



**ROGERS**  
SOCIETY



Rogers Elementary Out of School Care Society's 2019/20

# Annual General Report

December 2, 2020

7 p.m. on Zoom

## **Board Report**

Here we are again the Society's AGM, and what a difference a year can make. 2020 has certainly thrown us all a massive curve ball, but the Centre has endured and survived everything that has come its way. During the school shutdown from April through June, the Rogers Society stayed open, providing exemplary care for families who needed it. Through the diligent care of Amber and her staff, the Centre remained a safe and steady place for this community.

Through prudent use of existing financial reserves, and by making use of available government grants the Centre remains financially stable even in these turbulent times. To make our presence known further afield, Amber and her team have created a successful online platform of classes, geared both to community interests, and to those interested in childcare. These classes provide an additional revenue stream, and boost our visibility as a true community resource.

2020 marks a year of change for the Rogers Society Board as we say a sincere thank you to several long term outgoing Board members for their years of service. The Board warmly welcomes the new members who've joined to serve this year. As a Board, we continue to uphold the Society's Constitution, Mission, and Values, and provide guidance and support to Amber and the Centre. These are the Board's Terms of Reference and we are committed to upholding them to the best of our abilities.

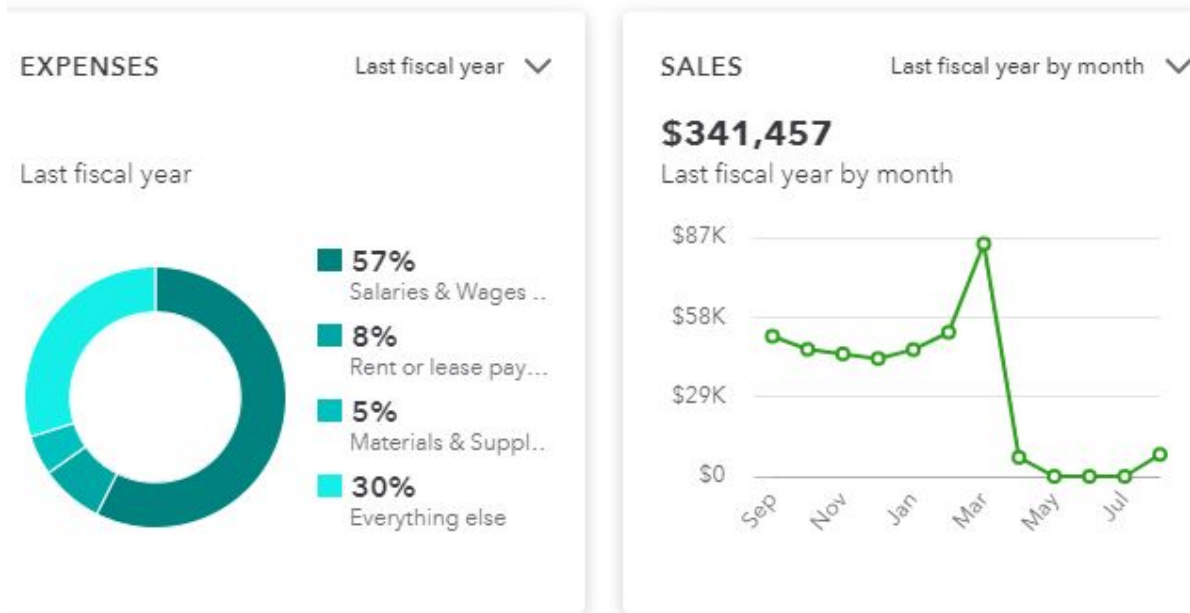
Sincerely,

***Jane Rizhanovsky***

Secretary

## Finance Report

The Centre's financial position in 2019-2020 was solid up to and until March. The following charts give a high-level overview of the Centre's revenues and expenses for the year. As you can well see, the pandemic had a disastrous effect on the Society's sales/revenue. As it operated as an Essential service provider, the Province subsidized our revenue streams allowing us to remain open and even to run summer camps. The support from the Federal government in the form of the CEWS continues to sustain the staff and allow for decreased enrollment to not adversely affect our ability to remain open:



With the government support and massive layoffs, the Centre was able to remain in operation and make key changes to the overall assets of the Society. We replaced all upholstered furniture with more cleanable and bleachable products and hired new staff to increase the Centre's ability to pivot into the technological age.

In the coming 2020-21 year, our focus will be on rebuilding strength with our core staff, developing Everlearn and gradually increasing our facility rental income, as is safe to do so.

***Barb & Amber***

*Bookkeeper & Executive Director*

## **Administration Report**

Some administrative adjustments and efforts were made this year to support our community members and stakeholders, considering some hard times we had. We did the best we could to provide an answer or even solution within one business day to requests of administrative nature, as we know that a fast response can help families to organize themselves.

The logo for Amilia, featuring the word "amilia" in a lowercase, blue, sans-serif font. The letter "i" has a blue dot above it.

Amilia was successfully transferred over in time for re-registrations for September 2020/21 school year. The online platform allows us to comply with licensing requirements while streamlining the registrations.

Since Rogers Society received funding from the government when it was deemed as an essential service at the beginning of the coronavirus pandemic, we could not only remain open to support families that needed us but also quickly provide families with refunds.

Following guidelines from local, provincial and federal health authorities, we reduced the contact with non-staff members in the centre by arranging in-person meetings through appointments only and implementing a new pick-up protocol. Parents/Guardians now send us a text message when they arrive to pick up their children or they must ring the bell next to the gate if

they cannot text us. These have been shown as efficient ways to maintain social distancing and also helps us to manage our workflow.

Some parents/guardians were unsure if they still would require before and/after school care for this school year due to the delay in a confirmation if the schools would reopen this year. Faced with this uncertainty, we provided a prorated fee for cancellations even with less than 30 days' notice, instead of charging them the full amount. Parents/guardians appreciated this exception in our policy.

Although we are able to pick up phone calls from 12 pm to 4 pm, we encouraged families to send us emails when they have a request to be made. This practice has been particularly important for us to avoid



miscommunication and

provide families with accurate information. Rogers Society website is also a key part regarding communication with the families and it is regularly updated. Therefore, families and community members can easily find information about the programs and services available.

The administrative position is becoming more integrated with our licensing programs, financial and HR operations. Based on this fact, the position will work even closer with our Licensed Program Manager and Executive Director to ensure that they have the support that they need for the next coming year.

**Leticia Ferreira**

*Administrative Coordinator*

## **Resource & Operations Report**

It has been another busy year for the Centre, and this marks my 16th year of employment at Rogers Society and I have really enjoyed being part of the team this year! I have seen so many new and positive changes brought forward to the Centre.

When the pandemic hit in early March, we stepped up our cleaning procedures to ensure we were exceeding the health and safety policies, to keep our staff and children safe.

Over the last 3 years, our wonderful team has worked hard to take ownership of the custodial duties around the Centre, and our work has resulted in a very



positive outcome! We now have a church group renting from us on Wednesday nights and Sundays even though, since the pandemic, we have stopped all other rentals and we updated our tables and chairs and furniture to be easier to sanitize and clean.

With the pandemic, we are spending more and more time outside, and so have brought lots of new equipment supplies and also new outdoor pieces for the centre courtyard. We have also put up more tents to provide more like divided room areas for smaller groups and added an outside hand washing station.

I am excited to say that our kitchen reno is completed and looks amazing. It will be great to use once the pandemic restrictions begin to subside.

In the Heather Tunkow Room (The Art Room) we are in the midst of having the sinks replaced and look forward to seeing that renovation complete before the New Year.

Thanks for being part of our community,

***Sarah Palliser, ECEA***

*Resource Manager*

## **Licensed Programs Report:**

*Licensed Before and After School Care, Extra Care Days and Camps*

It has been, and continues to be, an unprecedented year for our licensed programs due to the pandemic. Even though we have been through some



uncertain times we remained open the entire time to provide care for essential workers as well as for our members. I was in regular contact with our licensing officer for Island Health to ensure we followed their recommendations for providing a safe and healthy environment for our licensed programs.

That meant spending most of our time outdoors, reducing the number of people entering the Centre, switching out some of the children's play

materials and replacing them with items that could be easily sanitized, and lots of supervised hand washing.

Our Before and After school program has also undergone a few changes. Child pick up and drop off now takes place at the Centre front gate to reduce the number of people in the building. We no longer have our Centre wide choice program, instead we emphasize keeping the children in their designated groups, however children are still given the opportunity to choose between doing active or quiet activities in the afternoon. Our Centre courtyard has also become a focal point for all our licensed childcare programs, helping us keep in line with the need to have the children outside whenever possible. We have added lots of play materials and outdoor furnishings to the courtyard to make it an enjoyable, comfortable, and safe place for the children to spend their time.

Winter Camp 2020  
**HOLIDAY CHEER IS HERE!**  
December 21-24

Grades K-5  
**\$125/session**  
**\$45/drop-in**

**SPECIAL OFFER**

**Camp Highlights:**

- bus getaways
- pony rides
- holiday arts & crafts  
(out-trips subject to change)

Drop-off: 7:30am  
Pick-up: 5:30pm  
**December 24: pick-up by 2 pm**

Registrations close on December 14 at 7:30am

Our Spring break camp occurred just as the concerns around the pandemic started. Although we were caught in the midst of all the uncertainty at the time, we were still able to run a safe and fun camp.

This year's Summer Camp program also looked a little different. We spent almost the entire time outdoors and even though we had to change some



things, we were able to keep our camp running like a regular camp. It's also important to note that there were no changes made that caused any stress or worry for the children. Camp attendance was lower than last year but we did see an increase in numbers as the summer progressed.

Moving forward we will be closely watching what happens with the ongoing pandemic, and in close consultation with our licensing officer, we will continue to offer exciting and safe programs for all the children.

Hopefully we will see some light at the end of the tunnel sooner rather than later and we can start to get back to what we are used to.

Take care and have fun!

***Glenn Perlstrom, ECE***

*Licensed Program Manager*

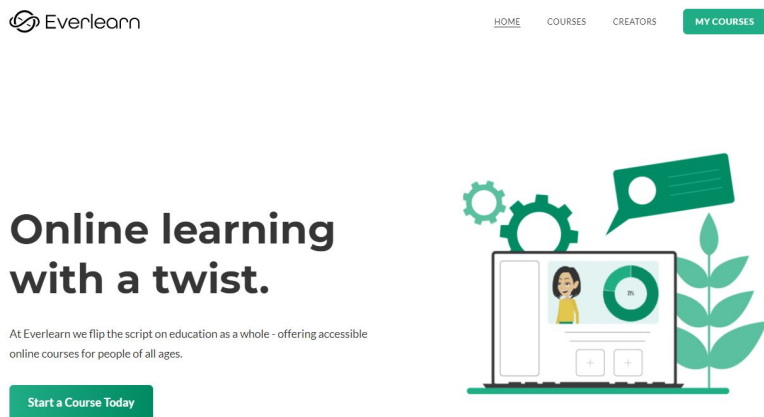
## **Community Programs Report**

This year we have seen an incredible change to our world and socio economic structures because of the pandemic. Every industry will be seeing long term changes to how all of us live in our day to day lives, as well as how we learn and connect with each other. At first, this created a lot of uncertainty at Rogers Society as we had our entire Community portfolio disappear with only licensed child care being



deemed as an essential service. Though eventually our in person community programs will come back, we knew there was a HUGE opportunity to pivot our focus during this time of incredible stillness across the planet. Instead of responding out of fear, ***we began to look at this pandemic as an opportunity*** in the midst of uncertainty. What could we do at Rogers Society that would create resiliency and sustainability long term even if everything in Victoria closed down again in the future? This is how Everlearn was born.

Everlearn is an online learning platform that is still in its infancy of conception, yet we have seen incredible success and foreshadowing of a window of opportunity for the future of Everlearn, online learning, and Rogers Society.



The online learning and ecommerce industry is projected to be one of the largest and fastest growing industries in the world over the

next five years, and without the pandemic, Rogers Society would have never been able to pivot into this area of focus so quickly. Once again, this pandemic was an opportunity that we are very grateful for.

Personally, as an entrepreneur in other areas of my life, I had to pivot my other business completely online, and I quickly saw success in my ability to do it so quickly. It became apparent that our first course needed to be an online Responsible Adult 20 Hour Course, which is a required course for all child care leaders in British Columbia. Not only would it save Rogers Society financial investment long term as it could be used for our internal training, we knew it would be one of the first online courses to be offered in the province

of BC. Within the first month of it's initial launch, we quickly saw in excess of 100 students from this one course alone.

There is still a lot of development taking place in Everlearn, but with the appropriate staff and resources now in place, we anticipate Everlearn to be a successful branch of online learning that will support Rogers Society for years to come through providing child care courses to all licensed facilities in BC, as well as a plethora of online course in many other areas of focus such as personal development, professional development, and kids courses.

To date, we have 15 courses, live and will be adding more every week as we look for creators looking to partner with us in this amazing digital opportunity.

***Devaiya Ra***

*Director of Online Learning (Everlearn)*

## **Executive Director's Report**



Thank you for another incredible year at The Centre! Although the uncertainty has been difficult, we have navigated an unprecedented storm of Covid-19 and are holding well.

In January of this year, we were on track with expanded services. Glenn Perlstrom assumed the role of Licensed Program Manager to enable my role to diversify and move away from licensed

programs. This helped us open our doors to allow facility rentals of all kinds and welcomed new staff to stabilize our programs. *(As we continue to be unsustainable as just a licensed child care centre, we need to raise our profile and look for ways to offset rising costs.)*

And then, a global pandemic hit. The health and safety of our children and staff on site became even MORE important and I had the tough situation of having to lay off many of our dearest team members. Those were tough weeks as I wrote lay off letters and had many phone call meetings to deliver the tough news. Altogether, I had to let go 12 staff between March 17 and April 1st. It was the darkest season of my leadership career, thus far.

With only a few remaining staff, we worked hard and remained open for children of essential workers and each took turns managing the building, administration and the programs that we could.

Glenn communicated to VIHA regularly and we had virtual licensing visits to confirm the health and safety of our building many times. We scaled back our equipment, got rid of all of our upholstered furniture and slowly began to take stock.

When it was clear that our strict Covid-19 policies were keeping us safe, we began to dream of what we could do to help sustain ourselves. While we had already transitioned to an online payment system, the need for more technology became an impediment to our team.



We needed know-how but the staff that remained didn't have it. We turned to online training modules

and free education resources to help us figure out how to take our programs online and then, with financial support from the province, we were able to hire 2 part time admin/tech staff to help us streamline and show us the ‘new’ way.

Both Leticia and Tom have been tremendously helpful in digitizing and automating most of our outputs. They have served to diversify our skills and enhance operations. With their on-going support, we believe the digital transformations we’ve made will be incredibly helpful as we look into a future without Covid-19.

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### Documents for you to view and download in response to our COVID-19 Essential Service Care and Facility / Staff protocols:

[Covid-19 Policy Updates Rogers Society September 2020](#)

[Covid-19 September 1 2020 Public Health Guidance for Childcare Settings](#)

[Weekly Statement – August 12, 2020](#)

[Weekly Statement – August 7, 2020](#)

[Child Care Guidance Covid-19 – May 15 2020](#)

[Order of the Provincial Health Officer – May 14 2020](#)

[Washing your Hands – Child Guide](#)

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As the pandemic still surges and we watch and wait, everyday, to see what more changes may come, we are grateful to the members and families who continue to trust us to provide safe and effective services.

It is important to note that, although almost EVERY business in our province has seen a shutdown of some sort, we have NOT. The Centre has never closed throughout the pandemic and continues to operate with key remaining staff. The staff that have remained have worked late nights, early mornings and weekends, to do whatever it took to stay afloat. In the summer,

when the Federal government supported us to hire summer staff, we hosted large camps and were able to feel a touch of normalcy.

The beginning of the school year saw many (many) changes to our daily operations and we recognize those changes were not always met with delight! We appreciated the understanding and support as we enforced the changes in order to ensure our operations remained the safest possible. We also appreciate the community's understanding of our hand washing policies over hand sanitizer use for children. . .this being controversial but important for us to follow medical advice and not the swell of cultural opinion.

I believe the Centre and our Society has an opportunity to grow and change in the midst of the adversity we face and so I look forward to our future. With the development of online programs and education, we have expanded our reach and exposure. To date, Everlearn has brought us new hope to sustain operations and invite others to greater opportunities as we partner with creators to expand the platform.

Looking forward,

***Amber McMillan***

*Executive Director*

## Rogers Society 2019 AGM - December 6, 2019

**Members Present:** Jane Rizhanovsky, Sarah Wylie, Simon Ritchie, Dibike - Hanna Sewoya, Grewal - Rita Bhandral, Poppy - Meagan James , Kristen Liesch-Goodkey, Golrang - Bahar Javadi, Tracey Schmitz, Regan Pemberton, Brad Walsh, Anika Anand - Sanjeev Anand, Elsa Afshar - Amir Afshar, Scarlett Kuzdub - Kari Smythe, Carys Hall - Lauren Hall, Beinder - Joanne Beinder, Hynes - Tamara Hynes, Belvedere - Matt Belvedere, Grimm - Clare Addison, Anderson - Laura Hiltz, Evelyn Jaise - Thomas Jaise

### **Agenda**

#### **Messages from staff:**

- Glenn spoke about the current programs at the Centre: Open-ended art, outdoor play, Kitten Mitten theatre, and drop-in care.
- Shannon spoke as the Community Coordinator. She told members about our certification as a High-5 training and programming, Youth Nights, and the Centre's participation in the Festival of Trees.
- Caitlyn has left the Centre to pursue a master's degree from Royal Roads University.
- All community programs are now available for registration online.
- Licensed programming will also be available online for future registration.

#### **Review of previous year's minutes:**

Tracey moves we approve the minutes from last year, Regan seconds. The minutes from last year are approved as read.

#### **Financials:**

The Centre is very healthy financially even with the closure of the Early Years program. To help diversify, we've begun

#### **Appointment of the 2019 Board:**

This year, several members have concluded their service on the Board. We thank Greg and Nisha for their service this past year.

Trevor Barry moves to approve the Board members as shown. Joanne Binder seconds. Motion carried.

Meeting adjourned at 6:11 pm.