

# Oak Park Moms & Tots 2009 Annual Report

Our mission is to connect parents, caregivers, grandparents and children within their own neighbourhood for the purpose of relationship building, information sharing and support.

## ***We know that we are achieving our mission when***

1. Members and their children are making connections with other parents for ongoing relationships.
2. Members are getting information that they need
3. Members are feeling supported

## **Our Members**

12% live in the Oak Park community

40% of our members have moved to Oakville in the last 3 years.

15% are new immigrants to Canada less than 5 yrs compared with 4.5% in the surrounding community.

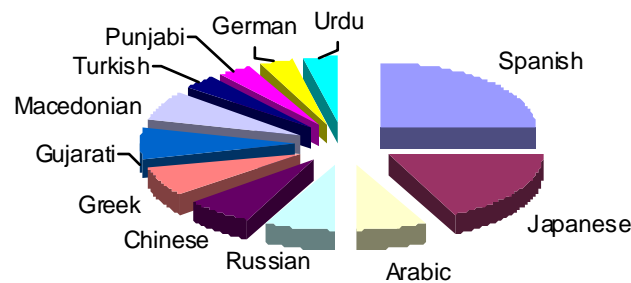
42% were not born in Canada

30% live below the poverty line compared with 7.5% in the surrounding community

28% Do not speak either official language in their homes compared with 26% in the surrounding community.

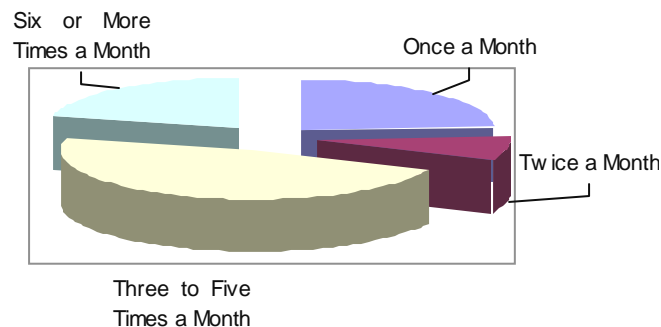
According to Statistics Canada 2006 Census, 94% of the population speaks English or French at home. In addition Statistics Canada reports that the foreign-born population in Canada is almost 20%. Our survey responses speak to our success in attracting a culturally diverse population to our centre. (72% of our members speak English or French)

### **Home Languages Other Than French or English**



47% of our families hear about us from family, friends and other participants. 27% through our advertising and 20% are referred from other agencies. We have a very high rate of referral from other agencies compared with other Canadian family resource centres that average only 12% agency referrals for new members.

### **Monthly Family Attendance**



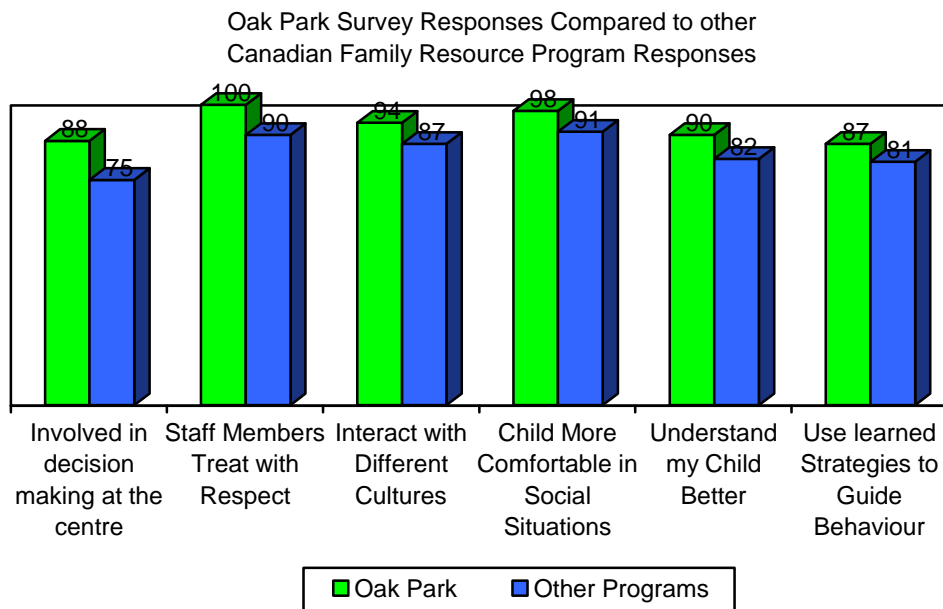
## Positive Impact on the Families we Serve

We asked all our members to complete a survey to see if we were meeting our objectives and the needs of our members. Our survey completed in April 2009 had an 11% response rate from our participants and the results showed us that respondents' satisfaction with our programs continues to be high. We scored 83% or higher in all areas.

### Participants Agree ....

- My Child & I feel welcomed
- Staff members treat me with respect
- This centre does it's best to be welcoming to diverse groups of people
- My child has increased opportunities to play with other children
- Programs are designed in a way that I can participate
- Staff & services are available when I need them
- I have become more aware of services & resources in the community
- I have made friends I can connect with outside the centre
- My child has increased opportunities to explore new environments
- My child is more comfortable in social situations
- I am more aware of appropriate activities for my child
- Since coming to the centre I feel more supported in my role as parent
- My child has increased opportunities to play with age-appropriate toys and equipment
- I use activities at home that I learned at the centre
- My child has increased opportunities to interact with adults
- There are opportunities for me to be involved in decision making
- My child has increased opportunities to interact with people from different cultures
- I feel more confident as a parent
- I am more aware of what to expect my child to do at his age
- I deal more effectively with day to day challenges
- Our family has more ideas and ways for getting along
- Since coming to the centre I understand my child better
- I use strategies for guiding my child's behaviour I learned at the centre

When compared to other Canadian Family Resource Programs, Oak Park Moms and Tots meet or exceed satisfaction with the program in all but 2 areas. (Ability to explore new environments & parent is more aware of child development). The chart below illustrates the top areas where we score significantly higher.



## **Making A Difference**

When participants were asked an open ended question “How Have We Made a Difference in Your Family? People responded...

49% Families have made friends

37% Child has gained a skill or had an improvement in a behavioural challenge

28% Have a sense of belonging in our community

26% Parenting support (workshops, info & referral, resources, guidance, learning challenges)

19% Reduced Stress in our lives

9% Affordable programs and assistance for low income families

“ Enabled my children to interact with other children, and me to become friends with other parents. Supported/provided me with resources when I needed it and helped me grow as a person/mom.”

“We feel the programs are well designed, well presented and the program leaders are exceptionally talented and qualified. Our son has become more confident in group settings, which in turn has decreased the stress and anxiety we were all facing in our home”

“It is good to know there is help for people in my situation (unemployed stay at home mom). Makes a huge difference. Much appreciated. Clothing and food relieves some stress in my life and my children’s.”

“It has made my children ready and prepared for school in September.”

“I feel connected and part of a community of people that have a lot in common with me. Great place to exchange parenting strategies and to relate to people going through the same challenges.”

“It has helped us get out of the house and feel connected and has elevated our level of happiness.”

“This centre makes getting thorough the days easier.”

“Increased our awareness about our child and taught us strategies to help support him.”

“We learn a lot and staff are very nice. They are always showing us concern and are happy people who are willing to help anytime, especially to us an immigrant.”

“There were no other services available for us in the community. Which is so frustrating. The Child Development Resource Centre at Moms & Tots is an essential service. They have helped my child in so many levels. She’s learned to greet people using eye contact. She’s now able to say “Mummy, you’re happy” or “I am sad”. She understands the difference in her voice volume. Now when she draws a picture of herself there is a happy smile on her face”

## **Members would Like to Change ...**

49% Do Not Change Anything

23% More Programs (School age, Drop Ins, Social skills, Spanish, infant)

4% Improved Cleaning of Floors

4% More opportunities for adults to Socialize

Other Responses...

Activity for nannies, keep front gate closed, ongoing online survey, co-op babysitting program, start programs at 10am, ensure drop in program is focused to younger age group, need more space, add a coffee shop for revenue

## **Program Highlights this Year**

Increased the number of people we serve each year to 503 families and 700 children this year  
Raised over \$65,000 this year. Wrote 34 proposals; received funding from 17 (waiting to hear from 6 more.)  
Opened our Child Development Resource Centre in January and served 53 children and their families.  
Provided Choices Social Skills workshops to 42 children.  
Increased the number of parents we are providing advocacy support to for housing, home support, etc  
Chosen as one of 6 agencies across Canada to pilot Invest In Kids, Comfort Play & Teach curriculum  
Were featured in the Toronto star "Make Poverty History" and in Globe and Mail article and Oakville Today.  
Six different community groups donated food to our food bank.  
We supported 35 families (66 children & 44 adults) through our food Bank this year.  
Provided 16 Parenting Workshops for 246 people.  
Served 22 children in our tutoring club which was supported by 10 high school student volunteers.  
Support a weekly Muslim Swim program with on average of 35 people out each week.  
Made presentations on our agency to 7 community groups.  
Hosted a visit from a cabinet minister to our agency.  
Kid-a-Palooza Learning Fair - 37 community programs had tables at the event and 300 families attended  
Had 93 program volunteers who contributed 3964 hours, equaling 2.1 staff people  
Updated Board job descriptions.  
Increased our membership fee to \$45 which is waived on request.  
Expanded our toy collection and teacher resources.  
Distributed 1000 "Services for Families" pamphlets  
Various groups rented space (\$7,800) from us: Par T Perfect, Weehands, MRT- ABC club, Boot Scoot N  
Baby, Itsy Bitsy Yoga, Prenatal, Autism Ontario, Artist's Way and Kindermusik and we provided free space  
for many other community groups including ROCK, Halton Down Syndrome Assoc. and Epilepsy Halton Peel.  
Hosted Oak Park Fall Fair with 1000 people in attendance, and celebrated holidays at Post Inn and an  
International Tea with Chartwell Seniors.  
Had support from Halton Public Health, Halton Regional Police, Oakville Public Library, Oakville Community  
Foundation, the Maycourt Club, SafetyNet Charities, Food For Life, Human Resources Canada,  
TransCanada Pipelines, Centre for Skills Development & Training, and many local businesses.

## **EXAMINING THE EVIDENCE**

Our survey responses and the increase in community groups using our facility show that we are meeting the needs of our community. Participants value our centre and our programs. The surveys show that we are having a positive impact on families. We are fulfilling our mission and our objectives are reflective of what our participants want. We were able to meet all of our goals set last year.

## **RECOMMENDATIONS FOR WHAT'S NEXT?**

We will continue to be responsive to the requests of our participants and community.

The survey response shows that over all, we are doing a great job with the resources that we have available to us for meeting the needs of the families in our community. Our members have presented some good ideas that we can implement, with the help of our volunteers to make our programs even better.

- To increase the participation by parents and children in the clean up of our centre
- To continue providing services and supports for families with children with disabilities.
- To secure more funding
- To increase rental and business income
- To increase the number of family drop in times
- Have at least one parent social opportunity

**Thank you to all our members for their active involvement in every aspect of Oak Park Moms and Tots.**

**We exist to support each other so please do not hesitate to let us know if there is something that we can do better.**