

# Children's Services Service Plan 2025-2029

April 22, 2025



# Our Vision



Welcoming community where every child belongs, with removed barriers, and families as well as educators receive full support through growth and change.

# Our Mission

Our mission is to collaboratively provide accessible, affordable, and high-quality child care and early years services in partnership with community organizations. We strive to respond to the needs of families, support early learning and development, and build a strong foundation of knowledge for every child to thrive.

# Programs and Services

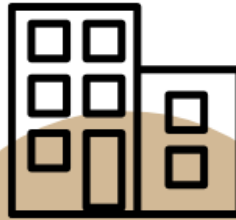


# Licensed Child Care and Authorized Recreation



**174**

**Home**  
licensed child  
care spaces



**1,741**

**Centre**  
licensed child  
care spaces



**3**

**Recreation  
Programs**

# EarlyON Child and Family Centres



# Timeline

Timeline	Key Tasks
January-February 2024	Project plan and develop engagement plan
March-July 2024	Conduct engagement through Community Partner Survey and Parent/Guardian Survey. Complete environmental scan and analyze survey results.
August-September 2024	Prepare strategic priorities and actions based on survey and environmental scan findings
November 2024	Present survey results to Early Learning Sub-Committee
February-March 2025	Manager review and final writing
April 2025	Service Plan presented to Council for approval

# Children aged 0 to 12

Infant



1,191

Toddler



794

Preschool



928

Kindergarten



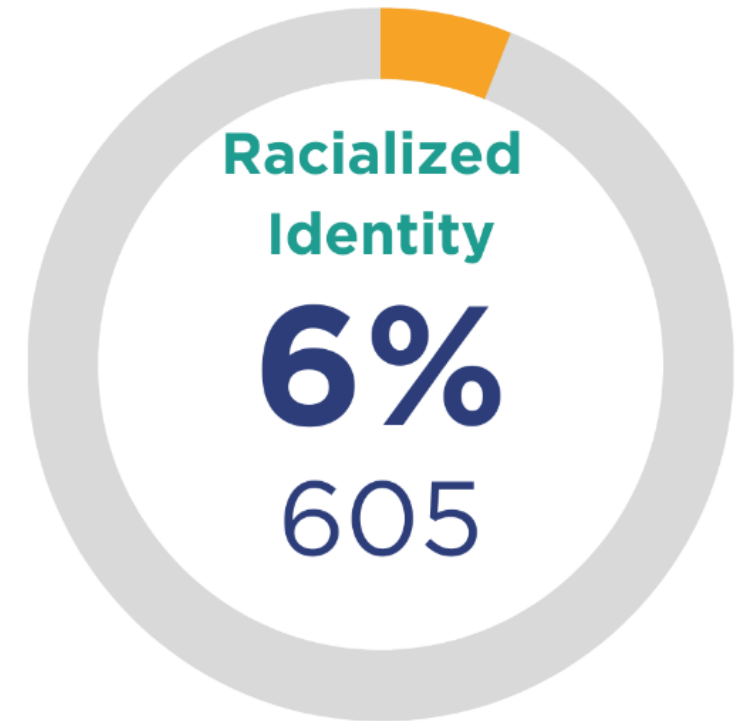
1,610

School Age



6,203

# Children aged 0 to 12





# Engagement

- **Community Partner Survey**

- Invited to participate through email
- Included child care and early years partners such as;
  - child care providers
  - school boards
  - Healthcare organizations
  - Social Service organizations
- 20 responses

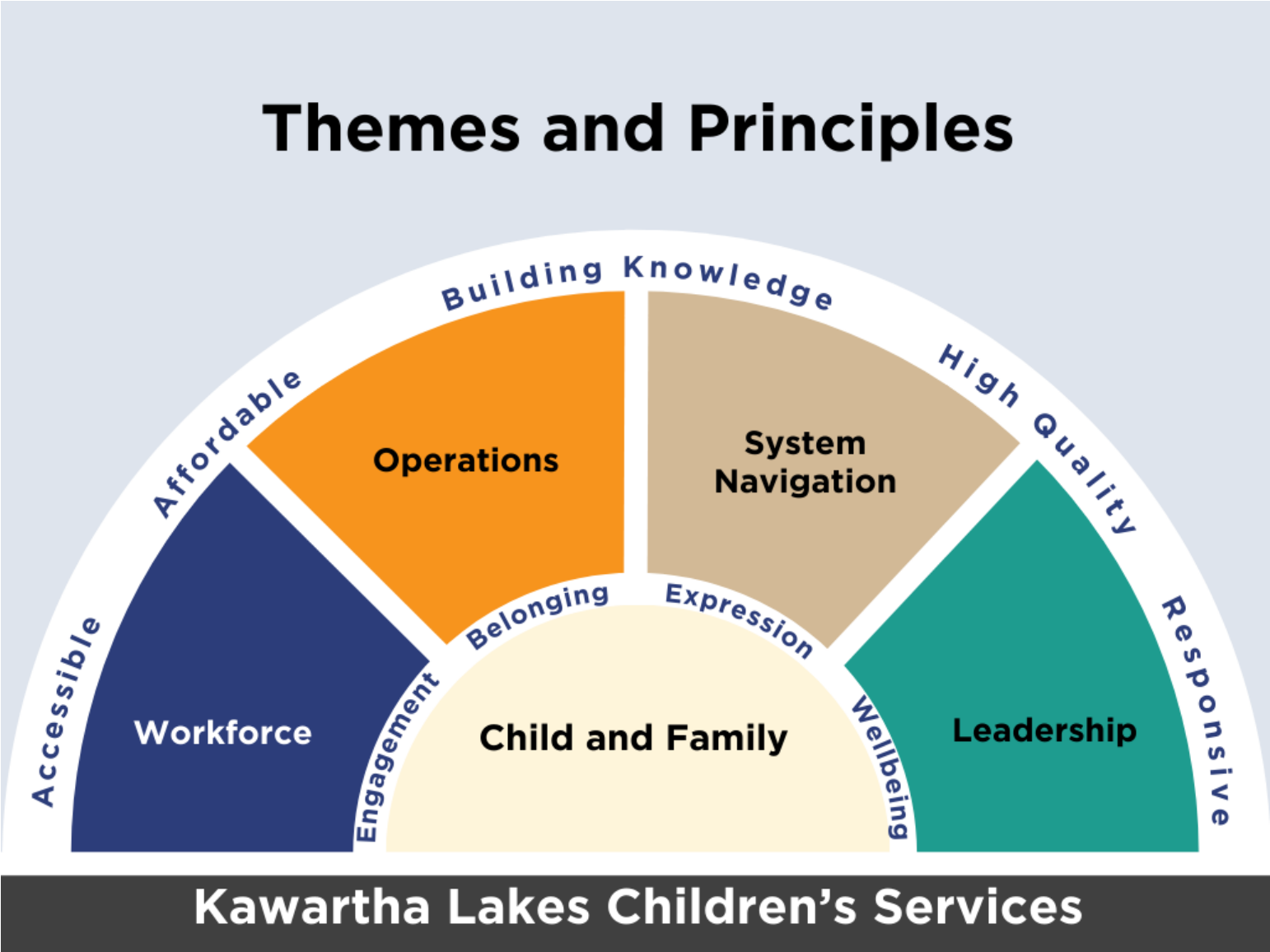
- **Parent/Guardian Survey**

- Conducted through JumpIN
- Invited to participate through advertising on social media and City website, local school boards, child care programs, OneHSN wait list
- 260 responses

"I believe that because of child care [my children] have learned many valuable life skills. I have felt supported and able to get help whenever I need it from the centre." - Survey Respondent

"There is a desperate need for more spaces overall, but especially care centres in Haliburton County. If we want women to contribute to the local economy, we need childcare!" - Survey Respondent

# Strategic Direction



# 1. Workforce

Advocating for a system-wide workforce strategy that promotes recruitment, retention, fair compensation and professional development for the early years sector. Champion an early years community that feels valued, empowered and supported in their field.

## Actions

- Development of a system-wide communication plan to promote the Early Childhood Education (ECE) profession
- Work with child care partners, Municipal partners and community stakeholders to develop solutions and strategies to build and strengthen the local child care and early years workforce.

## 2. Operations

The early years system is undergoing significant change. Recognizing that change can be challenging, Children's Services will advance the modernization of the early years system by implementing Provincial legislation and technology in a way that works best for our service providers, and that responds to the needs of children and families.

### **Actions**

- Streamline internal fee subsidy policies and procedures to reduce administration time, improve processes, and provide service excellence
- Support early years agencies through business changes such as funding models, audit requirements, reporting, wait list management, and program expansion. We are a resource for agencies in operating their business.



## 3. System Navigation

Children's Services continues to focus on making supports and services easier for families to access and making the system as a whole more inclusive of the unique needs of our families.

### Actions

- Develop and implement comprehensive communications, public education, and engagement strategy for service providers, families, and the broader public
- Improve customer service to make sure families have access to the right services at the right time to support smooth transitions for children and families.

## 4. Leadership

Children's Services will champion the needs of children, families, and the early years workforce. Recognizing that these efforts fit within a broader policy context, we will work with all levels of government and municipal and community partners to enhance the well-being of children and families. Drawing on research and data analysis, we will continue to be leaders in system planning to improve child and family outcomes.

### **Actions**

- Develop proactive expansion strategies based on research and data to promote inclusivity and address changing needs and pressures
- Facilitate data sharing practices among early years agencies to support better service system planning, policy development, and quality.

# Implementation

- Implementation Plan will identify steps Children's Services will take to support the achievement of priorities and goals
- Reviewed annually
- Success requires commitment from all partners

