



ANNUAL REPORT

2016

A MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

"The stronger our partnerships and the deeper and more valuable our connections, the greater the benefit. It's an investment that allows us all to grow." This statement from How Does Learning Happen, Ontario's Pedagogy for the Early Years underscores the highlights of the past year for Milton Community Resource Centre. As an organization, we recognize the importance of reflection, learning and growth to continuously improve our partnerships, strengthen our connections and to achieve the best outcomes for the children, families and individuals in our community.

MCRC is committed to continuous improvement in the way we build partnerships with our families. This year, MCRC introduced a new customer survey asking parents for feedback on the programs and services we offer. The results were overwhelmingly positive, with 85% of families surveyed indicating they are satisfied or very satisfied with our services. In addition, we were honoured to receive the Milton Readers' Choice Diamond Award for Best Child Care in Milton. Both of these are testament to the strength and leadership of our staff and the quality services we provide.

As an employer, it is imperative that we continue to build connections with our staff and provide them with a working environment that is both inspiring and supportive. This past June, all staff were asked to complete the Early Childhood Work Environment Survey which reflects on policies and practices, work conditions, staff relations, pay and promotion opportunities, decision making and more. We were pleased to find that 80% of our staff are highly committed to the organization, and that 77% of our staff believe MCRC matches their notion of an ideal work environment.

MCRC is proud to have achieved accreditation from the Imagine Canada Standards Program this year. The Standards Program is a Canada-wide set of shared standards for charities and non-profits designed to strengthen practices in the areas of board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement. Engaging in the year long process of self-assessments, gap analysis, best practices implementation and peer reviews ensured a strong framework for our organization. With this achievement, we join a growing community of more than 200 organizations across the country dedicated to operational excellence in the non-profit sector.

Every year we utilize an annual score card approach to measure how we are doing against our key priorities in the areas of; Finance, Customer Service, Work Environment and Learning and Growth. This year we are introducing an infographic of our results which forms the content of this annual report. This, along with our audited financials, provides a public and transparent view of how we are doing as an organization. Although we are very pleased with our successes and achievements, we are also very serious in our reflection of the difficult event that ripped through the fabric of our organization this spring. We take every opportunity to learn from our challenges as much as from our successes.

It's important we maintain the integrity and strength of our organization and grow to be an even stronger and safer environment for the children and families that we serve. For this reason, even though MCRC continues to meet all legislated and industry standards, MCRC worked with the Red Cross to develop enhanced, tailored training for all organizational staff, which increases understanding about possible abuse, neglect, their indicators and the effects on children and youth. Going forward, we will be working with our community partners and parents to develop and adapt our curriculum to ensure children have the opportunity to learn about personal safety.

As a key partner of the Early Learning and Child Care community both regionally and provincially, we will be sharing our learnings throughout the broader service system of child serving organizations to ensure a safe and enriching environment for the children, families and staff of our sector.



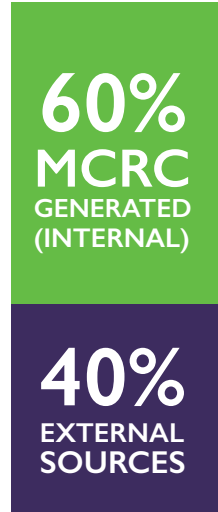
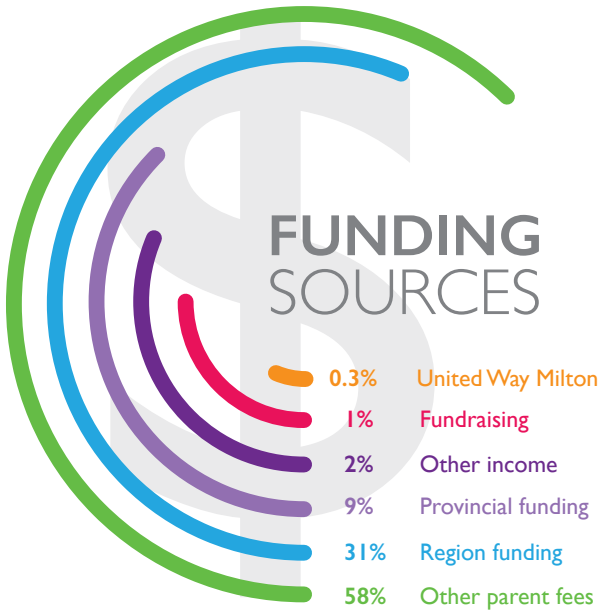
Tiffany Stewart
Chair, MCRC Board of Directors



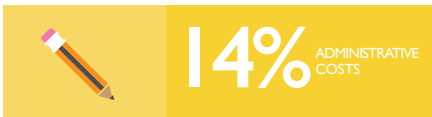
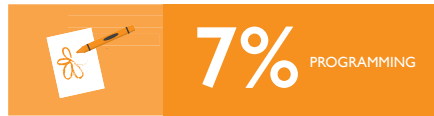
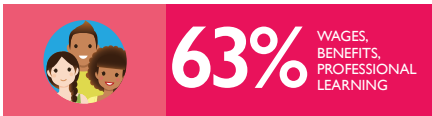
Rebecca Barrows-Vrankulj
Executive Director

FINANCIAL

REVENUE



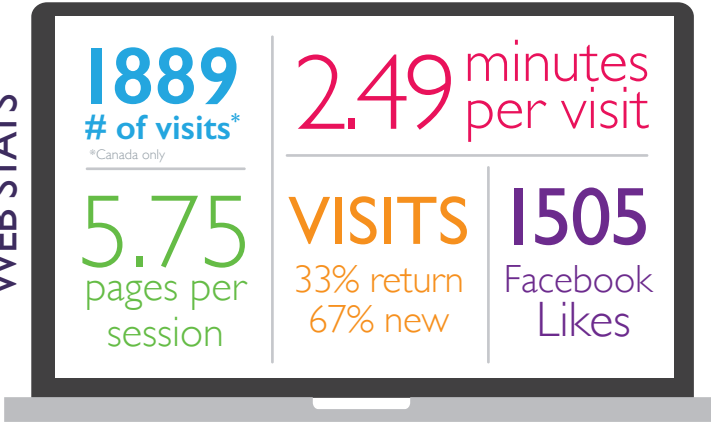
EXPENSES



CUSTOMER

INCREASING CUSTOMER RELATIONSHIPS

WEB STATS



85%

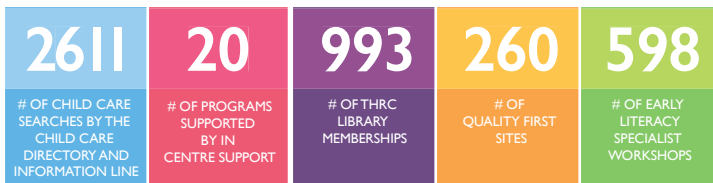
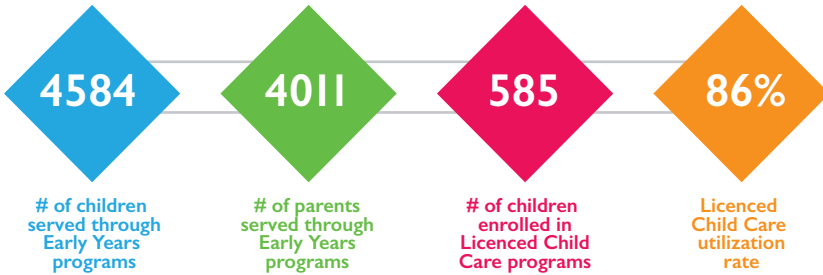
CUSTOMER
SATISFACTION
RATE**

**Figure through program surveys

694

OPPORTUNITIES
FOR ENGAGEMENT

CLOSING THE GAP OF UNMET SERVICES



\$12,600 AMOUNT OF MONEY DONATED

**63 FAMILIES/
84 CHILDREN** AMOUNT OF FAMILIES SERVED

LEARNING & GROWTH

EXPANDING THE QUALITY OF PROGRAMS



CAPTURING CUTTING-EDGE FIELD KNOWLEDGE



**12 NEW
INNOVATIVE
INITIATIVES**



**14 NEW
STRATEGIC
PARTNERSHIPS**

WORK ENVIRONMENT

ACHIEVE OPERATIONAL EXCELLENCE AND
IMPROVE ORGANIZATIONAL CULTURE



18

wellness
initiatives offered



441

professional learning
opportunities offered



764

number of staff who
have participated in
professional learning
opportunities

Results of The Early Childhood Work Environment Survey

80%

score of a high level
of commitment
to MCRC

77%

score that the current
work environment
resembles their ideal

70%

score that MCRC has
a healthy organizational
climate

*Based on ten different indicators, such as:
innovativeness, supervisor support, etc.

ACHIEVEMENTS



MILTON'S CHOICE
AWARD FOR
BEST CHILD CARE



ACHIEVED IMAGINE
CANADA STANDARDS
ACCREDITATION

2017 SLATE OF BOARD DIRECTORS

Tiffany Stewart	Chair
Grace Mater	Vice Chair
Bob Pell	Treasurer
Diana Godfrey	Board Director
Kelly Demerino	Secretary
Matt Wiens	Board Director
Mike Cluett	Board Director

2017 APPOINTED AUDITOR



GLENN · GRAYDON · WRIGHT LLP

CHARTERED ACCOUNTANTS

THANK YOU TO OUR FUNDERS



United Way
Milton



Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario.
Relève du gouvernement de l'Ontario.



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