



Wayne Steffler, Past Chair

Tell us a bit about yourself and why you chose Owl for your family's child care needs?

I have worked in the higher education section for over 12 years. I am currently the Vice President of Finance and Administration at Sheridan College. I am married and have two children who both were in Owl programs from a very early age. We first were attracted to Owl based on the locations in the Waterloo Region. Both of my children started at the Owl - Lincoln Road location in the infant program, and then moved on to the Owl - St. Matthew location as they got older. We did try another program for a short period of time that was closer to my work, but quickly realized that Owl's program was superior. Our children had very positive experiences, and created bonds with many of the staff from the infant program, right up to before and after school care.

As a parent with children in care at Owl, you have the option of becoming a member of the organization.

What does it mean to be a member?

Being a member gives you the opportunity to have a voice in decisions effecting the management of Owl. As a not-for-profit, we are focused on providing the best child care services we can, and appreciate feedback from our members and families.

How has being a Director on the Board benefited you personally and professionally?

Owl Child Care is a very well run operation with a well-developed governance and management structure. I have benefited professionally through my experience on the Board and Governance Committee. Owl has very well developed policies and procedures, along with a solid process for review and updating of the policies. Its enterprise risk registry is well-developed and updated annually to ensure the Board is considering risk in all its decisions. I find this work educational and transferable to the institutions that I am employed.

What would you say to a member who is not planning to attend the AGM because they believe it is just a boring review of the financials?

The AGM reviews the plans and strategies for Owl for upcoming and future years. It is the members' opportunity to be informed and provide direct feedback to the Board and Management of Owl. It is also an opportunity to recognize the staff at Owl, as it also features staff awards and recognition.

What kinds of decisions does the Board make? How is this different from management?

The Owl Board is a governance role. The Board sets the overall strategic direction, and ensures that the right systems and processes are in place to ensure that the management and staff are able to achieve the strategic goals. Staff are responsible for making the operational policies and decisions, as well as keeping the Board informed about the organizations progress toward achieving the goals of the strategic plan.

Centre: Community Representative

Wayne is a member of the Finance & Audit Committee

