

EASTSIDE CHILD DEVELOPMENT HUB

NEEDS ASSESSMENT STUDY

LICENSED
CHILD CARE

**EASTSIDE
HUB**

LEISURE,
RECREATION
& SOCIAL
PROGRAMMING

LANGUAGE,
LEARNING,
LIBRARY
& LITERACY
PROGRAMS

INFORMATION
& REFERRAL
SERVICES

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ACTION TEAM MEMBERS

The preparation of this study would not have been possible without the commitment and dedication of the New Westminster Early Childhood Development (ECD) Committee's Sapperton Hub Action Team, whose members (listed below) met on 11 occasions over a one-year period.

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- **John Stark**, *City of New Westminster*

CONSULTANT

Lynda Brummitt provided consultant services. She coordinated the community consultant process and assisted in the preparation of this study. Thank you for your invaluable contribution.

EASTSIDE COMMUNITY

The preparation of this study would not have been possible without the involvement of parents who completed the survey and attended the presentation and open house. To all who were involved or took an active interest, your commitment and dedication to the children of New Westminster is truly commendable.

EXECUTIVE SUMMARY

This needs assessment study makes a strong case for the development of a **child development hub** (hub) on the Eastside of New Westminster.

A hub, as defined in this study, includes at least two child development or family strengthening services, one of which is a licensed child care program.

A hub acts as a focal point for the neighbourhood in which it is located; enabling families to obtain information and seamlessly access a continuum of services related to their needs.

This study is based on extensive research and consultation, including a survey of 128 parents. Based on this research and consultation, there appears to be a lack of child development and family strengthening services, including licensed child care, on the Eastside, which means that many families must travel to meet their needs.

The Eastside has a far higher percentage of couples with children and single parent families than for the City-as-a-whole. It is also experiencing rapid development, with



Victoria Hill nearing completion, the Brewery District well underway, and East Columbia Street experiencing increasing densification. The Bentall-Kennedy proposal at the Braid SkyTrain station and the Royal Columbia Hospital expansion are also on the horizon.

A hub will serve existing families on the Eastside and contribute to a more complete community; whereby needs can be met within one's own neighbourhood. It will also attract new families and serve the needs of employees with younger children on the Eastside. Regarding the latter, the employment base is anticipated to grow from 6,354 jobs in 2011 to 10,006 jobs in 2041 and these projections do not take into consideration the Bentall-Kennedy proposal.

A hub will further reduce childhood vulnerability rates on the Eastside and contribute to improved child outcomes such as school readiness and success. It will also facilitate social and economic development, including assisting in the settlement and integration process for new immigrants, enabling families to connect and build social support networks, facilitating participation in the labour force, and increasing worker productivity through reduced absenteeism and stress.

The opportunities presented by rapid development, combined with community support for a hub and the many benefits to be derived from hub development, make a strong case in support of a hub on the Eastside.

The Public Partners Child Development Committee, which includes the City of New Westminster, Fraser Health, the Ministry of Children and Family Development, School District #40, and the United Way of the Lower Mainland, is working to develop four hubs in New Westminster, two of which are well underway. A hub on the Eastside will ensure that families are afforded the same opportunities as are families in other parts of the City. It will also make a valuable addition to the Eastside, serving both existing and new families, and the large employment base.

A HUB...

WILL SERVE EXISTING FAMILIES ON THE EASTSIDE AND CONTRIBUTE TO A MORE COMPLETE COMMUNITY.

WILL FURTHER REDUCE CHILDHOOD VULNERABILITY RATES ON THE EASTSIDE AND CONTRIBUTE TO IMPROVED CHILD OUTCOMES.



INTRODUCTION

Child development hubs (hubs) are being developed around the Province and have been in existence for many years in parts of Europe and in the United States. They support the healthy development of children, youth and families and include at least two child development or family strengthening services, one of which is a licensed child care program.

Hubs act as focal points for their neighbourhoods and enable families to obtain information and seamlessly access a continuum of services related to their needs. They have been proven to enhance child outcomes, including school readiness and success. They also contribute to economic development, as they attract new families to the community and retain existing ones. Additionally, they are an important consideration in business expansion and relocation decisions, as the provision of licensed child care and related services positively impacts worker productivity.

In New Westminster, the Public Partners Child Development Committee, which comprises the City of New Westminster, Fraser Health, the Ministry of Children and Family Development, School District #40, and the United Way of the Lower Mainland, is working to develop four hubs. These hubs will serve Queensborough, the Uptown/Downtown, the Eastside, and the Westside.

Planning for two of the four hubs is well underway. In Queensborough, a hub is being developed as part of the expansion to the community centre. In the Uptown/Downtown, a hub forms part of the Neighbourhood Learning Centre proposed for John Robson Elementary School site. In both cases, needs assessments were critical to making a case for hub development and in realizing support and funding.

The Public Partners are now directing their attention towards hub development on the Eastside. This decision is a response to the rapid development occurring on the Eastside and the potential opportunities and challenges that it offers. For example, Victoria Hill is nearing completion, the Brewery District is well underway, and East Columbia Street is experiencing increasing densification. Additionally, there have been discussions related to the Bentall-Kennedy development at the Braid SkyTrain station and Royal Columbian Hospital expansion, as well as Canada Games Pool refurbishment or replacement. These developments, plus others, will attract new families and workers to the area. They will also result in potential new partnership and funding opportunities.



As a first step in moving forward, the Public Partners, with funding support from the United Way of the Lower Mainland, established an action team and prepared this needs assessment. This assessment, which is based on an extensive consultation process, documents needs and gaps related to child development; explores support for a hub on the Eastside; identifies possible components for a hub; looks at operational considerations; and addresses potential partnership and funding opportunities.

Regarding the consultation process, 128 families completed a hub survey, which explored challenges to access and needs and gaps related to programs and services on the Eastside. Families and service providers also participated in an open house and small group discussions to identify possible hub components. Efforts were also made to reach out to those groups who traditionally do not get involved in consultation processes, including lone parent families and new immigrants. Throughout the process, there were calls for enhanced child development and family-strengthening services on the Eastside and a strong belief that this could best be accomplished through hub development.

WORKING TO DEVELOP

4 HUBS

1 QUEENSBOROUGH

2 UPTOWN/DOWNTOWN

3 EASTSIDE

4 WESTSIDE

METHODOLOGY

This needs assessment included an extensive consultation process which targeted families with children 0 to 12 years on the Eastside and service providers which are active on the Eastside.

Essential components of the consultation included: a parent survey; a community conversation incorporating an open house, small group discussions and an individual feedback form; and targeted outreach at events and places where parents and families tend to gather.

The parent survey was designed by the action team to collect information on the experiences, opinions and preferences of families living on the Eastside. More specifically, respondents were asked a series of questions which explored neighbourhood livability; challenges related to accessing programs and services; needs and gaps related to program/service availability; and desired components for a child development hub. Respondents were also asked a number of questions related to their family, housing, and length of residency in order to develop a socio-demographic profile.

The survey was available in both hard copy and on-line, with 61 respondents choosing the first option and 67 respondents selecting the second option. In developing the survey, the action team was aiming for about 100 completed surveys, thus the actual response was very favourable and speaks to the importance of the subject matter to families on the Eastside.

A variety of strategies were used to inform parents about the survey and to distribute it. These strategies included but were not limited to:

- *ads placed in CityPage in the New Westminster NewsLeader and on websites;*
- *e-mail notices to the Early and Middle Childhood Development Committees;*
- *information to more difficult to reach groups, including aboriginal and new immigrant families;*
- *leaflets at events such as the Child Health Fair, Farmers' Market and Sapperton Day Street Festival;*
- *newspaper articles about the needs assessment and the importance of the survey;*
- *survey distribution through the civic facilities, schools and service providers.*



CONSULTATION

THE ESSENTIAL COMPONENTS

PARENT
SURVEY

COMMUNITY
CONVERSATION

SMALL
GROUP DISCUSSIONS

INDIVIDUAL
FEEDBACK FORM

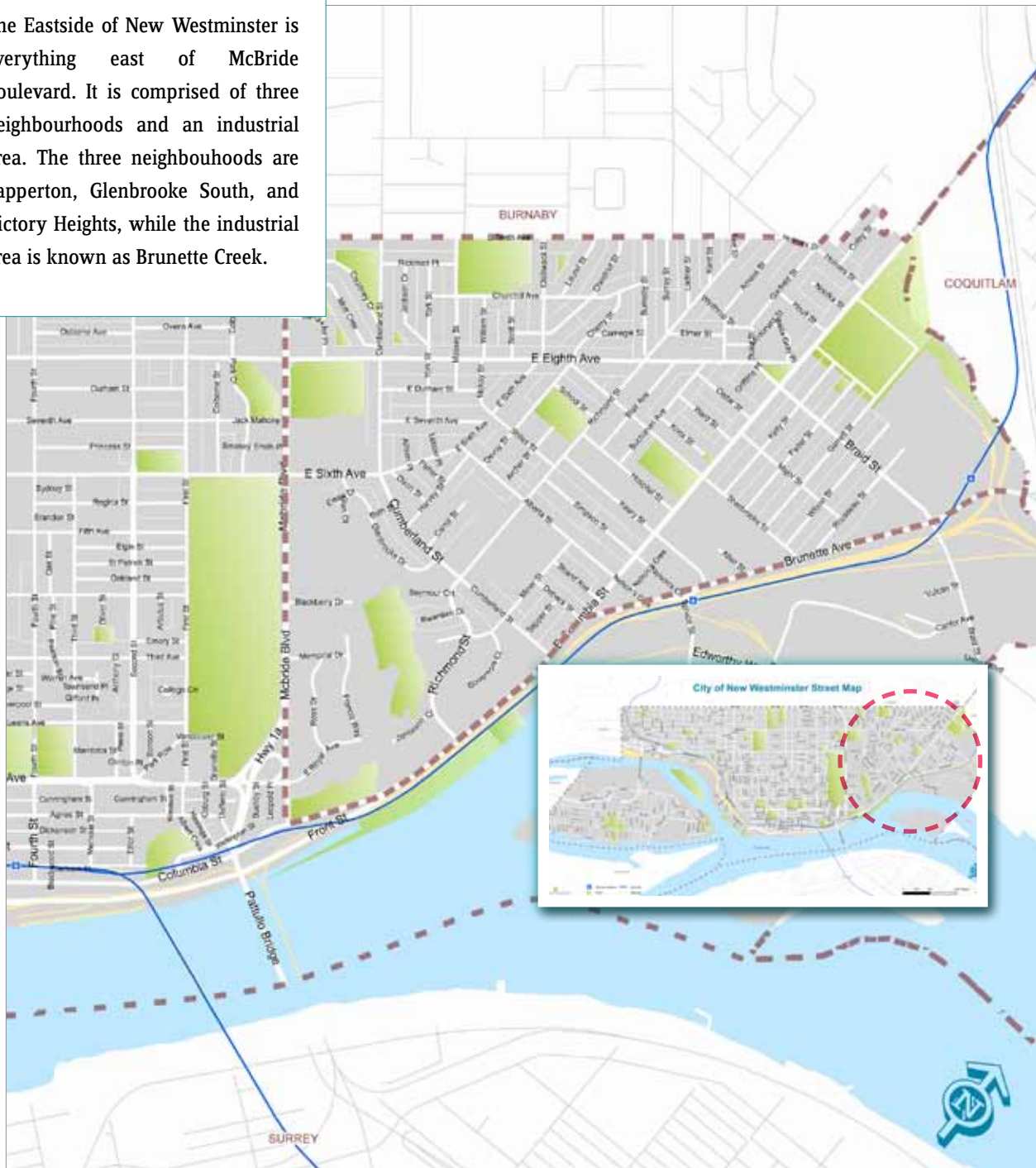
The community conversation, held on October 6, 2011, provided an opportunity for parents and service providers to hear about the survey results and to ask questions of action team members. About 30 people attended the open house and presentation, with many contributing their input by way of small group discussions and/or a feedback form. In addition, parents had an opportunity to view the survey results via display boards and complete the feedback form at the National Child Day Festival at Sapperton Pensioners' Hall on November 20, 2011.

For more information on the community consultation process, including the survey and the community conversation, please go to <http://kidsnewwest.ca/>

BACKGROUND

GEOGRAPHIC AREA

The Eastside of New Westminster is everything east of McBride Boulevard. It is comprised of three neighbourhoods and an industrial area. The three neighbourhoods are Sapperton, Glenbrooke South, and Victory Heights, while the industrial area is known as Brunette Creek.



It is difficult to access programs, as cost and distance are concerns. There is a lack of drop-in programs and limited opportunities to meet people. We are new to the neighbourhood and don't feel a part of it.

POPULATION AND DEVELOPMENT ACTIVITY

The Eastside had a population of 10,840 in 2006 (based on the 2006 Census, which are the most recent statistics by neighbourhood available), which represented 18.7% of the population in the City. The largest of the three neighbourhoods is Sapperton, with a population of 4,485. Victory Heights is the second most populated (3,640), followed by Glenbrooke South (2,715).

Of the three neighbourhoods, Sapperton is anticipated to undergo the most significant growth and change. Densification of the retail core along East Columbia Street and the development of the Brewery District are underway. Regarding the latter, 1,360 new residents are anticipated. As a result, Sapperton's population is projected to increase to 6,823 by 2021, 7,217 by 2031 and 8,039 by 2041.

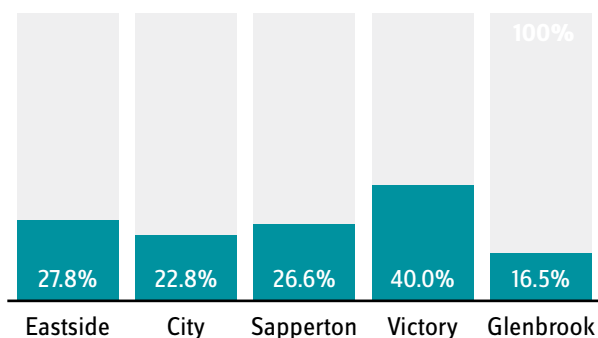
Sapperton and Brunette Creek had an estimated employment base of 6,354 jobs in 2011. This employment base is projected to increase to 10,006 jobs in 2041. (Please note that these projections do not take into consideration the proposed Bentall-Kennedy development at the Braid SkyTrain station).

Victory Heights and Glenbrooke South will experience more modest population growth, with the exception of the Victoria Hill development in Glenbrooke South. Regarding this development, it will have over 1,400 units at build-out, with an anticipated population of about 2,500.

Bentall-Kennedy is also proposing to develop a comprehensive master plan for its 38-acre site adjacent the Braid SkyTrain station. This area is seen as being strategically significant to the City to meet future employment needs, research and development opportunities, and synergies related to Royal Columbian Hospital. It is also seen as an opportunity to explore the development of a transit-oriented community with retail and services to meet the needs of the local community and SkyTrain users, as well as residential development.

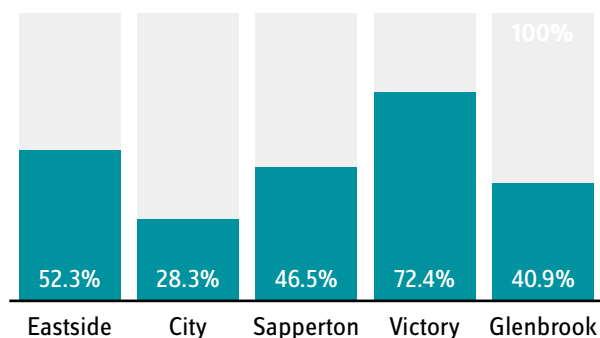


SOCIO-DEMOGRAPHIC PROFILE



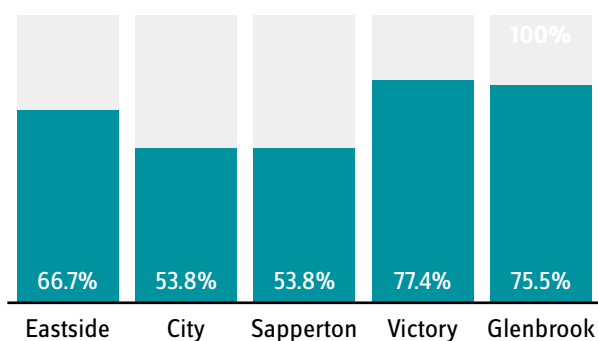
Couples with Children

The Eastside had a far higher percentage of couples with children (27.8%) than for the City-as-a-whole (22.8%). Victory Heights (40.0%) and Sapperton (26.6%) were above the City average, while Glenbrooke South (16.5%) was below the City average. The Eastside also had a slightly higher percentage of single parent families (9.9%) than for the City-as-a-whole (9.4%).



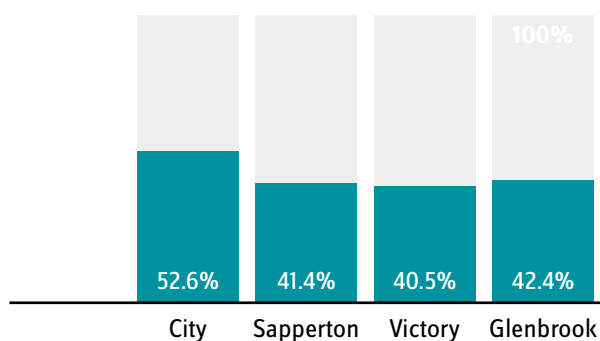
Family-oriented Housing

The Eastside had a far higher percentage of family-oriented housing (e.g., single family, single family with suite and townhouse /duplex) (52.3%) than for the City-as-a-whole (28.3%). Victory Heights (72.4%) was significantly above the City average, while Sapperton (46.5%) and Glenbrooke South (40.9%) were closer to the City average.



Home Ownership

The Eastside had a far higher percentage of home ownership (66.7%) than for the City-as-a-whole (53.8%). Victory Heights (77.4%) and Glenbrooke South (75.5%) were significantly above the City average, while Sapperton has an identical percentage to the City average. All three neighbourhoods had a lower prevalence of low-income than for the City-as-a-whole (20.3%) - i.e., Sapperton (17.9%), Victory Heights (11.3%) and Glenbrooke South (6.4%).



Movers

The Eastside had a far lower percentage of movers within the last five years than for the City-as-a-whole (52.6%) - i.e., Glenbrooke South (42.4%), Sapperton (41.4%) and Victory Heights (40.5%). The Eastside also had a far lower percentage of immigrants (25.6%) than for the City-as-a-whole (31.7%) - i.e., Sapperton (27.3%), Victory Heights (25.0%) and Glenbrooke South (23.4%). The three largest source countries were the Philippines, the United Kingdom and Hong Kong.

Based on the above profile, it can be concluded that the Eastside is a more affluent (i.e., higher levels of home ownership and lower prevalence of low-income) and more stable (i.e., lower percentage of both movers and immigrants) than for the City-as-a-whole. It can also be concluded that it is more family-oriented (i.e., higher percentage of couples with children and single parent families and family-oriented housing) than for the City-as-a-whole. For Sapperton and parts of Glenbrooke South, this profile may experience significant change as a result of new and proposed development.

SURVEY RESPONSES RELATED TO NEIGHBOURHOOD

As part of the hub survey, which was completed by 128 respondents, it asked a number of questions related to length of residency; neighbourhood of residency; and neighbourhood livability. It should be emphasized that this survey targeted parents with children, thus is reflective of the needs and desires of families on the Eastside.

Length of Residency

About a quarter of respondents (23.1%) reported that they had lived on the Eastside for ten or more years. Interestingly, over half of respondents (55.1%) reported that they were relatively new to the Eastside, with 39.8% reporting that they had lived in the area for one to four years and 15.3% reporting that they had lived in the area for less than one year. These responses appear to confirm the changes which are underway on the Eastside since the 2006 Census, with more people moving into the area. They also suggest the need for enhanced information and referral services, as many newcomers may not be familiar with available programs, services, and supports on the Eastside.

Neighbourhood of Residency

The majority of respondents (57.4%) reported that they lived in Sapperton. The remaining respondents were quite evenly split between Glenbrooke South (23.5%) and Victory Heights (19.1%). As such, Sapperton was over-represented and Glenbrooke South and Victory Heights were somewhat underrepresented in the survey responses in comparison to their actual share of the population.

Neighbourhood Livability

The vast majority (87.9%) of respondents strongly agreed or agreed that their neighbourhood offered easy access to parks and open spaces. High percentages of respondents also strongly agreed or agreed that their neighbourhood was a good place to raise a family (84.5%), was friendly (82.9%), and was safe (77.0%)

Far lower percentages of survey respondents strongly agreed or agreed that their neighbourhood was comprised of people from different cultures (61.0%) and met most of their daily needs (50.4%). Regarding the latter, a number of respondents, as part of the open-ended questions, reported that they had to access services related to their family's needs outside the Eastside.

Only 6.5% of respondents strongly agreed or agreed that their neighbourhood had adequate child care spaces. The lack of child care was a recurring theme throughout the survey.

EXISTING RESOURCES

While an essential part of this assessment is to document needs and gaps, it is also important to take stock of assets, resources, and strengths. For example, survey respondents cited parks and open spaces, friendliness, and safety as important attributes which contribute to overall neighbourhood livability on the Eastside.

There are a number of attributes, assets, resources, and strengths on the Eastside which can act as a foundation for or support hub development. In some cases, they may even form part of any hub, depending on the hub's location and organization (i.e., decentralized versus centralized model).

The following listing of attributes, assets, resources, and strengths is not exhaustive and should be seen as a starting point:

- **Canada Games Pool and Centennial Community Centre** (*Childminding, Pre-School, Summer Day Camps*)
- **Faith-Based Organizations** (*Meeting and Rental Space*)
- **FW. Howay, Hume Park and Richard McBride Elementary Schools** (*K-5*)
- **Glenbrook Ravine, Hume, Sapperton, and Sapperton Landing Parks / Westburnco Sports Courts**
- **Licensed Child Care Programs** - Both Family and Group
- **Richard McBride StrongStart Early Learning Centre** (*0 - 5 years*)
- **Sapperton Pensioners' Hall** - Possible School for Conducive Learning
- **Westminster Children's After School Society** (*Hilltop Hideaway, Misty Meadows and Park Place Programs*)

NEEDS AND GAPS

A child development hub is intended to provide a local response to the needs and gaps in programs, services, and supports as identified by the local community.

In this section, previous research addressing community needs and gaps as they relate to the healthy development of children and families is reviewed, along with the results of the community consultation in support of the hub study.

PREVIOUS RESEARCH

The hub study has benefited from previous research. This research included: the ‘Early Childhood Development Mapping Project’ which provided population-based data spanning 10 years; the ‘Child Care Needs Assessment’ which quantified the child care needs of families and provided data by sub-area, including for the Eastside; and the ‘Understanding the Early Years Community Report’ which facilitated a better understanding of the needs of young children and families.



There is very limited local research available that examines the needs of children aged 6 to 12 years. While not local, the United Way of the Lower Mainland has implemented a comprehensive study targeted at this age group, which provides insights into the developmental needs of these children and community responses to address these needs. Entitled ‘Middle Childhood Inside and Out,’ the study is based on data from 1,266 children from seven Metro Vancouver School Districts.

STUDY

Early Childhood Development Mapping Project

Prepared by the University of British Columbia Human Early Learning Partnership (HELP). The key component for mapping is the data collected using the Early Development Instrument (EDI). The EDI is a population-level research tool that measures developmental change or trends in populations of children. The results are mapped by neighbourhood and the information is used by community organizations, governmental agencies and school districts to enhance programs, services and supports for children and families.

Kindergarten children are rated on five scales – i.e., physical health and well-being, social competence, emotional maturity, language and cognitive development, and communications.

Vulnerability refers to the portion of the population which, without additional support and care, may experience future challenges in school and society. The vulnerability ranking of a neighbourhood represents the percentage of children vulnerable on one or more scales of the EDI.

FINDINGS

New Westminster has participated in this research through four waves of data collection (i.e., 2000 to the present). Overall, in wave 4, the most recent data, New Westminster had a vulnerability rate of 28%. District wide, the highest level of vulnerability was on the communications skills scale at 15%. The lowest level of vulnerability was on the language and cognitive development scale at 8%.

The overall vulnerability rate remained consistent between waves 2 and 4. The vulnerability rate over the last three waves indicates a trend of over one-quarter of the children being vulnerable in Kindergarten. Most scales remained relatively consistent over time.

The Sapperton neighbourhood had the lowest level of vulnerability by neighbourhood (14%). Over the 10 years of study, the vulnerability rate of children in this neighbourhood has trended downward from 24% in 2004 to 14% in 2011.

<http://earlylearning.ubc.ca/maps/edi/nh/sd40/>

STUDY

Child Care Needs Assessment, October 2008

Prepared by the City of New Westminster, with the assistance of the Child Care Strategy Task Group.

The Child Care Strategy for New Westminster was adopted by Council in February 2009. Progress reports were released in March 2010 and January 2012.

FINDINGS

A city-wide consultation was conducted which included a survey that was completed by 428 parents, representing the child care needs of 732 children aged 0 to 12 years. The following are the top four needs and gaps related to child care:

1. Shortage Of Child Care Spaces

The assessment reported a shortage of licensed child care spaces in all sub-areas of New Westminster, including the Eastside. The two care types that are most in demand are infant/toddler (0 to 3 years) and out-of-school care (6 to 12 years). The assessment also reported that 40% of children (in non-parental care arrangements) find themselves in unlicensed settings.

2. Quality of Child Care Spaces

The assessment reported that the lack of quality care is a major barrier to access. While quality is a subjective term, survey respondents cited the need for child care to be licensed; for staff to have a post-secondary education or training; for child care settings to be well designed and appropriately equipped; for smaller group sizes with high adult to child ratios; and for well structured programs.

3. Cost of Child Care

The assessment reported that the cost of licensed child care acts as a major barrier to access. With regard to the percentage of household income which is allocated to child care, the average among survey respondents was 16%. The assessment also reported that 23% of survey respondents are in receipt of a child care subsidy and that 47% of these respondents report that this benefit is insufficient in making up the difference between their ability to pay and the cost of their current child care arrangements.

4. Lack of Flexible Child Care Arrangements

Currently, no licensed group child care facilities offer non-traditional hours in New Westminster. For parents who work evenings, holidays, shifts or weekends, or who require drop-in, emergency or part-time care arrangements, there are few, if any, options.

STUDY

Understanding the Early Years: New Westminster Community Report, March 2010

Understanding the Early Years (UEY) is a national initiative that enables communities to better understand the needs of their families and young children and to better determine the best programs and services to meet those needs.

Host agency for this project: Lower Mainland Purpose Society

FINDINGS

The report mapped community assets that support families with young children in the areas of child development and health and wellness. The report also provided information on disparities, gaps and needs.

The maps indicate that access to early childhood development opportunities on the Eastside are variable and depend on type. They also indicate that there is a lack of family drop-in, parenting and support programs; literacy and library services; and pre and post natal and pediatric care offerings.

STUDY

Middle Childhood Inside and Out: The Psychological and Social World of Children 9 to 12, October 2008

Prepared by the University of British Columbia and the United Way of the Lower Mainland.

This research was a precursor to the Human Early Learning Partnership (HELP) Middle Development Indicator (MDI), which is now being administered in a number of school districts. School District #40 (New Westminster) is planning to participate. The resultant information will be invaluable to informing programming decisions related to this age range in any future hub on the Eastside.

FINDINGS

The research is based on data collected from 1,266 children in Grades 4 to 7 in seven school districts in Metro Vancouver.

Key Findings:

1. Children benefit significantly from participating in structured activities during the after-school hours.
2. Children entering adolescence function best if they experience high parent connectedness.
3. Children's relationships with peers and adults in school and community are important - i.e., foster children's social and emotional competence.

COMMUNITY CONSULTATION IN SUPPORT OF HUB DEVELOPMENT

Challenges to Accessing Programs and Services

Survey respondents identified a number of challenges to accessing programs and services on the Eastside. The number one challenge, cited by 38.3% of respondents, was a lack of accessible, affordable and conveniently located child care. Of significance, 48.4% of respondents described their current child care arrangements as informal, which suggests that they may have experienced difficulty in accessing licensed child care.

The second most cited challenge was distance to facilities and transportation-related issues, reported by 28.2% of respondents. A number of respondents commented that many child development or family strengthening services are not within convenient or easy walking distance on the Eastside, which means families must use a car or transit. Regarding the latter, difficulty using transit with strollers and young children, high cost, and inconvenient hours were cited as barriers to usage.

The third most cited challenge was cost of programming, reported by 16.4% of respondents. Cost was particularly problematic for lone parent families and those families with low-incomes or more than one child. It also likely relates to a lack of disposable income, which takes into consideration high housing and child care costs.

The fourth and fifth most cited challenges were inconvenient hours, reported by 13.3% of respondents, and lack of or only limited programming opportunities, reported by 10.9% of respondents. Regarding the former, the main concern related to the difficulty that two-income families have in accessing programs and services, many of which are offered during work hours. As for the latter, comments related to a lack of child minding which enables parents to participate in programs; limited programming designed to enable families to co-recreate; and no indoor play spaces where families can go during inclement weather. Other challenges included long waitlists for programs and overcrowding in some programs.



Programs and Services that are Needed but Not Available

Survey respondents were asked to select from a list of programs and services. More specifically, they were asked to identify those programs and services for children and families that they felt were needed but not available on the Eastside

Most respondents identified two or more programs and services, and these are ranked below according to perceived importance or need:

- *after-school programming (51.9%)*
- *leisure, recreation and social programming (51.9%)*
- *family support and parental education (47.1%)*
- *child development and learning programs (45.2%)*
- *language and literacy programs (42.3%)*

Although not listed, 30.1% of respondents cited licensed child care. This represented 74.4 % of the responses in the category of “other.”



The feedback received from the community gathering held on October 6, 2011 reinforced many of the above cited challenges, needs and gaps from the survey results. Again, child care was identified as a significant need, particularly infant/toddler and out-of-school care. After school programming was also identified as a significant need and was seen as a way of offering safe and supervised places for children and teens to hang out and socialize. Additionally, it was seen as a strategy to addressing the increasing number of latchkey kids, who in the absence of structure and supervision may get into trouble.

Opportunities for parents to connect and socialize and families to co-recreate were also identified as significant needs. Given the changing demographics, including the number of new families moving to the Eastside since 2006, and the number of dual-income families, which makes it difficult to connect with other parents in the school system, these opportunities were seen as being increasingly important. It was also felt that there is a lack of opportunities for families to co-recreate. More specifically, it was noted that many programs and services are age and ability specific or highly structured.

Information and referral services were also seen as needs. It was noted that many parents do not know where to go to access information related to child development or effective parenting. They also do not know about available programs and services on the Eastside or elsewhere in New Westminster.

HUB DEVELOPMENT

Parents are the key to ensuring children's healthy development and children can thrive where a community-wide effort to support families is in place.

(Understanding the Early Years New Westminster, 2010).

Child development hubs act as focal points for their neighbourhoods and enable families to obtain information and seamlessly access a continuum of services related to their needs. As such, hubs equip and act as resources for parents, thus helping to ensure children's healthy development. They have been proven to enhance child outcomes, including school readiness and success.

The New Westminster Public Partners Child Development Committee, which oversees the development of hubs considers, as essential, the programs, services and supports as identified through community consultation. This is the only way to truly ensure that hubs are responsive to the often diverse needs of the neighbourhoods in which they are located. For example, neighbourhoods with higher concentrations of new immigrants and refugees may have a greater need for language and literacy programming and neighbourhoods which are experiencing rapid rates of development may have a greater need for information and referral services.





POSSIBLE COMPONENTS

The Public Partners have defined a hub as including a minimum of two child development or family strengthening services, one of which is a licensed child care program.

Based on the consultation, survey respondents were asked to identify the programs, services and supports (components) that they would like to see offered in a hub on the Eastside. Most respondents cited two or more components, with the most commonly cited component being:

- **licensed child care** (40.6%)
- **leisure recreation and social programming** (27.4%)
- **language, learning, library, and literacy programs** (25.8%)
- **information and referral services** (15.6%)
- **parental education and information** (14.9%)

Respondents, as part of their written feedback, elaborated upon some of the identified components. Regarding licensed child care, the two most often cited care types were infant/toddler and out-of-school care. There were also calls for more flexible care arrangements (e.g., drop-in or occasional) and for programs which offer non-traditional hours.

Regarding leisure, recreation, and social programming, suggestions included after-school programming; indoor play spaces; parent and tot programs; parenting support groups; and social offerings targeted at both families and parents. As for language, learning, library, and literacy programs, suggestions included ESL classes and settlement services; literacy support groups and tutoring; and a resource library.

A common theme which emerged was the need for a hub to facilitate community building, neighbourliness, and social interaction. Respondents wanted to connect with other parents; build relationships and social support networks; and participate in programs with other families. This theme is likely the result of the large number of respondents who reported that they were relatively new to the Eastside (55.1%), with 39.1% stating that they had lived in the area for one to four years and 15.3% of respondents stating that they had lived in the area for less than a year. Suggestions to facilitate community building, neighbourliness, and social interaction included a community kitchen and garden; a community

A focal point for the neighbourhood where families feel welcome and can meet their needs. A place which meets one's child care needs and enable one to develop support networks with other parents. A place for information and resources.

living room or lounge; indoor and outdoor play spaces; and a range of programming options.

FACILITY DESIGN AND SERVICE PROVISION

Respondents felt that the facility should be welcoming (and less institutional); be open and airy (e.g., lots of windows); and be designed to maximize efficiency. Several respondents suggested a community living room or lounge where parents could informally gather, pick-up information, read, and socialize.

Respondents felt that there needed to be drop-in, evening and weekend programming to better accommodate the needs of working families. They also felt that programs and services needed to be age and developmentally



appropriate, culturally-relevant, and inclusive of all abilities and needs. Additionally, they felt that there needed to be opportunities for families to co-recreate - i.e., inter-generational programming.

DEDICATED VERSUS MULTI-PURPOSE SPACES

Dedicated spaces refer to designated or purpose-designed areas for core services which typically operate on a daily basis. Multi-purpose spaces, on the other hand, refer to areas that can be used by a variety of user groups at different times of the day.

The licensed child care is an example of a service operating on a daily basis. As such, it does not lend itself to multi-purpose use, as equipment, furnishings and toys would need to be collected, dismantled and stored at the

end of each day and set-up the following day. In addition, the child care must adhere to provincial licensing regulations related to child safety and security, which can make it extremely difficult for other groups to use the area during non-operating hours.

Multi-purpose spaces provide flexibility and enable community groups, government agencies and non-profit organizations to offer a range of programs, services and supports in response to identified neighbourhood needs. They also maximize usage of the hub, as they can be used day and night and on weekends too. For maximum efficiency, these spaces should be in close proximity to plentiful secured storage, which allows regular users to store and easily access equipment and resource materials.

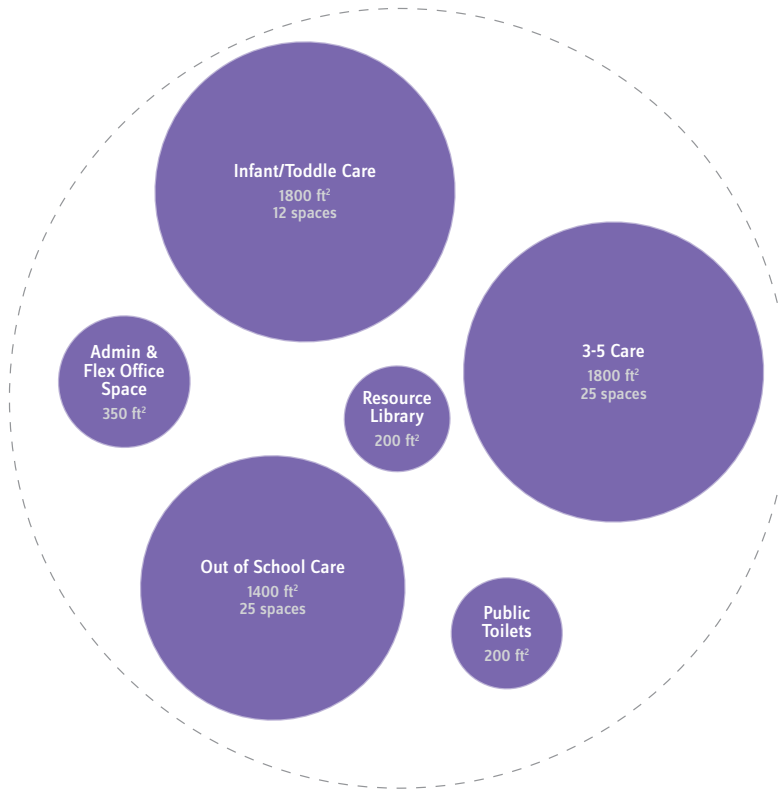
SPATIAL REQUIREMENTS

Based on the consultation, core and complementary/support components of a hub are listed below, along with approximate square footage. Regarding licensed child care, a continuum of care model is the preferred option - i.e., one that meets the child care needs of children from birth through to 12 years.

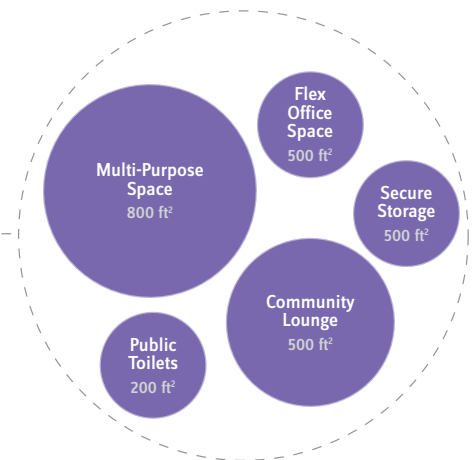
CORE CHILDCARE SPACES	SQ FT
Infant/Toddler Care (12 spaces)	1,800
Three to Five Care - 30 Months to School Age (25 spaces)	1,800
Out-of-School Care and Secured Storage (25 spaces)	1,400
Administrative and Flex Office Space	350
Information and Referral Services (Resource Library)	250
Public/Disabled Toilets	200
	5,800

COMPLEMENTARY/SUPPORT	SQ FT
Community Living Room (Lounge)	500
Community Kitchen	300
Flex Office/Small Meeting Room Space (Dividable)	200
Multi-Purpose Space (Classroom or Drop-In)	800
Secure Storage	200
Additional Public/Disabled Toilets	200
	2,200

Core Childcare Spaces



Complementary and/or Support Spaces



The above is premised on a self-sufficient child care facility - i.e., inclusive of entry, cubbies, kitchen, office, nap areas, storage, and toilets. While three to five and out-of-school care can be self-sustaining based on the specified number of child care spaces, infant/toddler care is typically not self-sustaining on its own, given the higher staff to child ratios and the more stringent qualifications for staff. As such, it needs to be paired-up with another care type.

The out-of-school care, given that it typically operates between 7:00 and 9:30 a.m. and between 2:30 and 6:30 p.m. can accommodate other uses during non-operating hours. These uses could include child minding, drop-in and pre-school programs; educational offerings; and meetings. To maximize the functionality of this space, it should have an external entrance and include ample secured storage.

There would be requirements for outdoor play space associated with the licensed child care component. Based on the proposed number of child care spaces, this could equate to close to 5,000 square feet. This outdoor play space could be significantly reduced if the facility was co-located or in close proximity to a park with easy access to a playground.



The flex office and multi-purpose spaces would be used by non-profit organizations to better meet identified neighbourhood needs. More specifically, these spaces would be available for specified times during the day and week with the philosophy being multi-use as opposed to designated or single use.

CENTRALIZED VERSUS DECENTRALIZED (CAMPUS) MODELS

In a centralized model of a hub, all the services are located on one site. In a decentralized or campus model of a hub, services are located in separate locations but in close proximity to each other. In New Westminster, both models are in evidence.

The proposed Neighbourhood Learning Centre (NLC) for the current John Robson Elementary School site in Uptown New Westminster is based on a centralized model, with services being located on one site and the hub being able to operate independently of other sites. A centralized model is more feasible when there is sufficient space to accommodate a range of services on one site.

Despite services being concentrated, a centralized model can benefit from the location and build mutually beneficial relations with other child development and family strengthening services in the neighbourhood in which it is located. Regarding the above cited NLC, enhanced service provision and delivery could be achieved by working closely with the

Children's Centre, which is operated by the Simon Fraser Society for Community Living and SHARE Family and Community Services Society. This centre brings together services and supports for children and youth with special needs and their families in a coordinated, integrated way.

The expansion to the Queensborough Community Centre and its close proximity to Queen Elizabeth Elementary School is based on a decentralized or campus model, with services being spread or split between two public facilities.

Queensborough Community Centre, after the expansion is completed in fall 2012, will house a licensed child care program serving children from 30 months to school age; a play-based pre-school program; a branch library which can offer literacy programs and story times; and flex office and multi-purpose spaces which can accommodate a range of child development and family strengthening programs.

Queen Elizabeth Elementary School houses a StrongStart Early Learning Centre and an out-of-school care program. It also operates as a community school and provides a range of programs and services to families.

CHILD DEVELOPMENT

HUBS

ACT AS FOCAL POINTS FOR
THEIR NEIGHBOURHOODS AND
ENABLE FAMILIES TO OBTAIN
INFORMATION AND SEAMLESSLY
ACCESS A CONTINUUM OF
SERVICES RELATED TO THEIR NEEDS.

OPERATIONAL CONSIDERATIONS

Hubs facilitate inter-sectoral collaboration and partnership building. The operational considerations for the organizational structure include: identifying potential partners and developing a management model for the delivery of integrated and collaborative services and determining the programs, services and supports to be offered. Regarding the latter, this must take into consideration identified neighbourhood needs.

Hubs contribute to community development by building capacity, empowering families, facilitating participation, and supporting community-based initiatives. Operational considerations related to community development include the following: determining an appropriate and meaningful role for parents and making use of volunteers, thus enabling them to contribute their considerable skills and experience.

Co-location may provide an opportunity for cost savings through shared administrative functions, equipment usage and staff areas and more efficient utilization of the facility (i.e., making maximum usage of spaces by different user groups both day and night, as well as weekends too).

OPPORTUNITIES

The ideal and actual locations for a child development hub may differ. The ideal location is informed by convenient transit connections; location of major roads; proximity to population centres, employers and schools; and topographical considerations.

The actual location is often opportunity-based - e.g., location of an under-utilized or redundant building/space; realization of an amenity contribution within a major development; and redevelopment or expansion of a public facility. Preferably, the ideal and actual locations will be similar.



Offer parent and tot programs during the first year of maternity leave and structured play groups. Also offer an indoor play space during the winter months.

Within the Eastside of New Westminster, the ideal or preferred location would be in the Sapperton neighbourhood, preferably in the vicinity of East Columbia Street, for the following reasons:

- **easy walking distance from population and employment centres** - i.e., 41.3% of the population live in the Sapperton neighbourhood and Royal Columbia Hospital and TransLink are major employers;
- **access to convenient transit connections**, including the Braid and Sapperton SkyTrain stations;
- **close proximity to schools** - i.e., Hume Park and Richard McBride Elementary Schools;
- **location of parks and outdoor recreational opportunities** - e.g., Hume and Sapperton Parks;
- **proximity to other child development programs**, including licensed child care and the StrongStart Early Learning Centre at Richard McBride Elementary School;
- **proximity to future development sites**, including the Bentall-Kennedy development at the Braid SkyTrain station and the Royal Columbian Hospital expansion;
- **relatively level topography along East Columbia Street, with good availability of accessibility infrastructure**, including curb letdowns and pedestrian crossings.

With regard to potential opportunities, the following have been documented. It should be cautioned that this listing is very preliminary and does not imply interest in a hub by any of the identified property owners or parties.

CIVIC, GOVERNMENT OR SCHOOL FACILITIES

The City has prepared a Redevelopment Feasibility Study for the Canada Games Pool and Centennial Community Centre (November 2010). Regarding the latter, the centre was constructed in 1967 and upgraded in 1979. The study incorporated a series of options ranging from minimal intervention and lowest capital cost to a completely new replacement facility with a proposed 60-year service life, with multiple options in between. With regard to option 2 (additions) and option 3 (replacement), functional capacity would be added to both the pool and centre. Although no mention is made of a hub, there is the possibility for this discussion to occur, given the preliminary nature of the study and limited community consultation into it. Of importance, the centre already offers child minding and a pre-school program, as well as summer day camps for children. Additionally, the City's Parks and Recreation Comprehensive Plan (December 2008) included the following recommended action: "Incorporate early childhood development hubs into neighbourhood-based family spaces."

Fraser Health recently released information related to a two phase expansion for Royal Columbian Hospital. The first phase includes consideration for construction of a new eight storey tower. This tower would house a new emergency department and a combined surgical/interventional suite, as well as being capable of housing up to 60 beds per floor. The first phase would also include a major renovation to the Health Care Centre, resulting in approximately 292 patient beds. The second phase would enhance service capacity and fulfill the mandate as an academic teaching hospital. As part of the planning

process, consideration could be given to hub development, anchored by licensed child care, given the ideal location of the hospital and the large number of employees.

School District #40 (New Westminster) operates three elementary schools on the Eastside - i.e., F.W. Howay, Hume Park and Richard McBride. Through school replacement or redundancy, there may be an opportunity for hub development. If school replacement occurs, there is the possibility of creating a Neighbourhood Learning Centre. More specifically, the BC Ministry of Education will provide up to an additional 15% of dedicated space for a new school or a major renovation to existing one in order to meet community needs, including hub development. Regarding redundancy, if a school is closed or consolidated, the building or part of the building could be used for hub development.

EXISTING BUILDINGS

There are few existing and available buildings or spaces that could accommodate or house a hub on the Eastside. One possible building is the Sapperton Pensioners' Hall, which is used by the Sapperton Old Age Pensioners Association (SOPA) and as a rental venue for revenue purposes. This building was built in 1962, has 11,200 square feet and is located on Keary Street, which is in close proximity to Royal Columbian Hospital.



Currently, the building is underutilized and efforts have been underway to increase revenue potential. There could be the possibility of using one of the two floors for hub development; however, challenges include building issues related to its age; lack of parking; and limited space if the remainder of the building is operated and used by the SOPA. The Lower Mainland Purpose Society is also interested in operating a School for Conductive Learning within the building; which, if realized, would further reduce the amount of space available for potential hub development.

There are a number of churches and spiritual facilities on the Eastside. In most cases, these facilities, even if the space was made available, would be insufficiently sized to accommodate or house a hub.

AMENITY CONTRIBUTIONS THROUGH DEVELOPMENT

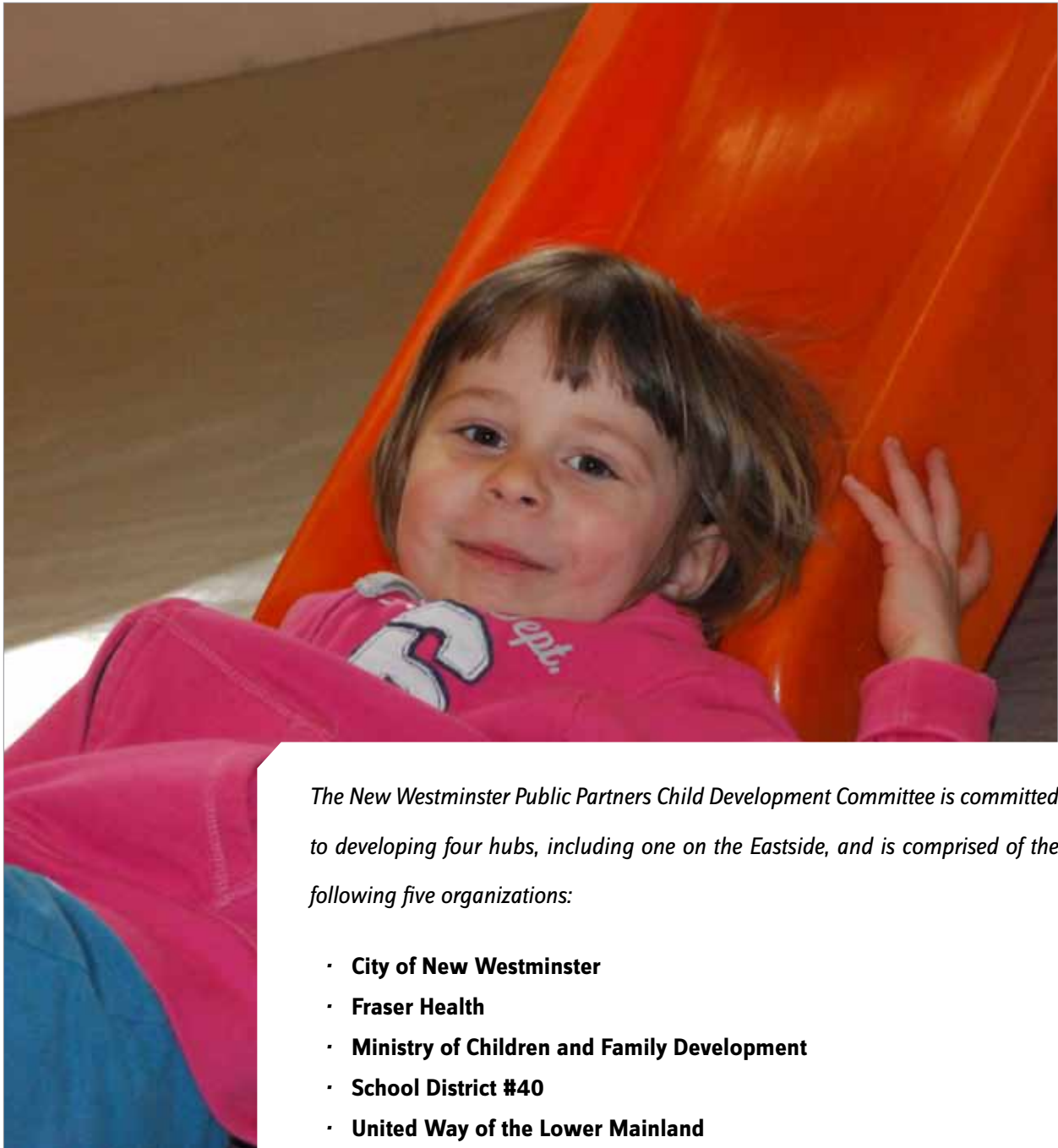
The Bentall-Kennedy development, which is a proposed 38-acre comprehensive master plan community adjacent the Braid SkyTrain station, may provide an opportunity for a hub. This development may include significant employment-generating uses, including office and retail/service, as well as a residential component. Based on the employment generating-uses alone, it could result in a need for between 65 and 70 licensed child care spaces. As part of the discussions around any amenity contributions related to the development, a hub may be an appropriate fit. A hub, anchored by licensed child care, would meet the needs of employees with younger children, while the related child development and family strengthening services would benefit families of the residential component, as well as larger neighbourhood.

CONCLUSIONS

While the above attempts to identify some possible opportunities for hub development on the Eastside, it should be recognized that new opportunities may arise and existing ones may not be feasible for a variety of reasons.

Queen Elizabeth Elementary School houses a StrongStart Early Learning Centre and an out-of-school care program. It also operates as a community school and provides a range of programs and services to families.

POTENTIAL PARTNERSHIP & FUNDING OPPORTUNITIES



The New Westminster Public Partners Child Development Committee is committed to developing four hubs, including one on the Eastside, and is comprised of the following five organizations:

- **City of New Westminster**
- **Fraser Health**
- **Ministry of Children and Family Development**
- **School District #40**
- **United Way of the Lower Mainland**

The Public Partners have the following vision: “healthy children and youth supported by nurturing families and child, youth and family-friendly neighbourhoods in New Westminster.” Its purpose is to achieve the following objectives, among others:

- *to coordinate the planning of the five organizations to meet the identified needs and opportunities of the community as related to hub development;*
- *to identify and access funding and other resources in support of hub development; and*
- *to support and advocate on behalf of hub development in New Westminster.*

The Public Partners signed an updated Memorandum of Understanding on April 6, 2011.

As cited in the previous section, hub development is likely to be opportunity-based - i.e., through the renovation, redevelopment and/or expansion to a public facility; through senior government funding; or through an amenity contribution related to a major development.

This assessment, which is based on extensive consultation, can be used strategically to make a strong case in support of hub development; to build community support; to recruit new partners; and to realize funding. The committee, through their respective organizations, and by being vigilant in identifying partnership and funding opportunities, can play a key role.



CONCLUSIONS & NEXT STEPS

The development of a hub on the Eastside will significantly enhance access to child development and family-strengthening services, including licensed child care.

It will help ensure that children, regardless of their parental, family, or socio-economic circumstances, will have an opportunity to build a solid foundation for lifelong learning, behavior, and health.

A hub will contribute to economic development by attracting new families to the Eastside and retaining existing ones. It will also be an important consideration in business expansion and relocation decisions, as it will positively impact worker productivity. The licensed child care component enables parents of young children to participate in the labour force, while reducing worker absenteeism.

As next steps, the members of the Public Partners Child Development Committee will bring this assessment to the attention of their respective boards and elected bodies. More specifically, they will build awareness about and support for the need to develop a hub on the Eastside. They will also work to identify and realize funding and other resources within their respective organizations; and work collectively to build community support; recruit new partners; and realize external funding sources.

PROFILE



Awarded community amenity space by the City of Burnaby.

SOUTH BURNABY NEIGHBOURHOOD HOUSE

South Burnaby Neighbourhood House (SBNH) was recently awarded community amenity space by the City of Burnaby to create a community service hub. Three other community service organizations - i.e., Centre for Ability, the National Congress of Black Women, and the YMCA Child Care Resource and Referral - are partnering on this project. The space will house SBNH programs and services and, through a lease arrangement, the partners will secure office and program space. SBNH is the lead agency and will oversee the development of the physical space and the management of the multi-purpose space to be used by the partners and other community groups and organizations. It is the experience of SBNH that the co-location of a diverse but complementary group of organizations will enhance collaboration and service effectiveness, while improving access to information and services for clients.



An accessible, safe and welcoming community-based space where multiple service providers create a support network for at-risk and high-risk youth.

BURNABY YOUTH SERVICES HUB

The Burnaby Youth Services Hub (BYSH) is an accessible, safe and welcoming community-based space where multiple service providers co-locate to create a support network for at-risk and high-risk youth who require numerous service supports. It offers a storefront operation that is located within walking distance of two SkyTrain stations, a major bus exchange, a recreation facility, and a regional shopping centre. The hub is anchored by three core services - i.e., an alternate school, a youth centre drop-in and a youth clinic, which have designated space to operate programs. Within the hub, there are a number of multi-use spaces - e.g., interview rooms and a kitchen. In addition to the core services, many youth agencies use the hub to deliver their services. BYSH is a one-stop shop where youth can easily connect with a range of programs and services to assist them with their education, health and physical needs, as well as personal growth and development.

The hub is not a program but a process of collaboration and integration. This is achieved through the operational structure of the hub, in which all partners sign a collaboration agreement. Two committees oversee the operation of the hub. The joint management committee is responsible for financial and administrative matters and the steering committee is responsible for service delivery. The former includes representation from the City of Burnaby, the Fraser Health Authority, the Ministry of Children and Family Development, and School District #41 and the latter includes representation from youth-serving community organizations. The day-to-day operation is coordinated by the lead agency.



EASTSIDE CHILD DEVELOPMENT HUB

NEEDS ASSESSMENT STUDY

MARCH 2012

