



ANNUAL REPORT



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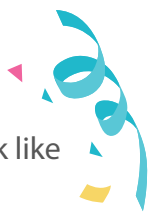
A MESSAGE FROM THE PRESIDENT AND CEO

From Dream to Reality - Resilience in a VUCA World

In 1993 a grassroots organization called The Peel Child Care Committee (PCCC) was formed at the behest of the Ministry of Community, Family and Children's Services. This consortium included families, childcare providers, and various neighbourhood organizations. The committee was tasked with reviewing the needs of families and educators while concurrently fundraising for the resources necessary to complete this momentous task! Thus, the astonishing members of PCCC embarked on a journey to mobilize the ambitious Child Care Plan for Peel.

Fast forward 30 years; the name of the organization has changed, however, the mission to Engage, Connect, and Empower has held steadfast. The organization, now known as Child Development Resource Connection Peel (CDRCP), continues to evolve as an organization, upholding our belief in leadership and support from the community, for the community. We aspire to embody the priorities of our diverse community and supporters, reaffirming our commitment to adapt while remaining responsive in a volatile, uncertain, complex, and ambiguous (VUCA) world. We pledge to provide leadership and to advocate with your voice, the voice of our CDRCP community.

Emboldened by the efforts and steeled reserve of those who came before us, CDRCP embarks on our next chapter confidently. We would like to invite you to celebrate our past recognizing the incredible leaders and community that have laid the foundation for CDRCP. In anticipation of our next chapter, we are inspired by the words of the late Lorna Montgomery, we would like to make a toast:



- To Jane our founding Executive Director, for her visionary leadership, showing us how to “think like there is no box,”
- To Joanne Nugent, Lorna Montgomery, Sylvia Leal, Charlotte Kanavos, Cheryl Rogers, Kathy Wallace, Sylvia Link, Lorna Reid, and the Peel Child Care Committee members, for their determination, propelling us forward,
- To past and current staff, for their expertise, hard work and dedication in mobilizing CDRCP's mission to Engage, Connect, and Empower the community,
- To our partners, for engaging authentically and supporting our efforts as our ambassadors,
- To our funders and donors, for their support, engagement, and belief in our meaningful work
- And most of all, to our families and the childcare community, for their confidence in our representation as we seek solutions, and provide quality information, programs, and services

We are so honoured to celebrate this milestone with you. We are excited to embark on our next 30 years anticipating evolving family and childcare needs in a VUCA world.



SARA AMMAR
CEO



LISA PHYLLIS
President

Over the past year, EarlyON programming has undergone significant positive enhancements, resulting in improved experiences and services for families. Many notable developments have taken place, including reopening of in-centre programming, the establishment of new partnerships, and the implementation of a new scheduling system.

Highlights and Accomplishments

CDRCP EarlyONs continue to provide in-centre, outdoor, and virtual programs for families in Peel. Upon the reopening of all EarlyON program sites, a variety of age-specific programs were reintroduced, including Infant Toddler Time, Babies on the Move, Baby Playtime, and Playtime with Dad. Enhanced partnerships and collaborations with community partners, including EveryMind, The Indigenous Network (TIN), Achev, MIAG, and Sikhs for Autism, supported CDRCP in providing families access to a network of supports to ensure they receive comprehensive and relevant resources.

EarlyONs continue to promote physical activity and movement skills for children by providing programming designed to introduce and support children and families to new experiences. The EarlyON team takes pride in offering the Peel community a wide range of fun and interactive activities that foster the development of essential skills. These opportunities encompass indoor gross motor play, outdoor events, and fitness and dance events. Notably, our Yoga and Bhangra fitness events attracted 214 enthusiastic participants, further demonstrating the community's interest in these offerings.



In October 2022, families had the opportunity to attend an exciting outing to a local farm, where they enjoyed activities such as wagon rides, animal feeding, pumpkin picking, and navigating through a corn maze.



233

A total of 233 participants embraced the Fall outdoor programming. These experiences sparked children's curiosity and fostered positive learning and exploration.



October 2022 also marked the introduction of the Children's Services EarlyON portal. The CDRCP EarlyON team was equipped to assist both new and existing parents and caregivers in setting up their accounts and checking themselves in for the first time through the new system! Families adapted to the new platform and expressed their gratitude for the consistent experience across all CDRCP EarlyON locations.

The overall enhancements to CDRCP's EarlyON programs have positively contributed to the learning experiences of children and families.



QUALITY INITIATIVES - PROFESSIONAL LEARNING CHILDCARE & EARLYON



The past year was marked by growth, innovation, and a commitment to quality enhancement and learning in the early years and childcare community. The Quality Initiatives team offered high-quality and engaging professional learning (PL) opportunities tailored to the specific needs of early years and childcare professionals, and offered in-person learning to leverage the benefits of networking, co-learning and strengthening relationships with peers.

Highlights and Accomplishments

2022 Leadership Forum

In April 2022, we hosted our annual Leadership Forum, connecting attendees virtually with Keynote Speaker, Pam August, expert in workplace culture development. In Pam's dynamic address, she focused on "Moments that Matter: Leading Culture NOW," which explored strategies for organizations to discover, align, and leverage strengths to co-construct organizational culture. A discussion panel followed the keynote address to support participants in applying the concepts of organizational vision alignment, team contribution recognition, and key practices for enhancing leadership.



Leadership Forum April 2022:

97% of respondents felt positively impacted by the learning opportunity, and 100% expressed their intention to make positive changes in their practices as a result of the training.

Passport to Early Learning Series

We continued to execute our digital engagement strategy as outlined in our strategic plan by offering dynamic eLearning opportunities. This included the Passport to Early Learning Series in November 2022, where participants embarked on a virtual journey across international borders, exploring early learning environments and best practices. Attendees explored the concepts of nature-based and risky play in New Zealand, 'Edu-tainment' (the intersection of education and entertainment) in Japan, as well as play-based practices in California, USA.

Lifelong Learning Conference

The 14th Annual Lifelong Learning Conference was delivered virtually to 148 attendees in a week-long format. The event consisted of four speakers, over four days, on various topics, applicable to both leaders and educators. The conference included industry experts such as Hamza Khan, Tina Varughese, Claudia Valle, and Barbara Kaiser.



2023 Leadership Forum

On March 31, 2023 CDRCP held its first Leadership Forum in person after 3 years. Over 150 leaders heard from Rachel Baptiste, CEO, Lumen Consulting Group Inc., around Inclusive Leadership: Creating Safe and Brave Spaces. Rachel discussed re-imagining leadership as a practice that creates value for all, with a diversity, equity, and inclusion (DEI) lens.



2023 Leadership Forum

97% of respondents stated that the event left them feeling engaged, connected, and empowered to further inspire their own teams.



QUALITY INITIATIVES - RAISING THE BAR IN PEEL (RTBP)

In December 2022, 97% of all Peel child care providers fulfilled their commitment to continuous quality enhancement by completing the 2021-2022 RTBP Reflection Profile and attending their year-end Communities of Practice. These opportunities for collaborative inquiry were offered both virtually and in-person, for professionals to collectively reflect on the successes of the year.

Raising the Bar in Peel moved to an annualized cycle in January 2023, with a new Reflection Profile for licensed child care and licensed home child care being launched with in-person community roll out sessions, based on community feedback and research, CDRCP offered a profile that focused on reflection and goal mobilization. Providers set goals for quality enhancement, and through provocation and journaling, they document their progress and quality journey with support from a Quality Initiatives Mentor along the way.



The Quality Initiatives team remained responsive by facilitating conversations at Communities of Practice sessions regarding current pressures and challenges facing educators and providers. CDRCP further supported the sector by offering opportunities to have meaningful conversations on Getting Back to Pre-Covid Routines and Rhythms, ensuring programming was responsive to children's needs and interests, as well as ensuring adult-child interactions and family engagement were at the forefront of their everyday practice.

With ongoing support from their Quality Initiatives Mentors, programs are continuing to set goals, engage in collaborative inquiries and engaging in ongoing reflection as they uphold their commitment to delivering high quality care in Peel.

PROFESSIONAL LEARNING - EARLYON

In May 2022, we worked with Toronto Metropolitan University (formerly known as Ryerson University) and offered a customized family support course for EarlyON staff. The course covered ecological theory, asset-based approaches to families, empowerment, parent engagement, community development, and provided a practical and evidence-based approach to working with families .

In September 2022, CDRCP coordinated a virtual EarlyON Professional Learning Staff Day for 200 professionals. The theme for the day, Our Journey; Diversity, Equity, and Inclusion (DEI) in EarlyON reflected the sector’s strong emphasis on practical strategies and expert guidance in fostering diversity, equity, and inclusion (DEI) in EarlyON settings. Panelists, including Belonging Consultant Natalie Royer, Jeewan Chanicka; global education leader and director at the Waterloo Region School Board, and Samantha Fletcher, Senior DEI consultant, explored the

multifaceted components of DEI, discussed effective practices, and addressed areas of change including micro-aggressions, unconscious bias, and inequity. The afternoon provided attendees an opportunity to engage with unique family-centered programs and their stories, including The Indigenous Network, Dad Central to support fatherhood programs and Anishnabeg Outreach, supporting diverse Indigenous populations in Waterloo Region.



EarlyON Day 2022

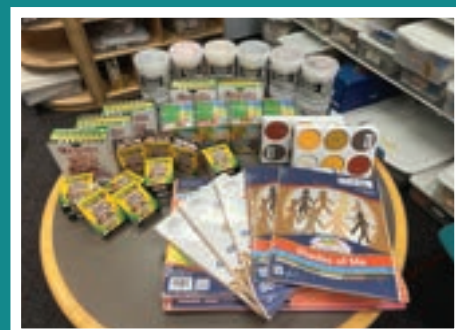
95% of attendees indicated that they increased their knowledge on the topic presented.

91%



91% attendees indicated that they were positively impacted as a result of the training.

CDRCP worked with the Region of Peel to provide more than 400 DEI kits to licensed childcare, licensed home childcare, and EarlyON programs in Peel.



Highlights and Accomplishments

The InfoPeel and Service Pathways team is the central point of access for families and community members in Peel to access information and service coordination. Over the last year, the InfoPeel and Service Pathways team has seen remarkable improvements, resulting in enhanced supports for families and community members seeking information and resources. This outcome has been driven by the launch of new initiatives, the establishment of community partnerships across a variety of sectors,

implementation of new, and diverse feedback gathering methods including connecting with families via phone, email, mail, chat or in person.

The InfoPeel team also successfully implemented several new initiatives, including the realignment of Coordinated Service Planning, expansion of outreach opportunities and the delivery of Early Years and Child Care System Navigation.

InfoPeel Enhancements



As a result of community feedback and to support families seeking information in other languages, CDRCP updated the Parent Guide for Choosing Quality Child Care and made it available in the top five spoken languages in Peel Region. This allowed more families to access vital information as they sought Licensed Child Care. CDRCP continues to gather feedback and remains committed to improving client experiences with relevant information as it becomes available.

CDRCP successfully obtained a grant from the Ontario Trillium Foundation to re-design InfoPeel. This grant enabled CDRCP to further enhance the user experience and modernize access to information while navigating www.infopeel.ca.





Kids Pathways Peel (KPP) and Coordinated Service Planning

In addition to being the front door for service coordination, CDRCP along with our Kids Pathways Peel (KPP) partners, enhanced staffing to better support families through the service coordination continuum. The InfoPeel team streamlined the intake process and resolved a greater number of goals being met for children and families. CDRCP offered learning opportunities on Refugees and Trauma - Understanding and Supporting Resilience and Gender and Sexual Diversity in Youth, to support with effective practices and skill building for service coordinators.

Outreach

As COVID forced us to shift to a virtual world, there were no in-person events for children and families. CDRCP wanted to provide opportunities for children and families to come back together to enjoy community events. CDRCP hosted a Frosty and Friends sensory event for families of children with identified sensory needs which prevented them from attending crowded holiday events. 45 children and families attended the successful event with positive feedback and a large number of requests for future events.



The InfoPeel and Service Pathways team further organized an in-person event for families at We Rock the Spectrum Kid's Gym. This inclusive, sensory-themed event provided an opportunity for families to visit with community resource specialists, watch their children interact with peers and connect with families, while learning about services offered through InfoPeel.

Respite Services Peel

CDRCP was able to significantly increase the number of Respite Providers this past year, as we continue to rebound from the COVID. CDRCP's Respite team coordinated and offered professional learning opportunities for Respite Providers on various topics including Introduction to Applied Behaviour Analysis (ABA), Duty to Report, and Standard First Aid & CPR. To support families and Providers, CDRCP continued to offer virtual Respite meet and greets and family support groups as a way of co-learning and sharing information.



TESTIMONIALS:

EARLYON

“You guys are awesome! We see steady improvement in our kids social skills and interaction capability. Thank you all the EarlyON employees for their sincere efforts.”

“Amazing! I would love circle time or story time in other languages, like Arabic!”

“We came all the way from Niagara Falls because of how good this location is! Great Job”

“You are doing so good. We know so much new things coming here and my kids love circle time and the knowledge.”

QUALITY INITIATIVES

“Have already connected with the senior leadership of my organization on reviewing our Purpose, Vision, and Values to reflect on what [will] serve our company going forward.”

(Leadership Forum 2022)

“The insight of risky play and schema really blew my mind! I learned useful knowledge and I would like to include all in my professional practice.”

(Passport to Early Learning Series 2022)

“Wonderful conference, I learned a lot from this successful event. Highlight of the week was ‘Reframing how we approach challenging behavior’s, old approach vs. new approach’.”

(Lifelong Learning Conference 2022)

“The Community leaders were an incredible bonus. Their suggestions and their strategies shared can really help other supervisors. Pam was the best keynote speaker, examples shared were so clear, relevant to these times. Great.”

(Leadership Forum 2022)

INFOPEEL

“My family and I had been under a lot of pressure, trying to navigate services on our own. Upon contacting CDRCP...we were informed about additional services that might be available for our children and family. [InfoPeel] very generously and patiently assisted us in finding childcare according to our family’s needs. [The] time and support served as a huge relief, as that pressure that was on us to figure everything out was reduced. Thank you, CDRCP and thank you [InfoPeel]!”

(D.S. and Family)

“The staff were so accommodating to my child’s behaviours. It was nice to learn about resources while my child was having fun”

(Frosty & Friends)

“I was not aware of the programs when I came to Canada. This is very, very helpful for families who are living in Canada. Thank you for you and what you do”

(Child Care Feedback Survey)

A YEAR IN REVIEW 2022-2023



EarlyON:



271,786

of social media engagements



76,903

of Instagram Live/Story viewers



57,529

of total visitors to EarlyON programs

Quality Initiatives:



98%

of attendees indicating an increase in knowledge as a result of professional education



97%

of attendees that learned a new skill to help in their role



99%

of providers that report engaging in reflective practice

InfoPeel:



18%

increase in families supported on the Kids Pathways Peel



657

families attended information sessions/events



298

learning opportunities offered for professionals working in the Developmental Services sector



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Sheridan Institute of Technology and
Advanced Learning



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Judy Buchan

Director of Communicable Diseases |
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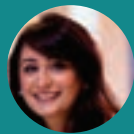
Controller, Budget and Financial
Reporting – TDSB



Director

Mollie Zebedee

Family Day Care Services - Program
Manager



CEO

Sara Ammar

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Acting Executive Director

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