

Early Childhood Community Development Centre  
**Community Annual Report**

April 1, 2024 to March 31, 2025

**eccdc**

*Inspiring excellence in early learning and child care since 1993*

*Collaboration*

*Innovation*

*Leadership*

*Respect*

*Professionalism*

*Wellbeing*



# Welcome to the April 2024 to March 2025 Community Annual Report

*Pedagogy And Curriculum Resources ~ Professional Learning  
Opportunities ~ Coaching, Mentoring and Organizational  
Supports ~ Roots of Empathy Coordinating Agency ~  
Mentoring Pairs for Child Care*

The ECCDC Board is pleased to present our Community Annual Report for the year April 1, 2024 to March 31, 2025. Our Team focused on four strategic priorities during this timeframe: increasing access to quality resources; expanding professional learning opportunities; strengthening organizational support services; and evolving our ways of working to build organizational capacity and sustainability. We appreciated the feedback from our stakeholders through this year's annual survey and were pleased to receive a 92% satisfaction rating and a net promoter score of 66, indicating a high degree of loyalty. Our Team has made plans to address any suggestions for improvement over the coming year.

Our 31<sup>st</sup> year was dedicated to meeting the evolving needs of our stakeholders in new and innovative ways through offering dynamic, evidence-based professional learning opportunities, modernizing the resource lending library and educator workroom, expanding the resource delivery service, and refining mentoring supports delivered through organizational visits and Mentoring Pairs for Child Care. Our partnerships with Fort Erie Native Friendship Centre, Niagara Regional Native Centre, Métis Nation of Ontario, and a network of Francophone representatives has been greatly appreciated and has supported the development of new play-based learning materials, reflecting local culture and diverse perspectives.

During the year, we continued to support workforce stabilization and retention through coordinating Niagara's supply staff registry and partnering with Niagara College in launching Professional Advancement of Careers in Early Childhood Education (PACE). We were grateful for our continued annualized funding through Niagara Region Children's Services and for a capital grant from the Ontario Trillium Foundation to modernize the educator workroom, resource library and meeting spaces.

Over the coming year we will continue to work diligently to ensure our services have a strong and lasting impact on your work. We look forward to continuing to collaborate with many community partners dedicated to creating supportive, nurturing, quality supports and networks for the early learning sector. Thank you for the outstanding work you do each and every day on behalf of children and their families and for the privilege to serve you.

Respectfully Yours,

Donna Dalgleish, ECCDC Board Chair

Lorrey Arial Bonilla, ECCDC Executive Director



“ The work your team does to uplift the early years in Niagara and support educators is immeasurable. In such a challenging field, having a resource centre like the ECCDC creates such a positive impact. Access to the lending library supported me for many years in bringing new and engaging materials into my early learning environments, which in turn supported children’s learning and overall behaviour. Attending your sessions always contributed to my professional growth. Now, in my role as an Advisor, I see firsthand how dedicated your whole team is to reconciliation and inclusion, and it is truly inspiring to witness. I am genuinely grateful for every opportunity to work with you all. You are making such a meaningful difference. ”

~ Courtney Scott, Early Learning and Child Care Advisor, Métis Nation of Ontario





# Community Annual Report

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*“I have found everything I have been involved in with ECCDC to be very well organized, professional and informative. ECCDC has helped me to better my performance as a supervisor, team player and community partner.”*



# Get to Know the ECCDC

*Our Mission, Vision, Purpose, and Values*

## Early Childhood Community Development Centre

The ECCDC is a charitable organization in its 31<sup>st</sup> year inspiring excellence in early learning and child care through thought leadership, cutting edge training, innovative resources and coaching services highlighting best practices and emerging trends.

### ECCDC Niagara

The ECCDC is grateful to Niagara Region Children's Services for funding the ECCDC to offer our services and supports for Niagara's early learning and child care community.

### ECCDC *Outside* Niagara

ECCDC supports organizations across Ontario through offering resources, professional learning, or mentoring supports on a fee for service basis, upon request.

## Mission

Inspiring excellence in early learning and child care through the provision of innovative training, quality resources, and insightful organizational supports.

## Vision

Early learning professionals will be empowered through having access to innovative supports.

## Purpose

The ECCDC exists so that early learning professionals are supported in offering children exceptional opportunities to grow, learn and develop and families are engaged and informed about early learning services.

## Values

**Collaboration** • We take pride in developing strong partnerships to respond to the emerging needs of the early learning and child care community.

**Innovation** • We are dedicated to developing quality resources and services that align with emerging trends to support early learning professionals in making an impact every day.

**Leadership** • We bring our dedication and guidance to elevate the profession by fostering opportunities for professional growth.

**Respect** • We support, recognize, and value the important work of early learning professionals.

**Professionalism** • We bring together knowledge, expertise, and understanding to mentor those working in early learning programs to promote high quality experiences.

**Wellbeing** • We provide opportunities to support the overall health, happiness, and vitality of early learning professionals.





“ ECCDC builds on their services, continuing to be knowledgeable as the changes happen within child care, providing different ways to receive the information - Podcasts, The Learning Exchange, Coaching & Mentoring Connections. ”



# Dedicated and Committed Board and Staff Team Members

*It's a Privilege to Serve Our Stakeholders*

“This establishment is a wonderful and unique service to those working with children in Niagara. A truly invaluable service that we are so fortunate to access.”

## Board of Directors

Kim Cole, Board President • 12 years  
Donna Dalglish, Vice-President • 11 years  
Melissa McLauchlan, Secretary/Treasurer • 3 years  
Angela Wycimaga, Director • 5.5 years  
Jennifer Smith, Director • 2 years  
Sarah Maragoudakis, Director • 2 years  
Katherine Martin • 1 month  
Lorrey Arial Bonilla, Ex-officio • 10 years

## Staff Members

Lorrey Arial Bonilla, Executive Director • 29 years  
Kelly Bol, Early Learning Training and Events Consultant • 15 years  
Patricia Couroux, Coaching and Mentoring Services Coordinator • 11 years  
Darlene Drouin, Information Systems Administrator • 16 years  
Kelsey Henderson, Interim Quality Child Care Niagara Coordinator • 1 year

Jennifer Mosher, Early Learning & Child Care Resource Consultant • 18 years  
Katie-Lynn Parkinson, Early Learning and Child Care Program Consultant • 7 years  
Priyanka Tan, Quality Child Care Niagara Coordinator • 7 years  
Julie Thompson, Publications Administrator & Confidential Secretary • 25 years  
Marc Uger, Finance & I.T. Infrastructure Manager • 6 years  
Ginette Wilson, Early Learning and Child Care Program Consultant • 11 years  
Hayley Wutzke, Early Learning Training and Events Consultant • 8 years



## We Are Grateful Hosts of Many Students and Volunteers

We appreciate and thank all of the student interns ECCDC had the pleasure of hosting from April 1, 2024 to March 31, 2025.

Valerie Inglis, Loyalist College, Child Development Practitioners Program

Emily McFadden, Teacher Candidate at Brock University

Danna Carvajal Early Childhood Education Student, Niagara College

Emma Coffey Brock University, Speech and Languages Sciences

Sarah Abbara, Bachelor of ECE Program, Brock University

Saira Umar, First Nation Technical Institute in the ECE Program





“ The ongoing support, guidance, professionalism, and deep knowledge, combined with genuine care for the communities they serve has provided such a solid foundation for our partnership to build upon. ”



# Supportive Funders and Donors

*We are Grateful to our Funders and Donors*

The ECCDC extends gratitude to **Niagara Region Children's Services** for the ongoing commitment to funding many of ECCDC's services and supports. Through this longstanding partnership, Niagara's early learning and child care programs continue to have subsidized access to innovative and affordable professional learning opportunities, unique pedagogical resources and mentoring supports.



We are thankful to the International **Roots of Empathy** Office for annualized funding for ECCDC to serve in the role of Coordinating Agency, working alongside our partners at Niagara Catholic District School Board and the District School Board of Niagara.



We are grateful to the **St. Catharines, Stamford, and Welland Kiwanis Clubs** for the ongoing project funding they have so generously provided over the past 20 years, bringing many training and resource opportunities to Niagara's child care centres at no cost. We are also grateful for the Clubs' collective four-year financial contribution to ECCDC for the community outreach van to provide resource deliveries to early learning programs across Niagara.



The ECCDC extends deepest appreciation to the **Ontario Trillium Foundation** for awarding Capital Grant funding to expand, furnish, and equip the lending library, educator workroom, and community meeting spaces. While the funding was awarded in 2023, the renovation project was undertaken in 2024.



ECCDC was the grateful recipient of **Canada Summer Jobs** Program funding to hire three Summer Interns in 2024.

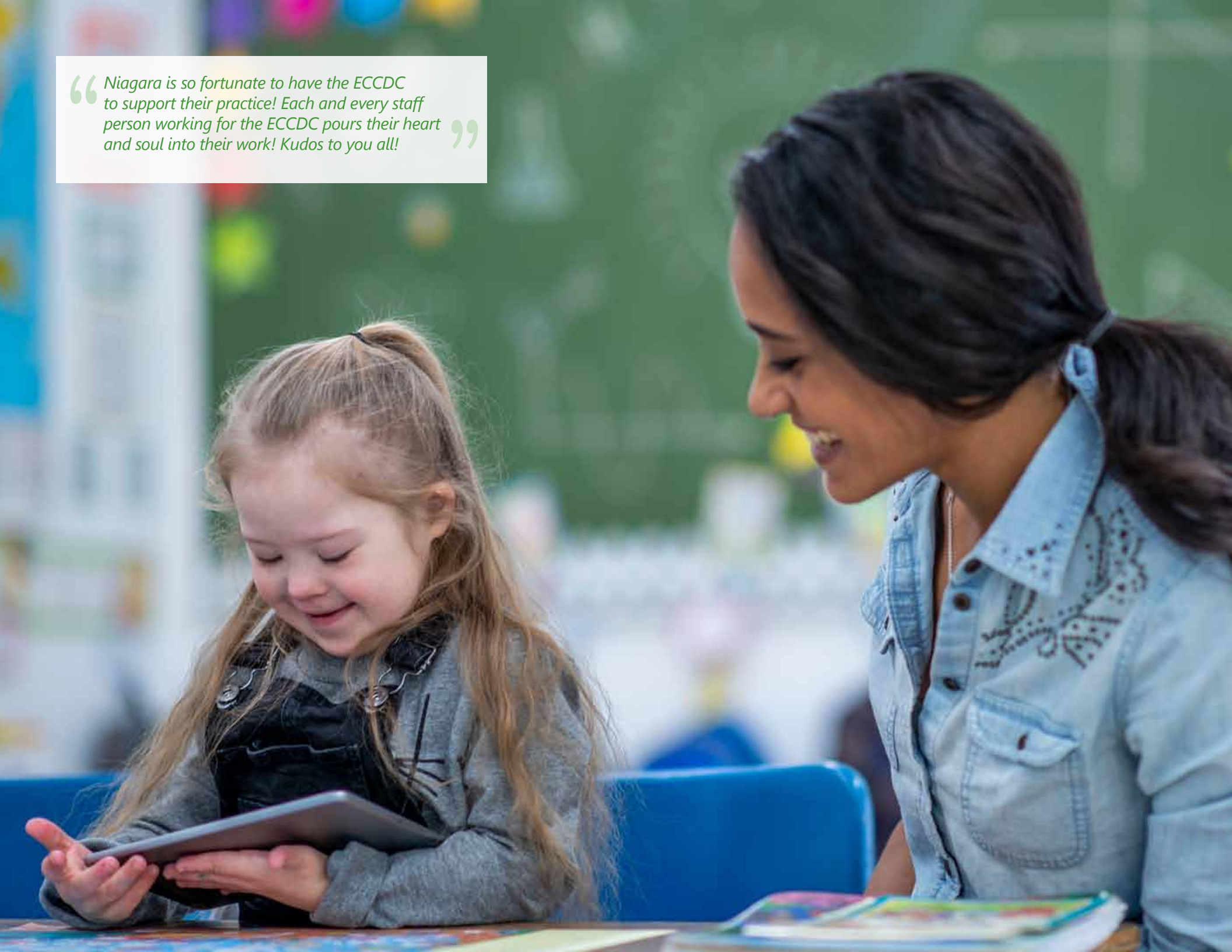


We thank all of our **Business Donors** for their contributions to the **2024 Annual Early Learning Recognition and Celebration Event**.





“Niagara is so fortunate to have the ECCDC to support their practice! Each and every staff person working for the ECCDC pours their heart and soul into their work! Kudos to you all!”



# Our Stakeholders and Community Partners

## ECCDC Niagara

We are honoured to have served and/or worked alongside the following Niagara programs during the year.

A Child's World Family Child Care Services of Niagara  
ABC Daycare Centre  
Adamo Montessori Academy  
Alexandra Ridge Montessori  
Althorp Montessori School  
Anna's Daycare Centre  
Beamsville Early Learning and Child Care Centre  
Bee Montessori Niagara  
Bethesda Children's Services  
Beyond Montessori School  
Boys and Girls Club Niagara  
Brock University Faculty of Education  
The Catechist Sisters of the Sacred Heart Children's Day Care  
Centre éducatif La Boîte à soleil Co-opérative Inc  
Centre éducatif les p'tigroux  
Childcare Central  
Child's View Child Care Services  
Community Living St. Catharines - Children's Services  
Community Living Welland Pelham Children's Services

Connaught Public School  
Creek Child Care Centres Inc.  
District School Board of Niagara  
EarlyON - Bethlehem Place  
EarlyON - DSBN  
EarlyON - Grimsby (Strive Niagara)  
EarlyON - NCDSB  
EarlyON - Odrohyageweh, Clear Skies (NRNC)  
EarlyON - Port Cares  
EarlyON - Tshikeksa', FENFC  
EarlyON - YMCA of Niagara  
Family & Children's Services of Niagara  
Ferndale Public School  
Fonthill Montessori Preschool  
Fort Erie Aboriginal Head Start  
Fort Erie Co-operative Nursery School Inc.  
Fort Erie International Academy Childcare  
Fort Erie Native Friendship Centre  
Glendale Early Learning Child Care Centre  
Grapeview Day Care Centre  
Great Lakes Christian Preschool  
Greenbelt Academy & Early Learning Centre  
Grimsby Community Preschool  
Harbour Preschool  
John Brant Public School  
Kids Kastle Co-operative Nursery School  
Kids Place  
Kidzdome Preschool

Kinder Academy  
Kings Heritage Christian Childcare  
La Petite Etoile De Niagara Inc  
Les Coccinelles Zélées  
Maple Crest Early School  
Maple Leaf Montessori School of NOTL  
Métis Nation of Ontario  
Mini Retreat Childcare Inc.  
Nelephant Montessori School  
Niagara Catholic District School Board  
Niagara Children's Centre  
Niagara College - Community and Health Services Department  
Niagara Nursery School & Child Care Centre  
Niagara Region Children's Services  
Niagara Region Home Child Care Services  
Niagara Region Public Health  
Niagara Support Services - Preschool Services  
North End Co-operative Preschool  
ON y va - Centre de santé, Coin des familles (CSCHN)  
Orchard Park Public School (DSBN)  
Parents Peace of Mind Corporation  
Pathstone Mental Health  
Pathways Academy and Early Learning Centre  
Playtown Niagara - Town's Little Leaders  
Power Glen Early Learning and Child Care Center



Rosalind Blauer Centre for Child Care  
 St. David's Co-operative Nursery School  
 St. Thomas Day Care  
 Six Nations Polytechnic  
 Stamford Green Day Nursery  
 Strive Niagara  
 Sweet Love Childcare  
 Terra Viva Montessori Bilingual - Scott Street  
 The Chestnut Tree Preschool Inc.  
 The Day Care Centre  
 The Port Dalhousie Nursery School  
 Thorold Community Child Care Services  
 Thorold Co-operative Nursery School  
 Top of the Ridge Day Care  
 Tots-N-Tikes  
 Trail Ridge Montessori Education Group  
 Turtle Club Day Care (EYES Niagara)  
 Wainfleet Kiddy Kollege  
 Way to Grow Daycare Inc.  
 Wee Watch Enriched Home Child Care - Niagara  
 West Lincoln Co-operative Nursery School  
 West Niagara Resource Consultant Program (FACS)  
 Wheatley School of Montessori Education Inc.  
 YMCA of Niagara  
 Your Preschools Inc.

### Community Planning Committees

During 2024/25, ECCDC was represented on the following committees to support ongoing planning.

- Niagara Children's Planning Council
- Niagara Region Workforce Recruitment and Retention Table
- Quality Child Care Niagara Advisory Committee

- Niagara Child Care Sector Executive Committee
- Niagara College Early Childhood Education Program Advisory Committee
- Young Children Priority First Committee with the Kiwanis Clubs of Niagara
- Ontario Mentorship Collaborative

### Supporting Early Childhood Education Diploma Programs

The ECCDC is honoured to work alongside Niagara College in supporting the Professional Advancement of Careers in Early Childhood Education (PACE) through providing a variety of wrap-around services including; classroom space, resources, designated study groups and technology tools to support student success.



### Supporting Social and Emotional Development Programs

We are grateful for the opportunity to work with the International Office of Roots of Empathy and our partners at District School Board of Niagara, Niagara Catholic District School Board, and local child care centres in coordinating Roots of Empathy and Seeds of Empathy.



## ECCDC *Outside* Niagara

The ECCDC was pleased to support the following communities on a contracted basis, offering professional learning, resources, or mentoring services. While serving Niagara remains our first priority, these connections helped in sharing best practices back with the early learning sector in Niagara as well as supporting provincial networking to advance quality supports.

- Alderville First Nation Daycare
- Centre Francophone du Grand Toronto
- City of Cornwall Children's Services
- County of Wellington Children's Services
- Curve Lake First Nation School
- District Municipality of Muskoka Children's Services
- District of Nipissing Social Services Administration Board
- Durham Region
- EarlyON - Lambton College
- George Brown College – Childcare Centres
- Grey County Children's Services
- Hastings County Children's Services
- Kids Campus Child Care Centre
- Lancaster School Age Program
- Little Lions Waldorf Daycare & Kindergarten - Wild Roots
- Milestones Children's Centre
- Mississaugas of the Credit First Nation Early Years
- Municipality of Chatham Kent Children's Services
- Network Child Care Services
- Orleans-Cumberland Community Resource Centre
- Prescott-Russel Licensed Home Child Care Agency
- St. Thomas Early Learning Centre
- Today's Family - Caring for Your Child
- Vincent Massey Academy
- York Region Children's Services



*“ Keep doing what you are doing  
- it has made a big difference in my life  
as well as Milestones Children's Centre. ”*



*“ Keep up the great work each  
& every one of you do to ensure we all have  
the right tools & knowledge to make our job  
easier and increasing awareness in children’s  
development and milestones. ”*



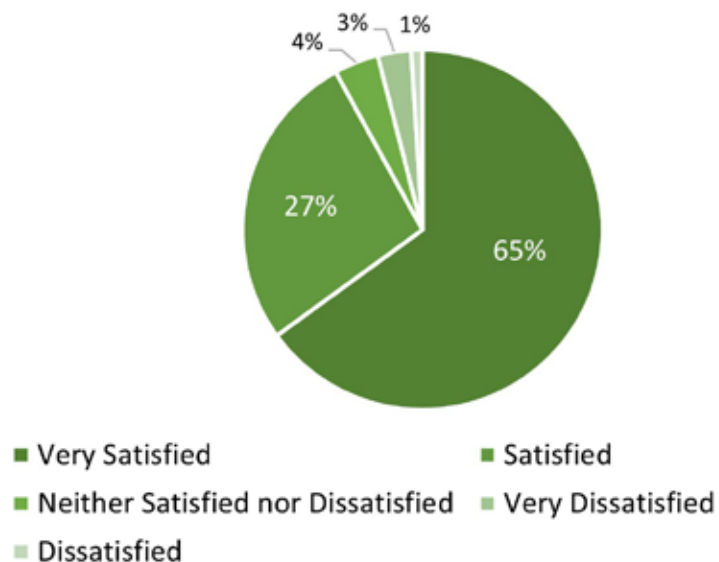
# Our Community Impact

92% Satisfaction Rate

## Meeting the Needs of the Early Learning and Child Care Sector

Our 2024 Stakeholder Survey results indicated an overall **92% satisfaction rate** with ECCDC Services which is considered best in class. Sixty-five percent (65%) of survey respondents indicated that they are “very satisfied” with ECCDC overall. The main drivers of this satisfaction rate were the quality of information received and helpful staff.

If you accessed any ECCDC services and supports over the past year, including the resource lending library, professional learning and coaching and mentoring supports, how satisfied were you?

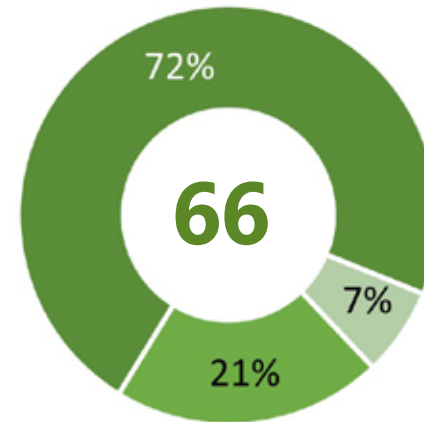




## Net Promoter Score of 66

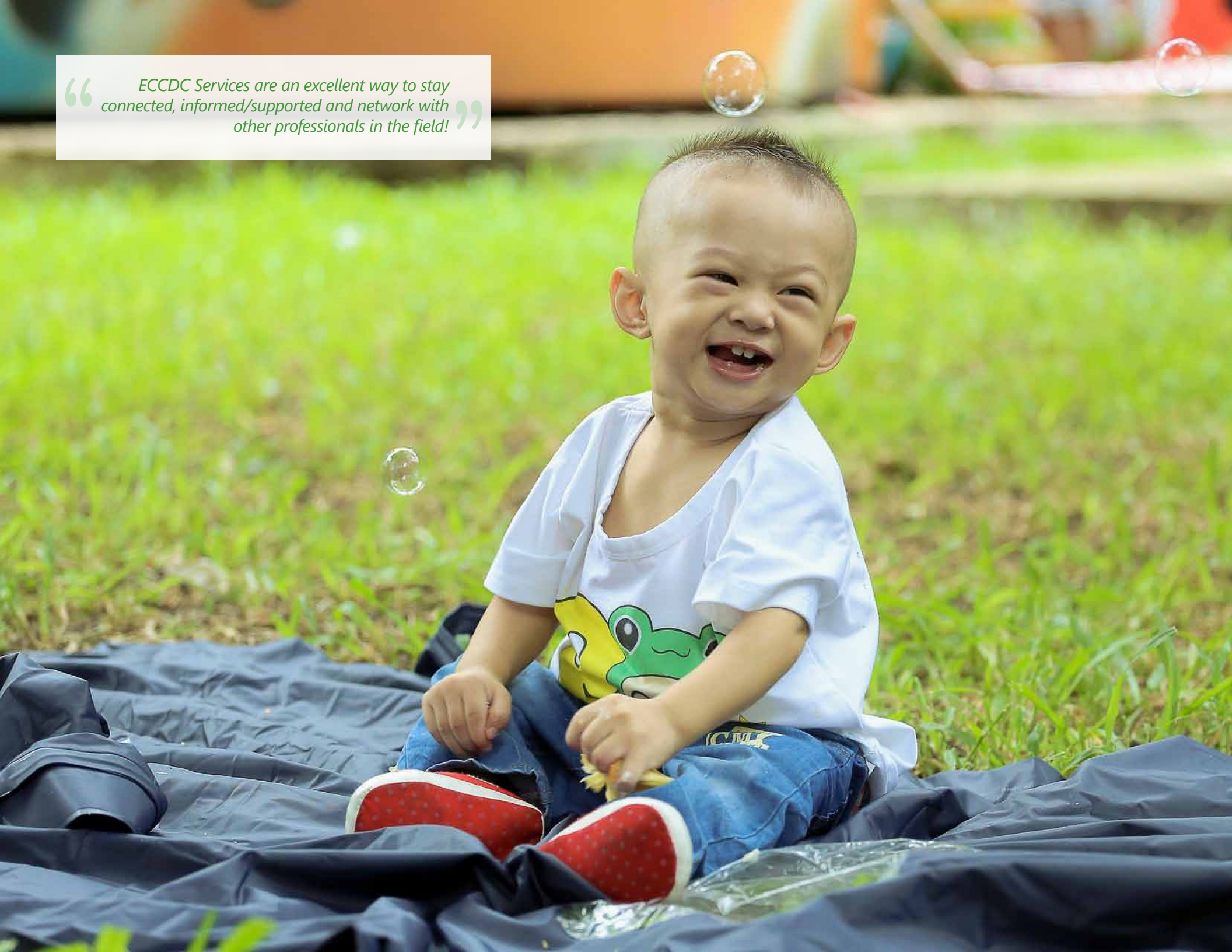
The Net Promoter Score (NPS), indicating how likely survey respondents would be to recommend ECCDC's services and supports to other early learning and child care providers, was excellent at **66**, indicating a high degree of loyalty to ECCDC.

On a scale of 1 to 10, how likely would you be to recommend ECCDC's services and supports to other early learning and child care providers?



■ Detractors (<7) ■ Passive (7-8) ■ Promoters (9-10)

“ ECCDC Services are an excellent way to stay connected, informed/supported and network with other professionals in the field! ”





# Service Milestones: Supporting the Resource, Professional Learning, and Organizational Needs

## Resource Lending Library and Information Service Highlights

The ECCDC supports Niagara's early learning and child care sector by providing affordable access to over 5,000 pedagogical resources, play based learning kits, grab and go educational materials, and an educator workroom with tools and technologies to support curriculum planning.

Using the ECCDC's lending library assists educators in delivering meaningful experiences and designing rich environments that inspire children. We also offer a delivery service to bring resources directly to programs if access is a barrier, and an estore for those looking to purchase materials. Onsite facilities include a specialized workroom, learning café for informal gatherings, two small meeting rooms and a large conference room.

*Throughout 2024/25 we focused on diversifying the resource library collection of pedagogical resources, identifying new technology and tools to foster lending library borrowing experiences, and investigated new and innovative ways to increase educators' accessibility to resources.*

## Resource Lending Library and Information Service Highlights

2276

Educators, Administrators, and Community Support Workers had access to resources, pedagogical supports, and technical workroom and meeting spaces through Library membership.

1025

Visits were made by educators dropping into the resource lending library or were made directly to child care programs delivering resource materials (*100 visits/month on average*).

279

Licensed Child Care Centres, EarlyON Programs, Kindergarten Programs, and Community Programs had access to resource library membership and meeting facilities.

3046

Curriculum and pedagogy resources were borrowed or purchased (*280 resources were borrowed/month on average*).

2821

Hours were made available for resource borrowing, staff collaborative curriculum planning and networking (*61.5 hours/week on average*).

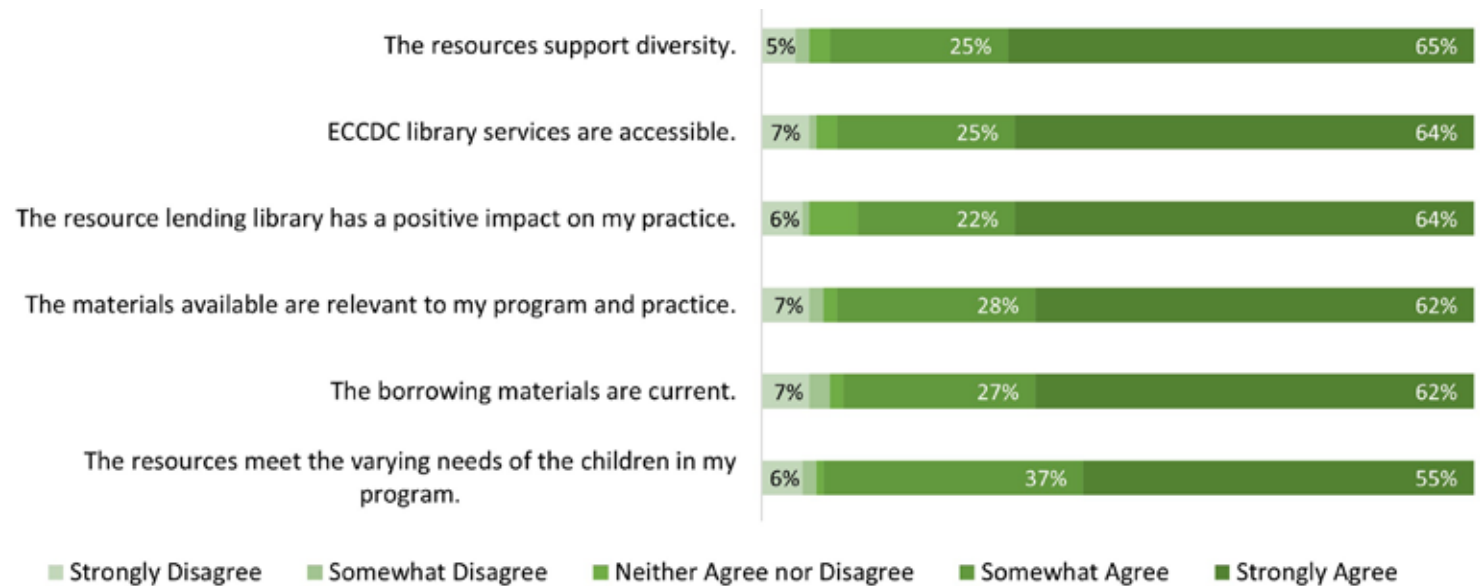
148

New learning kits were designed for borrowing or purchasing (*13 new kits were designed/month on average*).



In our 2024-25 Stakeholder Survey 87% of survey respondents agreed that the library has a positive impact on their practice. 89% reported that our library services were accessible

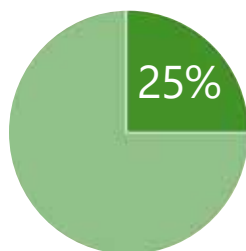
*Thinking about the resource library and information services you have accessed during the period of April 2024 to March 2025, please indicate your level of agreement with the following:*



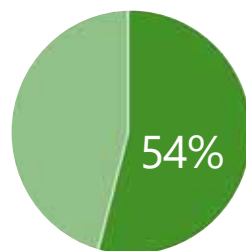
## Strategic Directions

Throughout the 2024-25 year we continued to work diligently to support the strategic direction for this service area: **Increasing Access to Quality Resources with a goal to provide innovative play-based learning resources and supports that inspire excellence in early learning practices.**

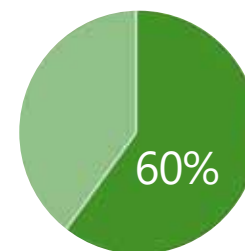
### Lending Library and Information Services Key Performance Indicators in Progress



Increase the number of resources available for borrowing that support diversity and inclusion within early learning settings by ensuring **50%** of all kits will have diverse materials



Increase resource lending library usage (visits) by **50%** through enhanced promotion



Increase usage of ECCDC delivery service by **50%** through enhanced promotion



## Resource Lending Library and Information Services Testimonials

*"I think that ECCDC has a ton of wonderful and inspiring materials. When we are looking for something specific, the lending library typically has something on par with what we are looking for."*

*"I just wanted to reach out and say thank you for everything with our booking and tour last night. It was great catching up and the staff enjoyed the tour and use of the facility. We truly appreciate the generosity with the lending library! We are all excited to enhance our classrooms with all the wonderful materials. Thanks again!" ~Sandra, A Childs World – Forestview, March 19, 2025*

*"We received our Happiness Blooms resource boxes. They are amazing and I can't wait for the staff to start using them and for the next ones. The materials are simple but mighty. I love the paperwork to show staff the possibilities. Sometimes you just get stuck on what to provide. Job well done." ~ Karen L., Executive Director for the Discovery School-Based Childcare Program in Kingsville, Ontario, February 7, 2025*





## Professional Learning and Special Events

ECCDC professional learning opportunities are designed to support emerging trends in the early learning and child care sector, prompt reflective thinking, deepen understanding of children's learning, and provide discussion around practical strategies. We believe that reflective practice and mentoring relationships are important facets to learning and growing as educators.

*Throughout 2024/25 we focused on offering diverse, affordable, and accessible professional learning while remaining flexible to support ongoing transformation in the sector and establishing new partnerships and ways to leverage local expertise as well as investigating ways to measure the ongoing impact of training.*

106

Advertised community-wide training sessions were offered in person or virtually with **4,974** educators and administrators in attendance (10/month on average).

136

Customized professional learning and training sessions were offered in person or virtually to community early learning agencies upon request with **2509** educators and administrators in attendance (12/month on average).

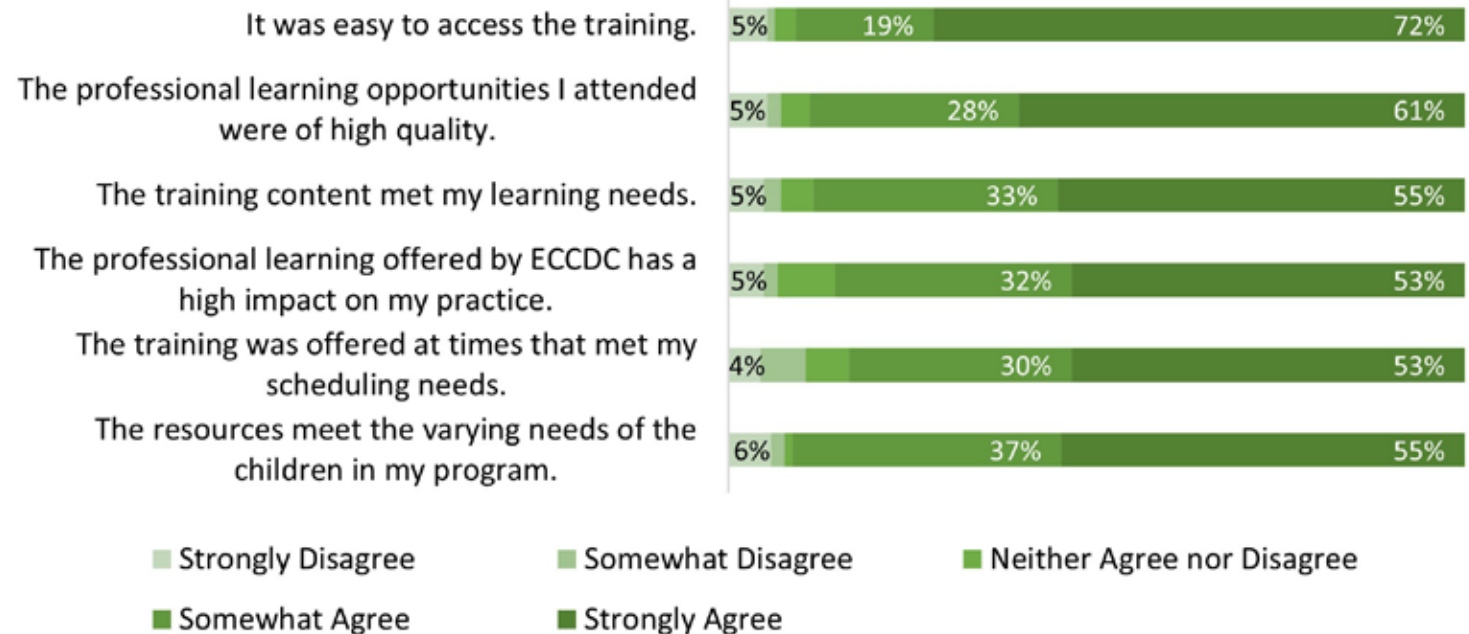
293

Educators and administrators were supported through **28** community of practice network sessions held virtually.



In our 2024-25 stakeholder survey, 86% agreed that the learning opportunities had a positive impact on their practice. 89% of respondents agreed that ECCDC professional learning opportunities were of high quality

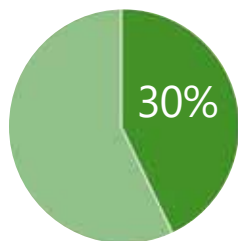
*Thinking about the learning opportunities you participated in during the last year, please indicate your level of agreement with the following statements:*



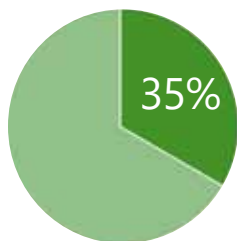
## Strategic Directions

Throughout the 2024-25 year we continued to work diligently to support the strategic direction for this service area: **Expanding Professional Learning Opportunities with a goal to provide accessible, relevant and high-quality professional development opportunities to empower and inspire educators and administrators.**

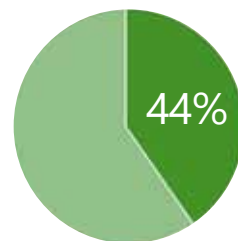
### Professional Learning Key Performance Indicators In Progress



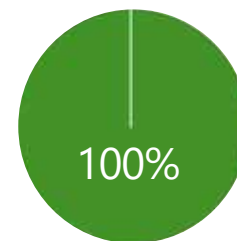
Increase the number of centres in Niagara with staff who participate in training by ensuring **85%** of all centres will have staff in attendance through accessibility, equity and affordability in training options



Ensure accessibility and affordability of training by increasing the number of training participants by **25%** through offering diverse price points, methods, and timing



Increase participation in community of practice sessions by **75%** through enhanced promotion



Enhance training relevancy and quality through **85%** of participants reporting a high level of impact on their practice



## Celebrating the Joy in the Journey: Honouring the Achievements of Early Learning Professionals in Niagara

The Annual Appreciation Celebration took place on Thursday November 28, 2024. The gala recognized 86 early learning professionals for their outstanding commitment and dedication to serving Niagara's children and families. Emcee Aiko Iwashita of Niagara's Dream 105.7 and many community partners and donors attended, alongside close to 500 early childhood educators.



## Professional Learning Service Testimonials

*"Anything you offer, we are so grateful for. We do not have an agency like ECCDC in our community for training opportunities."*

*"We have always received great feedback on the professional training that you have provided. Thank you!"*

*"Your speakers and resources have been amazing and truly top quality."*

*"Your training is so comprehensive that there isn't much you do not offer!"*

*"I think you do an amazing job of trying to adapt to everyone's ever-changing needs and ask for feedback on new learning courses needed."*

*"You can tell that a lot of planning and organization goes into all the trainings I have taken."*

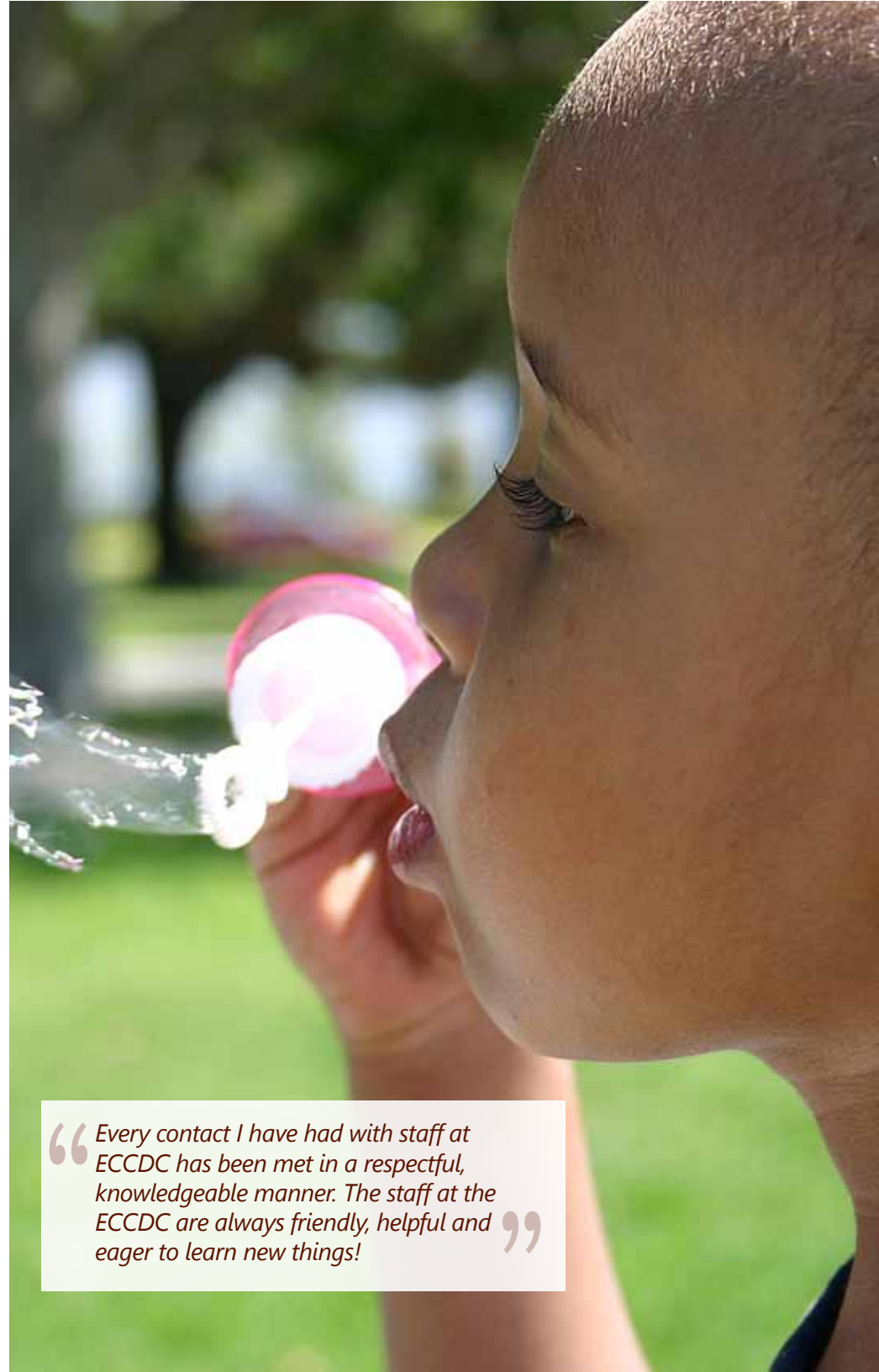
*"Our staff have participated in numerous of the PL sessions offered through ECCDC and have found them very valuable. The virtual option works well for us as we are located in small rural communities and travel costs and time often making attending PL unattainable."*

*"We are very grateful for the opportunities provided for the educators, the supervisors and the coordinators as there are not many opportunities here in the North."*

*"Webinars have worked so well in allowing me to balance my home life and professional career. Thank you for providing this option more often."*

*"The ECCDC Professional Learning Team demonstrates an extremely high level of professionalism, attention to detail, and quality organizational skills that is beyond exceptional."*

*"Every contact I have had with staff at ECCDC has been met in a respectful, knowledgeable manner. The staff at the ECCDC are always friendly, helpful and eager to learn new things!"*







## Coaching and Mentoring Services

Our Team works alongside educators and leaders in designing developmentally appropriate, play-based experiences and learning environments that engage children in active, creative, and meaningful inquiry-based learning.

Through engaging in dialogue and reflective practice, goals for children's development and well-being and suggestions for developing authentic relationships with children, families, and each other are explored. High quality learning spaces inspire staff, welcome families, and are associated with positive outcomes for children.

*During this timeframe we focused on mentoring promising practices to support agencies in achieving their goals, leveraging past programs, tools and initiatives to support organizational growth and designing tools to measure the impact of our organizational support services.*

## Organizational Supports

1672

Connections were made with programs offering organizational supports through **345** visits. Educators and administrators were supported for curriculum planning, team building, playground naturalization, board development, or technical needs.

In our 2024-25 stakeholder survey, 82% agreed that the coaching & mentoring had a positive impact on their practice. 82% agreed that coaching & mentoring had a positive impact on their practice.

*Thinking about the Coaching and Mentoring Supports you have accessed during the past year, please indicate your level of agreement with the following statements:*

The coaching and mentoring services have had a positive impact on my practice.



The coaching and mentoring services offered are relevant to my program and practice.



The tools or support I have accessed through the coaching and mentoring services are effective.



Strongly Disagree

Somewhat Disagree

Neither Agree nor Disagree

Somewhat Agree

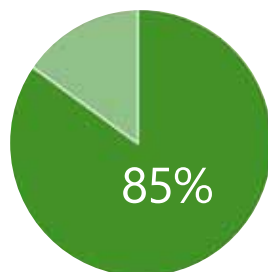
Strongly Agree



## Strategic Directions

Throughout the 2024-25 year we continued to work diligently to support the strategic direction for this service area Strengthening Organizational Support Services with a goal of: **Sharing promising practices in early learning through coaching and mentoring for success.**

### Organizational Support Services Key Performance Indicators in Progress



Enhance organizational success through  
**85%** of stakeholders reporting a high  
level of effectiveness in utilizing coaching  
and mentoring services and tools.

## Coaching and Mentoring Support Services Testimonials

*"I want to express how much the training that we received from the ECCDC has helped our team! We had a training session about positive interactions and tones of voice. This session was great as they came right to our centre and provided great information and examples to use in day-to-day situations. My staff are using a lot of the great tips they learned, and it is going great! We are also grateful for all other resources that the ECCDC offers, as we have used many in the past! We look forward to using them for more resources and learning opportunities." ~Kristen Reaman, Turtle Club Day Care Inc., August 2024*

*"ECCDC provided customized training in 2024 to our child care community through a four-part series titled Reconceptualizing Early Learning Materials and Environments Post Pandemic. This training was highlighted to support programs and educators as they transition back from pandemic environments to more rich, inspiring environments. The educators who participated in this series glowed about how it helped reignite their passion and provided inspiration to transform their environments to pre-pandemic learning. This series has supported us to build capacity to support our child care community with environment planning, documentation, and reflective practice. Thank you for engaging in this learning journey with Hastings County educators. We look forward to continued collaboration." ~George Flagler, Hastings County*

*"We absolutely loved our PD session with you and have already noticed our teachers successfully implementing the FLIP It strategies in their classrooms." ~Amanda Young, Vincent Massey Academy, February 2025*

*"On behalf of myself and all staff at Parents Peace of Mind – Henley, we want to thank you for all the continued supports throughout this past year. We have had multiple visits to help us with room rearrangement support. As we do have odd-shaped classrooms, it is easy to fall into what works. The Team have always come in with warm smiles and bright new ideas that have sparked our children's interests and helped support our staff with ongoing issues that arise from classroom arrangements. Communication within the ECCDC regarding classroom support and borrowing of totes from the lending library is always a smooth and quick discussion. The lending library has now become a major part of our monthly routines! We have always enjoyed all supports through the ECCDC and look forward to this continuous partnership for years to come!" ~Meghan Warren, Supervisor, RECE Parents Peace of Mind, Henley*

## Supporting Quality

169

QCCN visits were offered in person, where the QCCN Coordinator interacted with **484** individuals.

225

Participants participated in QCCN Reflective Practice Institutes and within **8** conversation cafés.

*"The ECCDC has been an extraordinary asset when it comes to guiding our program with all of our QCCN requirements. The QCCN team was very quick to respond with any questions or concerns we were having with some of the provided tools. Our educators feel confident utilizing the tools provided for QCCN and know that there is plenty of support if needed." ~Treina Gautreau (she/her) R.E.C.E., Program Lead Grimsby Community Preschool*

*"Here at Fort Erie International Academy Child Care, we thank you and your team at ECCDC for your continued support in our centre and within our team. Working collaboratively with you has been instrumental in our success in teaching and shaping these little minds that are our future. You have helped to create a strong foundation that we can place building blocks on to ensure the highest level of care and education is provided. We are so grateful and look forward to your continued mentorship and opportunities you bring forth." ~Dakota Blough, Child Care Supervisor, Fort Erie International Academy Child Care*







### **ECCDC is a Roots of Empathy Coordinating Agency**

Roots of Empathy was offered in twenty-seven (27) classrooms, Kindergarten to Grade 8, within the District School Board of Niagara and the Niagara Catholic District School Board. ECCDC as a coordinating agency supported Instructors, coordinated program materials and hosted training. We were thrilled to honour the 25<sup>th</sup> Anniversary of Roots of Empathy in Niagara at the May 2024 Baby Celebration.



2024 Baby Celebration hosted by District School Board of Niagara, Atrium



### **Seeds of Empathy**

ECCDC works alongside Roots of Empathy International in piloting Seeds of Empathy. In 2024, Strive Niagara and Fort Erie Co-operative Nursery School hosted four programs and participated in training offered through Founder Mary Gordon.



Mary Gordon offering Fall Training to Seeds of Empathy programs

## Mentoring Pairs for Child Care

The ECCDC first launched Mentoring Pairs for Child Care (MPCC) in 2009 to enhance child care quality by matching more experienced child care supervisors with supervisors new to their role. The goal of the program was to enhance the quality of care by expanding supervisor knowledge and understanding through group learning, guided communication, site visits, and one-to-one interaction. Opportunities were offered for supervisors to deepen their capacity for excellence in child care administration. In 2024 a revitalized, year-long hybrid program was launched, leveraging the past MPCC process and framework inspiring longstanding supervisors to mentor their newer colleagues to help support the development of emerging leadership skills.



*"When I first heard about this program, I was excited at the prospect of meeting fellow supervisors who could help me grow and learn in my role as a Supervisor. Each month, the topics were relevant and thought-provoking. I liked the way the sessions were structured with lots of leading questions that kept me reflecting on my own day-to-day practices. As the months went on, the sessions became little glimpses into other centres. I learned so many wonderful things and ways to become a mentor and leader myself. Those sessions were personal, eye-opening, and I treasured all the conversations we had." ~Erin, Mentee*

*"As a Mentor in the Mentoring Pairs for Child Care program, I found the experience to be incredibly rewarding, not just for my Mentee, but for myself as well. One of the most meaningful aspects was the connection I built with my Mentee. We were able to share ideas, challenges, and successes in a way that felt supportive and collaborative. It was a chance to truly listen, offer guidance, and watch someone else grow in confidence and in their role... I'm truly grateful to have been part of the program, and I would encourage others to take part if they have the opportunity - whether as a Mentor or a Mentee. It's a powerful reminder that we are all still growing, and that we grow stronger together." ~Kelly, Mentor*



*“ Having someone to support me with learning techniques as I stepped into my role as a new Executive Director a year ago, in the field of Child Care has been truly amazing. Your guidance and encouragement have made a meaningful difference in this journey. ”*





# Marketing and Communications

*ECCDC Website and Social Media*

**38,559** | Visits were made to [www.eccdc.org](http://www.eccdc.org)

**926** | Twitter followers

**173,438** | Page views were made on [www.eccdc.org](http://www.eccdc.org)

**744** | Instagram followers

**4,375** | Views/Downloads of ESTEEM Professional Learning Catalogue

**725** | ECCDC Blog Views

**6,496** | Facebook Views

**1,005** | ECCDC Podcast Listeners

# Marketing and Communications

*Supporting Families in Finding Early Years  
Services through Parent Direct Niagara*

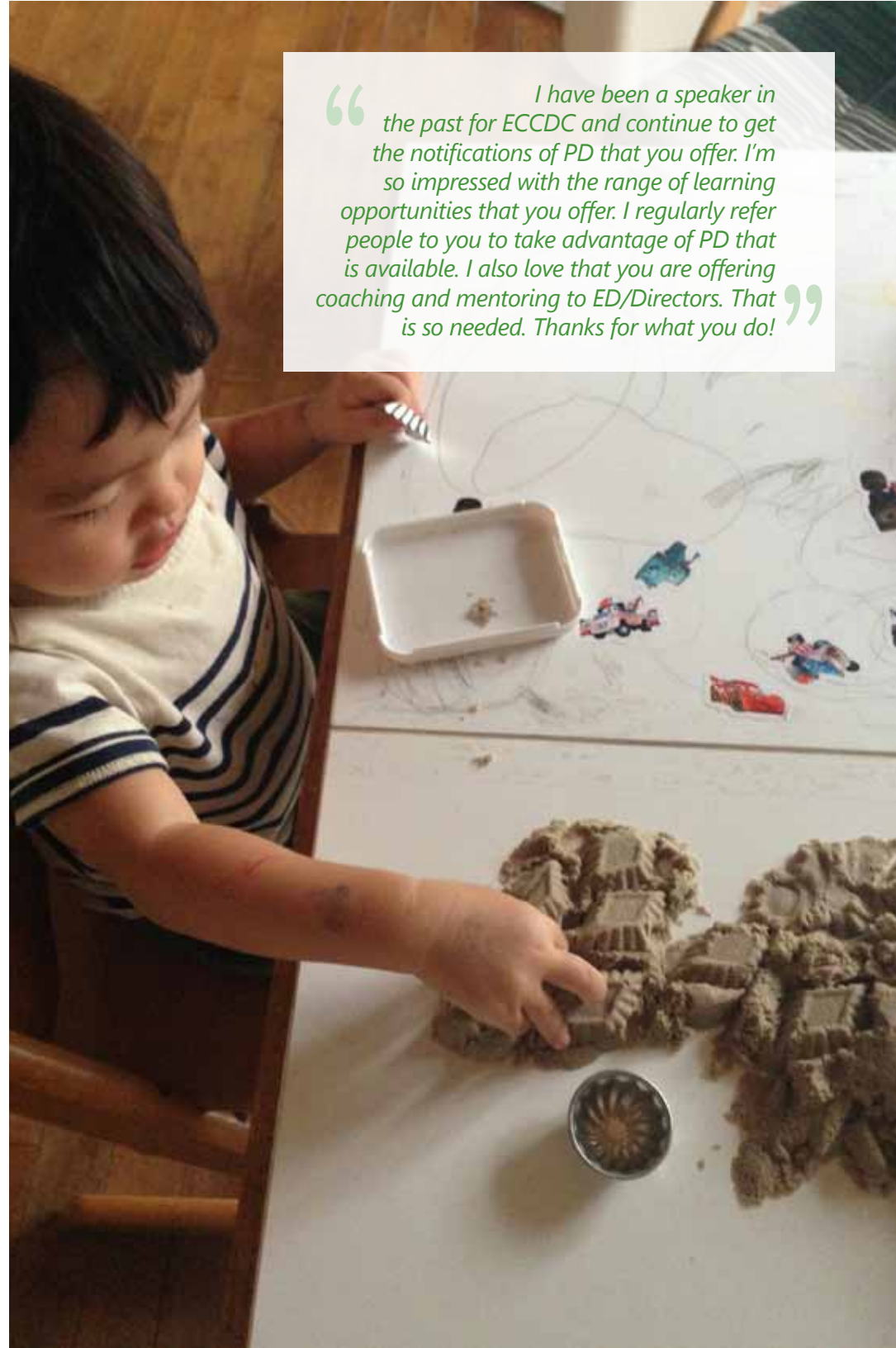
*Supporting the Early Learning and Child  
Care Sector with Recruitment*

**38,526** | Visits were made to  
[www.parentdirectniagara.ca](http://www.parentdirectniagara.ca)

**133** | Job posts submitted to ECCDC  
Employment Board

**9,731** | Job listing views on the Employment Board

“ I have been a speaker in the past for ECCDC and continue to get the notifications of PD that you offer. I'm so impressed with the range of learning opportunities that you offer. I regularly refer people to you to take advantage of PD that is available. I also love that you are offering coaching and mentoring to ED/Directors. That is so needed. Thanks for what you do! ”





“ ECCDC is a valuable asset. We are so lucky to have such a great resource centre in the Niagara region. ”





# Future Planning

*Areas of Focus for the Upcoming Year*

## Continuing to Support Workforce Retention and Recruitment

- ➔ Expansion of the Niagara Supply Staff Registry.
- ➔ Community supports for innovative diploma opportunities.
- ➔ Ongoing development and implementation of Mentoring Pairs for Child Care.

## Increased Accessibility of Pedagogical Resources

- ➔ Expansion of the resource delivery service.
- ➔ Modernized lending library through enhanced technology, new resource categories and new membership opportunities.
- ➔ Increase in availability of diverse materials including Francophone, Spanish, and Indigenous resources

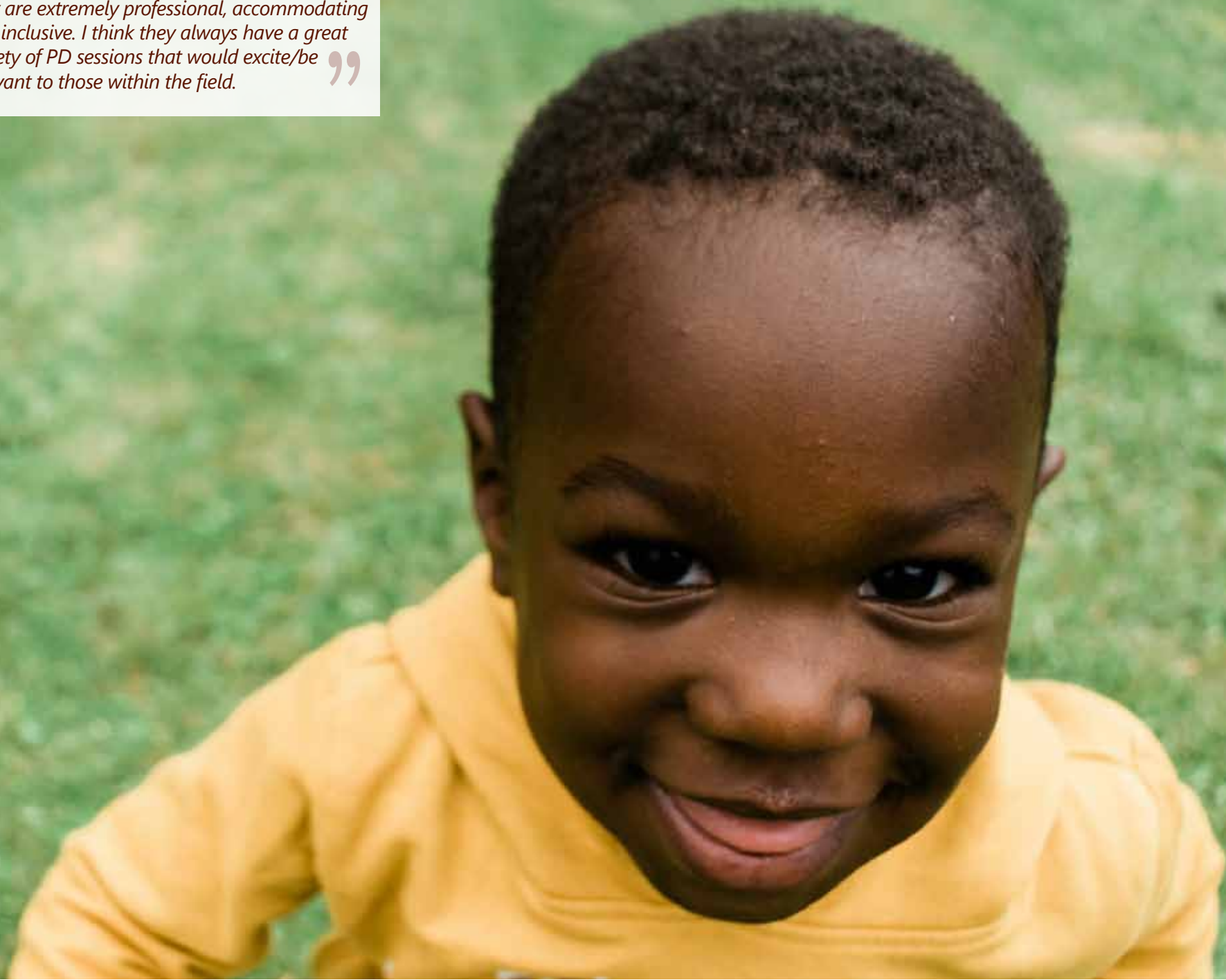
## Enhanced Professional Learning Opportunities

- ➔ Certificate courses and micro-credential opportunities.
- ➔ Supporting the development of professional learning plans for a continuum of learning

## Pedagogical Coaching and Mentoring Supports

- ➔ Customized organizational supports supporting pedagogical practices and quality.
- ➔ Onsite team training opportunities.
- ➔ Tools and resource kit development to enhance training opportunities.

“ I think ECCDC is a great place for anyone in the Early Childhood Education realm. I feel that they are extremely professional, accommodating and inclusive. I think they always have a great variety of PD sessions that would excite/be relevant to those within the field. ”



# Audited Financial Statement

Year ending March 31, 2025

## Revenues

Government Funding	854,965
Other Grants	690,465
Program Income	805,577
Fundraising & Donations	33,390

**Total Revenues 2,384,397**

## Expenses

Programs and Services	1,061,944
Salaries & Benefits	982,536
Occupancy	127,580
Planning & Professional Fees	178,792
Fundraising Costs	32,006

**Total Expenses 2,382,858**

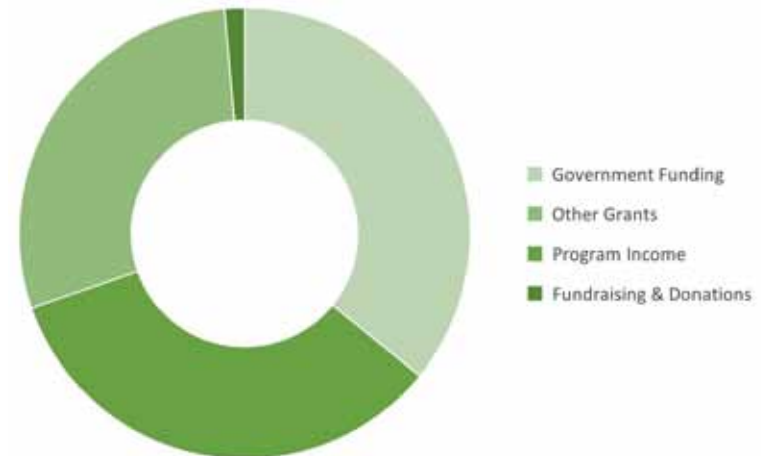
**Operational Surplus (Deficit) 1,540**

## Fund Allocation

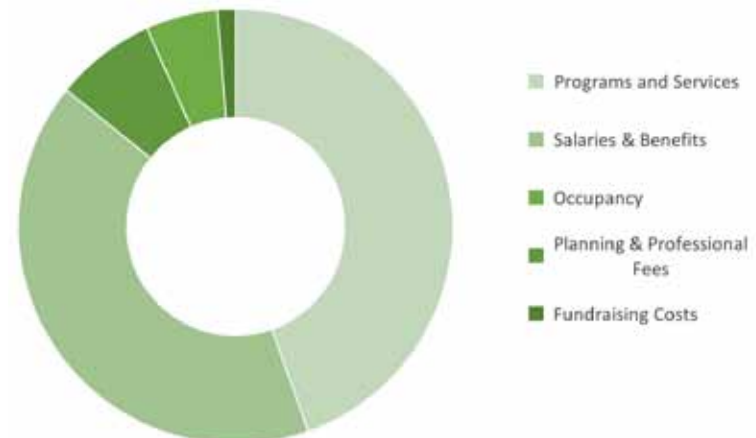
General Operating Fund	156
Awards of Excellence Fund	1,384

Auditors: Steinbachs & Chapelle, Niagara Falls.  
A complete set of audited statements is available upon request

Annual Revenue



Annual Expenditures





“ Always a pleasure to interact with the staff at the ECCDC. Extremely kind and helpful on various levels. Great support and partnership, like a family. ”







**eccdc**

early childhood community development centre

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