one or more domains in 10 of 11 Richmond neighborhoods. Vulnerability rates were 40% or higher for City Centre (North and South) and Blundell.



¹³ The Early Development Instrument (EDI) is a 104-item questionnaire developed by the Human Early Learning Partnership (HELP). The EDI is completed for individual kindergarten students by their teachers once the children enter the public school system. The EDI data provide communities and policy makers with valuable information for monitoring children's development, and for developing effective program and policy responses to help BC's children and families thrive. The EDI measures five domains: physical health and well-being, social competence, emotional maturity, language and cognitive development, communication skills and general knowledge. Further information can be found at the Human Early Learning Partnership website.





Methodology

A number of methods were used to collect information for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*. Public feedback was sought from parents, guardians, and family members of children through a Parent Survey, program visits, coffee chats, and focus groups. Operators of child care facilities were also included in the engagement process, and feedback was collected through an Operator Survey and focus groups. The information collected through the public engagement process was used to assess the current and future needs of child care in Richmond.

Parent Survey

Parent Surveys were distributed to parents through community centres, community partners and elementary schools. 311 eligible surveys (of 350 surveys) were used in the analysis of the assessment of need. (Appendix A)

The Parent Survey sought information on the community's views, needs, aspirations and circumstances regarding child care. The Parent Survey, which was available both in online and hard copy versions, was developed by City staff, in consultation with the Child Care Needs Assessment Steering Committee. To assist with the effort, staff reviewed a variety of survey instruments used in other jurisdictions conducting similar assessments. An initial draft was piloted and subsequently refined. The online surveys were administered through the Interceptum survey tool. A link to the survey was available from August 18 to October 16, 2016 on Let's Talk Richmond, the City of Richmond's community engagement website.

The Parent Survey was primarily targeted to Richmond parents or guardians of children up to 12 years of age, but was also available for completion by any interested community member. It was widely promoted in the community, along with other opportunities for engagement in the *2017-2022 Richmond Child Care Needs Assessment and Strategy* project.

Operator Survey

As with the Parent Survey, the Operator Survey was developed by City staff, with support and advice from the project steering committee. The Operator Survey was pilot tested and refined before its launch. (Appendix B)

The survey questions focused on child care facilities, programming, fees, organizational structure, funding, and staffing. The survey also provided an opportunity for additional comments.

In September 2016, the City wrote to all licensed child care providers in Richmond, inviting them to complete the survey and to participate in the Operator Focus Group session. The letter included a link to the survey, which utilized the Interceptum online survey platform. As well, Richmond Child Care Resource and Referral and Vancouver Coastal Health Child Care Licensing contacted all Richmond licensed and license-not-required (LNR) child care operators, reiterating the City's request for completion of the survey.

The Operator Survey yielded 110 responses; 81 responses were used in the analysis below, with 29 being excluded because they were duplicate submissions or were incomplete (e.g. only provided contact information and overlooked the substantive survey questions).

Other Sources

Other sources of public engagement and information were received through:

- Key Informant Interviews;
- Coffee Chats;
- Community Program Visits;
- Let's Talk Richmond Discussion Forum;
- Focus Groups; and
- Richmond Committees: City of Richmond Child Care Development Advisory Committee, City of Richmond Intercultural Advisory Committee, the Child Care Needs Assessment Steering Committee, Richmond Children First.





Assessment of Need

The assessment of child care needs for this study consists of two main components:

1. **What the Numbers Say:** a review of supply and demand for child care in Richmond. Data is based on changes in the variety and distribution of child care spaces in Richmond over time.
2. **What the Community Says:** a summary of information received from the community engagement process through key informants, surveys, and other outreach methods.

The results are presented below.

What the Numbers Say

Changes in Richmond's Child Care Situation: 1995-2016

The supply of child care spaces in Richmond has increased substantially over the past 21 years. In 1995, there were 2,436 licensed child care spaces in the city. By 2001 the number had increased to 3,216; by 2009 it had increased to 3,974; and by 2016 it had increased to 5,802. The change represents an increase of 138.2% from 1995 to 2016, and an increase of 46.0% from 2009 to 2016.

Reviewing changes since 2009, the number of spaces has increased for all types of child care, with the exception of family child care and occasional care. The greatest increases have been for group child care for infants and toddlers (rising from 166 to 664 spaces, or 300%), group child care for 30 months to school-age (rising from 1,333 to 2,103, or 58%), and school-age care (rising from 1,228 to 1,666 spaces, or 36%).

The per capita share of licensed child care spaces also increased substantially over time: rising from 10 spaces per 100 children aged 12 and under in 1995, to 15 spaces per 100 children aged 12 and under in 2009, to 24 spaces per 100 children aged 12 and under in 2016. (Table 3)

The supply of child care spaces in Richmond has **INCREASED 46%** from 2009 to 2016 

In 2016 there were an estimated  **9 CHILD CARE SPACES PER 100 CHILDREN** for infants & toddlers (0-36 months of age)

Table 3: Trends in Licensed Child Care Spaces in Richmond: 1995-2016*

Type of Care	# of Spaces 1995	# of Spaces 2001	# of Spaces 2009	# of Spaces 2016	Change: 1995-2016	% Change 1995-2016
Group Care – under 36 months	66	92	166	664	598	906.1%
Group Care – 30 months to school-age	408	576	1,333	2,103	1,695	415.4%
Licensed Family Day Care	377	537	434	341	-36	-9.6%
In-home, Multi-age	0	0	64	81	81	
Multi-age	0	0	24	88	88	
School-age Care	775	1,062	1,228	1,666	891	115.0%
Preschool	600	820	689	819	219	36.5%
Occasional	155	104	36	40	-115	-74.2%
Special Needs**	45	25	0	0	-45	-100.0%
Total Licensed Spaces	2,426	3,216	3,974	5,802	3,376	139.2%
# Children 12 years and younger***	23,994	24,822	26,322	23,910	-84	-0.35%
# of Spaces/100 children 12 years and younger	10	13	15	24	14	140.0%

* Source of information for child care spaces for 1995, 2001, and 2009: 2009 Child Care Needs Assessment. Source of data for 2016 child care spaces: Vancouver Coastal Health (November 2016).

** Special Needs Child Care was eliminated in 2001, being replaced by the integrated model: Supported Child Care.

*** Source of data for 1995, 2001 and 2009 population figures was Richmond School District population projections (cited in 2009–2016 Child Care Needs Assessment). Source for 2016 figures was BC Stats P.E.O.P.L.E. projections.

Regional Comparison

The Metro Vancouver study, *A Municipal Survey of Child Care Spaces and Policies in Metro Vancouver (2015)*¹⁴ contained information on child care spaces per population in municipalities throughout the region. It revealed that, at the time of the survey, the number of spaces per 100 children 12 years and under in Richmond was 22.4, compared with the Metro Vancouver average of 18.5. In comparison to other studied municipalities, Richmond was in the upper half of municipalities offering the highest number of child care spaces per 100 children 12 years and younger. (Table 4)

¹⁴ As indicated in the Regional Context section of this document, Metro Vancouver has released two Surveys of Child Care Spaces and Policies in Metro Vancouver: one in 2011 and one in 2015. The purpose of the surveys was to:

1. Present an inventory of child care spaces in the region, and
2. Summarize the findings of a region-wide survey of municipal policies and regulations relating to the provision of child care spaces.

The Metro Vancouver study also revealed that the regional Metro Vancouver average of 18.5 spaces per 100 children 12 years and under is below the national figure of 20.5 regulated child care spaces per 100 children 12 years and under. In addition, the study noted that the ratio of regulated spaces to 100 children 12 years and under varies significantly from province to province. The highest rates are found in Quebec (37.4 spaces per 100 children) and the lowest are found in Saskatchewan (7.6 spaces per 100 children). At the time of the study, British Columbia had an average of 18 spaces per 100 children 12 years and under.

Table 4: Estimated Number of Children (0-12) and Child Care Spaces in Metro Vancouver, 2015

Municipality	Estimated # of Children 12 Years and Younger ¹		Estimated # of Child Care Spaces ²		Child Care Spaces per 100 Children 12 Years and Younger
	No.	%	No.	%	
Burnaby	27,100	9%	4,820	8%	17.8
Coquitlam	18,800	6%	3,719	6%	19.8
Delta	14,200	5%	2,260	4%	15.9
Langley City	3,500	1%	598	1%	17.1
Langley Township	17,600	6%	2,886	5%	16.4
Maple Ridge	11,900	4%	2,053	4%	17.3
New Westminster	7,600	2%	1,671	3%	22.0
North Vancouver City	5,900	2%	1,418	2%	24.0
North Vancouver District	12,000	4%	3,248	6%	27.1
Pitt Meadows	2,800	1%	648	1%	23.1
Port Coquitlam	8,400	3%	1,998	3%	23.8
Port Moody	5,300	2%	797	1%	15.0
Richmond	24,400	8%	5,462	10%	22.4
Surrey	79,600	26%	9,675	17%	12.2
Vancouver	62,400	20%	14,539	25%	23.3
West Vancouver	4,800	2%	1,227	2%	25.6
White Rock	1,500	0%	348	1%	23.2
Vancouver CMA	310,680	100%	57,367	100%	18.5

Distribution by Planning Area

In 2016, child care spaces were available¹⁵ in 13 of the 15 City Planning Areas. The two planning areas that had no child care spaces were the Fraser Lands and the South Arm Islands. No children between the ages of birth to 12 years old reside in the South Arm Islands, and thus this Planning Area is not included in the following analysis. The number of child care spaces increased in 12 Planning Areas between 2009 and 2016. The largest increases occurred in the City Centre (additional 529 spaces), Steveston (additional 335

¹⁵ Use of the term "available" means that spaces were present in a given area. It does not mean that those spaces were vacant.

spaces), and East Cambie (additional 238 spaces) planning areas. Three Planning Areas saw a decreased number of spaces: Shellmont (loss of 77 spaces), Sea Island (loss of 19 spaces) and Blundell (loss of 13 spaces). (Table 5 and 6)

The Steveston Planning Area saw the highest number of school-age child care spaces in 2016 (367 spaces) and the Hamilton Planning Area had the highest school-age child care spaces per 100 children ratio (25 per 100 children). Thompson (5 per 100 children), East Richmond (7 per 100 children) and West Cambie (8 per 100 children) Planning Areas offered the lowest school-age child care spaces per population, not including Sea Island and the Fraser Lands that do not have any school-age child care offered within their Planning Area. (Table 7)

Table 5: Child Care by Planning Area by Type of Care: November 2016

Type of Care	Sea Island	Thompson	Seafair	Steveston	Blundell	Broadmoor	Gilmore	Shellmont
Group Care – under 36 months	24	10	15	52	30	140	24	16
Group Care – 30 months to school-age	15	147	71	220	118	278	94	57
Licensed Family Day Care	7	14	28	49	35	66	0	71
In-home, Multi-age	0	14		8	0	0	0	35
Multi-age	0	8	8	8	8	32	0	8
School-age Care		65	164	367	90	303	20	81
Preschool	20	90	116	153	37	115	22	14
Occasional	0	0	8	16	0	0	0	0
Total Licensed Spaces	66	348	410	873	318	934	160	282
2009 Total	85	324	378	530	331	799	N/A	359
Changes since 2009	-19	24	32	343	-13	135	160	-77

Table 6: Child Care by Planning Area by Type of Care: November 2016 (Cont'd)


Type of Care	City Centre	West Cambie	East Cambie	Bridgeport	East Richmond	Fraser Lands	Hamilton	Total
Group Care – under 36 months	162	50	88	12	12	0	29	664
Group Care – 30 months to school-age	619	64	176	25	159	0	60	2,103
Licensed Family Day Care	4	21	19	0	7	0	20	341
In-home, Multi-age	0	0	8	0	8	0	8	81
Multi-age	8	8	0	0	0	0	0	88
School-age Care	280	52	120	0	12	0	112	1,666

Type of Care	City Centre	West Cambie	East Cambie	Bridgeport	East Richmond	Fraser Lands	Hamilton	Total
Preschool	120	38	44	0	20	0	30	819
Occasional	16	0	0	0	0	0	0	40
Total Licensed Spaces	1,209	233	455	37	218	0	259	5,802
2009 Total	680	99	217	4	0	0	131	3937
Changes since 2009	529	134	238	33	218	0	128	1,865

Source: Vancouver Coastal Health, Community Care Facility Licensing, November 2016.

Table 7: Number of Group School-age Care Spaces per 100 Children within Richmond's Planning Areas

Planning Area	Number of Group School-age Care Spaces	2016/17 School Year Estimated Population K-7 ¹⁷	Child Care Spaces per 100 children
Blundell	90	889	10.1
Broadmoor	303	1,363	22.2
City Centre	280	2,504	11.2
East Cambie	120	656	18.3
East Richmond	12	151	7.9
Gilmore	20	102	19.6
Hamilton	112	440	25.5
Sea Island	0	57	0.0
Seafair	164	907	18.1
Shellmont	81	652	12.4
Steveston	367	1,831	20.0
Thompson	65	1,131	5.7
West Cambie	34	409	8.3
Total	1,648	11,092	14.9

In 2016 there were an estimated  **14.9** GROUP SCHOOL-AGE CHILD CARE SPACES PER 100 CHILDREN in Kindergarten-Grade 7

Difference Between Estimated Needs from the 2009-2016 Richmond Child Care Needs Assessment and Strategy

The 2009-2016 *Richmond Child Care Needs Assessment and Strategy* estimated child care space needs for Richmond for 2016 by type of care and Planning Area. The methodology involved the following:

- 1. Developing population projections:** The 2009 Needs Assessment used population projections prepared for the Richmond School District by Baragar Systems¹⁷, which were available on an elementary school catchment area basis. With assistance from

¹⁶ Baragar Systems estimated population (Richmond School District)

¹⁷ Baragar Systems is a demographic consulting firm that provides population projections and related data to school districts and other clients in BC and Canada. The Richmond School District uses the information for school planning purposes.

City and School District staff, the projections were reconfigured to coincide, to the extent possible, with Richmond's Planning Area geographies.

2. **Identifying child care space needs estimates:** Estimates were identified for different age groups, by type of care, based on the assumption that Richmond's utilization of spaces would be similar to the utilization patterns in similar municipalities in the region.¹⁸ The *2009-2016 Richmond Child Care Needs Assessment and Strategy* acknowledged that this approach would yield conservative estimates of need.

Using the above mentioned methodology, the *2009-2016 Richmond Child Care Needs Assessment and Strategy* estimated that a total of 5,586 licensed child care spaces would be required to meet the Richmond's child care needs by 2016. Based on Community Care Licensing records for November 2016, the actual number of licensed spaces in Richmond (excluding occasional care) was 5,802, which exceeded the *2009-2016 Richmond Child Care Needs Assessment and Strategy's* overall estimate of need by 216 spaces.

In comparing the projected need for child care spaces from the previous strategy and the current available licensed child care spaces for each planning area, some program types exceeded the estimated need while other types of care fell below the estimated space needs. Group child care accounted for all the surplus spaces available: 419 more spaces than estimated for group care for 30 months to school-age care and 195 more spaces than estimated for group care for children under 3 years. The number of available spaces for other types of care fell below estimated need identified in the *2009-2016 Richmond Child Care Needs Assessment and Strategy*: 268 fewer spaces than estimated for school-age care, 125 fewer spaces than estimated for family and multi-age child care, and 45 fewer spaces than estimated for preschool.

Looking at geographical distribution, the number of child care spaces available in 7 Planning Areas exceeded the *2009-2016 Richmond Child Care Needs Assessment and Strategy* estimated need, while the number of spaces in five planning areas fell below the estimated need. The major surpluses occurred in East Richmond, Gilmore, and East Cambie which respectively had 218, 160, and 142 more spaces than estimated to be needed in the *2009-2016 Richmond Child Care Needs Assessment and Strategy*.¹⁹ The major shortfalls occurred in City Centre, Thompson, and Bridgeport, which respectively had 299, 85, and 69 fewer spaces than cited in the estimates. (Table 8, 9, 10, 11)

It is important to note that the *2009-2016 Richmond Child Care Needs Assessment and Strategy* based its estimates of child care space needs on a projected 0-12 years population of 29,300, resulting in an estimated child care space per population ratio of 19 spaces for every 100 children aged from 0-12 years. However, BC Stats²⁰ P.E.O.P.L.E.²¹ estimates for Richmond put the City's 0-12 years population figure for 2016 at 23,910, and Richmond School District estimates for 2017 (prepared by Baragar Systems) place the figure at 23,021. As such, the current child care space ratio for Richmond is approximately 24 spaces for every 100 children aged from 0-12 years, substantially higher than the 19 spaces for every 100 children ratio put forward in the 2009-2016 Richmond Child Care Needs Assessment and Strategy.

¹⁸ Baragar Systems is a demographic consulting firm that provides population projections and related data to school districts and other clients in BC and Canada. The Richmond School District uses the information for school planning purposes.

¹⁹ The 2009 Child Care Needs Assessment excluded Gilmore, East Richmond, and Fraser Lands from the analysis. Instead, it assigned populations and presumably child care spaces to adjacent planning areas. This Assessment has included Gilmore, East Richmond, and Fraser Lands in the analysis; therefore, caution must be taken in comparing the area-specific information in the two Assessments.

²⁰ Age-specific 2016 Census data is not available at the time of this writing.

²¹ The P.E.O.P.L.E. acronym refers to Population Extrapolation for Organizational Planning with less Error.

Table 8: 2009-2016 Child Care Needs Assessment Projected Needs and 2016 Actual Supply

Type of Care	Sea Island		Thompson		Seafair		Steveston		Blundell	
	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply
Group Care – under 36 months	37	24	32	10	27	15	56	52	21	30
Group Care – 30 months to school-age	41	15	128	147	116	71	243	220	80	118
Family Child Care and Multi-age Care	2	7	51	36	46	36	94	65	32	43
Preschool	8	20	69	90	62	116	129	153	43	37
School-age Care	25	0	153	65	132	164	284	367	100	90
Total	113	66	433	348	383	402	806	857	276	318

Table 9: 2009-2016 Child Care Needs Assessment Projected Needs and 2016 Actual Supply (Cont'd)

Type of Care	Broadmoor		Gilmore		Shellmont		City Centre		West Cambie	
	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply
Group Care – under 36 months	68	140	0	24	22	16	144	162	20	50
Group Care – 30 months to school-age	276	278	0	94	81	57	455	619	79	64
Family Child Care and Multi-age Care	111	98	0	0	34	114	161	12	32	29
Preschool	149	115	0	22	44	14	218	120	43	38
School-age Care	339	303	0	20	84	81	514	280	94	52
Total	943	934	0	160	265	282	1,492	1,193	268	233

Table 10: 2009-2016 Child Care Needs Assessment Projected Needs and 2016 Actual Supply (Cont'd)

Type of Care	East Cambie		Bridgeport		East Richmond		Fraser Lands		Hamilton	
	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply	Est. 2016 Need	Actual 2016 Supply
Group Care – under 36 months	22	88	8	12	0	12	0	0	12	29
Group Care – 30 months to school-age	95	176	33	25	0	159	0	0	57	60
Family Child Care and Multi-age Care	37	27	13	0	0	15	0	0	22	28
Preschool	51	44	18	0	0	20	0	0	30	30
School-age Care	108	120	34	0	0	12	0	0	67	112
Total	313	455	106	37	0	218	0	0	188	259

Table 11: 2009-2016 Child Care Needs Assessment Projected Needs and 2016 Actual Supply (Total)

Type of Care	Total		Difference Between Est. Need and Actual Supply
	Est. 2016 Need	Actual 2016 Supply	
Group Care – under 36 months	469	664	195
Group Care – 30 months to school-age	1,684	2,103	419
Family Child Care and Multi-age Care	635	510	-125
Preschool	864	819	-45
School-age Care	1,934	1,666	-268
Total	5,586	5,762	176

Planning for the Future

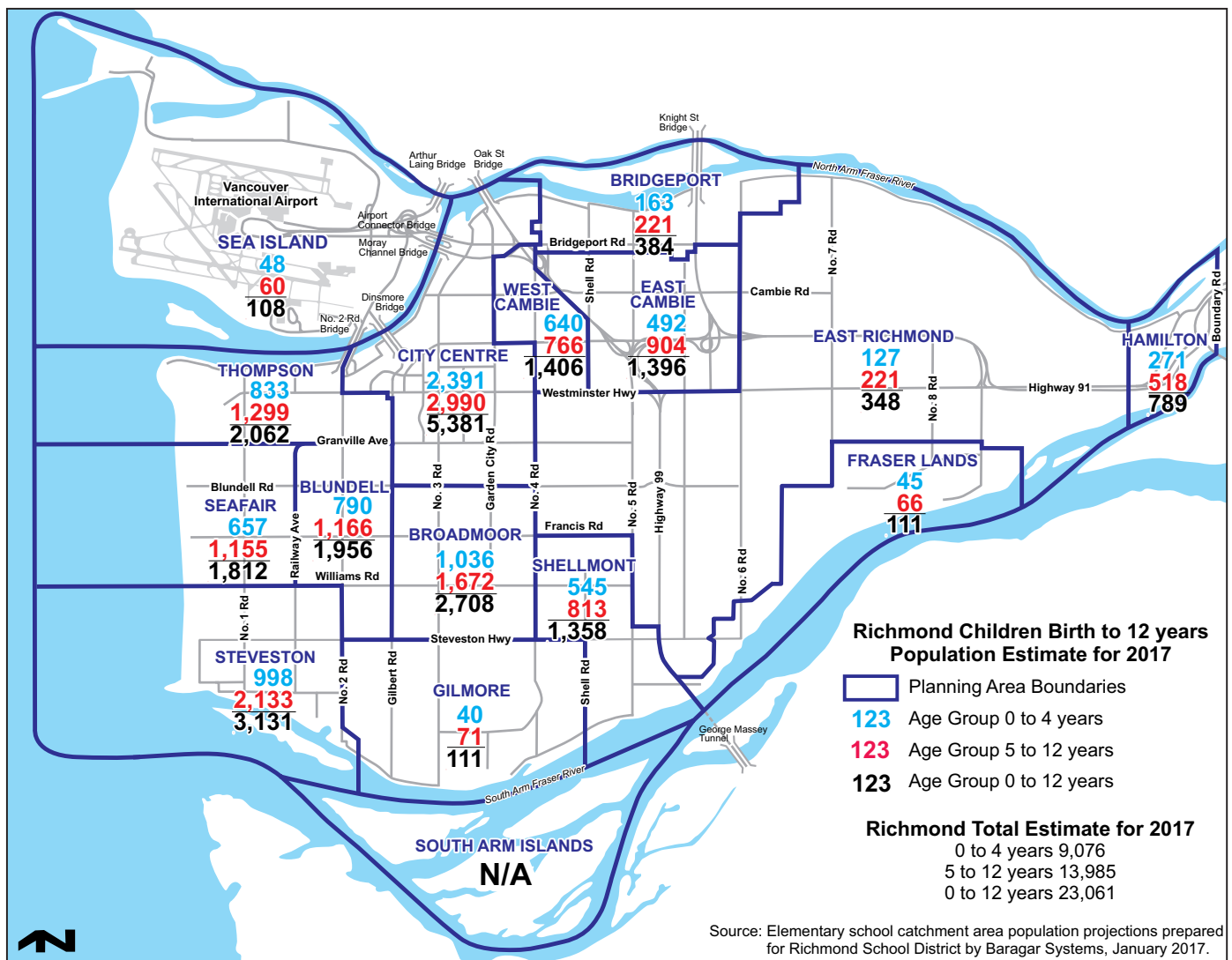
Rather than estimating child care space requirements for Richmond by planning area and type of care required over the next five years, as done with the *2009-2016 Richmond Child Care Needs Assessment and Strategy*, this document primarily focuses on demographics (e.g. examining the child population projections for the 0-4 years and 5-12 years population age groups for the City planning areas to 2022). In conjunction with other data gathered for the document, the demographic information should assist in identifying needs and challenges for the delivery of child care in Richmond. The 2017 and 2022 estimated population figures were provided to the Richmond School District by Baragar Systems. With assistance from the City's Planning Department, the project consultant reassigned the school catchment area data to Planning Area geographies.

Population estimates were based on recent growth trends and do not incorporate information on development activity or related factors. In addition, when school catchment areas were located along boundaries of planning areas, portions of the population numbers were distributed approximately to the planning areas.

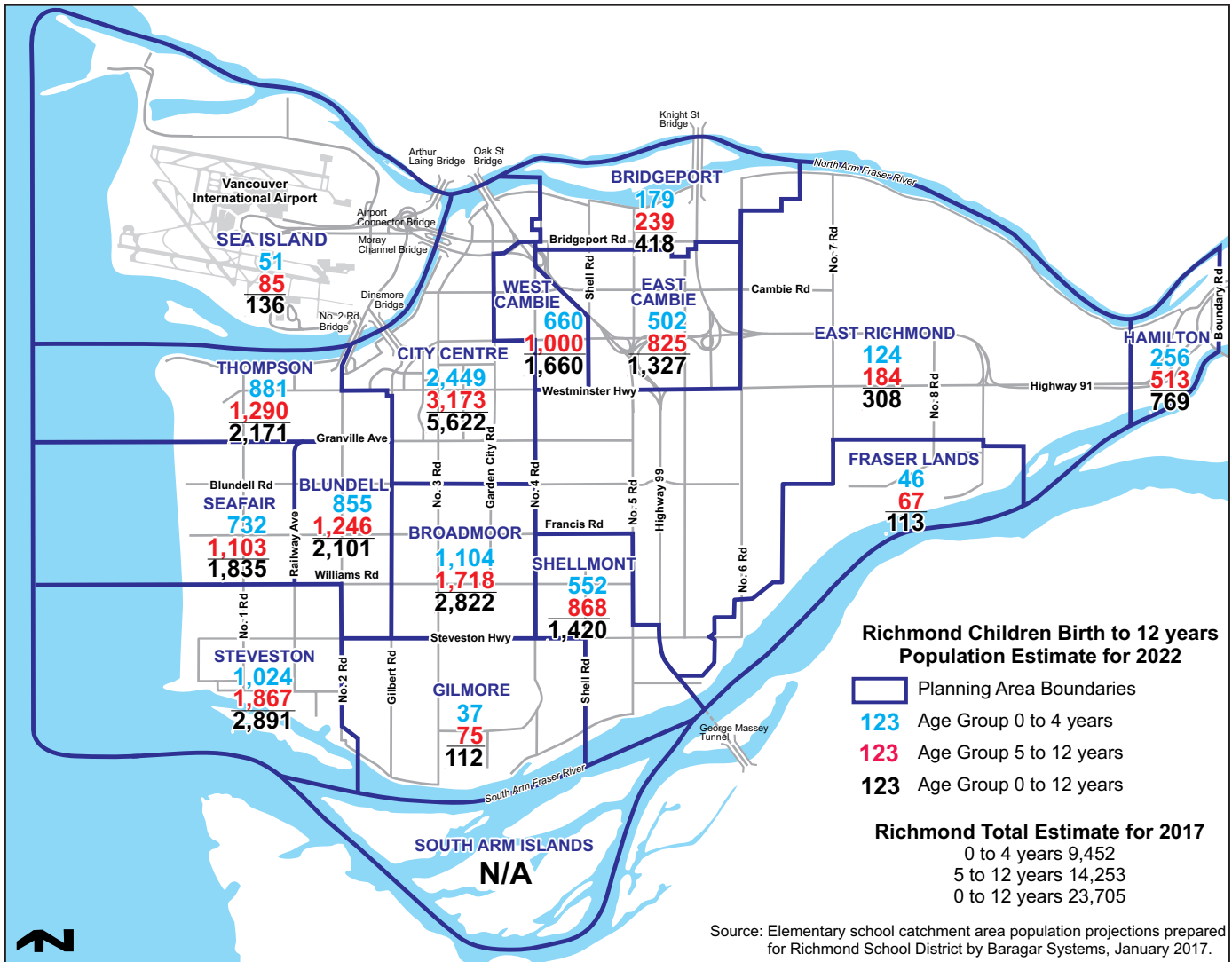
Projected estimates of Richmond’s 0-12 years population:

- Richmond’s 0-12 years population is expected to increase only marginally over the next five years, growing from 23,061 in 2017 to 23,705 in 2022. In comparison, BC Stats projects Richmond’s 0-12 years population to grow more substantially, rising to 25,955 by 2022.
- Most Planning Areas are expected to see at least modest growth in the 0-12 year populations by 2022. City Centre and West Cambie are projected to see the greatest increases, with an additional 241 and 254 children 0-12 years respectively.
- Three planning areas are projected to have decreases in their 0-12 years populations: Steveston, East Cambie, and Hamilton (losing 240, 69, and 20 children aged 0-12 years respectively). Again, it should be noted that the figures are based on trends and do not reflect knowledge of local conditions, such as planned development in Hamilton. (Maps 1 and 2)

Map 1: Richmond Children Birth to 12 years Population Estimate for 2017



Map 2: Richmond Children Birth to 12 years Population Estimate for 2022



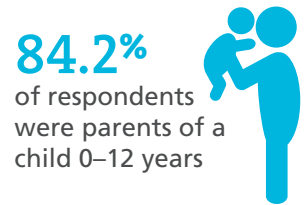
Community Response

In addition to the analysis of child care supply and demand trends, research for this Needs Assessment relied on extensive engagement with the community. The primary forms of public feedback were solicited through a Parent Survey and an Operator Survey, supplemented by many other opportunities for information-sharing from families and operators. This section outlines the results of the community engagement process, with an emphasis on the results obtained through the Parent Survey and the Operator Survey. Further detail on the methodology and results of the community engagement process are provided in Appendices A, B, C, and D.

Profile of Respondents (Parent Survey)

A total of 350 Parent Surveys were received from families during the community engagement process. Of these, 311 surveys were included in the final analysis. The following statistics provide an overview of the demographic characteristics of the survey respondents.

- 96.1% of respondents were Richmond residents
- 84.2% of respondents were a parent to a child 0-12 years
- 76.8% of respondents were married or in a common-law relationship
- 72.3% of respondents self-identified as female
- 55.0% of respondents were employed full-time and 14.1% of respondents were employed part-time
- 51% of respondents had lived in Richmond for over 10 years
- 35.0% of respondents were employed in Richmond



Profile of Respondents (Operator Survey)

A total of 110 Operator Surveys were received from operators of child care facilities during the community engagement process. Of these, 81 surveys were included in the final analysis. The following statistics provide an overview of the program and facility characteristics of the survey respondents.

- 87.7% of respondents indicated their child care centre was non-unionized
- 60.5% of respondents operated privately owned child care programs
- 50.6% of respondents leased or rented their facility space
- 43.2% of respondents operated a group child care program for children 30 months to school-age (Table 12)
- 40.7% of respondents indicated that they operated a child care program from a residential building

Table 12: Overview of Operators’ Child Care Programs

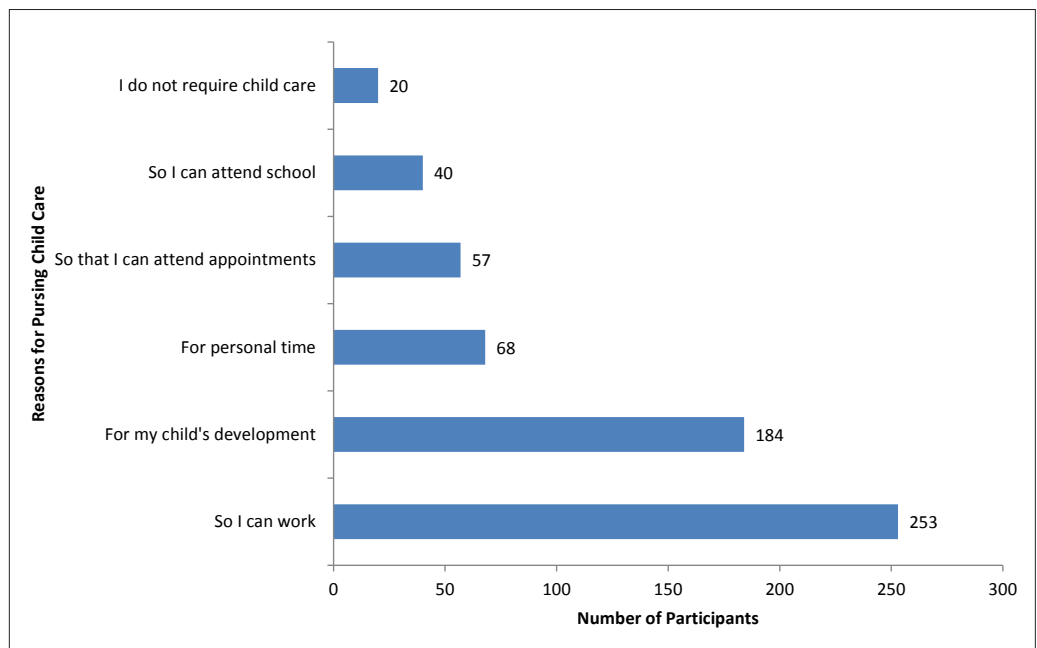
Program Type	Number of Programs	Percentage of Programs	Percent of Respondents
Group Care – under 36 months	20	18.2%	24.7%
Group Care – 30 months to school-age	35	31.8%	43.2%
Preschool	17	15.5%	21.0%

Program Type	Number of Programs	Percentage of Programs	Percent of Respondents
School-age Care	17	15.5%	21.0%
Family Child Care	8	7.3%	9.9%
In-home Multi-age Care	4	3.6%	4.9%
Multi-age Care	3	2.7%	3.7%
Occasional Care	1	0.9%	1.2%
Registered License-not-required (LNR)	5	4.5%	6.2%
Total	110	100%	

Reasons for Seeking Child Care Services

Respondents identified work as the most common reason for seeking child care services (81.4% of respondents), followed by the child’s development (59.2%), personal time (21.9%), and attending school (12.9%). (Figure 1)

Figure 1: Reasons for Seeking Child Care

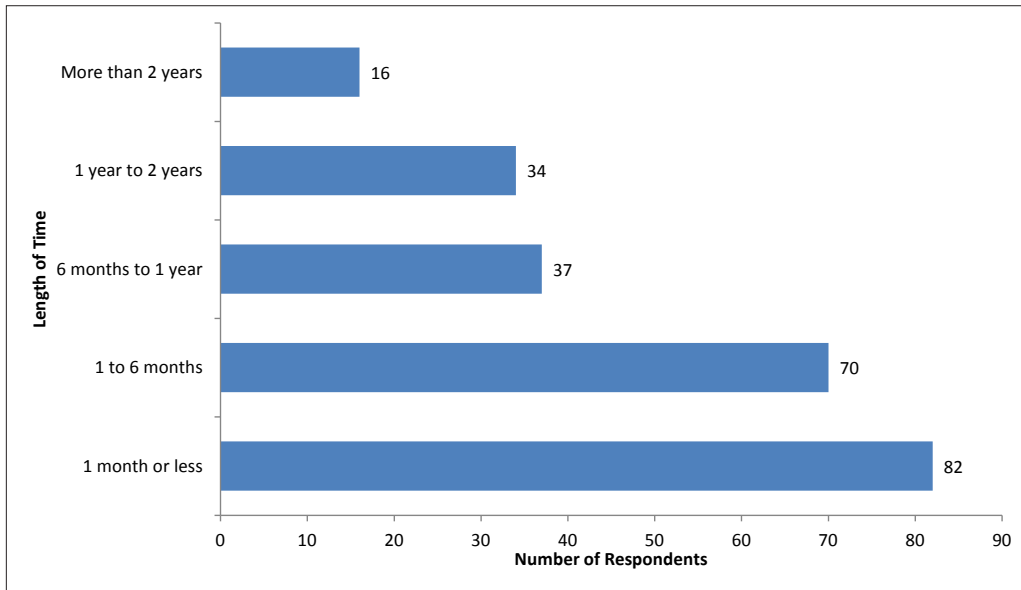



“The first search for child care resources started before my child was born and did not end until he was 16 months old. Both my husband and I had to work part time. By the end of that time we directly contacted over 40 facilities, and visited 12 daycares. [When our child reached] 3.5 years, we started the process again for our search for a preschool.”
 –Parent

Availability

The number of licensed child care spaces per child has increased substantially over the years, rising from 15 spaces per 100 children 12 years and younger in 2009 to 24 spaces per 100 children 12 years and younger in 2016. Even with these advances, the community engagement process revealed that significant concerns remain about the limited availability of child care in the city. 62.4% of respondents believed the supply of child care spaces in the city was inadequate. Many parents experienced lengthy waiting periods to secure care for their children, and indicated that they had to sacrifice program quality or make other compromises to secure a child care space. 36.4% of respondents acknowledged that it took 6 months or longer to secure a child care placement for their child. (Figure 2)

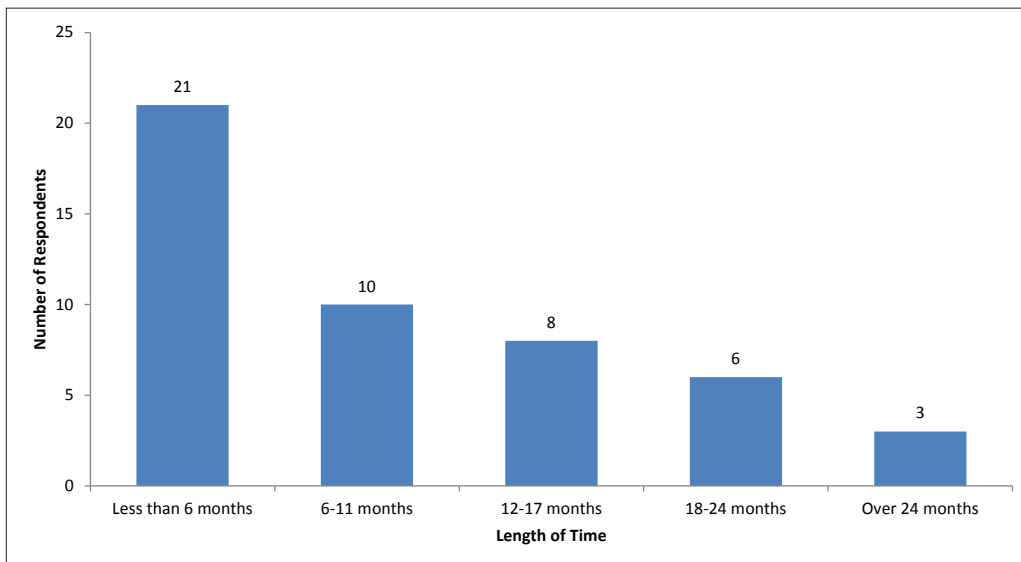
Figure 2: Length of Time to Secure Child Care



62.4%  believed the supply of child care spaces in the city was **INADEQUATE**

Respondents identified long waitlists as the primary reasons for reduced availability of child care spots, particularly among infant and toddler child care spaces. When surveying the community, 14.9% of respondents identified their child as being on one or more waitlists. 54% of these children had been on a waitlist for at least 6 months. 10% of children had been on a waitlist for over 18 months. (Figure 3) The majority of children who were on a waitlist were on one waitlist (42.0%) or two waitlists (30%).

Figure 3: Length of Time Child has been on a Waitlist



“My child was on an infant/toddler wait list 6 months before she was born and she just got offered a spot 3.5 years later. She is turning 3 years old and can no longer go to infant/toddler daycare.”
 –Parent

Operators confirmed that waitlists existed for all types of child care, with the longest lists being reported for group care for infants and toddlers. (Table 13)

Table 13: Waitlist Information

Program Type	Total # of Programs	Programs with Waitlist ²³	Total # of Children on Waitlist	# of Children on Waitlist (Range)	Average # of Waitlisted Children per Program
Group Care – under 36 months	20	13	628	0-350	17.5
Group Care – 30 months to school-age	35	20	699	0-200	19.9
Preschool	17	10	135	0-45	7.9
School-age Care	17	6	121	0-43	7.1
Family Child Care	8	4	15	0-10	1.8
In-home Multi-age Care	4	1	10	0-10	2.5
Multi-age Care	3	1	5	0-5	1.6
Occasional Care	1	Unknown	Unknown	Unknown	Unknown
Registered Licence-not-required	5	2	4	0-2	0.8
Total	110	57	1617	0-350	14.7

In the last year, **36.3%** of respondents have been **UNABLE TO ATTEND WORK OR FIND WORK** due to inadequate child care options 

When asked about the impacts of not having suitable child care arrangements over the past year, the most frequently cited factors included respondents’ abilities to go to work (26.0% of respondents), attend appointments or run errands (24%), and participate in community events or recreational activities (18.3%). (Table 14) Parents reported that challenges in securing child care caused them considerable stress, affecting their prospects in securing and retaining employment, making it difficult for them to effectively plan for themselves and their families.

Table 14: Impact of not Having Suitable Child Care Arrangements in the Past Year

Impacts	# of Responses	% of Respondents (N=262)
Find work	27	10.3%
Attend work	68	26.0%
Attend school or training	28	10.7%
Attend appointments, run errands or perform daily tasks	63	24.0%
Participate in community events or recreational activities	48	18.3%
Not Applicable	80	30.5%
Other	10	3.8%
Total	324	

²² For a program to be included in the summary table, respondents needed to provide details on the number of children on their waitlists. If they only reported having a waitlist, but did not specify numbers, their program was excluded from the summary.

Throughout the course of the community engagement process, child care operators within Richmond expressed concern about a growing trend where families hold spaces for their child in a child care program. This often occurs when a family is out of the province or country for an extended period of time. Rather than removing the child from their child care program, the family continues to pay monthly registration fees in order to secure the ongoing space for their child. This ensures that the child will have a child care space upon return to the Richmond community; however it also prevents another child from taking that space in the child’s absence. This trend is further restricting the availability of child care spaces, as noted by the many child care operators in Richmond. 28.4% of child care operators responded that, in the past year, a family had paid for a child care space even if their child was unable to attend their program.

Affordability

The high cost of child care emerged as a key concern of parents, particularly for group care for infants and toddlers. Many parents noted that they had made compromises on the quality of care they were pursuing because of cost (e.g. choosing the lower cost option because the preferred option was too expensive). Some families also indicated that they had foregone work to remain at home because the wages they would attain would fail to offset the costs of care.

Families indicated that the average monthly cost of child care was \$500 or less for 46% of surveyed children, \$500-\$1,000 for 31.6% of children, \$1,000-\$1,500 for 18.6% of children, and more than \$1,500 for 3.2% of children. (Figure 4) Respondents to the Parent Survey reported before tax household incomes in 2015 that averaged higher than the 2011 Census results. (Table 15) While the average reported household income of respondents was higher than the average household income in Richmond for 2010, respondents still reported that affordability of child care was a major concern facing their family. In addition, many families expressed their concern with the increasing cost of living in Richmond and the impact that the high cost of child care has had on their lives. For many families, child care constitutes a major source of expenditure in their daily cost of living and is a contributing factor to stretched financial situations. The public consultation process revealed that for many families with one or more children, child care costs were more than the income of a parent, resulting in a parent staying at home to care for the child.

“Many grandparents find themselves taking care of their grandchildren because their children can't find good child care. Child care is a community issue, not just parents but grandparents who could otherwise be involved in volunteer activities, civic engagement, etc.”
 –Grandparent

“Affordability is a huge issue; child care is like another mortgage payment for our family and has been a primary contributing factor in accumulation of debt for our household.”
 –Parent

Figure 4: Monthly Cost of Child Care

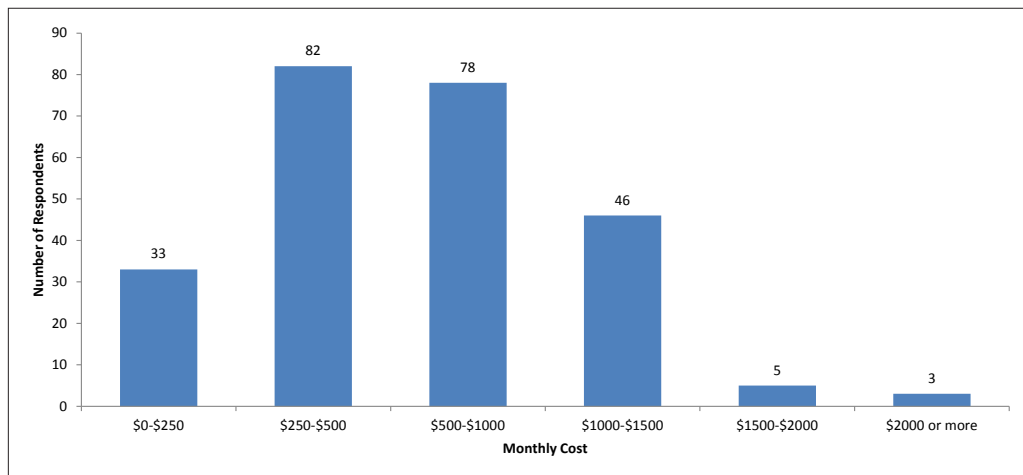


Table 15: Reported Before Tax Household Income Range of Parent Survey Respondents and 2011 Census Data

Before Tax Household Income Range	2016 Child Care Needs Assessment Parent Survey Reported Income of Respondents ²⁴ (2015 Before Tax Household Income)	2011 Census (2010 Before Tax Household Income)
< \$20,000	8.5%	15.1%
\$20,000-\$60,000	24.9%	34.4%
\$60,000-\$80,000	8.0%	13.9%
\$80,000-\$100,000	16.9%	10.7%
\$100,000-\$150,000	26.8%	15.1%
\$150,000 <	15.0%	10.7%

“The cost of child care is really expensive. At \$1,350 per month, not including meals, what is left of my salary after car payments, school tuition and food?”
 –Parent

All forms of child care were reported by parents as affordability concerns. In particular, many parents expressed concern regarding the high cost of infant and toddler care and school-age care. Table 17 outlines the reported range and average monthly cost of child care, by program and program subcategory, as responded by child care operators. In comparison, it also provides an overview of available data from the Canadian Centre for Policy Alternatives Fee Survey. The reported monthly fees from Richmond operators for infant care ranged from \$1,000 to \$1,625 per month and the reported monthly fees for toddler care ranged from \$900 to \$1,650 per month. The Canadian Centre for Policy Alternatives also found that infant and toddler care was the most expensive form of child care, averaging \$1,235 and \$1,294 per month. Richmond operators reported that school-aged care offering before and after care ranged from \$365 to \$660 per month, averaging \$467 per month. (Table 16)

Table 16: Child Care Fees

Program Type	Program Subcategory (Ages or Frequency)	Average (Mean) Monthly Fees	Canadian Centre for Policy Alternatives Median Fees (Richmond, 2016)
Group Care	Infants (0-18 months)	\$1,271	\$1,235
	Toddlers (19 months-3 years)	\$1220	\$1,294
	3-5 years (30 months to school-age)	\$950	
	School-age (6-12 years)	\$450	
Preschool	2 days/week	\$227	
	3 days/week	\$323	
	5 days/week	\$602	\$875
School-age Care	Before and after school	\$467	

²³ 2016 Child Care Needs Assessment Parent Survey Reported Income of Respondents does not take into account those who chose not to report their income.

Program Type	Program Subcategory (Ages or Frequency)	Average (Mean) Monthly Fees	Canadian Centre for Policy Alternatives Median Fees (Richmond, 2016)
Family Child Care	Infants (0-18 months)	\$885	\$900
	Toddlers (19 months-3 years)	\$842	\$859
	3-5 years (30 months to school-age)	\$537	\$800
Multi-age Care (including in-home multi-age care)	Infants (0-18 months)	\$914	
	Toddlers (19 months-3 years)	\$854	
	3-5 years (30 months to school-age)	\$804	
Registered License-Not-Required	Infants, toddlers, and 3-5 year olds	\$812	



“Subsidy threshold is too difficult for low to moderate income families who make a little too much to qualify for a subsidy, but who cannot afford child care.”

–Operator

Child Care Affordability Scenario

Median family income (2010): \$69,553

Benchmark housing prices in Richmond (Real Estate Board of Greater Vancouver, March 2016):

- Single detached: \$1,717,100
- Townhouse: \$724,100
- Apartment: \$432,200

Annual income required for mortgage (@32% Gross Debt Service ratio):

- Single detached:
 - 20% down payment: \$250,708
- Townhouse: \$724,100
 - 20% down payment: \$111,495
 - 10% down payment: \$124,612
 - 5% down payment: \$130,626
- Apartment: \$432,200
 - 20% down payment: \$69,195
 - 10% down payment: \$77,024
 - 5% down payment: 80,938

Scenario:

- Family buys townhouse @ benchmark price of \$724,100
- Family has annual household income of \$111,495 (much higher than Richmond median family income of \$69,553)
- Family makes 20% down payment on home (\$144,820)
- Family gets 25 year mortgage for principal of \$579,280 @ 3 year fixed rate @ 2.59%
- Family makes monthly mortgage payment of \$2,771
- Family has one child in group infant care @ \$1,271/month (average from Operator Survey)
- Family also has one child in group 3-5 year care @ \$950/month
- Family's gross monthly housing (mortgage) and child care costs are \$4,992 or 54% of gross monthly family income.

Funding

Throughout the community engagement process, several parents expressed frustration about the limited senior government funding provided for the child care system. They noted that the system is fragile and lacks the funding and stability of the public education system, thereby creating challenges for parents, children, operators, and child care workers. Some parents also stated that Provincial child care subsidies need to increase. In addition, many families voiced support for the \$10aDay Child Care Plan.²⁴

Operators expressed strong concerns about perceived funding shortfalls and lack of senior government commitment, echoing the parents' comments about the overall fragility and instability of the child care system. In addition some operators voiced their desire for a publically funded child care plan and that they would support the \$10aDay Child Care Plan.

71.6% of operators reported that, in the past 12 months, they had accommodated a child in receipt of Ministry of Children and Family Development (MCFD) Child Care Subsidies. (Appendix E) In total, 58 operators who responded to the Operator Survey collectively accommodated a total of 294 families in receipt of MCFD Child Care Subsidies. Many operators expressed their concern over the low income thresholds for approval of child care subsidies by the Ministry of Children and Family Development. Richmond operators of all forms of child care programs stated that it was difficult for families to receive MCFD subsidies due to the fact that the income threshold has not changed for many years, even with the higher cost of living.


70.3% of operators reported that they received financial assistance through the Provincial Child Care Operating Fund²⁵. While the majority of Richmond child care operators reported accessing the Provincial Child Care Operating Fund, some operators expressed concern over the lack of available funding for private child care operators and desired an increase in funding from the Child Care Operating Fund.

Forms of Child Care Used

The most prevalent primary forms of child care were provided through an immediate family member (27.1%), school-age care (22.9%), group care for 30 months to school-age (10.5%), and group care for infants and toddlers (8.9%). The most prevalent forms of secondary care²⁶ for respondent families were delivered by an immediate family member residing in the home (32.7%), an unpaid, extended family member or friend (28.7%), and a hired babysitter or nanny (7.7%). (Figure 5)

Among the Parent Survey respondents who used child care services, families reported that many of their children used some form of paid child care (88%); were enrolled in licensed care (85.0%); attended child care 5 days per week (62.7%); and most commonly attended child care between the hours of 7:00-9:00 a.m. (54.6%), 9:00 a.m.-12:00 p.m. (57.0%), 12:00-3:00 p.m. (54.6%), and 3:00-6:00 p.m. (80.9%).

48.6%
of respondents reported having a family member who could provide care for their child when needed



“[I would like to see] more short term care options—like at the community centres—available for a couple of hours on set days for drop-in so I can attend appointments and run errands and give my child some time to socialize with other kids.”

—Parent

²⁴ The \$10aDay Child Care Plan is a campaign, coordinated by the Coalition of Child Care Advocates of BC, urging the Provincial Government to introduce a comprehensive set of improvements to the child care system in the province. With respect to fees, the Plan calls on the Province to provide sufficient funding to bring parent costs down to:

- \$10 a day for full time care;
- \$7 a day for part time care;
- No parent fee for families with annual incomes under \$40,000.

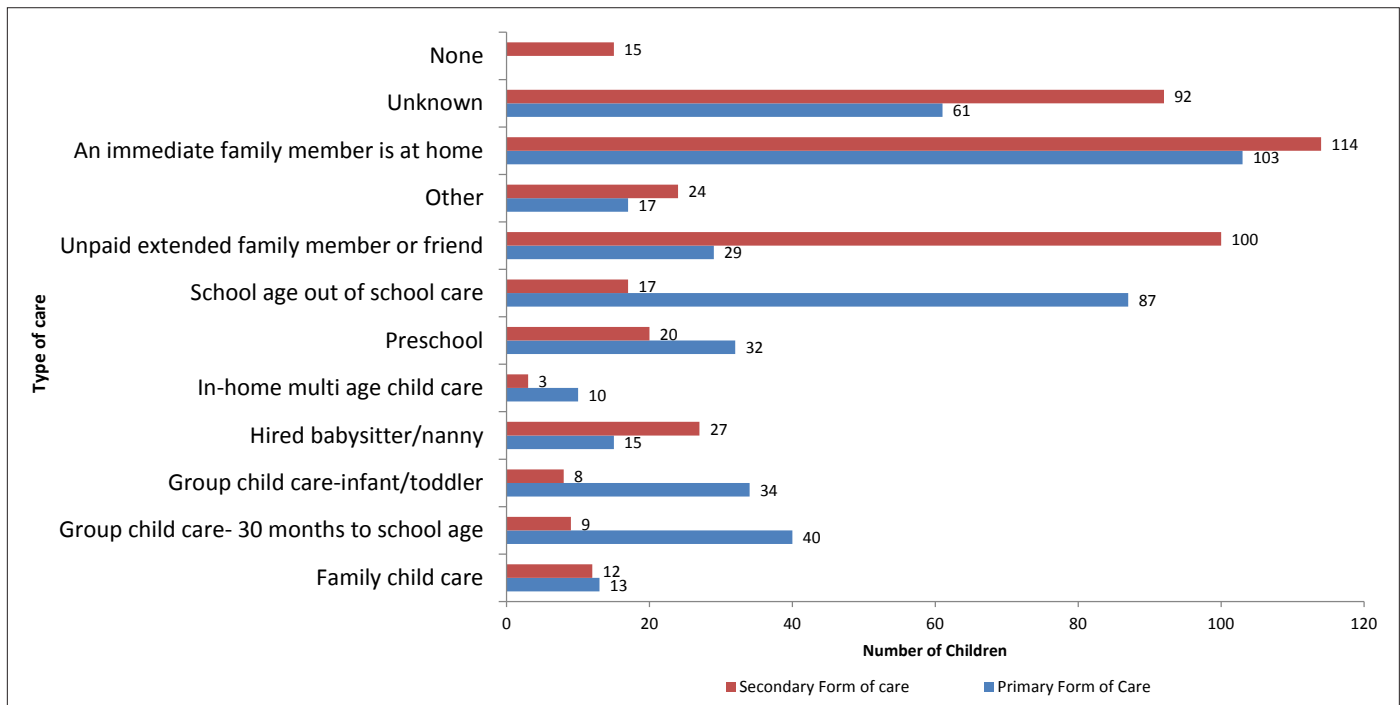
²⁵ The Child Care Operating Funding (CCOF) assists with the day-to-day costs of running a licensed child care facility. The program is optional—child care providers can choose to not participate. Additional information on the CCOF can be found in Appendix E.

This helps child care providers to:

- Keep parent fees affordable
- Provide fair salaries to child care staff
- Maintain quality child care for the community

²⁶ Secondary care: child care used frequently when a child is not in their primary form of care

Figure 5: Primary and Secondary Forms of Child Care Used



Alternate Arrangements

When canvassing the Richmond community, operators and families all indicated that the majority of child care options are available Monday to Friday, between the hours of 8:00 a.m.-5:00 p.m. For preschool programs, hours of operation are shorter in duration, and school-age care operators differ in their ability to offer programming during holidays and school breaks. An important aspect of the community engagement process was to determine if the current child care situation in Richmond is adequate in serving the needs of Richmond’s diverse community.

15.9% of applicable respondents in the Parent Survey indicated they needed child care for their children during different hours or days than their current arrangement. Highly sought after child care times, that parents found they could not access, were in the early mornings (6:30-7:30 a.m.), evenings (6:30-9:00 p.m.), and during weekends and holidays. Many families indicated that they were not able to access school-age care during the holiday school year breaks such as winter break, spring break, summer break and professional development days. The primary reasons cited for not securing care in these desired times related to cost or lack of availability. 29.1% of respondents who currently have a child in a child care arrangement indicated that they would change their current arrangement if a suitable alternative was available.



49.2% of respondent families have to **TAKE TIME OFF WORK** at some point in order to provide alternate care for their child

Families indicated that they sought alternate child care arrangements due to a variety of reasons. A common theme among parents and operators during the community engagement process revealed that child care options offer low flexibility for families should a situation arise such as illness, work commitments, or unexpected operator changes to scheduling. The primary reasons that respondent families had to pursue alternate child care arrangements was due to a child falling ill (28.3%) and to cover days that a child care operator was closed (25.6%). (Table 17) For these situations, families used a range of alternate child care arrangements, most commonly using friends and family to look after their child (54.7%) or taking time off work (49.2%). (Table 18) During the school-year calendar breaks, families reported using day camps (30.6%), or family and friends (36.4%) to provide care for their child when their regular child care arrangement was not open. (Table 19)

Table 17: Respondents Reasons for Alternate Child Care Arrangements

Reasons	# of Responses	% of Respondents (N=258)
To cover days that child's child care service was not open	66	25.6%
Child care provider quit or cancelled	9	3.5%
Work hours changed	26	10.1%
Child care provider was sick	14	5.4%
Child was sick	60	23.3%
Not Applicable	73	28.3%
Other	22	8.5%
Total	270	

“We need [child care] places that cater to longer hours and different hours than the 9-5 [work week]. Many parents are working a variety of shifts and finding child care is difficult for these parents.”

–Parent

Table 18: Forms of Alternate Child Care Arrangements Used

Forms of Alternate Child Care Arrangements Used (General)	# of Responses	% of Respondents (N=258)
Asked family or friends for help	141	54.7%
Took time off work to care for my child	127	49.2%
Put my child into another child care facility	12	4.7%
Put child into a day camp	34	13.2%
Used an occasional child care drop-in facility for a full day	6	2.3%
Hired a babysitter or nanny	26	10.1%
Worked from home	56	21.7%
Not Applicable	33	12.8%
Other	5	1.9%
Total	440	

Table 19: Forms of Alternate Child Care Arrangements Used in Summer Months and Holidays

Forms of Alternate Child Care Arrangements Used in Summer Months and Holidays	# of Responses	% of Respondents (N=258)
Summer camps/day camps	79	30.6%
Another child care that is different from the school year	15	5.8%
Family or friends take care of child	94	36.4%
Does not need alternate arrangements; child attends regular program	32	12.4%
Does not require child care during those times of the year	43	16.7%
Other	17	6.6%
Total	280	

“It has been especially difficult to secure part time spots that match with my part time 3 day/week work schedule. The expectation is that I will pay for full time care because the days I need are not offered together at almost any child care option. I have only been able to make our situation work by supplementing available child care with support of extended family regularly caring for our kids.”

–Parent

81.4%



of respondents identified their work as the most common reason for seeking child care services

Throughout the community engagement process, many families reported using family members as a key resource for their children's care. Immediate and extended family members were the leading child care arrangements used by families responding to the Parent Survey. In addition, family members were a primary resource used when securing alternate child care arrangements for a child. In the Parent Survey, 48.6% of respondents reported having a family member who could provide care for their child. With respect to specific family caregiver support, the most commonly cited providers were the child's other parent or guardian (75.5%) and grandparents (46.4%).

Reasons for Not Using Child Care

While many families reported using family members to help to secure alternate child care arrangements, it was also a leading factor as to why many families do not obtain child care for their children. 57.6% of respondents identified a family member being able to look after their child as the reason for not obtaining child care. (Table 20) Other challenges that families faced with securing child care included affordability (41.7%), availability (31.0%), information and resources available (5.3%), and parents own choice (9.8%).

Table 20: Reasons for Not Obtaining Child Care

Reason for not Obtaining Child Care	# of Responses	% of Respondents (N=132)
Respondent or another family member is able to look after child	76	57.6%
Child care is too expensive	55	41.7%
No child care is available in the hours needed	18	13.6%
Could not find child care space	16	12.1%
Respondent is nervous or uncomfortable about putting child into child care program	13	9.8%
No child care programs available close to home or workplace	7	5.3%
Could not find information on child care services	7	5.3%
Other	12	9.1%
Total	204	

Quality, Programming and Safety

Parents indicated that quality of care, diversity of programming, and overall program safety were key considerations in the selection of child care options. Parents wanted to know their children were being well looked after and that their children's developmental needs were being addressed. The stated concerns regarding quality, programming, and safety often overlapped or coincided with comments on staffing and funding for the child care system. (Table 21)

Several respondents indicated that they offered specialized programming, with the most common being play-based (70.3%), educational (35.8%), and Montessori (33.3%). Other specialized programs that were offered included fine arts, Reggio Emilia, emergent curriculum and nature schools.

Table 21: Satisfaction of Current Child Care Characteristics

Rating Factor	# of Responses	# Satisfied and Extremely Satisfied (3 and 4 Ratings)	# Dissatisfied and Extremely Dissatisfied (0 and 1 Ratings)	Average Rating
Quality of Care and Activities	232	207	3	3.4
Education and Experience Levels of Staff	226	197	5	3.3
Location of Care	230	194	14	3.3
Cost	230	122	64	2.4
Quality of the Facility	227	196	7	3.2
Ease of Transportation	232	188	16	3.2
Hours of Care	232	195	24	3.2
Accommodation of Siblings	167	128	9	3.1
Flexibility of Hours/ Days of Care	225	164	35	2.9
Multicultural Programming	184	114	19	2.7
Inclusion of Children Requiring Extra Support	156	101	6	2.9

Rating scale:

- 4 = extremely satisfied
- 3 = satisfied
- 2 = neutral
- 1 = dissatisfied
- 0 = extremely dissatisfied

Staffing

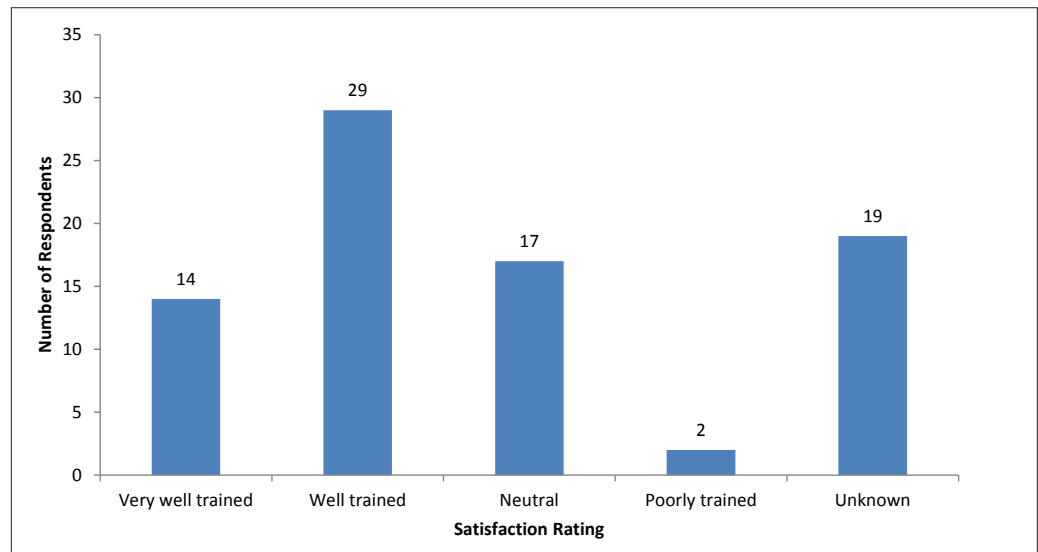
In addition to the quality and safety of the child care program, the qualifications, characteristics and commitment of program staff were of paramount concern to parents. Some parents commented on how much they appreciated the staff at their child care centre. Many also noted their awareness of the low wages and challenging working conditions facing child care staff. Consideration of the high level of responsibility and heavy work demands within the Early Child Educator role were expressed by many parents and operators. The issue of low wages and difficulty in securing and retaining qualified staff were also cited as key issues by child care operators. Operators noted that the issue is exacerbated by the high housing and living costs in Richmond and expressed that it is not feasible to live in the city on a child care worker’s salary. Operators also noted that some child care workers have been attracted to pursuing higher paid positions in the public school system, reducing the available of quality staff that are remaining in early childhood education.

40.7% of responding operators reported that they were finding enough qualified candidates applying for positions within their organization, while only 33.3% reported that there were enough qualified substitutes to draw from when they needed to fill short-term staff vacancies. When responding to the quality of training of staff hired within the past five years, 53.1% of child care providers believed their staff were well trained. (Figure 6)

“Raise wages for those who are passionate and dedicated in the field of early childhood education. Educators leave not because of loss of interest or passion or desire to stay in the field, but for lower-than-average salaries that make living in the city not feasible or realistic. Struggling to make our own ends meet, sometimes the only choice left is to leave this field to pursue a different work path that will provide an adequate living wage. It is not from lack of passion or love for quality care for children.”

–Parent

Figure 6: Quality of Training of Staff Hired in the Past Five Years



“If we truly value children and families there needs to be standardized monitoring of ECE training in educational institutions.”

—Operator

Of the 81 respondents to the Operator Survey, 65.4% indicated that they required their staff to have an Early Childhood Educator certificate, 25.9% required their staff to have an Infant/Toddler certificate, 24.7% required their staff to have a Responsible Adult certificate, 7.4% required their staff to have a Special Needs certificate, and 21.0% required their staff to have other forms of certification (e.g. Montessori, First Aid).

Operators frequently mentioned the difficulties in securing qualified staff for working with infants and toddlers, and children who require extra support. This speaks to the low percentage of staff that has their Early Childhood Educator certificate with Infant/Toddler certification or Special Needs certification. These positions supervise children where, as expressed in the Parent Survey, there are concerns regarding the availability of child care spaces in Richmond (infant and toddler care, and children who require extra support) and exhibit long wait lists. As seen in Table 22, the salary compensation for staff that attain their Infant/Toddler or Special Needs certification is equal, or minimally enhanced, to those who do not. As noted by many operators, this discourages many Early Childhood Educator qualified staff from obtaining further education to receive an additional certification. Consequently, it is difficult for many operators to secure qualified infant and toddler and special needs certified staff to fill vacant positions as they arise. This impacts the availability of infant and toddler spaces, as well as securing placements for children who require extra support.

33.3% of surveyed operators reported they were able to find qualified substitutes when they needed to fill short-term staff vacancies

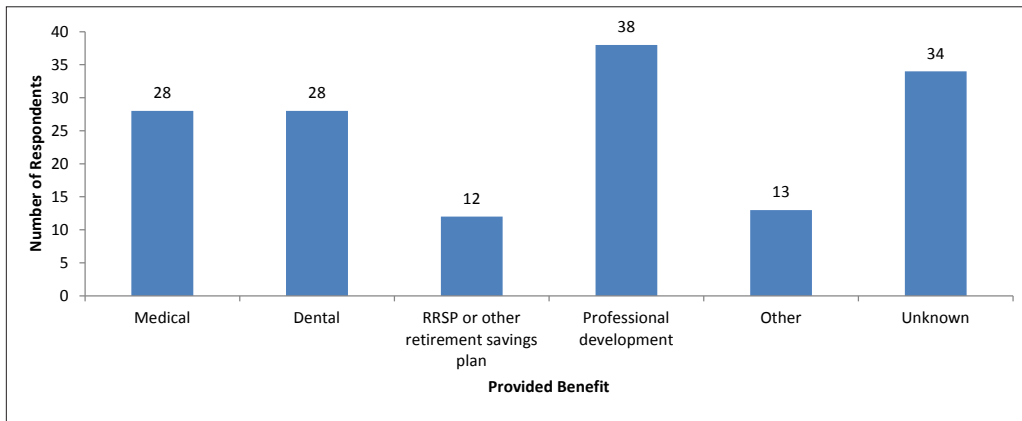


Table 22: Salary of Child Care Staff

Position	Salary Range (per hour)	Average Minimum Salary (per hour)	Average Maximum Salary (per hour)	# of Employees in Position
Supervisor/ Manager	\$14.00-\$30.00	\$20.70	\$24.40	61
Early Childhood Educator	\$13.50-\$22.50	\$16.72	\$20.03	119
Early Childhood Educator with Infant/Toddler Certificate	\$15.00-\$21.00	\$17.46	\$19.66	49
Early Childhood Educator with Special Needs Certificate	\$15.00-\$21.00	\$16.88	\$19.92	7
Early Childhood Assistant	\$11.00-\$18.65	\$14.46	\$17.52	21

The majority of child care operators offered forms of benefits to their employees. 34.6% of respondents offered medical benefits, 34.6% offered dental benefits, and 46.9% offered paid professional development opportunities. (Figure 7)

Figure 7: Types of Benefits Provided to Employees



“We need to pay early childhood educators more because it is such an important job, and it's not easy. We need to retain these wonderful staff and we need consistency for the children with less turnover. They are caring for our children, our future!”
 –Parent

60.1% 
 of respondents used **FRIENDS OR WORD-OF-MOUTH** to obtain child care services in Richmond

Information

Some parents indicated that they faced challenges in obtaining information on the child care system, the options that may be available and the services and resources for parents. In particular, many indicated that they experienced challenges in gaining information to help them in finding placement for their children. For most families, the preference for obtaining information is by an online information source. (Table 23) The challenge regarding information is exacerbated by the limited availability of information in languages other than English.

“It is difficult for new parents to know how to find a child care centre they can trust, especially infant care centres. It is a bit overwhelming to begin with and I relied on Google to search for reviews of centres.”

—Parent

Table 23: Resources Used to Find Child Care

Resources Used	Number of Responses	% of Respondents (N=311)
Child Care Resource and Referral Centre	106	34.1%
City of Richmond website	91	29.3%
Staff at community centres	77	24.8%
Vancouver Coastal Health	41	13.2%
General Internet search	106	34.1%
Friends/word-of-mouth	187	60.1%
Newspaper advertisement	15	4.8%
Employer	60	19.3%
Elementary school system	16	5.1%
Other	28	9.0%
Total	727	



Co-Location and Proximity of Related Services

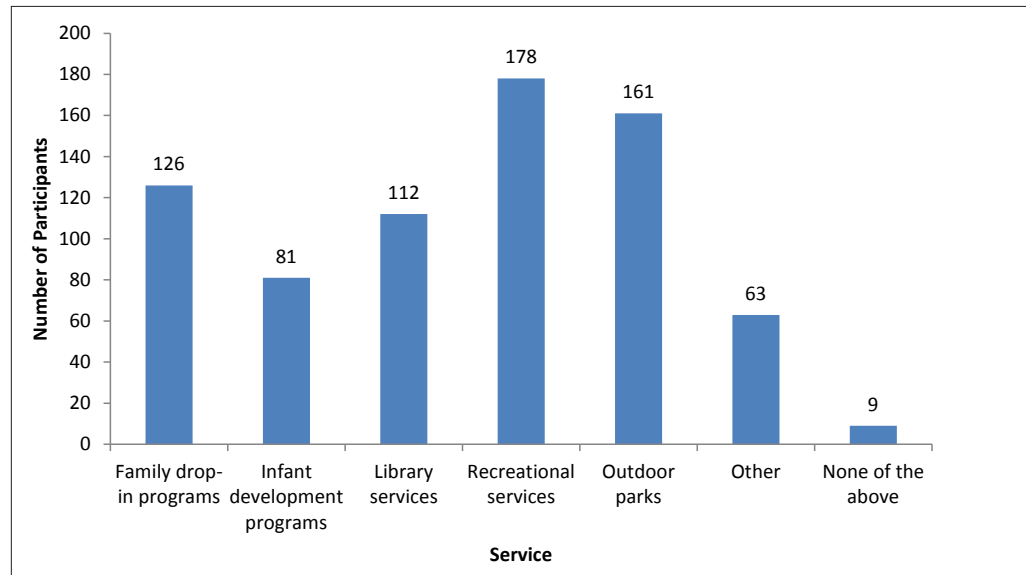
Parents reported that they used a variety of other programs and services for their children in addition to child care, such as parent and tot programs and library programs. Respondent families were asked what services they would ideally like to see located on the site of their child care program. The most commonly cited options were recreation services (57.2% of respondents), outdoor parks (51.8% of respondents), family drop-in programs (40.5% of respondents), and library services (36.0% of respondents). (Figure 8) These comments further validate the City’s policy priority, as stated in the OCP and Social Development Strategy, of pursuing the establishment of child care facilities near schools, parks and community centres or early childhood development hubs in the City Centre area.

“I would like to see more multi-generational programming in Richmond. Our children’s grandparents all live out of province and it would be great to have programming dedicated to multi-generational engagement.”

–Parent



Figure 8: Programs that Respondents would like Co-located with Child Care Programs and Services



“There never seems to be enough supported spaces for children with special needs. Children often have to wait or will not be able to attend certain programs as they are not able to participate without help. Early intervention and support is critical, especially when these supports can sometimes help reduce the need for greater assistance later on which ultimately will save resources.”

—Parent

69.1% of respondents indicated that they would like to find child care services close to their home, followed by their child’s elementary school (29.3%) and their place of employment (24.4%). (Figure 9) 72.0% of respondent families indicated that they used their own vehicle to travel to child care services. The next highest travel mode was by foot (15.0%), with carpooling, bicycle, and other modes of travel being less prevalent (10.1% collectively). (Figure 10)

Figure 9: Travel Time to Child Care Location

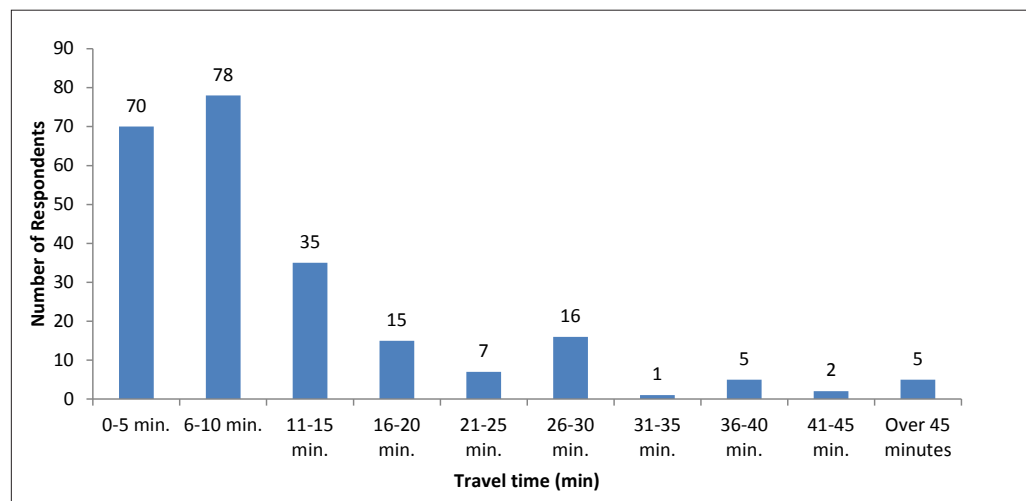
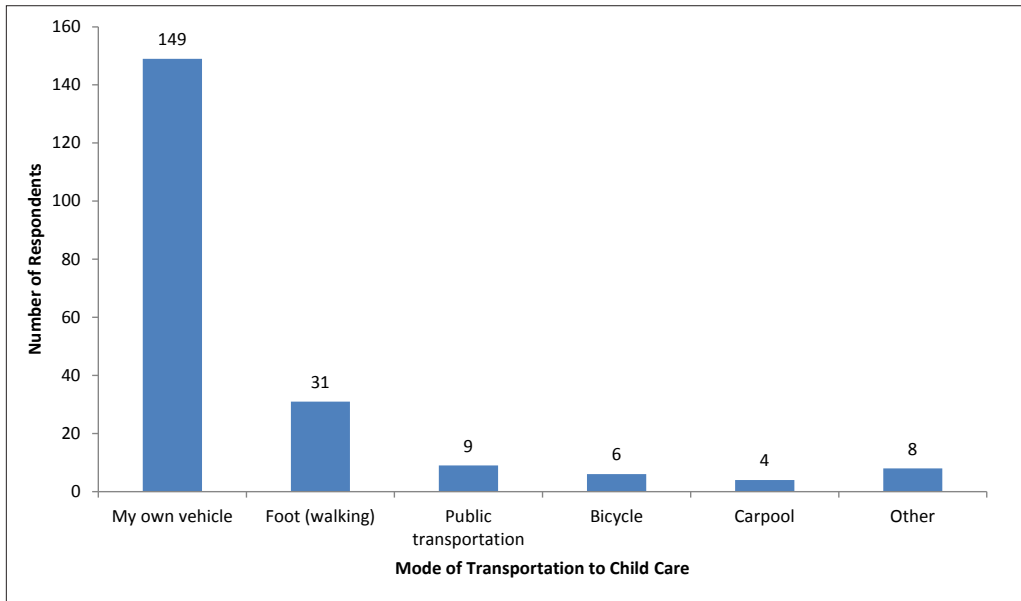



Figure 10: Mode of Transportation To and From Child Care



72% of families **USE THEIR OWN VEHICLE** to travel to and from child care services 

Stability of Facilities

Through the focus groups and surveys, child care operators revealed that several child care facilities are in privately-owned commercial premises with leases set to expire in the near future. In addition, the recent Supreme Court decision to return class sizes to teacher student ratios set in pre-2002 has required the Richmond School District to utilize classroom space previously rented to child care providers. In many cases, displaced programs have been accommodated in new locations at other school sites but not all programs are guaranteed future rental space. The Richmond School District is also going through seismic upgrading which may further impact the amount of space available for child care since rebuilding may not be to the previous economic capacity. There are currently over 1,200 licensed child care spaces offered on Richmond School District sites.

More research is required to gain a better understanding of the situation and its implications. It is also important to determine the number of facilities that are secure over the short and medium term, as well as the number of facilities at risk of redevelopment. Information gleaned from the research would help to formulate potential options for addressing the situation in the future. Loss of facilities could place considerable stress on families and operators. The issue is particularly challenging given the high real estate costs in the city, meaning affordable alternative spaces could be at a premium.

In the Operator Survey, 50.6% of operators reported that their facilities were leased or rented. Of these respondents, 43.9% identified their leases as already expired, month-to-month, or expiring within the next year. However, only 9.9% of operators indicated that they expect their programs to need to relocate within the next two years.

Extra Support Needs²⁷

Several parents cited concerns regarding care for children with extra support needs. Specifically, parents discussed challenges in securing spaces in inclusive settings which have capacity to welcome and serve children with extra support needs in conjunction with other children in care. Operators also cited challenges in adequately serving children with

“I do understand that child care is such a struggle for all parents, so imagine the added struggle if you have a child with disability. Finding the right program as well as someone who is willing to work with him [is challenging]. It is really difficult to find adequate childcare so if parents are not properly supported to be able to work, how will we be able to provide a better life especially when it is this expensive.”
 –Parent

²⁷ Child Requiring Extra Support: A child who, for physical, intellectual, emotional, communicative or behavioral reasons, requires support or services that are additional to, or distinct from, those provided to other children.

extra support requirements, relating to inadequate funding and challenges in finding qualified staff. Throughout the public consultation process, operators discussed the Kids Can't Wait Campaign as an important campaign currently underway to advocate for Provincial government action to improve and stabilize services for children with extra support needs.²⁸

53.1% of respondents in the Operator Survey reported that they accommodated children with extra support needs. Of these respondents, 65.1% accommodated one or two children, 4.7% accommodated three children, 9.3% accommodated four children, and 20.9% accommodated five or more children with such requirements.

17.3% of operators indicated that in the past 12 months they had received funding to provide extra support to children in their programs. (Table 24) The most frequently cited funding source was Richmond Society for Community Living, the agency contracted by the province to administer Supported Child Development funding in Richmond.

Table 24: Reported Use of a Supported Child Development Consultant

Supported Child Development Consultant Use	Number of Responses	% of Respondents (N=24)
Supported child consultant being used	13	54%
Supported child consultant not being used	5	21%
On a waitlist for a Supported Child Development Consultant	2	8%
Unknown	4	17%
Total	24	100%

Supportive Child Development Program Challenges

The experience of the Richmond Society for Community Living (RSCL), the agency currently holding a contract to deliver the Supported Child Development Program in Richmond, illustrates the funding shortfall for children with extra support needs. When it assumed the contract in 2005, RSCL was supporting 150 children. By 2016, the agency was supporting 386 children, with a further 104 children on a waitlist for service. Despite the dramatic increase in demand for service, RSCL's actual funding has remained unchanged since 2005. In order to support as many children as possible, the agency has had to be creative with how it allocates its funding, while also having to reduce some services.

²⁸ The Kids Can't Wait Campaign was coordinated by Inclusion BC in advance of the 2017 Provincial election. The background for the campaign notes that in BC, an estimated 5,000 preschoolers that require extra support are on waitlists for urgently-needed therapies and services that support early development. It called on the Provincial government to 1) provide an immediate \$15M investment into Early Childhood Intervention (ECI) services (e.g. provincially-funded services and supports for children with developmental challenges offered via community-based providers), with further investments over the next two years, and 2) commit to resolving systemic challenges regarding ECI services. (<http://inclusionbc.org/node/2915>).



Discussion and Analysis

A review of available data and a thorough community engagement process was intended to provide a broad picture of existing and projected child care needs in Richmond. In addition, to determine an appropriate approach for moving forward, it is important to consider the foundation for Richmond's future child care planning efforts (e.g. strengths, weaknesses, opportunities, threats). Key considerations are as follows:

Success in Child Care Delivery in Richmond

- City policy and planning foundation for child care (e.g. OCP, City Centre Area Plan, Social Development Strategy, Richmond Child Care Policy, previous Child Care Needs Assessments, planning provisions for early childhood development hubs).
- City administrative structure and dedicated staff resources for pursuing child care objectives (e.g. corporate reorganization in 2009 to include child care portfolio in Community Social Development Department of Community Services Division, establishment of Child Care Coordinator position in 2012).
- City internal inter-departmental child care team (e.g. involving staff from Community Services, Planning, Project Development, Facility Services, Law, Real Estate and other departments).
- Partnerships with non-profit societies for the planning, maintenance and operation of child care programs in City-owned facilities. The City owns seven child care facilities containing a total of 233 spaces, which are currently in operation. A further five child care facilities, accommodating an estimated 249 spaces, are in the planning phases.
- Partnerships with eight Community Associations which offer 954 child care spaces for preschool and school-age care, in addition to other child and youth programs delivered in City parks and recreation facilities.
- Continued dialogue with the Richmond School District on maintaining and expanding space on school sites. Currently, the Richmond School District provides rental space at cost-recovery rates to private and non-profit operators who deliver over 1,200 child care spaces.

- Collaborative planning structures and strong partnerships (e.g. Child Care Development Advisory Committee, Richmond School District, Richmond Children's First, Vancouver Coastal Health, Richmond Child Care Resource and Referral).
- Track record of securing spaces through development and facilitated by research and technical resources, such as design guidelines and specifications.

Challenges Facing Child Care in Richmond

- Persistent unmet child care need in the City, especially for infant-toddler care (as evidenced by wait lists and personal stories of frustrated parents).
- High costs of child care and related affordability challenges, most notably for infant-toddler care.
- Limited flexibility for child care for families, particularly relating to the need and desire for child care options outside traditional week-day work hours.
- Financial and life-balance pressure on families and extended families (e.g. grandparents deferring retirement plans to assist with child care needs).
- Limited awareness of sources of information for child care. For example, some families do not know where to look for information on child care and related family support services, a particular challenge given the limited availability of information available in languages other than English.
- Challenges for Supported Child Development programs and families with children having extra support needs, including a shortage of funding and resources, difficulty in securing placement, and integration and acceptance issues.
- Lack of resources, knowledge or acceptance of how to respond to needs of recent immigrant families while also ensuring that an inclusive system of services is available.
- Limited progress in securing early childhood development hubs (e.g. while one hub is being established as part of the Capstan Village development, no firm provisions have been made for additional hubs in the city).
- Limited staff resources in the City's Community Social Development Department, creating challenges for supporting acquisition of new community amenities for child care and ECD hubs and for addressing other child care priorities of the City.

Opportunities for Advancing Child Care in Richmond

- Continued population growth and development in the City, especially in City Centre, creates opportunities to secure more City-owned child care amenities or ECD hubs through negotiations with developers.
- Ability to pursue leveraged advances for child care, building on and enhancing the foundation of goodwill and culture of collaboration amongst partners (e.g. community associations, Vancouver Coastal Health Authority, Richmond School District, non-profit agencies, child care providers, and others).
- Potential opportunities to co-locate child care centres or ECD hubs in future City and community facilities.

- Increasing public awareness of the overall societal benefits of early childhood development and a high quality, stable child care system. This includes recognition that child care is more than a babysitting service for working parents, and provides a foundation for the positive growth and development of young people in the community. Signals that the Federal Government may provide greater funding and policy commitment to early childhood development in the years ahead, such as advancement of National Early Learning and Child Care Framework for Canada.

Potential Challenges that Child Care may face in the Future

- Relatively stagnant projected growth in the 0-12 years population, creating uncertainties regarding future demand for child care services.
- Potential loss of child care spaces due to the seismic upgrading and redevelopment of school sites, resulting in smaller school facilities that do not have the capacity to host child care and other community programs.
- High costs for housing and overall cost of living in the city makes it challenging for families with children and child care workers to move to or remain living in Richmond.
- Potential vulnerability of the loss of child care facilities due to redevelopment and difficulty in securing alternate premises in an escalating real estate market. This creates possibility for a net loss of spaces despite the City's efforts to secure new child care amenities through the development approval process.
- Aging City-owned child care facilities in older stratified buildings. The earliest City-owned child care amenities were secured in the 1990s. Premises are showing signs of age, with associated maintenance issues and costs.

The City of Richmond cannot address the range of child care issues facing the community on its own. A partnership approach is required which involves the City, senior levels of government, other public agencies (e.g. Vancouver Coastal Health, Richmond School District), child care providers, community associations, non-profit family service organizations, and the broader community. That said, in conjunction with its partners, the City can play an important leadership role with respect to child care. It is also important to note that the continued acquisition of new community amenities for child care and ECD hubs, and addressing other child care priorities outlined in the City's Child Care Strategy will require additional staff resources (e.g. regular full-time Planner 1) to support the work of the current regular full-time Child Care Coordinator in the Community Social Development Department.







Vision

The City of Richmond's vision for the next five years is to continue to be a municipal leader in fostering conditions for a comprehensive child care system in Richmond. In its role, the City will strive to maintain and increase child care space in Richmond by encouraging the development of centres that provide a continuum of care for children from birth to twelve years, with a particular focus on increasing infant and toddler, and school age care spaces.

Achieving the vision for child care in Richmond requires:

- Strong civic commitment
- Collaboration
- Partnership
- Education
- Development of high-quality facilities

Moving forward, the City's role will also focus on partnerships, advocacy and supporting the creation of new child care spaces. Securing community amenity contributions through development processes will remain a priority. This is a key time in British Columbia and Canada where funding for creating additional child care spaces has been announced by both the Provincial and Federal levels of government. It is important for the City to be proactive with senior levels of government to ensure that Richmond benefits from these new funding announcements.

Role of the City

The City role is to provide leadership in creating and nurturing a comprehensive child care system in Richmond, which is important to the liveability of the city. The Child Care Strategy calls upon the City to play a number of roles to facilitate a community-wide approach to developing a comprehensive child care system in Richmond. These roles include:

- **Planner:** The City gathers information, research and feedback on community needs in order to create policy and implement actions that support child care in Richmond.
- **Supporter:** The City helps build the capacity of the child care sector by supporting infrastructure upgrades and professional development through its child care grants program, and providing nominal leases to non-profit organizations delivering services in City-owned facilities.
- **Advocate:** The City works with community organizations to advocate to senior levels of government for policies and financial investments that support a comprehensive child care system in Richmond.
- **Partner:** The City collaborates and partners with the private and non-profit sectors, community agencies, and senior levels of government to create and maintain child care spaces in Richmond.
- **Communicator:** The City uses best practice research to educate, promote and market child care information to the public.
- **Analyst:** The City monitors child care research, and policy work conducted by other levels of government to inform and update its policies and plans to reflect current and emerging trends.





Strategic Directions and Recommended Actions

To address the child care needs and concerns identified in this report, seven strategic directions with thirty-two recommended actions are being presented for Council's consideration. The seven strategic directions are:

- Policy and Planning;
- Creating and Supporting Spaces;
- Advocacy;
- Accessibility and Inclusion;
- Collaboration and Partnership;
- Research, Promotion and Marketing; and
- Monitoring and Renewal.

Over the five year timeframe for the plan some of the recommendations have been noted as short term priorities (*1-3 years*), while others are identified as long term priorities (*4-5 years*) to be completed by end of the time period. Of the 32 actions, five are identified as key priorities.

Strategic Directions

Seven strategic directions and thirty-two recommended actions are presented below to address the needs and concerns identified through consultation with the community and child care operators.



Policy and Planning

The City's role in child care policy and planning is to support the development of an adequate supply of local child care spaces to support resident and employment populations. This entails conducting periodic Child Care Needs Assessments and monitoring data sources to analyze trends and child care space needs within the Richmond community. The City's role also involves the administration of the Child Care Grant Program and the facilitation of the Child Care Development Advisory Committee.

1. Review Richmond's child care space needs and update child care space targets by Planning Area, utilizing the 2016 Long-form Canada Census data for the City and its planning areas once the information becomes available in spring 2018. If required, the approach used for the Surrey Child Care Gap Assessment would serve as a useful model.²⁹ (Short term: 1-3 years) **KEY PRIORITY**
2. Review the current status of existing child care spaces in Richmond. The potential loss of child care spaces on school properties and displacement of child care programs in areas of the City experiencing redevelopment is a concern. This could offset potential advances made by the City in securing spaces from developers as amenity contributions through the rezoning process. Working with assistance from the City's Planning staff:
 - a) Undertake a review of areas in the city with the capacity for more intense redevelopment or that may be subject to land use changes (e.g. industrial "let go" areas) to understand if there are any potential impacts to maintaining existing child care spaces.
 - b) Consult with the School District about school enrolment changes and facility redevelopment that may affect use of school properties for licensed child care spaces and other child and family development programs. (Short term: 1-3 years) **KEY PRIORITY**

²⁹ Children's Partnership of Surrey – White Rock. Surrey Child Care Gap Assessment. October 2011. The process used a formula for determining child care gaps that was developed by Lynell Anderson, child care consultant.

3. Review and seek direction on amendments to the City's Official Community Plan to determine if any amendments are required to sections discussing child care (e.g. sizes for child care facilities serving a range of age groups, calculations for cash contributions). *(Long term: 4-5 years)*
4. Conduct a review to ensure that the Child Care Grant Program is meeting the non-profit child care operator's needs (e.g. timing, number of grant cycles per year, budget). Seek direction on proposed changes to the Child Care Grant Program's Guidelines (e.g. eligibility criteria for organizations and types of projects). *(Short term: 1-3 years)*
5. Review internal City mechanisms for maintaining and coordinating City-owned child care facility improvements (e.g. ongoing maintenance of facilities, operating budget impact estimators, minor and major capital improvements). *(Short term: 1-3 years)*
6. Review and update the Terms of Reference for the Child Care Development Advisory Committee (CCDAC) to ensure the committee is fulfilling its role and mandate. *(Short term: 1-3 years)*



Creating and Supporting Spaces

The City supports the creation of child care spaces by accepting voluntary contributions from developers in the form of built child care facilities or cash in lieu contributions to the Child Care Statutory Reserves. The City manages and maintains seven existing City-owned child care facilities and is in the process of developing four City-owned child care facilities and one Early Childhood Development Hub. Dedicated City staff resources help to develop, maintain and support the child care system in Richmond.

7. Continue to secure community amenity contributions through rezoning processes, focusing on the creation of early childhood development hubs. *(Long term: 4-5 years)*
KEY PRIORITY
8. Work with other City of Richmond departments to plan, secure and build child care spaces co-located with other community facilities. *(Long term: 4-5 years)*
9. Review the Child Care Statutory Reserve Fund policy to consider how fund

contributions could be apportioned to the Child Care Development Reserve Fund and the Child Care Operating Reserve Fund using a similar approach to the Affordable Housing Reserve Fund (e.g. 70% for Capital and 30% for Operating as opposed to the current split of 90% for Capital and 10% for Operating). *(Short term: 1-3 years)*

KEY PRIORITY

10. Explore mechanisms to increase City staff resources to advance the City's child care priorities.
 - a) Provide additional staff resources (e.g. Planner 1 – Child Care in Community Social Development) to support continued implementation of the Child Care Policy and fulfill the recommendations presented in this report. Community Social Development (Child Care) staff are currently working beyond capacity to address the existing work program and managing new child care amenities coming on board; and
 - b) Support the development of facilities secured as community amenity contributions by ensuring there is an integrated City department approach applied to working with developers providing these amenities. To accomplish this, sufficient resources are required in Community Social Development and other departments that support this work (e.g. Project Development and Facility Services). *(Short term: 1-3 years)* **KEY PRIORITY**
11. Continue to manage and maintain existing and future City-owned child care facilities to ensure both the City and non-profit operators are fulfilling their lease obligations, leases are up to date, and facilities are well maintained. In the case where City-owned child care facilities are located in strata units and air space parcels, facilitate a respectful working relationship with property managers, strata councils and air space parcel owners to ensure shared obligations around maintenance are fulfilled, bills are paid and child care programs occupying these spaces have healthy environments where they experience minimal service disruption. *(Long term: 4-5 years)*
12. Pursue partnerships and funding opportunities with senior levels of government for capital investment to assist with the creation of City-owned child care spaces in Richmond. *(Long term: 4-5 years)*
13. Work with Community Associations to learn about child care needs in the neighbourhoods they serve and how they can build capacity to meet these needs (e.g. adjust hours of operation, create and deliver additional child care spaces and programs in City-owned community centres). *(Long term: 4-5 years)*





Advocacy

The City advocates on behalf of its residents to address the needs of Richmond's resident and employment population. The responsibility to provide quality, accessible, and affordable child care is within the mandate of senior levels of government, and the actions below address advocacy items that the City can undertake.

14. Send a letter to the Federal Government to indicate the City of Richmond's support for the development and implementation of a meaningful, appropriately funded Multilateral Early Learning and Child Care Framework for Canada. *(Short term: 1-3 years)*
15. Send letters to the Provincial Government:
 - a) Expressing City Council's endorsement of the \$10aDay Child Care Plan;
 - b) Requesting that the City of Richmond be consulted about the creation and implementation of a future Provincial child care plan; and
 - c) Recommending wage enhancements for Early Childhood Educators to attract qualified staff and to support both existing and new child care spaces (e.g. increases to the Child Care Operating Fund Program). *(Short term: 1-3 years)*
16. Send a letter to the Provincial Government requesting that the benefit rates and eligibility provisions for the Child Care Subsidy be reviewed and increased (e.g. expanded coverage for median or moderate income families). *(Short term: 1-3 years)*
17. Send a letter to the Provincial Government requesting that they review and increase funding for Early Childhood Intervention Services in accordance with the [#KidsCantWait Campaign](#). *(Short term: 1-3 years)*
18. Continue to monitor funding and grant opportunities along with future actions planned by senior levels of government regarding child care initiatives to maximize opportunities to enhance affordable, accessible and quality care in Richmond. *(Short term: 1-3 years)*



Accessibility and Inclusion

The City ensures that its services are open, accessible and appropriate for all; regardless of income, ability, sexual orientation or length of time living in Canada. In addition, the City works to create an inclusive environment for all residents, in partnership with community organizations. Three actions are recommended to address improving access to information about child care, and enhancements to services for children with diverse needs.

19. Collaborate with Vancouver Coastal Health, the Richmond School District, other schools in Richmond (e.g. private, francophone), Richmond Child Care Resource and Referral, Richmond Children First, the City of Richmond Child Care Development Advisory Committee, the Intercultural Advisory Committee, Community Associations, child care providers, and other appropriate parties to improve availability of information to Richmond families on child care and family-related resources. *(Short term: 1-3 years)*
20. Consult with the City of Richmond's Accessibility and Inclusion section, the Intercultural Advisory Committee, and multicultural and immigrant serving organizations to determine ways to:
 - a) Improve the dissemination of information on child care to newcomers; and
 - b) Establish ongoing communication channels to enable the City to keep abreast of the needs of and challenges facing recent immigrants regarding child care. *(Short term: 1-3 years)*
21. Work with the City departments and sections (e.g. Accessibility and Inclusion, Planning, Project Development, as well as external organizations who focus on accessibility issues to:
 - a) Incorporate barrier-free design into new City-owned early childhood development hubs and child care facilities; and
 - b) Explore innovations in child care facility design for both indoor and outdoor areas that would enhance the inclusion of children who require extra supports. *(Long term: 4-5 years)*



Collaboration and Partnership

The City of Richmond facilitates partnerships and collaborates with others to advance its child care strategy. The following actions identify potential opportunities for the City to work with others to remain well informed and prepared to respond to funding opportunities and policy changes.

22. Continue to support the work of the City's Child Care Development Advisory Committee with the view of building the capacity of the child care sector and parents understanding of child care options (e.g. host events to celebrate child care month, hold information sessions for parents on finding child care, organize networking events for child care providers and support professional development opportunities for early childhood educators). *(Short term: 1-3 years)*
23. Facilitate and promote the delivery of professional development training for those employed in the delivery of licensed child care programs with the goal of maintaining and enhancing the quality of programs offered in Richmond (e.g. through funding provided by the City's Professional and Program Development Grants, working with the Child Care Development Advisory Committee, Richmond Child Care Resource and Referral and other organizations who provide training to the child care sector in Richmond). *(Long term: 4-5 years)*
24. Continue to consult with representatives from senior levels of government, other municipalities, Vancouver Coastal Health, Richmond Children First, United Way of the Lower Mainland, the UBC Human Early Learning Partnership and the First Call – BC Child and Youth Advocacy Coalition to ensure that the City is well informed about latest trends, research and advocacy efforts concerning child care matters. Participate in forums, focus groups, and other info-gathering methods to increase collaboration between the City and other levels of government and community agencies and organizations. *(Short term: 1-3 years)*
25. Build and foster relationships with senior levels of government to ensure the City is consulted on federal and provincial policy changes. *(Short term: 1-3 years)*

26. Seek new partnerships around the delivery of child care services (e.g. professional development, explore interest by non-profit child care providers who may wish to expand their services in Richmond). *(Long term: 4-5 years)*
27. Host one inter-municipal roundtable workshop to share information and best practises in child care policy, facility development, grants administration, and successful advocacy approaches to senior levels of government. *(Short term: 1-3 years)*



Research, Promotion and Marketing

The City has a role to conduct research on child care trends, create tools to assist the public with finding child care resources, prepare publications to help potential child care operators create child care space, and promote access to resources within the community. The following actions propose how the City might improve its communication approaches using the internet and social media.

28. Regularly update the City's child care website to provide information on current civic initiatives related to child care and links to useful resources that build awareness and educate the community. *(Short term: 1-3 years)*
29. Monitor and share the latest trends in child care research and best practices in the delivery of quality child care programs with the City's Child Care Development Advisory Committee, Community Associations, Richmond Children First, Richmond Child Care Resource and Referral Centre, Vancouver Coastal Health, child care providers, and other community agencies and organizations. *(Long term: 4-5 years)*
30. Continue to develop child care educational resources and further expand the complement of promotional vehicles such as social media to share information about child care with parents and child care providers. *(Short term: 1-3 years)*



Monitoring and Renewal

With changing demographics and the child care landscape in Richmond, the City must continue to monitor and renew its policies and strategies with updated data and research. The following actions discuss approaches for planning the next *Child Care Needs Assessment and Strategy* as well as research work that would be of benefit to advancing the City's child care work.

31. Update City policies, plans and publications:

- a) Continue to work with the City's Planning Department and other related Departments (e.g. Recreation and Sport Services) to update City policies that reference child care; and
- b) Continue to work with City staff and consultants to undertake research and update City publications and working documents (e.g. Terms of Reference for rezoning reports, *City of Richmond Child Care Design Guidelines* for City-owned buildings, and checklists related to development processes). (*Short term: 1-3 years*)

32. In planning for the next Child Care Needs Assessment and Strategy:

- a) Commence the next child care needs assessment and strategy work in late 2022. Begin the survey work and community engagement process, prior to the release of the 2021 Canada Census, and incorporate demographic information for Richmond geographies when it becomes available in 2023.
- b) Seek information and assistance from Richmond Multicultural Concerns Society, S.U.C.C.E.S.S., and other newcomer-serving organizations regarding approaches for increasing the interest and involvement of the recent immigrant community in the next child care needs assessment community engagement process. (*Long term: 4-5 years*)





Conclusion

Given the high cost of housing and child care in Metro Vancouver, it is important that local governments utilize municipal tools at their disposal to help families. The City of Richmond has been a leader in this regard since 1991 as one of the first municipalities in Metro Vancouver to make a commitment to child care. This has resulted in an increase in child care spaces and more choices for families in the community.

The *Richmond Child Care Needs Assessment and Strategy* provides a foundation for work that can be implemented over the next five years. It also provides information and recommendations that could assist the City, working with partners, to collaborate in advancing the child care agenda in Richmond. In order to implement a cohesive vision for Richmond's child care situation over the next five years, the City will need to continue to pursue partnerships and build relationships with senior levels of government and other interested parties to realize the broader goal of a comprehensive child care system.

Child care is an important asset to a community, offering social and economic benefits. It supports early childhood development, promotes work force participation, and assists settlement of new immigrants and refugees. With continued leadership and support from the City, and a commitment from senior levels of government, child care will continue to contribute to the city's quality of life.





Appendix A: Community Engagement Process

Overview

The City undertook an extensive community engagement process to publicize and seek input for the Richmond Child Care Needs Assessment and Strategy. The community engagement process took place between August 20 and November 9, 2016.

Promotion

Vehicles for promoting the *2017-2022 Richmond Child Care Needs Assessment and Strategy*, and soliciting interest from the community included:

- City News Release;
- Let's Talk Richmond website;
- Targeted emails and electronic promotion via City and external organizations [e.g. Child Care Resource and Referral, Vancouver Coastal Health (VCH), non-profit agencies];
- Bus shelter ads;
- Posters circulated to Richmond community facilities and posted in high-traffic areas in the community (e.g. Richmond Centre Mall, coffee shops);
- Promotional card distribution through external organizations (e.g. Richmond School District, Vancouver Coastal Health, Child Care Resource and Referral, non-profit agencies, child care providers);
- Social media promotion via the City (Facebook, Twitter), community partners, and local parent blogs;
- TV displays in community facilities (Minoru Aquatic Centre, Hamilton, Steveston, West Richmond, City Centre, Thompson, South Arm);

- Read-O-Graphs at South Arm and Steveston Community Centres;
- Direct outreach (e.g. engagement of parents and caregivers at an open house, coffee chat sessions and community program visits);
- Community outreach table at the Richmond Public Library-Brighthouse Branch.

In addition, the *2017-2022 Richmond Child Care Needs Assessment and Strategy* was promoted to City staff through the City’s Intranet page and posters at City Hall and other City worksites. It was also promoted to employers and the business community by the City’s Economic Development Office and the Richmond Chamber of Commerce.

Information-Gathering Methods

Table A-1 provides a summary of the information-gathering methods for the project, along with their purpose and timeline:

Table A-1: Information-Gathering Methods for 2017-2022 Richmond Child Care Needs Assessment and Strategy

Method	Purpose	Timeline
Open house	<ul style="list-style-type: none"> • Provide information on the <i>2017-2022 Richmond Child Care Needs Assessment and Strategy</i> • Provide an opportunity for parents and caregivers to provide input through the use of hard copy and online surveys (a laptop computer was available on site, along with translation assistance in Mandarin and Cantonese) 	<ul style="list-style-type: none"> • August 20, 2016 at Richmond Centre Mall
Coffee chats	<ul style="list-style-type: none"> • Provide information about the Child Care Needs Assessment to parents and caregivers attending children’s programs at community facilities • Encourage parents and caregivers to complete the Parent Survey—either online, at home or via hard copy or online versions at the coffee chats • Encourage participants to provide their thoughts and comments on display boards via Post-it Notes 	<ul style="list-style-type: none"> • Thursday, August 25, 2016 at Steveston Community Centre • Wednesday, August 31, 2016 at Minoru Aquatic Centre • Monday, September 12, 2016 at Cambie Community Centre • Wednesday, September 14, 2016 at Hamilton Community Centre • Saturday, September 17, 2016 at Minoru Aquatic Centre • Monday, September 19, 2016 at South Arm Community Centre • September 22, 2016 at City Centre Community

Method	Purpose	Timeline
Community program visits	<ul style="list-style-type: none"> Engage targeted, often hard to reach segments of the population through visits to community programs (e.g. pre-natal programs, programs for refugee parents, Food Bank programs, Chinese-language library programs) Provide information about the <i>2017-2022 Richmond Child Care Needs Assessment and Strategy</i> to parents and caregivers attending parenting and children’s programs delivered at community facilities, schools, libraries, health facilities, and non-profit agency buildings Encourage program participants to complete the Parent Survey (hard copy and online versions were available for completion at the program sites) 	<ul style="list-style-type: none"> August and September, 2016
Parent Survey	<ul style="list-style-type: none"> Obtain information from Richmond parents and caregivers regarding their child care needs, situation, challenges and recommendations 	<ul style="list-style-type: none"> August 18 to October 16, 2016
Let's Talk Richmond discussion forum	<ul style="list-style-type: none"> Provide an opportunity for Richmond residents to express their views on child care matters, in addition to, or instead of, completing the survey or participating in focus groups 	<ul style="list-style-type: none"> August 18 to October 16, 2016
Parent focus groups ³⁰	<ul style="list-style-type: none"> Provide a forum for discussion of various topics regarding child care in Richmond Promote completion of the online Parent Survey 	<ul style="list-style-type: none"> August 27, 2016 at Richmond Caring Place September 21, 2016 at Steveston Community Centre September 23, 2016 at Family Services of Greater Vancouver Richmond Office September 28, 2016 at City Centre Community Centre November 9, 2016 at Richmond City Hall with Canadian Federation of University Women (grandparents’ perspective)
Key informant meetings	<ul style="list-style-type: none"> Obtain information from community service providers (e.g. Vancouver Coastal Health, Community Associations, non-profit agencies) concerning child care delivery needs, policy directions, and proposed City roles 	<ul style="list-style-type: none"> July to October, 2016
Operator Survey	<ul style="list-style-type: none"> Obtain information from Richmond child care providers on their operations, challenges, and suggestions for system improvements 	<ul style="list-style-type: none"> September 28 to October 13, 2016
Operator focus group	<ul style="list-style-type: none"> Obtain in-depth information about the current state of child care in Richmond from local child care providers 	

³⁰ The City had initially planned to hold five parent focus groups and actively promoted all sessions. The focus group scheduled for the Steveston Community Centre was offered but there were no registrants. Therefore, only four parent focus groups were held. The one with the Canadian Federation of University Women was specifically arranged to receive a grandparents’ perspective on Richmond’s child care situation.

Multilingual Outreach

A concerted effort was made to ensure that Richmond residents who had difficulty communicating in English were able to participate in the *2017-2022 Richmond Child Care Needs Assessment and Strategy* process. Staff from the Richmond Child Care Resource and Referral were available to translate the survey tools at numerous promotion events. The Child Care Resource and Referral staff were also available to assist parents with Chinese language translation support over the phone to complete the survey, and this service was publicized in promotional materials.

In addition, multilingual City volunteers and staff from the Child Care Resource and Referral and other community agencies (e.g. Richmond Family Place) were present at various community engagement events to assist residents with limited English skills in sharing their views and completing the survey. The multilingual volunteers and agency staff offered support at programs and events attended by Chinese, Arabic, and Spanish speaking participants as follows:

- Mandarin and Cantonese speakers—eight events (e.g. open house, parent focus group, coffee chats, library table, community program visits);
- Arabic speakers—visit to Refugee Bridging Program;
- Spanish speakers—visit to Refugee Bridging Program.

Comments on Methodology and Interpretation of Findings

The information-gathering process for the *2017-2022 Richmond Child Care Needs Assessment and Strategy* involved a variety of methods, yielding a mixture of qualitative and quantitative data.

In interpreting the data, the following points should be noted:

- Convenience Sampling for Parent Survey—The Parent Survey was available to any interested parent or guardian who either lived in or used child care services in Richmond. Random sampling was not used as the goal was to receive responses from families who were either using or wanting to use child care programs. The responses captured the views of parents and caregivers with an invested interest in the quality of child care in the community. They also yielded valuable insights into key child care issues and concerns being faced by Richmond families.
- Community Interest—With 311 eligible responses to the Parent Survey, 27 participants in the Parent Focus Groups, and 28 respondents signed on to the Let's Talk Richmond Discussion Forum, the *2017-2022 Richmond Child Care Needs Assessment and Strategy* surveyed the Richmond population through an extensive promotion process. Participation rates reflected the nature of the sample population; parents of young children are often stretched for time and face challenges in participating in processes such as the *2017-2022 Richmond Child Care Needs Assessment and Strategy* research, irrespective of the City's efforts to offer several less time-intensive options for soliciting their input. The quality of the responses was high and yielded information from people with direct experience and opinions on Richmond's child care situation.

- Quantitative and Qualitative Data—The Parent and Operator Surveys yielded several common themes, both from their quantitative and qualitative data. Quantitative data was derived from closed-ended survey questions from the surveys. Qualitative data came from the open-ended survey questions, as well as submissions from the focus groups, Let’s Talk Richmond discussion forum and Post-it Note comments. The qualitative responses were organized into categories or topic areas (e.g. funding and affordability, programming, staffing) in order to discern broader patterns or themes in the information. The specific detailed comments were all considered in the analysis of results and formulation of recommendations.

Presentation of Results

The results of the community engagement efforts are presented in the following three Appendices:

- Appendix B: Parent Survey Results
- Appendix C: Operator Survey Results
- Appendix D: Other Outreach Results







Appendix B: Parent Survey Results

Findings

Characteristics of Respondents and Their Families

Respondents were asked a range of background questions on their family characteristics and situations to gain an understanding of who completed the survey and how representative they were of the broader Richmond population.

Highlights:

- *Most respondents were Richmond residents, women, and parents of children 12 years and under;*
- *Almost half of all respondents were from Central Richmond and Southwest Richmond. The majority had lived in Richmond for 10 or more years;*
- *The majority of respondents were employed full-time;*
- *Roughly one-third of the survey respondents had children in elementary schools;*
- *Roughly two-thirds of respondents primarily spoke English at home;*
- *Roughly half the respondents had access to some additional family caregiver support with most receiving support from another parent, guardian, or a grandparent;*
- *58% of those providing information had annual household incomes of \$100,000 or less, while the remaining 42% had incomes above \$100,000. 16% had annual household incomes of \$34,000 or less.*

Area and Length of Residence:

- Of the 311 respondents, 299 (96.1%) were Richmond residents;
- Among the 299 respondents who self-identified as Richmond residents, the majority resided in South West Richmond (70 or 23.4%), Central Richmond (65 or 21.7%), and North West Richmond (45 or 15.1%);³¹
- 160 (53.5%) of the 299 Richmond residents lived in the city for 10 or more years and 84 (28.1%) lived in Richmond for 5 or fewer years. Of the 84 residents who moved to Richmond in the last 5 years, 15 (17.9%) had moved to Richmond within the last year.

Figure B-1: Area of Residence by Canada Post Delivery Areas (Postal Code)

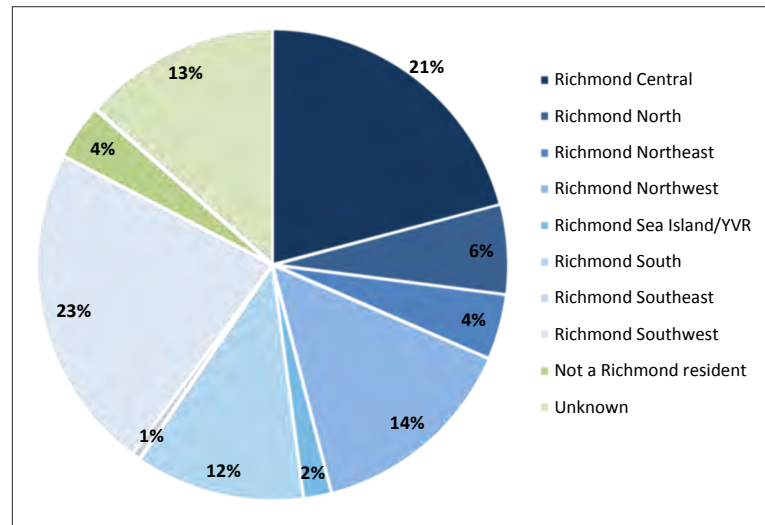
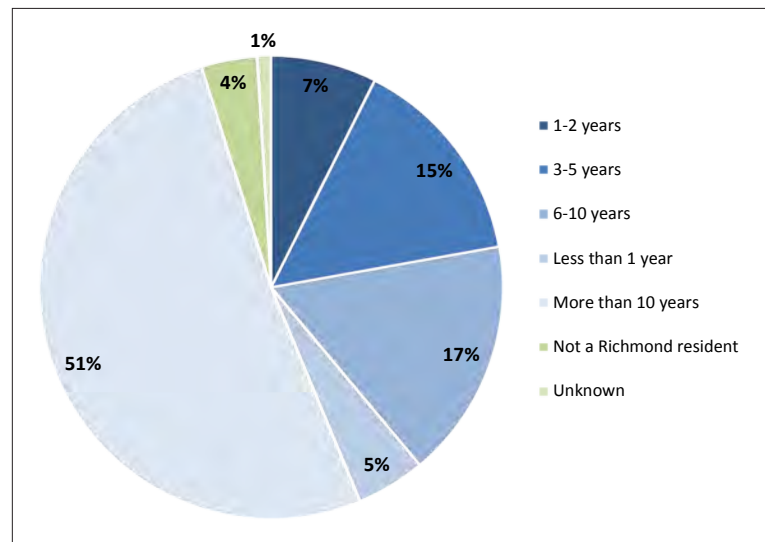
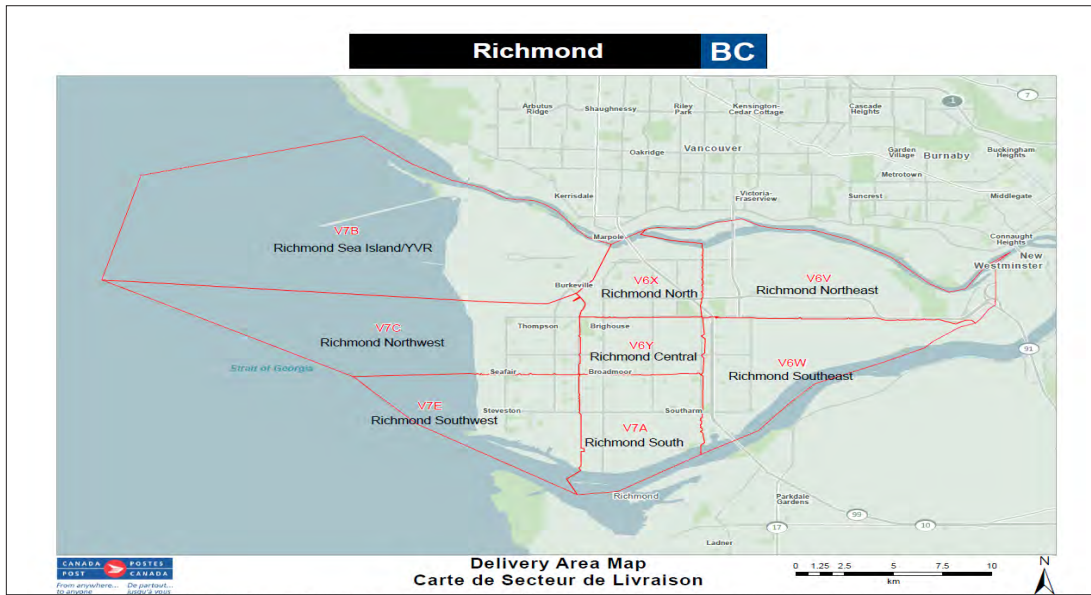


Figure B-2: Length of Time Residing in Richmond



³¹ Respondents were asked to specify the first three digits of their Postal Codes. This information does not coincide with the boundaries of Richmond's 15 Planning Areas, so it was aggregated into eight larger geographic areas for purposes of the Needs Assessment.

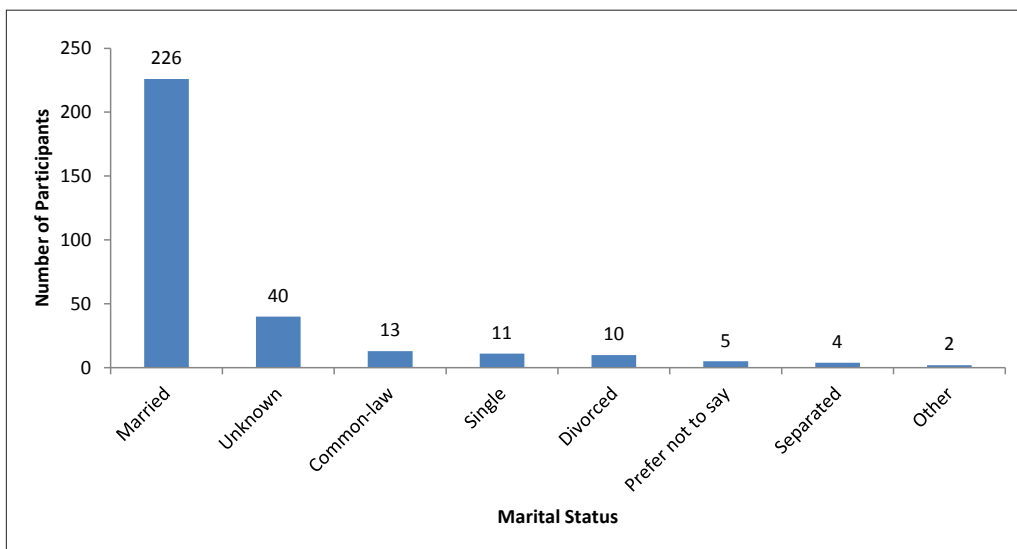
Figure B-3: Canada Post Delivery Map



Family Characteristics

- 262 (84.2%) were parents of a child 0-12 years of age, 42 (13.5%) were not parents of a child 0-12 years of age, and 7 (2.3%) were planning to become parents in the next year.
- 225 (72.3%) of the respondents self-identified as women, 43 (13.8%) self-identified as men, and 43 (13.8%) did not complete the question or preferred not to identify their gender.
- 239 (76.8%) of respondents were married or in a common-law relationship, while 14 (4.5%) were divorced or separated, and 11 (3.5%) were single. Information for 47 (15.1%) respondents was classified as unknown, did not say, or other.
- 61 (19.6%) respondents indicated that they intended to adopt, foster, or have more children in the next five years.

Figure B-4: Self-reported Marital Status of Respondents



Employment Characteristics

- 171 (55.0%) of the 311 survey respondents were employed full-time, 44 (14.1%) were employed part-time, 42 (13.5%) were stay at home parents, 25 (8.0%) were on maternity or paternity leave, and 29 (9.3%) had various other employment statuses (e.g. retired, students). Only 6 (1.9%) of the 311 respondents were attending a post-secondary institution.
- 109 (35.0%) respondents were employed in Richmond, with the largest share working in the City Centre area (44 or 40.4%), followed by the East Cambie area (11 or 10.1%) and the Blundell area (10 or 9.2%).

Figure B-5: Self-reported Type of Employment

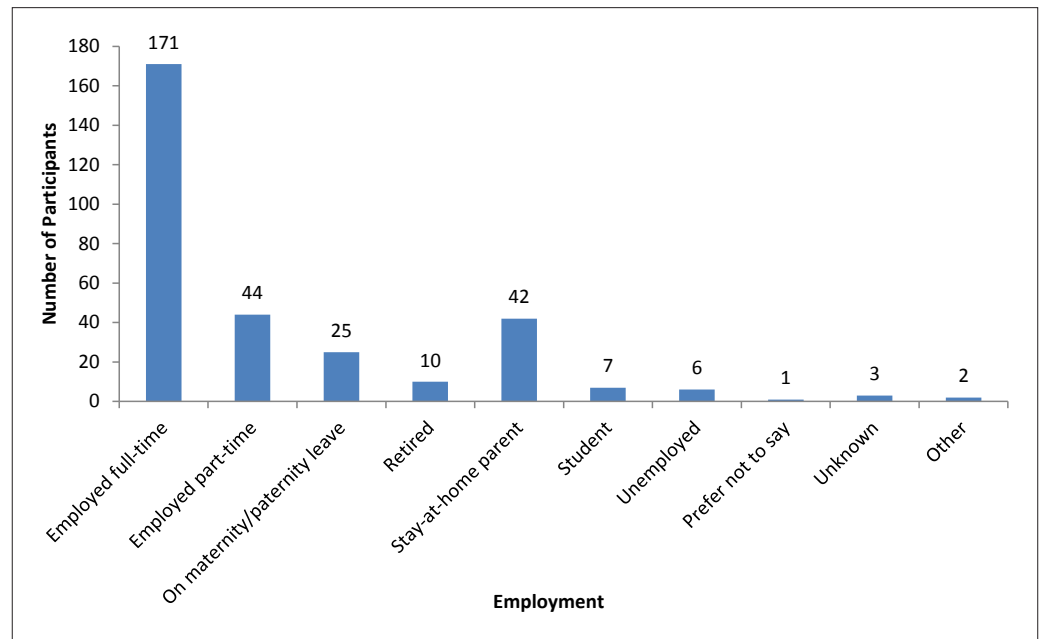
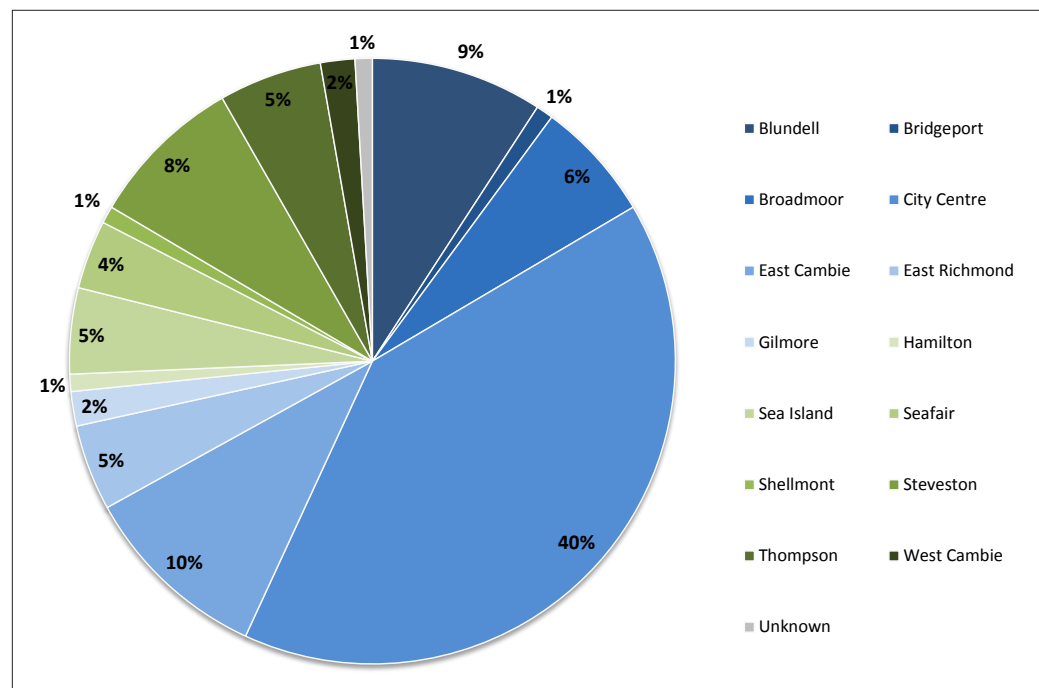


Figure B-6: Self-reported Area of Employment of Respondents Working in Richmond, by Planning Area



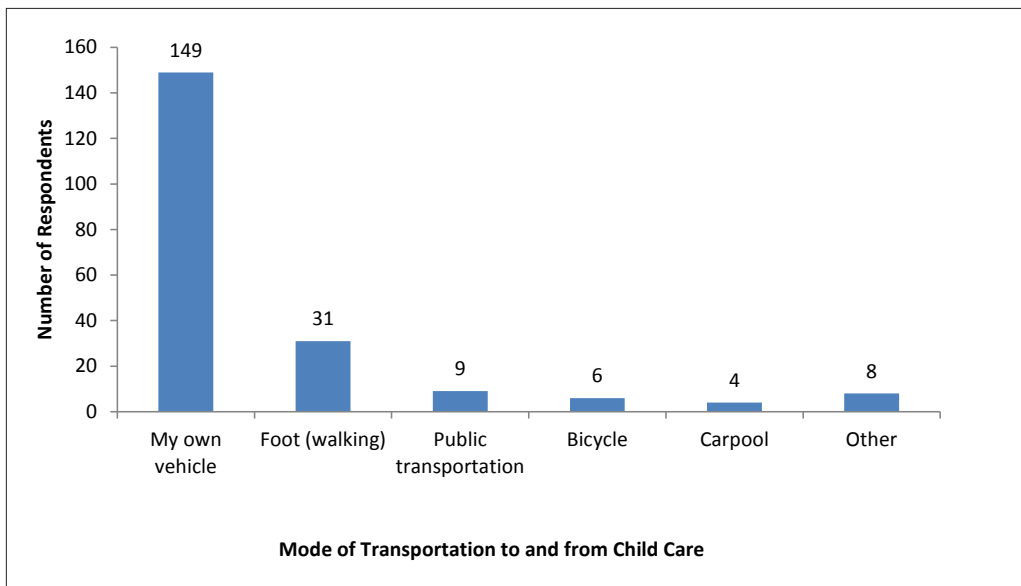
Elementary School of Child

- 99 (31.8%) of the 311 respondents had one or more children attending an elementary school in Richmond.
- The children of these 99 respondents attended an array of elementary schools in the city (37 schools).
- The elementary schools serving the largest numbers of respondent families were Hamilton Elementary (Hamilton planning area) and Homma Elementary (Steveston planning area), serving 8 respondent families each. Steves Elementary (Steveston planning area) and Bridge (Broadmoor planning area) each served 7 respondent families.

Mode of Travel to Child Care Services

- 207 respondents answered the question about their mode of travel to and from child care. Of these respondents, the overwhelming majority (149 or 72.0%) indicated that they used their own vehicle.
- The next largest travel mode was by foot (31 or 15.0%), with carpooling, bicycle, and other modes of travel being much less prevalent (27 or 13.0%).

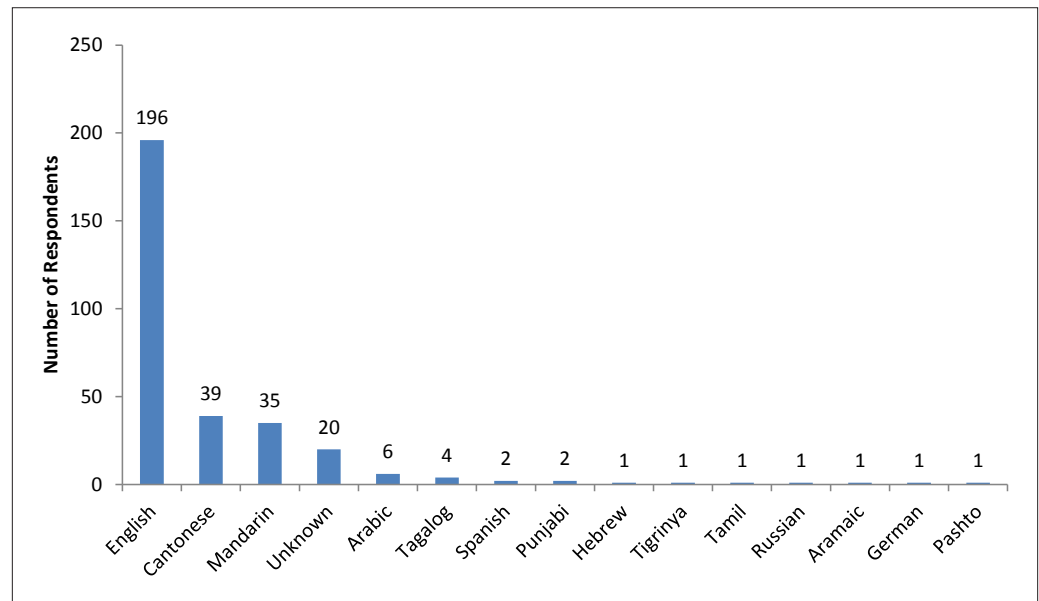
Figure B-7: Mode of Transportation to and from Child Care



Primary Language Spoken at Home

- The majority of respondents (196 or 63.0%) indicated that their family primarily spoke English at home.
- 74 (23.8%) respondents indicated their family primarily spoke Chinese (53% of these respondents speaking Cantonese and 47% speaking Mandarin). 21 (6.8%) respondents primarily spoke a variety of other languages, including Arabic, Spanish, Tagalog and Punjabi. The remaining 20 (6.4%) respondents did not declare their primary language spoken at home.

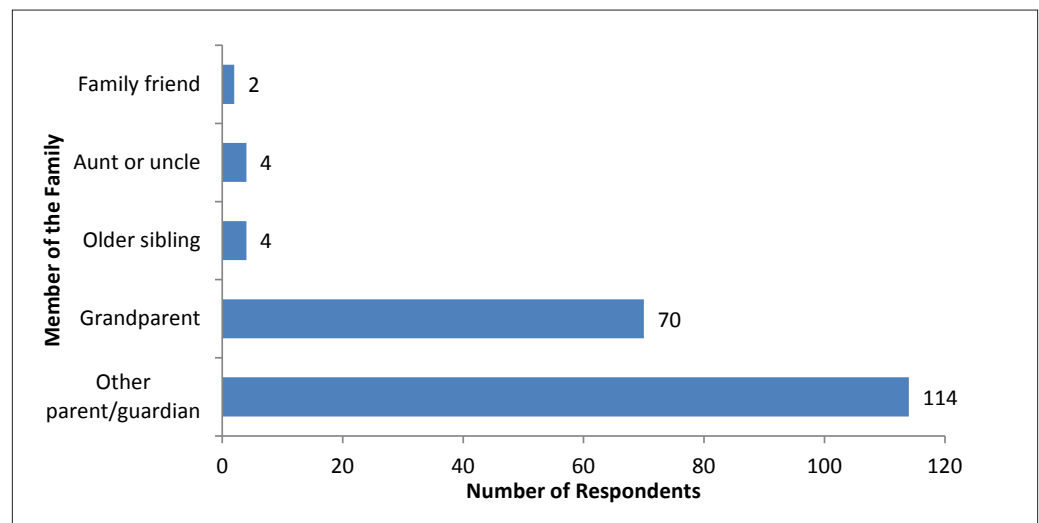
Figure B-8: Primary Language Used in Household



Family Caregiving Support

- 151 (48.6%) of the 311 respondents reported having a family member who could provide care for their child. 109 respondents (35.0%) indicated that they did not have a family member who could provide care and no information was available for 51 (16.4%) of the respondents.
- With respect to specific family caregiver support, the most commonly cited providers were the child’s other parent or guardian (114 or 75.5% of the 151 applicable respondents) and grandparents (70 or 46.4% of applicable respondents). 10 (6.6%) respondents also indicated that support was available from a child’s older siblings, aunts or uncles, or unspecified others.

Figure B-9: Member of Family who can Provide Care



Before Tax Household Income (2015)

- 18 (5.8%) respondents reported household incomes below \$20,000;
- 53 (17.0%) respondents reported household incomes between \$20,000 and \$60,000;
- 53 (17.0%) respondents reported household incomes between \$60,000 and \$100,000;
- 80 (25.7%) respondents reported household incomes between \$100,000 and \$200,000; and 9 (2.9%) respondents reported household incomes over \$200,000. For 98 (31.5%), respondents household incomes were either unknown or the respondents preferred not to say.

Use of Child Care in another Municipality

- Only 3 (less than 1%) of the respondents indicated that they used child care in a municipality other than Richmond. 256 (82.3%) indicated that they did not seek care in another municipality and 52 (16.7%) did not respond to the question.

Respondents' Preferences, Opinions and Arrangements

In order to plan for future child care services in Richmond, survey respondents were asked a variety of questions about their use of child care and any challenges they experienced.

Highlights:

- *Respondents would like to see a variety of complementary uses situated on or near their child care site, with the top choices being recreation services, parks, family drop-in programs and library services;*
- *Most respondents would like to find a child care program located close to their home;*
- *The majority of respondents were seeking child care because of work, school, personal time, or for their child's development;*
- *A centre's programming and staff were key considerations for respondents seeking child care;*
- *Respondents pursued a variety of options for care of their children when their regular child care service was unavailable. The most common alternate arrangements involved asking family or friends for help, or taking time off work;*
- *Roughly 25% of respondents would change their current child care arrangement if a suitable alternative was available. 13% indicated the need for different hours or days than offered by their current child care provider;*
- *In the past year, a lack of suitable child care arrangements affected respondents' ability to pursue such activities as attend work, attend appointments, or participate in community events or recreational interest).*

Desired Complementary Uses on a Child Care Site

- Respondents were asked what services they would ideally like to see located on the site of their child care program. Respondents were able to choose more than one option, collectively offering a total of 730 responses to the question. The most commonly cited options were recreation services (178 or 57.2% of respondents), outdoor parks (161 or 51.8% of respondents), family drop-in programs (126 or 40.5% of respondents), and library services (112 or 36.0% of respondents). 63 (20.3%) respondents indicated that they would like to see other service options on a child care site, while 9 (3.9%) respondents indicated that they were not interested in any of the options.

Preferred Location of Child Care Services

- The majority of respondents (215 or 69.1%) indicated that they would like to find child care services close to their homes, followed by their child's elementary school (91 or 29.3%) and their place of employment (76 or 24.4%).

Adequacy of Richmond's Child Care Supply

- 194 (62.4%) respondents believed the supply of child care spaces in the city was inadequate, and 68 (21.9%) respondents were unsure or did not respond. 49 (15.8%) respondents indicated that the supply was adequate.

Reasons for Seeking Child Care Services

- Respondents identified work as the most common reason for seeking child care services, (253 or 81.4% of respondents), followed by the child's development (184 or 59.2%), personal time (68 or 21.9%), attending appointments (57 or 18.3%) and attending school (40 or 12.9%).

Top Qualities Being Sought in a Child Care Program

- Respondents were asked an open-ended question to identify the top three qualities they would like to see in a child care program. The question yielded 796 responses, which were categorized according to prominent topic areas. The most frequently cited, including a sampling of paraphrased parent comments, involved:

Child care programming (168 or 21.1% of 796 responses)

- Philosophy that is similar to that of the parents
- Integration with children who are the same age
- Child's mental and physical development
- Curriculum that fosters child development
- Rich learning opportunities
- Active engagement for children
- Includes recreational and social opportunities for the child

Staff characteristics, education, and training (168 or 21.1% of 796 responses)

- Caring and educated staff
- Loving and caring employees
- Positive encouragement
- Passion of caretakers
- Engaging and professional educators

- o Teacher's qualifications
- o Trusting

Safety (176 or 22.1% of 796 responses)

- o Quality care and safety
- o Licensing and regulation
- o Staff ratios
- o Facility cleanliness
- o The child's safety and well-being

Location (97 or 12.2% of 796 responses)

- o In proximity to home and park
- o Walking distance from home
- o Within walking distance to school
- o Close to home and work

Affordability/ funding (88 or 11.1% of 796 responses)

- o Price
- o Reasonable cost
- o Affordable
- o Fees parents can afford
- o Value for money

Other (99 or 12.4% of 796 responses)

- o Availability
- o Waitlist policies
- o Inclusivity/ extra support needs
- o Language (e.g. educators speak clear and concise English)
- o Hours of operation

Resources Used to Find Child Care

- Respondents were asked to identify the resources they used when trying to obtain child care services in Richmond, citing all options that applied. 729 responses were received, with the most frequently cited sources from friends or by word of mouth (187 or 60.1% of respondents), Richmond Child Care Resource and Referral Centre (106 or 34.1% of respondents), a general Internet search (106 or 34.1% of respondents), the City of Richmond website (91 or 29.3%) and staff at community centres (77 or 24.8% of respondents).

Use of Alternate Child Care Arrangements

- 258 applicable respondents were asked several questions regarding the use of alternate care arrangements for their child. The most frequently cited responses were that the respondents' child care centre was closed (66 or 25.6% of 263 respondents) and that their child was sick (60 or 23.3% of respondents).

Table B-1: Reasons Respondents had to Use Alternate Child Care

Reasons	Number of Responses	% of Respondents (N=258)
To cover days that child's child care service was not open	66	25.6%
Child care provider quit or cancelled	9	3.5%
Work hours changed	26	10.1%
Child care provider was sick	14	5.4%
Child was sick	60	23.3%
Not Applicable	73	28.3%
Other	22	8.5%
Total	270	

- With respect to forms of alternate child care arrangements used by respondents, the most frequently cited were family or friends (141 or 54.7% of 258 respondents) and taking time off work (127 or 49.2% of respondents).

Table B-2: Forms of Alternate Child Care Used

Forms of Alternate Child Care Arrangements Used (General)	Number of Responses	% of Respondents (N=258)
Asked family or friends for help	141	54.7%
Took time off work to care for my child	127	49.2%
Put my child into another child care facility	12	4.7%
Put child into a day camp	34	13.2%
Used an occasional child care drop-in facility for a full day	6	2.3%
Hired a babysitter or nanny	26	10.1%
Worked from home	56	21.7%
Not Applicable	33	12.8%
Other	5	1.9%
Total	440	

- With respect to alternate care requirements used in summer months or holidays, the most frequently cited options were family or friends (94 or 36.4% of respondents), summer or day camps (79 or 30.6% of respondents), and another child care program different from the one used in the school year (15 or 5.8% of respondents).

Table B-3: Forms of Alternate Child Care Arrangements Used in Summer Months and Holidays

Forms of Alternate Child Care Arrangements Used in Summer Months and Holidays	Number of Responses	% of Respondents (N=258)
Summer camps/day camps	79	30.6%
Another child care that is different from the school year	15	5.8%
Family or friends take care of child	94	36.4%
Does not need alternate arrangements; child attends regular program	32	12.4%
Does not require child care during those times of the year	43	16.7%
Other	17	6.6%
Total	280	

Requirement for Different Hours of Care

- 41 (15.9%) of the 258 applicable respondents indicated they needed child care for their children during different hours or days than their current arrangement. There was wide variation in the desired times specified (e.g. specific blocks of time in the morning or afternoon; weekend or evening care; flexible schedules to accommodate variations in employment hours). The primary reasons cited for not securing care in those times related to cost or lack of availability.

Desire to Change Child Care Arrangement

- When asked if they would change their current child care arrangement if a suitable alternative was available, 75 (29.1%) of the 258 respondents indicated they would; 135 respondents (52.3%) indicated they would not change their current arrangement, while information was unavailable from the remaining 48 respondents.

Impacts of Lack of Suitable Child Care Arrangements:

- When asked about the impacts of not having suitable child care arrangements over the past year, the most frequently cited factors included respondents’ abilities to go to work (68 or 26.0% of 262 respondents); attend to appointments or run errands (63 or 24% of respondents); and participate in community events or recreational activities (48 or 18.3% of respondents).

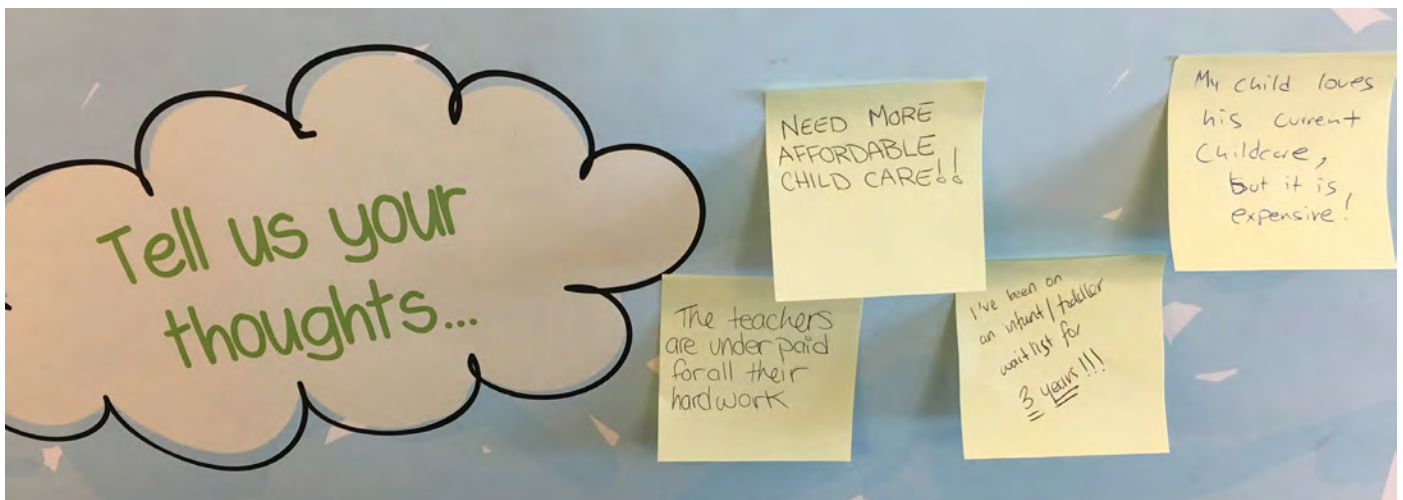


Table B-4: Impacts of Lack of Suitable Child Care Arrangements in the Last Year

Impacts	Number of Responses	% of Respondents (N=262)
Find work	27	10.3%
Attend work	68	26.0%
Attend school or training	28	10.7%
Attend appointments, run errands or perform daily tasks	63	24.0%
Participate in community events or recreational activities	48	18.3%
Not Applicable	80	30.5%
Other	10	3.8%
Total	324	

Additional Child Care Services Desired

- 178 responses were elicited to an open-ended question about additional child care services desired by respondents. The responses were organized into several broad topic areas. The topic areas are as follows:
 - Availability (90 or 50.6% of comments)—Respondents cited the need for more child care spaces in Richmond, with particular emphasis on infant-toddler care, school-age care, and related family support (e.g. drop-in programs);
 - Hours of operation (24 or 13.5% of comments)—Comments generally reflected a desire for more flexible hours of care and hours that align with parents’ schedules;
 - Affordability and funding (13 or 7.3% of comments)—The comments reflected the challenges faced by parents (particularly those with low incomes) in paying for child care, while also proposing that more government funding be provided for subsidies and overall support for the child care system;
 - Extra support needs (12 or 6.7% of comments)—The comments focused on challenges faced by parents with extra support needs, and calls for increased funding and enhanced services to help address those needs;
 - Other (39 or 21.9%)—Several additional comments were offered that involved such varied topics as expectations placed on grandparents, desires for additional programming at community centres, and improved information resources.



Child Care Arrangements for Individual Children³²

Respondents were asked a range of questions regarding the child care situation for each of their children in care to gain a deeper understanding of the child care needs and situations of the respondent families.

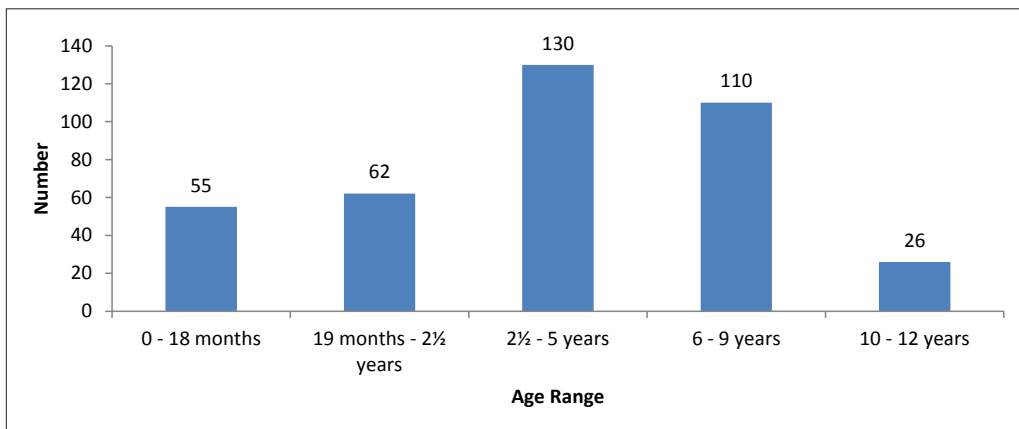
Highlights:

- Respondents relied on a variety of other forms of care for their children in addition to child care programs, with immediate and extended family members being the most common;
- The majority of children were in paid licensed child care arrangements, generally receiving care during the day from Monday to Friday;
- The majority (72%) of respondents transported their children to and from child care by car. Travel times were 10 minutes or less for 62% of the children;
- Respondents were generally satisfied with their children’s child care arrangements, with the highest satisfaction ratings going to quality of care and activities, education and experience levels of staff, and location of care;
- Roughly two-thirds of the children currently in child care received placement in six months or less, with the remaining third needing to wait six months or more for placement.

Age of Children

- With respect to age groupings, information was provided about 383 children. The most prevalent age groupings were 2 ½-5 year olds (130 or 33.9% of the children), 6-9 year olds (110 or 28.7% of the children), and 19 months-2 ½ year olds (62 or 16.2% of the children).

Figure B-10: Age Group of Children



³² The “N” or number of responses (i.e. answers to particular questions on each individual child) varies among questions in this section because:

- 1) respondents were asked to answer the same set of survey questions for each of their children—ranging from one to five children;
- 2) some respondents only provided partial information regarding their child’s care arrangements (e.g. a respondent may have reported that a child was in group child care but did not indicate if the care was licensed).

Primary and Secondary Forms of Child Care Used

- With respect to primary forms of child care used, information was provided about 380 children. The most prevalent primary forms of care were provided by an immediate family member (103 or 27.1%), school-age care (87 or 22.9%), group care for 30 months to school-age (40 or 10.5%) and group care for infants/ toddlers (34 or 8.9%).
- With respect to secondary forms of child care used, information was provided about 349 children. The most prevalent forms of secondary care for the 349 children were delivered by an immediate family member residing in the home (114 or 32.7%); an unpaid, extended family member or friend (100 or 28.7%), and a hired babysitter or nanny (27 or 7.7%).

Table B-5: Primary and Secondary Forms of Child Care Used

	Primary Form of Care	Secondary Form of Care
Family Child Care	13	12
Group Child Care – Infant/ toddler	34	8
Group Child Care – 30 months to school-age	40	9
Hired Babysitter/Nanny	15	27
In-home Multi-age Care	10	3
Preschool	32	20
School-age Care	87	17
Unpaid extended family member or friend	29	100
Immediate family member who is at home	103	114
Other	17	24
None	0	15
Total	380	349

Child Care Situation

- With respect to paid versus unpaid care, information was provided about 251 children. 189 children (75.3%) were in paid child care, 32 (12.7%) were in unpaid care, and 30 (12.0%) were in a mix of paid and unpaid care. These totals exclude 84 children who were not using any form of child care.
- With respect to use of licensed or unlicensed child care, information was provided about 233 children. The majority (198 or 85.0%) were in licensed child care; 35 (15.0%) were in unlicensed care.
- With respect to days per week children were enrolled, information was provided about 244 children. The majority (153 or 62.7%) were in care five days per week, with 39 (16.0%) being in care 3 days per week, and 24 (9.8%) being in care two days per week. The remaining 28 children (11.5%) were in care either one day, four days, or six or seven days per week.

- With respect to time of day children are currently enrolled in care, parents selected all options that applied to them (i.e. more than one option per child). Information was provided about 251 children and a total of 649 responses were received. The most frequently cited were late afternoon (203 or 80.9% of children), morning (143 or 57.0% of children), and afternoon and early morning (both with 137 or 54.6% of children). Evening and other times (e.g. weekends) were much less prevalent, collectively comprising 27 or 10.8% of situations.

Duration of Travel to Child Care

- With respect to travel time for taking children to and from care, information was provided about 234 children. For 70 children (29.9%), the travel time was five minutes or less. The travel time was 6-10 minutes for 78 children (33.3%), 11-20 minutes for 50 children (21.4%), 21-30 minutes for 23 children (9.8%), and more than 30 minutes for 13 children (5.6%).

Satisfaction

- Respondents were asked to rate their satisfaction with 11 factors of their family's child care situation, using a five-point scale ranging from extremely satisfied to extremely dissatisfied. The number of responses varied, as some respondents chose not to rank a particular factor or indicated that it was not applicable to them (e.g. questions regarding inclusion of children requiring extra support, multicultural programming, and accommodation of siblings elicited smaller responses than other questions). To interpret the data, a numerical value was given to the ratings, with 4 representing extremely satisfied and 0 representing extremely dissatisfied. An overall average rating was then identified for each factor. The results are presented in the Table B-6.

Respondents generally seemed satisfied with most aspects of their child care situation, rating 7 of the 11 characteristics with an average score of 3 or more (e.g. between satisfied and extremely satisfied). Factors garnering the highest satisfaction were quality of care and activities; education and experience levels of staff; and location of care. Four factors were rated between 2 and 3 (i.e. between neutral and satisfied). The factor garnering the lowest level of satisfaction was cost of care, which yielded a dissatisfied or extremely dissatisfied ranking in 64 or 27.8% of 230 responses. Other factors with rankings below 3 were multicultural programming, inclusion of children requiring extra support, and flexibility of hours and days of care.

Table B-6: Satisfaction with Child's Current Child Care Arrangement

Rating Factor	Number of Responses	Number of Satisfied and Extremely Satisfied (3 and 4 Ratings)	Number of Dissatisfied and Extremely Dissatisfied (0 and 1 Ratings)	Average Rating
Quality of Care and Activities	232	207	3	3.4
Education and Experience Levels of Staff	226	197	5	3.3
Location of Care	230	194	14	3.3
Cost	230	122	64	2.4
Quality of the Facility	227	196	7	3.2
Ease of Transportation	232	188	16	3.2

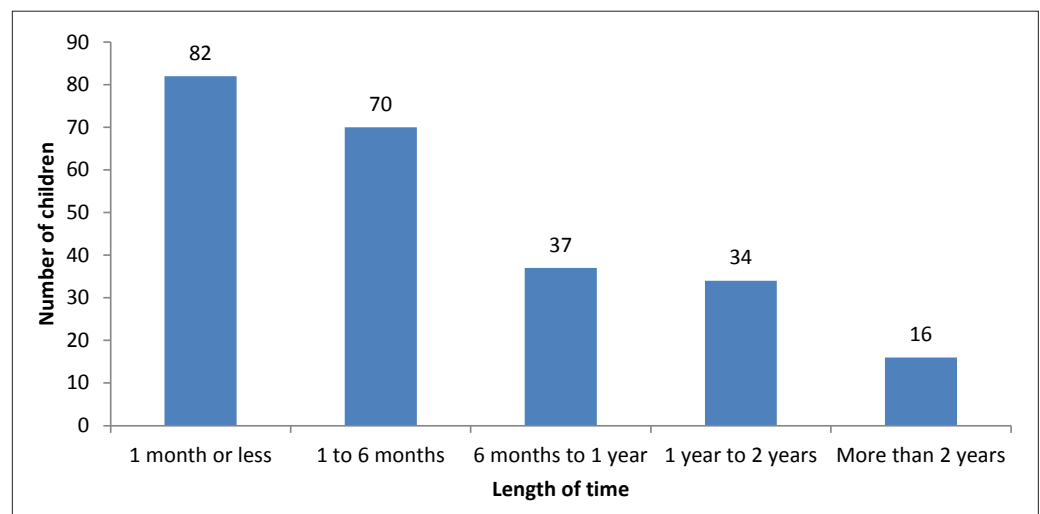
Rating Factor	Number of Responses	Number of Satisfied and Extremely Satisfied (3 and 4 Ratings)	Number of Dissatisfied and Extremely Dissatisfied (0 and 1 Ratings)	Average Rating
Hours of Care	232	195	24	3.2
Accommodation of Siblings	167	128	9	3.1
Flexibility of Hours/ Days of Care	225	164	35	2.9
Multicultural Programming	184	114	19	2.7
Inclusion of Children Requiring Extra Support	156	101	6	2.9

Rating scale: 4 = extremely satisfied, 3 = satisfied, 2 = neutral, 1 = dissatisfied, 0 = extremely dissatisfied

Waiting Time for Securing Child Care Space

- Respondents were asked to identify the length of time it took them to secure a child care space after making their initial application. Information was provided about 239 children. The waiting times for placement of 152 children (63.6%) were six months or less. For 37 children (15.5%), the waiting times were six months to one year; and for 50 children (20.9%), the waiting times were one year or more.

Figure B-11: Length of Time to Secure Child Care



Reasons for Not Obtaining Child Care

- Respondents identified that 132 children were not using any form of paid child care or an unpaid family member or friend was caring for the child. With respect to reasons for a family not obtaining child care for their child, parents selected all options that applied to them (e.g. more than one option per child). Information was provided about 114 children and a total of 204 responses were received. The most common reasons cited were that a family member was available to look after the child (76 or 57.6% of responses), child care was too expensive (55 or 41.7% of responses), no child care spaces were available in the hours required (18 or 13.6% of responses), and centres did not have availability (16 or 12.1% of responses). Other reasons cited for not obtaining child care included nervousness about putting a child into child care (13 or 9.8% of responses), lack of available programs close to the home or workplace (7

or 5.3% of responses), lack of information on child care services (7 or 5.3% of responses), and other (12 or 9.1% of responses) with reasons given such as, a child is too young for care, a child looks after him or herself, or a parent is on maternity leave or not yet working.

Table B-7: Reasons for Not Obtaining Child Care

Reasons for Not Obtaining Child Care	Number of Responses	% of Respondents (N=132)
Respondent or another family member is able to look after child	76	57.6%
Child care is too expensive	55	41.7%
No child care is available in the hours needed	18	13.6%
Could not find child care space	16	12.1%
Respondent is nervous or uncomfortable about putting child into child care program	13	9.8%
No child care programs available close to home or workplace	7	5.3%
Could not find information on child care services	7	5.3%
Other	12	9.1%
Total	204	

Children Currently on Waitlist³³

- With respect to a question regarding whether children were currently on a waitlist for care, information was provided about 335 children. Respondents indicated that 50 of the children (14.9%) were on a waitlist, while the remaining 285 (85.1%) were not on a list.
- Of the 50 waitlisted children, 36 (72.0%) were on one or two lists. 12 children (24.0%) were on three or more lists, including 1 child on eight lists and 1 on sixteen lists.
- With respect to waiting times, roughly half (21, or 42.0%) of the children had been on a list for six months or less. 10 (20.0%) had been on a list for 6-11 months, and 17 (34.0%) had been waitlisted for more than a year.



³³ It is important to note that children can be placed on more than one waitlist. Waitlist information should not be regarded as a measure of actual demand for child care spaces; however, it is useful for identifying pressure points on the system.

Figure B-12: Number of Waitlists per Child

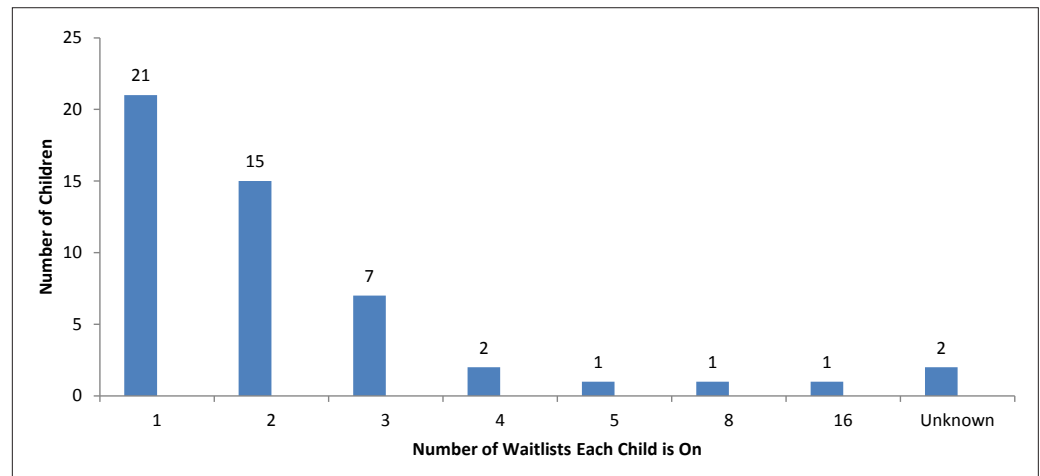
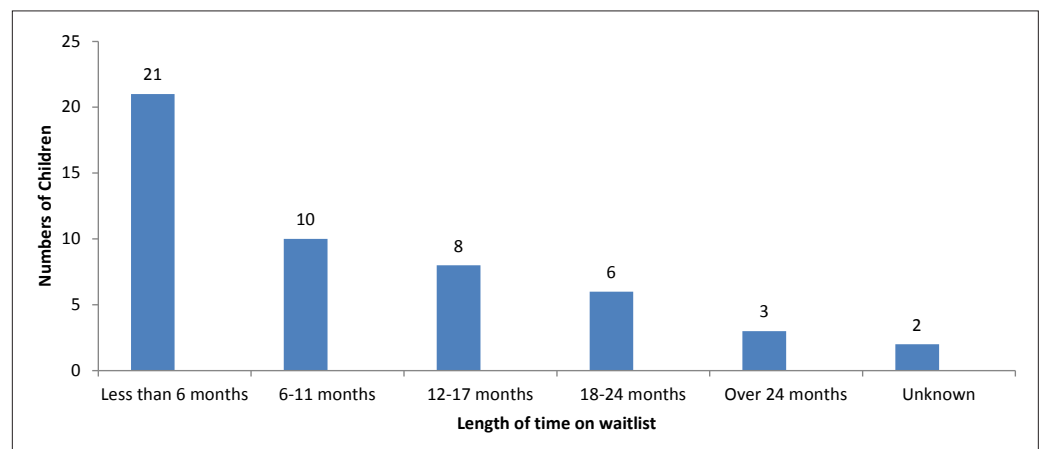


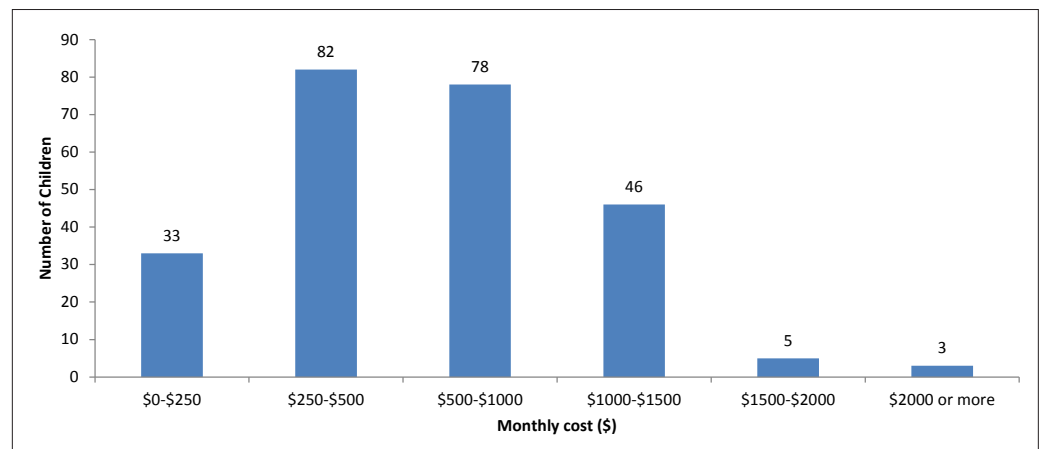
Figure B-13: Length of Time Child has been on Waitlist



Cost of Care

- With respect to the cost of care, information was provided about 247 children. The monthly cost of care was \$500 or less for 115 of the children (46.6%). The monthly cost was \$500-\$1,000 for 78 (31.6%) of the children, \$1,000-\$1,500 for 46 children (18.6%), and more than \$1,500 for 8 (3.2%) of the children.

Figure B-14: Monthly Cost of Child Care



Occasional (Hourly) Drop-in Care

- Respondents were asked if they used occasional drop-in care for their children, yielding information about 252 children. The majority of children (218 or 86.5%) had not been placed in occasional drop-in care. 30 children (11.9%) had been placed in occasional drop-in care, and the remaining respondents (1.6%) were unsure whether or not their child had received drop-in care.

Other (Non-Child Care) Programs Used in Past 12 Months

- Respondents were asked which programs and services in Richmond they had taken their child to over the past twelve months, identifying all options that applied. Of the 347 children whose family responded, the most frequently cited options were pools and ice rinks (236 or 68.0% of respondents), library programs (211 or 60.8% of respondents), and recreation and sports programs (207 or 59.7% of the respondents). The options cited less frequently were parent and tot playtime programs (134 or 38.6% of the respondents) and other programs such as Strong Start, Vancouver Coastal Health's Baby Days, and community events (17 or 4.9% of the respondents). 21 respondents (6.1%) indicated that they had not taken their child to programs and services in Richmond in the past year.

Extra Support Requirements

- Respondents were asked to identify the number of their own children they believed to require extra support within a child care setting due to a developmental delay or disability. Survey respondents identified 24 children considered to have such extra support requirements. When asked about challenges faced in securing care for their children with extra support needs parents responded as shown in Table B-8.

Table B-8: Challenges Faced in Securing Child Care for Children with Extra Support Requirements

Challenge	Number of Responses	% of Respondents (N=24)
Difficult to find child care that is inclusive of my child	11	45.8%
Requirement to pay additional fees for child	5	20.8%
Child care centre will not accept child for an open spot	6	25.0%
Child care centre removed child from their environment	5	20.8%
Difficult to find child care that is accessible for child	9	37.5%
Did not experience challenges	7	29.2%
Other	2	16.7%
Total	45	

- Of the 24 children identified by their parents as requiring extra support within a child care setting, 13 (54.2%) indicated that they used a Supported Child Development Consultant to help secure a suitable placement for their child. 5 respondents (20.8%) did not use a Supported Child Development Consultant, and 2 respondents (8.3%) were on the waitlist for a Supported Child Development Consultant. The remaining 4 respondents did not respond to the question.

Source for Hearing about Questionnaire

- Respondents were asked where they heard about the Parent Survey. The results are summarized in Table B-9. Of the pre-identified categories, the most frequently cited

options were Let’s Talk Richmond email (cited by 63 or 20.3% of respondents), word of mouth (42 or 13.5% of respondents), and a child care provider (41 or 13.8% or respondents).

Table B-9: How Respondents Heard About the Survey

How Respondents Heard About Survey	Number of Responses	% of Respondents (N=311)
Local newspaper advertisement	16	5.1%
News story written by a reporter in a local newspaper	6	1.9%
LetsTalkRichmond email	63	20.3%
Twitter	7	2.3%
Facebook	23	7.4%
A poster in a City facility	32	10.3%
Child care provider	41	13.2%
Word of mouth	42	13.5%
Other	81	26.0%
Unknown	48	15.4%
Total	311	

Other Thoughts and Comments

Respondents were given the opportunity to add other comments they wished to share at the conclusion of the survey to gain information that may not have been captured through other questions in the survey.

- 121 respondents offered other thoughts and comments at the conclusion of the survey. A sample of the thoughts and comments, organized into prevalent topic areas, is as follows:
 - Affordability and funding (26 or 21.5% of comments)–The comments focused on the high costs of child care for some families and but the personal impacts being experienced due to the high costs;
 - Availability of a variety of care types (23 or 19.0% of comments)–The comments regarding availability offered insights into the impacts that space shortages were having on families;
 - Waitlist policies (21 or 17.4% of comments)–The comments on waitlists provided information on the challenges parents may face as they pursue suitable care options for their children;
 - Inclusion and extra support needs (8 or 6.6% of comments)–Comments on inclusion and extra support needs tended to focus on the shortage of resources, care options, funding, and accepting attitudes;
 - Other (43 or 35.5% of the comments)–In addition to comments that fit into the foregoing predominant categories, respondents commented on a variety of other topics such as salaries of child care staff, the need for information, and child care regulations.



Appendix C: Child Care Operator Survey Results

Findings

Facility Information

Respondents were asked several questions about the facilities where they operated their child care programs to gain an understanding about the facilities being used for child care programs in Richmond.

Highlights:

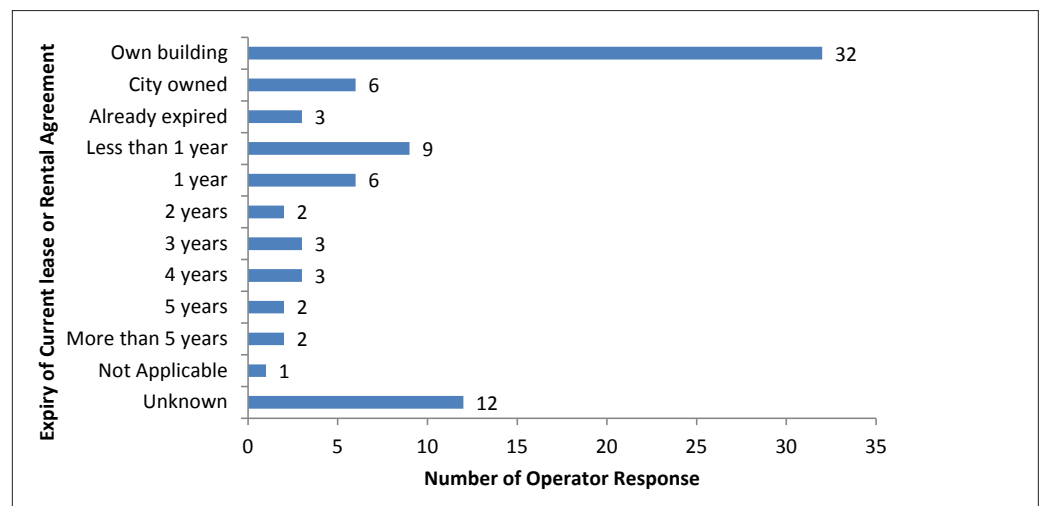
- *The most common types of buildings used for child care programs were residential, commercial and institutional (e.g. schools);*
- *The majority of respondents operated their programs from leased premises, with several indicating that their leases had expired or were set to expire within a year;*
- *Roughly 30% of the respondents indicated that they planned to renovate or expand their facility.*

General Facility Overview

- 33 (40.7%) of the 81 respondents indicated that they operated their child care programs from residential buildings, 11 (13.6%) indicated that they operated from commercial buildings, and 11 (13.6%) indicated they used public school buildings. The remaining respondents operated out of recreation centres, religious institutional buildings, industrial buildings, and other premises such as a Vancouver Coastal Health building or a private school.

- 41 respondents (50.6%) reported that their facilities were leased or rented. 32 (39.5%) reported that their facilities were owned by the operator. The remaining 8 respondents (9.9%) cited other types of tenure for their facilities (e.g. City owned, part of a community centre, part of a larger service complex).
- With respect to rented and leased premises, 3 respondents (7.3%) reported that their agreements had already expired. 15 (36.6%) reported that their agreements were month-to-month or set to expire in one year or less; 10 (24.4%) reported that their leases were set to expire in two to five years; and 2 (4.9%) reported that their leases were set to expire in nine or more years. The remaining respondents owned their buildings, were in City-owned premises, or did not provide information.
- 8 respondents (9.9%) indicated that they expected their programs may need to relocate within the next two years. Reasons cited for the anticipated relocation varied (e.g. building was for sale; desire to expand programming, planned closure of school hosting the program). 72 respondents (88.9%) indicated that they did not expect their program would need to relocate in two years, with 1 (1.2%) providing no response.
- 25 (30.9%) of the respondents indicated that they planned to expand their facility, with the same number (25 or 30.9%) indicating that they planned to renovate. 54 respondents (66.7%) indicated that they had no plans for facility renovation or expansion, while 2 (2.5%) did not respond.

Figure C-1: Timing for Expiry of Current Lease or Rental Agreement



Program Information

Respondents were asked a series of questions about the programs they offered to gain information about the type of child care programs delivered by the respondents.

What were some of the highlights?

- Respondents delivered a range of child care programming, with the most common being group care 30 months to school-age, group care under 36 months, preschool, and school-age care (collectively representing 80% of the programs reported about);
- Waitlists existed for all types of child care programs, with the highest number of families on waitlists reported for group care 30 months to school-age and group care under 36 months;
- Most of the respondents offered care from Monday to Friday, with hours ranging from 7:00 a.m. to 7:00 p.m.;
- Over half the respondents reported that they accommodate children with extra support needs.

Program Types

Collectively, the 81 operators responding to the survey delivered a total of 110 programs, as summarized in Table C-1:

Table C-1: Overview of Operators' Child Care Programs

Program Type	Number of Programs	% of Programs	% of Respondents (N=81)
Group Care – Under 36 months	20	18.2%	24.7%
Group Care – 30 months to school-age	35	31.8%	43.2%
Preschool	17	15.5%	21.0%
School-age Care	17	15.5%	21.0%
Family Child Care	8	7.3%	9.9%
In-home Multi-age Care	4	3.6%	4.9%
Multi-age Care	3	2.7%	3.7%
Occasional Care	1	0.9%	1.2%
Registered License-Not-Required (LNR)	5	4.5%	6.2%
Total	110	100%	

Group care 30 months to school-age represented the largest number of programs (31.8%) offered by operators. Group care under 36 months (18.2%) preschool (15.5%) and school-age care (15.5%) were the next most common types of care provided by operators. Family child care, multi-age care, occasional care and License-Not-Required care made up the remaining 19.1% of programs represented.

Waitlists

- In looking at waitlist information, it is important to note that parents may register the same child for more than one list. Therefore, waitlist information is not a reliable measure of actual demand. Despite these limitations, waitlists can provide a useful indicator of pressure points of the system. Table C-2 summarizes the waitlist information provided by the survey respondents.

Table C-2: Waitlist Information

Program Type	Total Number of Programs	Programs with Waitlist ³⁴	Total number of Children on Waitlist	Number of Children on Waitlist (Range)	Average Number of Waitlisted Children per Program
Group care under 36 months	20	13	628	0-350	17.5
Group care 30 months to school-age	35	20	699	0-200	19.9
Preschool	17	10	135	0-45	7.9
School-age care	17	6	121	0-43	7.1
Family child care	8	4	15	0-10	1.8
In-home multi-age care	4	1	10	0-10	2.5
Multi-age care	3	1	5	0-5	1.6
Occasional care	1	Unknown	Unknown	Unknown	Unknown
Registered license-not-required	5	2	4	0-2	0.8
Total	110	57	1,617	0-350	14.7

- With the exception of occasional care, all types of child care programs had waitlists. The breakdown was as follows:
 - Group care for children under 36 months: 13 of 20 programs (65.0%) had waitlists, which ranged from 2 to 350 children;
 - Group care for children 30 months to school-age: 20 of 35 programs (57.1%) had a waitlist, which ranged from 2 to 200 children;
 - Preschool (30 months to school-age): 7 of 17 programs (41.2%) had a waitlist, which ranged from 2 to 45 children;
 - School-age care (School-age-12 years): 6 of 17 programs (35.3%) had a waitlist, which ranged from 8 to 43 children;
 - Family child care: all 4 of the family child care operators who completed the survey had waitlists, which ranged from 2 to 10 children.

Hours of Operation

- As seen in Table C-3, the majority of the respondents' child care facilities were Monday to Friday operations, with hours of service ranging between 7:00 a.m. to 7:00 p.m. Weekend services were also offered by 19 providers.

³⁴ For a program to be included in the summary table, respondents needed to provide details on the number of children on their waitlists. If they only reported having a waitlist, but did not specify numbers, their program was excluded from the summary.

Table C-3: Hours of Operation

Program Type	Opening Hour Summary
Group care centres for children under 36 months	<ul style="list-style-type: none"> Opening times for all 20 programs were between 7:00-8:30 a.m. Closing times for all 20 programs were either 5:30 p.m. or 6:00 p.m. All were open Monday to Friday 4 were also open Saturdays and Sundays
Group care centres for children 30 months to school-age	<ul style="list-style-type: none"> Opening times for 34 of the 35 programs were between 7:00 a.m. and 9:00 a.m. with the most common opening time being 7:30 a.m. (15 of 35 centres) Closing times ranged between 3:00 and 6:00 p.m., with the majority (30 of 35) closing at 5:30 p.m. or 6:00 p.m. Generally, Monday to Friday operations, with 7 of 35 also being open Saturdays and Sundays
Preschool	<ul style="list-style-type: none"> Generally, Monday to Friday operations, with 2 of 17 programs also open on Saturdays and Sundays Opening and closing times varied, with the earliest opening at 6:30 a.m. and the latest closing at 5:00 p.m.
School-age care	<ul style="list-style-type: none"> Earliest opening time was at 7:00 a.m. Majority (12 of 17) close at 6:00 p.m.
Family child care	<ul style="list-style-type: none"> Opening times were between 6:30 a.m. to 8:00 a.m. Closing times were between 5:00 p.m. to 6:00 p.m. All programs were Monday to Friday operations One program was also open on Saturday and Sunday
In-home multi-age care	<ul style="list-style-type: none"> Openings were between 7:00 a.m. to 8:30 a.m. Closing times were between 5:00 p.m. to 6:00 p.m. All programs were open Monday to Friday 2 of 4 were also opened on Saturday and Sunday
Multi-age care	<ul style="list-style-type: none"> Generally, operated Monday to Friday 2 of 17 programs were also open on Saturday and Sunday Opening times were between 7:00 a.m. and 8:30 a.m., with latest closing at 6:00 p.m.
Occasional care	<ul style="list-style-type: none"> All programs were open from 8:00 a.m. to 5:00 p.m. All programs were a Monday to Friday operation
Registered LNR	<ul style="list-style-type: none"> Opening times were between 6:00 a.m. and 8:30 a.m. Closing times were between 5:00 p.m. and 7:00 p.m. All programs were Monday to Friday operations 1 of the 5 programs were also open Saturday

Comprehensiveness of Care

- 50 respondents (61.7%) indicated that they offered care year-round.
- Of the 31 programs that do not provide service year round, 14 (45.1%) provided service during spring break; 14 (45.1%) offered service during summer break; and 8 (25.8%) offered service during winter break.
- All 17 school-age providers reported that they offered care on Professional Development days.

Specialized Programming

- Several respondents indicated that they offered specialized programming, with the most common being play-based (offered by 57 or 70.3% of respondents), educational (29 or 35.8%), and Montessori (27 or 33.3%). Other specialized programs that were offered included fine arts, Reggio Emilia, emergent curriculum and nature schools.

Accommodation of Children with Extra Support Needs

- 43 of the respondents (53.1%) reported that they accommodated children with extra support needs, with 28 (34.6%) accommodating one or two children, 4 (4.9%) accommodating four children, and 9 (11.1%) accommodating five or more children with such requirements.
- 30 (37.0%) responded to an open-ended question about serving children with extra support needs, providing a total of 34 comments. The majority of comments (21 or 70.0%) related to challenges about securing qualified staff (e.g. availability of trained staff, financial challenges to pay for required staff). Other comments involved challenges regarding the integration of children requiring extra supports (e.g. balancing needs of those children with others in the program) and physical limitations of their existing facility space (e.g. need for accessibility improvements, desire for larger programming areas).

Fee Information

Respondents were asked about their fee levels and policies to gain an understanding of the child care fee situation in Richmond, especially as affordability or cost are often cited as a key concern of parents.

Highlights:

- *There was a considerable range in fee scales, depending on program type and age group being served. Care for the infant and toddler age groups was generally the most expensive;*
- *There was also variation in what was covered by the fees (e.g. provision of snacks, meals, transportation, etc.);*
- *The majority of respondents charged a deposit at the time of registration, and a small number charged waitlist fees.*

Base Monthly Fees by Type of Care

- Fees varied widely according to type of care and programming being offered. The lowest fees reported were for school-age care and preschool for three days or less (programs that provide fewer hours of care than the full day options). The highest fees were for group care for infants and toddlers, with average fees of over \$1,200 per month.³⁵

³⁵ A decision was made to omit one organization's preschool programs from the analysis as its fees were substantially higher (up to \$3,400 for a 5 day per week program) than those of other preschools and their inclusion would have skewed the averages upwards.

Table C-4: Child Care Fees

Program Type	Program Subcategory (Ages or Frequency)	Number of Respondents (N)	Range of Fees per Month	Average (Mean) Monthly Fees
Group care	Infants (0-18 months)	16	\$1,000-\$1,625	\$1,271
	Toddlers (19 months to 3 years)	21	\$900-\$1,650	\$1220
	3-5 Years (30 months to school-age)	31	\$625-\$1,450	\$950
	School-age (6-12 years)	4	\$380-\$630	\$450
Preschool	2 days/ week	4	\$123-\$410	\$227
	3 days/ week	5	\$173-\$590	\$323
	5 days/ week	7	\$300-\$935	\$602
School-age care	Before and after school	12	\$365-\$660	\$467
Family child care	Infants (0-18 months)	8	\$700-\$1,000	\$885
	Toddlers (19 months to 3 years)	7	\$800-\$900	\$842
	3-5 Years (30 months to school-age)	5	\$350-\$550	\$537
Multi-age care (Including in-home multi-age care)	Infants (0-18 months)	5	\$780-\$1,100	\$914
	Toddlers (19 months to 3 years)	5	\$750-\$1,100	\$854
	3-5 Years (30 months to school-age)	5	\$700-\$900	\$804
Registered License-Not-Required	Infants, toddlers, and 3-5 year olds	4	\$400-\$1,000	\$812

- In addition to the base monthly fees shown in Table C-4, several respondents indicated that they also offered care on a part time, per hour fee basis. The hourly rates varied dramatically, depending on the type of program offered and age group being served. The highest reported rate was \$66 per hour for toddler care in a group care centre while the lowest was \$4 per hour for a multi-age care facility. The sole respondent who offered occasional care reported rates ranging from \$40 per day for infants and toddlers to \$35 per day for 3-5 year olds.

Fee Policies

33 of the 81 respondents (40.7%) stated that the costs of providing care during all breaks are included in their fees.

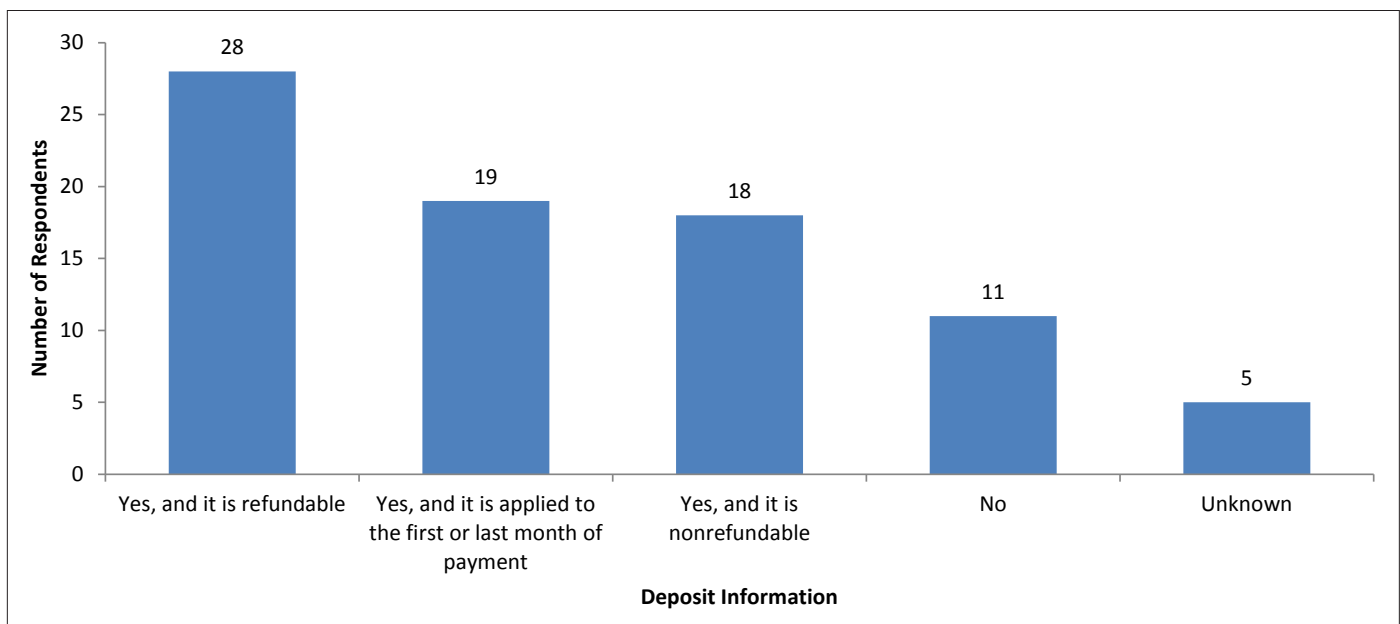
- With respect to “extras” included in the child care fees, 18 operators (22.2%) indicated that they provided breakfast, 14 (17.3%) reported that they provided lunch, 51 (63.0%) reported that they provided morning and afternoon snacks, and 8 (9.9%) reported that they provided pick up and drop off services. 6 operators (7.4%) did not respond to the question;
- 19 (23.5%) indicated that they charged parents extra for services above base level fees (e.g. field trips).

Waitlist Fees, Deposits, and Charges for Holding Spaces

- 64 (79.0%) of the 81 respondents reported that they did not charge a waitlist fee. 11 respondents (13.6%) reported that they did charge a waitlist fee, with 10 of these indicating that their fees were non-refundable.

- For those charging waitlist fees, the stated rates ranged from \$25 to \$150, with other rates being a portion (e.g. 50%) of the monthly child care fee.
- 65 (80.2%) of the respondents indicated that they charged a deposit at time of registration. Of these, 28 (43.1%) reported that the deposit was refundable, 19 (29.2%) indicated that they applied the deposit to the first or last month of payment, and 18 (27.7%) stated that the deposit was non-refundable.
- The reported deposit charges ranged from \$40 to \$900, or from 50% to 100% of the program’s full monthly fee.
- When operators were asked if, in the past year, they had families who paid for a child care space even when their child was unable to attend (“holding a spot”), 23 (28.4%) reported that they had, while 52 (64.2%) indicated that they had not.

Figure C-2: Charging of Deposit at Time of Registration



Organizational and Funding Information

Respondents were asked about the management or organizational structure of their operations, funding sources, and accommodation of families in receipt of subsidies to gain an understanding of the organizational characteristics and funding sources of the surveyed operations.

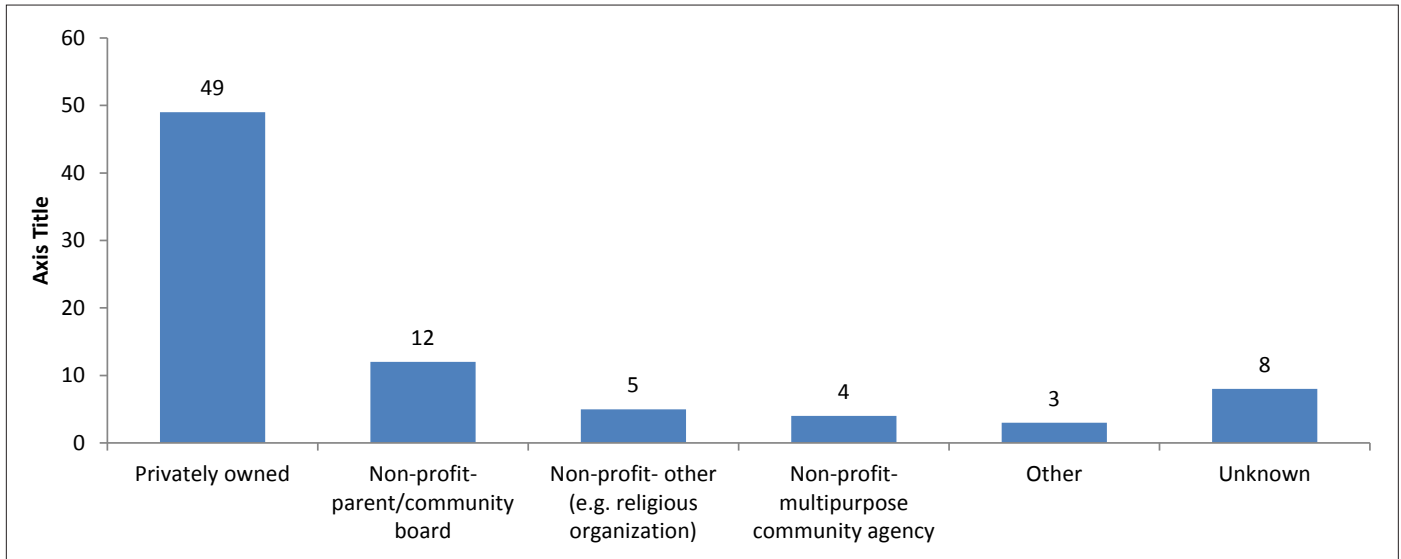
Highlights:

- *The majority of respondents represented private (commercial) non-unionized operations;*
- *The majority received financial assistance through the Provincial Child Care Operating Fund (CCOF);*
- *The majority of respondents also accommodated families in receipt of Ministry of Children and Family Development Child Care Subsidies in the past 12 months;*
- *In the past 12 months, nearly 20% of respondents had received additional funding to include children requiring extra support.*

Management Structure and Unionization

- 49 of the respondents (60.5%) reported that they represented privately owned or commercial child care operations. 21 (25.9 %) indicated that their programs were non-profit (multipurpose community agency, parent/community board, and other). 11 (13.6%) were unknown or self-identified other.³⁶
- The majority of respondents (71 or 87.7%) indicated that their centres were non-unionized. Only 3 (3.7%) reported that their centres were unionized, while information was not available for the remaining 7 (8.6%).

Figure C-3: Management Structure for Programs or Facility



Provincial and Other Grants

- 57 respondents (70.3%) reported that they received financial assistance through the Provincial Child Care Operating Fund.³⁷
- 2 respondents (2.5%) reported that they received additional operating funding within the past twelve months through Provincial and City grants. 6 (7.4%) respondents also reported that they received capital grants during that period from the City or Province.

Accommodating Families Receiving Subsidies

- 58 of the 81 respondents (71.6%) reported that, in the past twelve months, they had collectively accommodated a total of 294 families in receipt of Ministry of Children and Family Development (MCFD) Child Care Subsidies.³⁸ There was a wide variation in

³⁶ Some of the “other” responses could have been included in one of the non-profit or privately owned categories. Rather than make assumptions about the appropriate categorizations, a decision was made to report the responses unaltered, as provided by the operators.

³⁷ According the Provincial Government website: Child Care Operating Funding (CCOF) assists with the day-to-day costs of running a licensed child care facility. This helps child care providers to:

- Keep parent fees affordable;
- Provide fair salaries to child care staff;
- Maintain quality child care for the community.

The program is optional—child care providers can choose to not participate.

Source: BC Child Care Branch Website

³⁸ The Provincial Government website offers the following information on the Child Care Subsidy Program:

A child care subsidy or allowance is available to help low income families in BC with the cost of child care:

- Families that earn \$40,000 or less should apply—families that earn up to \$55,000 may also be eligible;
- Families may be eligible for full or partial subsidy, depending on their circumstances and income.

Parents or guardians who have a child with special needs may be eligible for an additional \$150 per month towards the cost of child care.

Source: BC Child Care Branch Website

the number of families accommodated per centre, ranging from 0 to 40. The average number of subsidized children served in the 81 centres was less than 4 children per program.

- 14 respondents (17.3%) indicated that in the past twelve months they received funding to provide extra support to children in their programs. The most frequently cited funding source was Richmond Society for Community Living, the agency contracted by the province to administer Supported Child Development funding in Richmond.

Staffing Information

Respondents were asked a variety of questions regarding staffing for their programs to gain an understanding of the staffing situation, requirements and challenges for Richmond child care providers.

Highlights:

- *Roughly half of the respondents indicated that there were not enough qualified staff applying for positions in their organizations, while 55% indicated that there were not enough qualified substitutes available for their programs;*
- *Key challenges for securing regular and substitute child care staff involved shortage of qualified applicants, high turnover rates, and an inability to offer higher pay and a regular work schedule;*
- *Respondents had mixed opinions about the adequacy of training for their staff (with only half indicating that their staff were well or very well trained);*
- *Salary levels ranged from a low of \$11 per hour for a Child Care Assistant to a high of \$30 per hour for a Supervisor/ Manager. Benefit provisions were generally modest as well.*

Successes and Challenges in Finding Qualified Staff

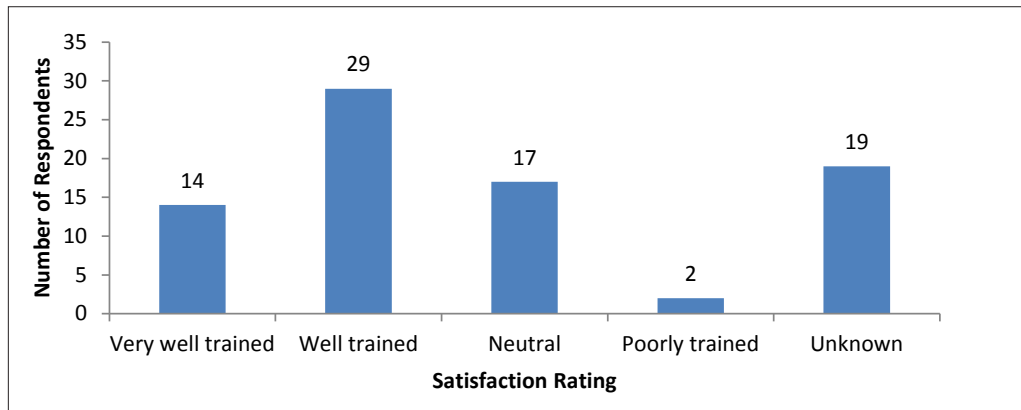
- 33 respondents (40.7%) reported that they were finding enough qualified candidates applying for positions within their organization. 40 (49.4%) indicated that they were having difficulties, and 8 (9.9%) did not respond.
- 20 operators responded to an open-ended question regarding challenges in finding qualified staff. A total of 31 challenges were identified:
 - 12 of the 31 challenges (38.7%) concerned the shortage of qualified applicants;
 - 11 (35.5%) involved compensation or working conditions (e.g. long hours);
 - 4 (12.9%) involved difficulties with staff retention and turnover issues.
- Only 27 respondents (33.3%) reported that there were enough qualified substitutes to draw from when they needed to fill short-term staff vacancies. 45 respondents (55.6%) indicated that there were not enough substitutes, while 9 (11.1%) did not respond.
- 24 operators responded to an open-ended question regarding challenges in finding substitutes. 27 challenges were identified:
 - 16 of the 27 identified challenges (59.3%) involved the limited availability of qualified substitutes;
 - 3 (11.1%) concerned difficulties in retaining substitutes (high turnover);

- o 2 (7.4%) concerned the low compensation and difficult working conditions (e.g. long hours) for substitutes;
- o 6 (22.2%) involved other challenges (e.g. lack of resources or support for finding substitutes).

Staff Qualifications and Training

- 43 of the 81 respondents (53.1%) reported that the staff they hired over the past five years were well or very well trained. 2 (2.5%) indicated that the staff they hired were poorly trained and 17 (21.0%) were neutral. No operators reported that their staff were very poorly trained.

Figure C-4: Satisfaction with Training of Staff Hired in Past Five Years



Requirements for Enhancing Qualifications and Job Experience of Staff

- 12 respondents answered an open-ended question about what they think is needed to enhance the qualifications and job experience of their staff:
 - o 7 of the 12 respondents (58.3%) referred to training and development (including more on the job experience and practicum work) for ECE students;
 - o 2 (16.7%) cited the need for more funding for wage enhancement and training programs;
 - o 3 (25.0%) offered other suggestions and observations (e.g. soliciting parents' knowledge and experience to help with the training of new ECE staff).

Certification

- 53 of the 81 respondents (65.4%) required their staff to have ECE certification.
- 21 (25.9%) required their staff to have infant/toddler certification.
- 6 (7.4%) required their staff to have special needs certification
- 20 (24.7%) required their staff to have responsible adult certification.
- 17 (21.0%) required their staff to have other forms of certification (e.g. Montessori, First Aid).

Salaries and Benefits

- Salary information was provided for a total of 257 employees, with the largest number being Early Childhood Educators (46.3% of the total) and Supervisors/ Managers (23.7% of the total). Early Childhood Educators with Infant/ Toddler or Special Needs certification, and Early Childhood Assistants constituted the remaining share of employees (21.8% and 8.1% respectively). The information is summarized in Table C-5.

Table C-5: Child Care Staff Salaries

Position	Minimum Salary (per hour)	Average Minimum Salary (per hour)	Maximum Salary (per hour)	Average Maximum Salary (per hour)	Number of Employees in Position
Supervisor/ Manager	\$14.00	\$20.70	\$30.00	\$24.40	61
Early Childhood Educator	\$13.50	\$16.72	\$22.50	\$20.03	119
Early Childhood Educator with Infant/ Toddler Certificate	\$15.00	\$17.46	\$21.00	\$19.66	49
Early Childhood Educator with Special Needs Certificate	\$15.00	\$16.88	\$21.00	\$19.92	7
Early Childhood Assistant	\$11.00	\$14.46	\$18.65	\$17.52	21

The salaries for all levels of child care staff are low by a variety of standards (e.g. average personal and household incomes from the 2011 Census, Living Wage calculations).³⁹ Supervisors and managers generally make the highest salaries, followed by Early Childhood Educators (ECEs), and Early Childhood Assistants. The average salary of ECE's without additional certifications exceeds the average salary of ECE's with certifications; however, the minimum hourly salary for ECE's with additional certifications exceeds the minimums for ECE's without certifications.

With respect to staffing complements:

- 79.5% of the operations with a supervisor/ manager only had one such position.
- 43.9% of the operations employing ECEs without additional certifications had three or more such positions.
- 50.0% of the operations employing ECEs with infant/ toddler certifications had three or more such positions.
- 50.0% of the operations employing ECE Assistants had three or more such positions.

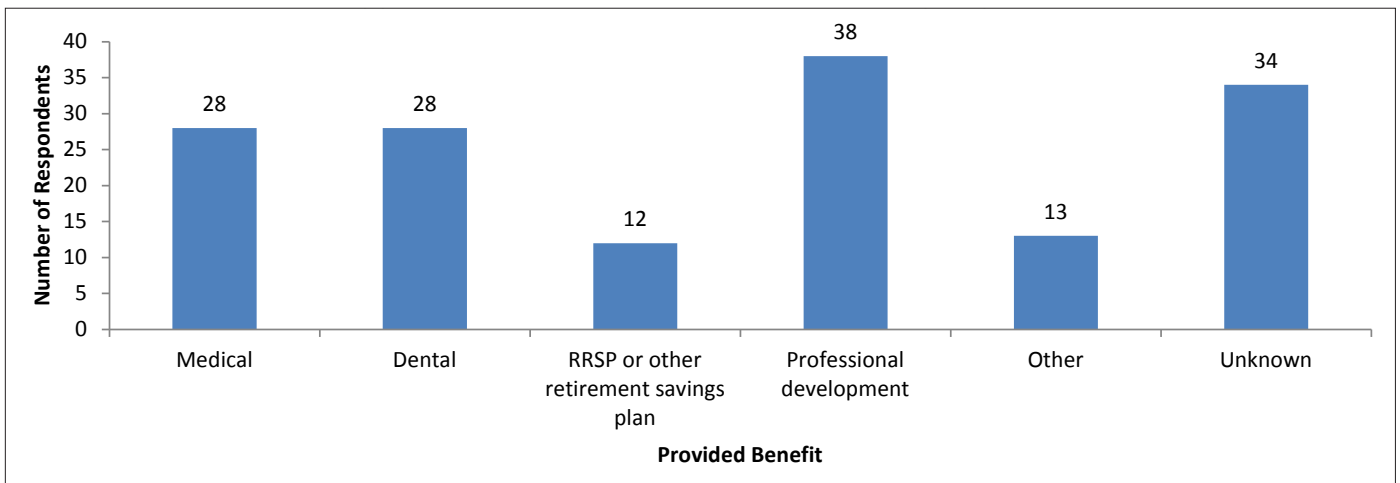
³⁹ The Living Wage, for example, is a calculated hourly amount of money considered necessary to enable a two-parent family with two children to cover basic living expenses in BC. The current Living Wage for BC is \$20.54, compared with a Provincial Minimum Wage of \$10.45 per hour. The Living Wage for Families Campaign is urging employers in the province to pay their employees a Living Wage. The Campaign is hosted by First Call: BC Child and Youth Advocacy Coalition and guided by an advisory committee, with representatives from community organizations and other partners and supporters in Metro Vancouver. For further details regarding the Living Wage Campaign and calculations, see www.livingwageforfamilies.ca

Table C-6: Number of Employees by Position Type per Operation

Position	1	2	3	4	5	6	7	16	# of operations	# of employees
Supervisor/ Manager	31	2	2	1	2	1			39	61
Early Childhood Educator	14	9	7	6	1		3	1	41	119
ECE with Infant/ Toddler Certification	4	4	3	1	1	2	1		16	49
ECE with Special Needs Certification	1	1		1					3	7
Early Childhood Assistant	5	3		1		1			10	21

- With respect to benefits provided to staff, 28 respondents (34.6%) reported that they provided medical benefits, 28 (34.6%) reported they provided dental benefits, 38 (46.9%) reported that they paid for professional development, and 12 (14.8%) indicated that they contributed to their staff’s RRSP. 34 respondents (42.0%) chose not to answer the question.

Figure C-5: Types of Benefits Provided to Employees



Concluding Comments

Respondents were given the opportunity to add other comments they wished to share at the conclusion of the survey to gain information that may not have been captured through other questions in the survey.

16 respondents added additional thoughts, providing a total of 18 comments:

- 5 of the 18 comments (27%) related to concerns regarding affordability or funding for the child care system (including preschools and family child care programs).
- 4 (22%) comment on concerns about licensing and regulatory matters (e.g. amending child care staff to child ratios, restricting supply of child care facilities via licensing or City zoning, etc.).
- 9 (50%) of the remaining comments focused on various other matters (e.g. proposed recognition programs for exemplary child care operators, challenges in finding space for programming).





Appendix D: Other Outreach Results

Overview

To supplement, and gain more in-depth information than provided through the Parent and Operator Surveys, various other information-gathering methods were also used for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*:

- Let's Talk Richmond Discussion Forum
- Focus groups with parents and grandparents
- Focus group with child care operators
- Interviews with key informants
- Post-it note comments placed on display boards at community programs and events

The information from these other approaches is primarily qualitative (e.g. comments prompted by open-ended questions and focused discussions). To help distill the information and identify common themes, the responses were categorized into topic areas for presentation in this report. Also, as deemed appropriate, selected comments or quotes have been cited to provide a richer sense of the issues and suggestions being offered by those participating in the process.

Let's Talk Richmond Discussion Forum

The City of Richmond uses the Let's Talk Richmond Discussion Forum to gauge public opinion on a range of issues affecting the community (e.g. public works initiatives, land use planning concerns). The Let's Talk Richmond website is linked to, but distinct from, the City of Richmond website. Through the site, users are invited to create an account, and then share their views on the issues under discussion.

To stimulate discussion for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*, three questions were posted on the Let's Talk Richmond website:

1. What types of programs or services would you like to see located near your family's child care facility?
2. What is the impact that child care has had on your family?
3. What is a suggestion you have to enhance or improve your child's child care experience?

As with the online Parent Survey, which could be accessed through the Let's Talk Richmond link, the online discussion forum was available from August 18, 2016 to October 26, 2016. 28 individuals registered and posted comments on the discussion forum. Some responded to all questions. Others only responded to one or two questions.

Responses

Question 1: What types of programs or services would you like to see located near your family's child care facility?

- 17 people responded to this question, collectively providing a total of 19 responses. A wide spectrum of desired programs and services were identified, including outdoor learning areas, parks, playgrounds, after school programs at community centres, library services, and a performance theatre.

Question 2: What is the impact that child care has had on your family?

- 10 responses were received on this question. Most of the responses were quite detailed, touching on a variety of topics. The impacts of limited availability of spaces, scheduling challenges, and costs or affordability of care were recurring themes in the responses:

Question 3: What is a suggestion you have to improve your child's child care experience?

- 19 people responded to this question, collectively providing a total of 23 distinct comments.
- As with Question 2, some responses covered several topics, with the most prevalent relating to:
 - Funding and affordability of care were raised by 9 (47%) of the respondents;
 - Resources and support for children with special needs were raised by 5 (26%) of the respondents;
 - Availability of care and waitlists were cited by 3 or (15%) of the respondents.

Parent and Grandparent Focus Groups

Three focus groups were held with Richmond parents as part of the Child Care Needs Assessment.⁴⁰ The purpose was twofold: to provide a forum for discussing the current state of child care services in the city, and to encourage completion of the Parent Survey for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*. Two focus groups sought participation from interested parents from throughout the community. The other was specifically targeted to participants of a parenting education program offered by Family Services of Greater Vancouver (FSGV). In total, 27 parents engaged in focus

⁴⁰ The City scheduled four parent focus groups, as reflected in promotional materials for the Child Care Needs Assessment. However due to a lack of participants, the session at Steveston Community Centre did not proceed; therefore, only three Parent Focus Groups took place.

group discussions, many who spoke English as a second language. Translation support was provided by staff from the Richmond Child Care Resource and Referral Centre and, in the case of the FSGV session, by the agency's program leaders.

In addition to the parent sessions, another focus group was held at Richmond City Hall with two representatives from the Richmond chapter of the Canadian Federation of University Women (CFUW). Participants in the CFUW focus group were able to provide a grandparents' perspective on child care issues in Richmond.

The information collected from the Parent and CFUW Focus Groups has been synthesized, with the representative comments and suggestions summarized below.

Children's Programs General

What kinds of children's programs do you use on a regular basis?

- Parents used a variety of programs (e.g. Mother Goose at Richmond Family Place, Duck Duck Goose at the Richmond Child Care Resource and Referral Centre, Community Centre Parent & Tot programs, Library programs such as Sing Song and Reading Time, and Play and Learn at Richmond Family Place).

How did you learn about these programs?

- Parents learned about the programs through a diversity of channels (e.g. flyers, recreation guides, libraries, community agencies, other parents, child care providers).

What do you like most about these programs?

- Networking, socialization, and education opportunities for parents
- Child development and socialization
- Programming
- Affordability (e.g. some programs are offered for free)
- Flexible scheduling for drop-in programs
- City Centre location

What are some things you want to change about these programs?

- More child minding
- Increased availability
- Bigger or more enhanced program facilities
- Inclusion of a parent education component
- Additional Strong Start programs⁴¹

Child Care Programs

What are some of the biggest challenges you have found in accessing and securing child care?

- Cost
- Availability (including concerns regarding lengthy waitlists)
- Information (e.g. parents found it difficult to obtain the information they required to secure spaces)

⁴¹ StrongStart centres are run by the Richmond School District at five locations in the city. The programs are free, providing an opportunity for parents and other care providers and their children under Kindergarten age to learn and play together. Family Support Workers from Richmond Family Place attend the programs from time to time, offering family support.

- Scheduling (e.g. difficult to get to a child care centre by pick up time)

For those of you who currently use child care, how did you go about finding it?

- Other parents
- The Internet

What are the most important qualities you seek in a child care program?

- Staffing, training and credentials, on the job abilities, and low turnover
- Safety
- Facility quality, including outdoor space
- Programming (e.g. a multi-lingual component)

What do you like about child care in Richmond?

- Staff who are encouraging and responsive to children's needs
- The facilities (indoor and outdoor space)
- Programming (e.g. inclusion of a multi-lingual component)

What would you change about child care in Richmond?

- Increase availability of and access to information (e.g. how to secure a space, the distinctions amongst various types of child care)
- Improve affordability and increase senior government funding
- Increase the supply of spaces and address waitlist issues
- Enhance training for child care staff (e.g. suggestion to provide more low cost or no cost professional development opportunities for ECE staff)

Family Considerations

Do you have other family members who help with your child care needs?

- Several focus group participants had family members who could help with child care (e.g. grandparents, older siblings). Also some participants were grandparents who helped in caring for their grandchildren. Other participants had no family members to help with their child care needs.

What are some of the biggest challenges that grandparents face in regards to child care?

- Financial (e.g. selling homes or making other sacrifices to assist with grandchildren's child care needs).
- Demands on time and physical abilities (i.e. challenging for some grandparents to drive grandchildren to and from care, especially for those with ailing health; many grandparents have to put their retirement plans on hold to support their families and grandchildren).

Other

Do you have other comments you'd like to share?

- Need for a centralized "one stop" source of information on child care (e.g. some parents had difficulty finding reliable, easy to access information as they searched for child care spaces for their children).

- Need for more short term occasional care options for Richmond families (e.g. to help parents attend appointments or respond to unexpected care needs).

Operator Focus Group

A focus group with Richmond child care operators was held on October 13, 2016 at Richmond City Hall. 29 caregivers representing 21 child care organizations participated.

A summary of key comments and suggestions from the focus group, organized by topic or theme area, is presented below.

What challenges are you experiencing delivering child care in Richmond?

- Staffing
 - Difficult to find staff with an Infant/Toddler certificate; also difficult to find substitute teachers and staff for school-aged care.
 - Difficult to offer full-time staff positions.
 - School-age care programs: many employees are students or retired; also high staff turnover.
 - Need to be able to share criminal record search results for substitute instructors (e.g. current system, whereby each operator must initiate own search is inefficient).
 - Pay scale too low for substitutes.
 - Too expensive to live in Richmond and work in child care, thereby reducing pool of qualified applicants for child care positions.
 - ECE staff need to complete 40 hours of training each year to retain their certification; however, there are not enough workshops for staff to get these hours.
 - Completing the Responsible Adult requirement is difficult.
- Financial and operational viability
 - Saturation of programs (e.g. there is an oversupply of spaces in 3-5 care programs while waiting lists exist for Infant/Toddler and School-aged care programs).
 - Preschool programs: afternoon spots hard to fill; because of nap-time conflicts, most families prefer the morning sessions.
 - Family child care operations are restricted to 7 children; some operators believe the number should be increased to make their operations more financially viable.
 - Transient families: some parents do not appreciate the requirement for providing one-month notice for withdrawal and expect to be able to withdraw children immediately; also some families register for a full year, but withdraw after 6 months and move abroad for part of the year.
 - Benefits for the Provincial Child Care Subsidy rate and Child Care Operating Fund are too low.
 - Capital funding not accessible to family child care centres.
- Facility adequacy and vulnerability
 - Difficult to secure affordable facility space in Richmond's tight commercial rental market.
 - Several facilities are vulnerable due to expiring leases or redevelopment pressures.

- Some family child care centres could be vulnerable in Richmond's "hot" real estate market, as it may be more lucrative for operators to sell their houses rather than run a child care program.
- Program quality
 - Many "Montessori" spaces opening up with no process implemented to make sure these are real "Montessori" schools; watering-down the niche of these programs.
 - Many new parents are struggling to find Infant/Toddler care and there are not many choices for the kind of programs they want; they may sacrifice quality or their desired child care option simply to get a spot anywhere.
 - While delivering services in English, some providers offer support in another language if needed; this sometimes triggers a backlash from parents who want their children in an English-only environment.
- Ministry of Child and Family Development subsidies
 - The Provincial Child Care Subsidy rates have remained unchanged for many years and need to be increased.
 - Many single parents who struggle are denied subsidy because their incomes are over the maximum income thresholds, while others who seem to have more resources qualify for subsidies.

What issues or trends are you observing that might help the City better understand child care needs in Richmond?

- Staffing
 - Difficult for child care operators to find and retain qualified ECE staff and substitutes in Richmond.
- Family needs and characteristics
 - In accordance with Richmond's ethnic and cultural diversity, there are many different markets for child care in the city.
 - Subsidy threshold is challenging for low to moderate income families who make a little too much to qualify for a subsidy, but who cannot afford child care.
 - Many grandparents are taking care of children now; may be good financially for parents, but children may not be developing appropriate social skills.
 - Greater demands and expectations by parents for services (e.g. hot meal service is being requested more as parents are not willing to pack a lunch).
 - Traditional child care hours not meeting the needs of many families who do not work 9:00 a.m.-5:00 p.m. Monday to Friday jobs (e.g. parents who work retail sales jobs may need child care in evenings or weekends).
- Program
 - Parents often look for academic programs; however, these programs frequently charge high fees and may not really be academic.
- Extra support needs
 - Centres are seeing a general increase in the number of children who require extra support.
 - Because of cultural influence, many parents are resistant to having their child "labeled" or being given special treatment.

- Facility
 - The quality of some child care spaces (indoor and outdoor) is poor.
 - Difficult to find commercial areas suitable for child care facilities.
 - Small day care centres need help to secure larger premises.

What opportunities do you see to improve the accessibility, affordability and quality of child care in Richmond?

- Funding
 - Increased government funding for child care would enhance the system, improving program quality and stability.
- Regulation (licensing and zoning)
 - Provincial Licensing Regulations and City zoning could be eased to facilitate development of new spaces.
- School District
 - The School District could make empty classrooms available for child care programming.
- Parent education
 - Parents could benefit from information on such matters as:
 - Different types of child care options available in Richmond (e.g. families often overlook family child care);
 - Eligibility requirements and application process for Ministry of Children and Family Development subsidies;
 - How to assess quality of a child care program;
 - Nutrition and parenting skills;
 - Different philosophies of child care programs (e.g. play-based vs. education focused).

What suggestions, if any, do you have to add about the delivery of child care and related child development services in Richmond?

- City actions
 - Develop more outdoor and covered play spaces that are publicly accessible.
 - Negotiate for larger amenity spaces.
 - Advocate for the \$10-a-Day Child Care Plan.
 - Establish a positive and attractive space for parent education and training (a particular need in Richmond given high numbers of immigrant families in the City).
 - Conduct Child Care Needs Assessments on a more frequent basis.
- Provincial Government actions
 - Review Licensing Regulations to increase capacity for child care facilities (e.g. family child care).
 - Develop a system to enable the sharing of Criminal Record Check information for substitute teachers amongst different child care providers

Key Informant Interviews

In addition to seeking information from the community and child care operators, the research team consulted with several key informants for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*.

Three key interviews involved:

1. Vancouver Coastal Health (VCH)—The City’s research team met with senior staff from the Richmond Division of VCH in July 2016. The interview focused on VCH’s programs for families with children 12 years old and under, ideas and suggestions concerning Early Childhood Development (ECD) hubs, and potential VCH interest in a Richmond ECD hub.
2. Richmond Community Associations—In September 2016, the City’s research team met with Out of School Care Coordinators and Preschool Coordinators employed by Richmond Community Centre Associations and Societies. The Coordinators were asked about challenges they face in delivering their programs, opportunities for enhancing program delivery, and any ideas they had to contribute to the *2017-2022 Richmond Child Care Needs Assessment and Strategy*. The Coordinators were also encouraged to complete the Operator Survey.
3. Richmond Youth Services Agency (RYSA)—The City’s research team met with the Executive Director of RYSA in October 2016. The interview focused on RYSA’s child care-related programs, the agency’s future space needs, challenges faced by the agency in delivery of child care, and issues experienced by its Pathways program participants and Aboriginal families in Richmond.

The interviews with VCH, Community Centre Association and Society Coordinators, RYSA and other key informants were useful for supplementing and corroborating information gained through the other community engagement efforts. They were also useful for clarifying the understanding of child care needs in the city and honing the recommendations for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*.

Post-It Note Comments

At the community engagement events for the *2017-2022 Richmond Child Care Needs Assessment and Strategy*, members of the public were invited to use Post-It Notes to provide written responses to the prompt: “tell us your thoughts about child care in Richmond.” The completed Post-it Notes were then placed on display boards for others to view.

56 notes were posted. Given the Post-it Note medium, the comments were short and to the point. The key topic areas were:

- Affordability and funding were identified in 17 (30%) of the notes;
- Availability of spaces (including waitlist issues) was identified in 11 (19%) of the notes;
- Staffing (including appreciation, need for higher compensation, and the importance of training and qualifications) were identified in 5 (8%) of the notes.



Appendix E: Additional Information

Table E-1: Child Care Operating Funding Rates

Group Child Care: Rates of providers with a Group or Group Multi-Age Licence for more than eight children, or if the facility is in a location other than a personal residence.

Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$6.00	\$12.00
3 years to Kindergarten	\$2.74	\$5.48
Grade 1 to 12 years	\$1.40	\$2.80
Preschool	\$1.37	\$1.37

Family Child Care: Family, In-Home Multi-Age or Multi-Age Child Care Licence for eight or fewer children in their principal residence.

Rate Category	4 hours or less	More than 4 hours
Under 36 months	\$1.85	\$3.70
3 years to Kindergarten	\$1.41	\$2.82
Grade 1 to 12 years	\$0.73	\$1.46

Table E-2: Ministry of Children and Family Development Child Care Subsidy Rate Table

Type of Child Care	4 Hours or Less Daily unless both before and after school care provided		More than 4 Hours Daily or both before and after school care provided	
	\$ Per Day	\$ Per Month	\$ Per Day	\$ Per Month
Subsidy Rates for Licensed Child Care Settings				
Licensed Group Care				
G1 – Group (0-18 months)	\$18.75	\$375.00	\$37.50	\$750.00
G2 – Group (19-36 months)	\$15.90	\$317.50	\$31.75	\$635.00
G3 – Group (children who have reached 37 months of age but who have not reached school age)	\$13.75	\$275.00	\$27.50	\$550.00
G4 – Group (children of school age)	\$10.38	\$207.50	\$20.75	\$415.00
Licensed Family Child Care				
J1 – L Family (0-18 months)	\$15.00	\$300.00	\$30.00	\$600.00
J2 – L Family (19-36 months)	\$15.00	\$300.00	\$30.00	\$600.00
J3 – L Family (children who have reached 37 months of age but who have not reached school age)	\$13.75	\$275.00	\$27.50	\$550.00
J4 – L Family (children of school age)	\$10.38	\$207.50	\$20.75	\$415.00
Licensed Preschool				
N1 – (children who have reached 30 months of age but who have not reached school age)	\$11.25	\$225.00	-	-
Subsidy Rates for Licence Not Required Child Care Settings				
F1 – LNR Family (0-18 months)	\$10.95	\$219.00	\$21.90	\$438.00
F2 – LNR Family (19-36 months)	\$10.10	\$202.00	\$20.20	\$404.00
F3 – LNR Family (37 months and over)	\$8.85	\$177.00	\$17.70	\$354.00
Subsidy Rates for Registered Licence Not Required Child Care Settings				
R1 – R Family (0-18 months)	\$15.00	\$300.00	\$30.00	\$600.00
R2 – R Family (19-36 months)	\$15.00	\$300.00	\$30.00	\$600.00
R3 – R Family (children who have reached 37 months of age but who have not reached school age)	\$13.75	\$275.00	\$27.50	\$550.00
R4 – R Family (children of school age)	\$10.38	\$207.50	\$20.75	\$415.00
Subsidy Rates for In Child's Home Child Care Setting				
H1 - (1 st child - 0-18 months)	\$9.85	\$197.00	\$19.70	\$394.00
H2 - (1 st child over 18 months)	\$7.95	\$159.00	\$15.90	\$318.00
H3 - (2 nd child - 0-18 months)	\$4.95	\$99.00	\$9.90	\$198.00

Type of Child Care	4 Hours or Less Daily unless both before and after school care provided		More than 4 Hours Daily or both before and after school care provided	
	\$ Per Day	\$ Per Month	\$ Per Day	\$ Per Month
H4 - (each additional child, including 1st child of school age if another child in the family, younger than school age, is in category H1 or H2)	\$3.68	\$73.50	\$7.35	\$147.00
L2 – children of school age except if considered the ‘additional child’	\$8.75	\$175.00	\$10.50	\$210.00
Subsidy Rates for Care Surrounding School Day				
L2 – all children of school age except children in Child’s Own Home Child Care Setting considered the ‘additional child’	\$8.75	\$175.00	\$10.50	\$210.00







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