

**Mission:** We are a multi-services children’s centre providing responsive, high quality, inclusive, and accessible education and developmental opportunities to children and families in our communities.

**Vision:** We strive to support children, families, and early years professionals to foster life-long learners in our caring communities.

## Priorities, Goals, and Accomplishments

### Family Engagement Strategies

- Introduced the See Saw App to educators and families to connect home with school.
- Continue to offer opportunities for families to come in to the child care programs (i.e., Parent Nights, BBQs, Christmas Celebrations).
- Apply feedback and suggestions from the annual Parent Survey to meet the needs of families.

### How Does Learning Happen (HDLH)

- Introduced the new Ministry of Education framework, HDLH, to educators with a variety of in-service training opportunities.
- Adapted Team Meetings and staff planning time to focus on the foundations in HDLH to support reflective practices.
- Highlighted the 4 foundations using tabletop displays.

### Marketing

- Convened an internal working group to develop a multi-year Marketing Plan.
- Worked with a Marketing company to rebrand the NLCC logo and update the NLCC website.
- With the success of the marketing strategies, this committee adapted to focus on staff recruitment and retention.
- Purchased marketing materials and attended Job Fairs and events at ECE program at Lambton College.

### Program Quality

- Convened an internal working group, Quality Assurance Committee, to guide our work. Its major accomplishment was aligning the National Quality Standard with the Program Statement Monitoring.
- Adapted the employee Annual Training Plans to align with the College of ECE’s and to build on the momentum of reflective practice.

### Adaptability

- With the support of the County of Lambton, NLCC easily adapted from being an Ontario Early Years Centre to an EarlyON Child and family Centre.
- NLCC invested significant resources to support educators and families for a successful transition to the new licensing requirements in the Child Care and Early Years Act.
- Successfully responded to changes resulting from COVID -19 (i.e., Safety Plan).

# What We Accomplished

Introduced an Orientation program for new Employees.

2015 – 2020 NLCC offered 30 In-service professional learning activities.

87% of program staff are RECEs.

Created a new Employee Handbook.

According to feedback from the 2019 Parent Survey, 96.4% of parents agreed or strongly agreed that 'The curriculum is engaging and supportive of my child's learning and development.'

Purchased 500 NLCC magnets and NLCC tablecloth for Marketing events.

Supervisors attended a 2-day Pedagogical Leadership Training Institute to support their team.

NLCC has two educators trained as part of the Pedagogy Network of Ontario to provide leadership and training within NLCC and the child care and early years sector.

Introduced the National Quality Standard tool to deepen our understanding of the children's learning, interests, and inquiries.

When EarlyON programs closed for in-person visits during pandemic, to continue to support families, programs were offered virtually.