

Early Years and Child Care Service System Plan 2025-2030

What is a Service System Plan?

- Provincially mandated requirement
- Data and community informed multi-year plan
- Guides investment in high quality programs and services
- Sets priorities to achieve the best outcomes for children and families

Service Plan Development Cycle



Service Plan Engagement

- Feedback solicited from:
 - 2,612 Parents and Caregivers
 - 563 Licenced Child Care Staff and Operators
 - 31 Licenced Home Child Care Providers
 - 45 Early ON staff
 - 102 Childrens Services Staff (including directly operated child care sites)
 - Niagara Region Women's Advisory Committee
 - Niagara Region Diversity, Equity and Inclusion Committee

Service System Plan Pillars

1. Customer-Centered
2. High-Quality
3. Accessible and Responsive
4. Affordable and Growth Focused
5. Community-Driven

Pillar 1: Customer Centered

Goal: Awareness of programs and services offered

Objectives

- Access to program information
- Opportunities for engagement and feedback

Pillar 2: High Quality

Goal: Programs and services are high quality and support healthy child development

Objectives

- Clear expectations and shared definition of quality
- Timely access to information
- Attracts and retains qualified educators

Pillar 3: Accessible & Responsive

Goal: Responsive to the needs of families and children in Niagara

Objectives

- Programs and services meet family's needs
- Delivered with a Diversity Equity and Inclusion focus

Pillar 4: Affordable & Growth Focused

Goal: Programs are affordable for families and support economic growth

Objectives

- Improve access to subsidized programming
- Continue CWELCC expansion
- Support ongoing collaborative partnerships

Pillar 5: Community-Driven

Goal: Work towards integrated service delivery

Objectives

- Collaborate with internal and external partners
- Strengthen relationships with Indigenous & Francophone partners

Council Strategic Priorities

Effective Region

Remaining an employer of choice by transforming service delivery in a way that is innovative, collaborative and fiscally-responsible.

Green and Resilient Region

Focusing on reducing our collective carbon footprint and preparing to adapt to climate change impacts by ensuring current and future infrastructure is resilient.

Equitable Region

Providing opportunities for a safe and inclusive Niagara by listening and responding to our current community needs and planning for future growth.

Prosperous Region

Advocating with senior governments for future growth and enhancing Niagara's transportation network to help support a diverse economy by creating a Region where new and existing businesses can thrive and grow locally, nationally and internationally.

Thank you