



STAFF REPORT ACTION REQUIRED

Accepting project funding to expand the implementation of the HIGH FIVE quality assurance model for City of Toronto Children's Recreation Programs

Date:	June 6, 2016
To:	Budget Committee Executive Committee
From:	General Manager, Parks, Forestry and Recreation
Wards:	All
Reference Number:	P:\2016\Cluster A\PFR\BU22-062216-AFS#23292

SUMMARY

Parks, Forestry and Recreation (PFR) has been awarded a two-year grant through the Ministry of Tourism, Culture and Sports, Ontario Sport and Recreation Community Fund for the amount of \$0.251 million.

This report seeks authority for staff to accept the grant funding which in combination with existing resources will be used to expand and further implement consistent quality standards into all children's programming offered by the Community Recreation Branch utilizing the HIGH FIVE® nationally recognized quality assurance program.

RECOMMENDATIONS

The General Manager, Parks, Forestry and Recreation recommends that:

1. City Council authorize the General Manager, Parks, Forestry and Recreation to sign a transfer payment agreement with the Ministry of Tourism, Culture and Sport (MTCS) for the Ontario Sport and Recreation Community Fund grant and receive funds up to \$0.251 million in provincial contribution over 2 years.
2. City Council increase the Council approved 2016 Operating Budget for Parks, Forestry and Recreation by \$0.118 million, fully funded by the Ontario Sport and Recreation Community Fund grant for a net zero impact, and include the

remaining grant funding of \$0.132 million in the 2017 Operating Budget Submission.

Financial Impact

The Ministry of Tourism, Culture and Sport's will be providing a two-year grant up to a total amount of \$0.251 million through the Ontario Sport and Recreation Community Fund to expand and further implement consistent quality standards into all children's programming offered by the Community Recreation Branch utilizing the HIGH FIVE® nationally recognized quality assurance program.

To account for this grant funding, the 2016 Operating Budget for Parks, Forestry and Recreation will be increased by \$0.118 million, fully funded by the Ontario Sport and Recreation Community Fund grant, for a net zero impact. The remaining grant funding of \$0.132 million will be included for Council's consideration in the 2017 Operating Budget Submission for Parks, Forestry and Recreation. The grant will fully fund 2.0 temporary position needed to complete the delivery and implementation of the project for a duration of two years. These additional positions can be accommodated within the existing workforce by repurposing 2 temporary vacant positions. An increase in the Council Approved Complement for Parks, Forestry and Recreation is not required.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting of November 27, 28 and 29, 2012, City Council approved the 2013-2017 Recreation Service Plan. The plan identifies four Council-approved guiding principles for community recreation services, including the principle of "quality". The recommended actions noted in the plan include the expansion of quality standards and the development of a system to measure and report on the achievement of recreation program standards.

Decision document:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.CD17.2>

ISSUE BACKGROUND

HIGH FIVE® advances the 2013-2017 Recreation Service Plan which identifies Quality as a key principle and goal of providing the highest quality programs and services to Toronto residents.

The new Child Care and Early Years Act (CCEYA) establishes new rules governing the recreation and child care sector. The CCEYA, along with the forthcoming Recreation Regulation Guidelines (late Fall 2016), will include a directive to integrate a

comprehensive quality assurance program along with training staff in healthy child development.

Given the complexity of the City's operating environment including size, pre-amalgamated cities and systems, collective agreements, and diversity, a multi-year, multi-pronged project team is required to advance this work.

COMMENTS

HIGH FIVE® provides the recreation sector with industry/recreation-specific policies and procedures and training to ensure consistency in the delivery of quality recreation and sport programs

HIGH FIVE® quality assurance program has four major streams. These streams focus strongly on ensuring the recreation sector has success and maintains quality programming.

1. Staff training in Principles of Healthy Child Development, children's mental health, and sport and physical literacy;
2. Quest 1 tool that assess the organizations policies and procedures, risk management practices;
3. Quest 2 tool, an assessment to evaluate and measure programs successes; and
4. Awareness, promotion and communication to staff, parents, and partners

The City of Toronto's PFR Division has numerous informal quality assurance processes in place at the local level. In order to further advance and formalize these processes, the City needs to develop and implement a consistent and cohesive quality assurance strategy to ensure continuous improvement for children's programming.

As a registered member of HIGH FIVE® quality assurance program, the City currently has 2,292 staff trained in Principles of Health Child Development, which represents 39% of the work force, 33 trainers that can facilitate the training courses, and 256 staff trained in how to assess programs utilizing the Quest 2 evaluation tool. Education is a vital component of any quality assurance program. To recognize this, in conjunction with training staff in child development and program assessment, the Community Recreation Branch holds an annual Quality Assurance Forum to enhance learning in areas of mental health awareness, program planning and behaviour guidance.

In 2015, Community Recreation has increased the number of trained staff to include 550 front line Aquatics staff in Principles of Healthy Child Development, created a multi-branch committee to embed the principles of quality into all service areas and commenced a parent education plan related to why quality in recreation programs matter.

This project will expand on the good work already in progress and positively influence the recreation experience for over 400,000 children, ages 6 to 12 who participate in recreation programs across the City every year. It will also provide over 7540 frontline

staff/leaders with the tools needed to support healthy child development and will affirm the City of Toronto as a leader in recreation programming. The City will be developing promising practices to assist other municipalities in their journey toward developing quality standards for programs and services.

The project deliverables include:

1. A comprehensive review of the Branch's policy and standards for children's recreation and sport programs;
2. Training for all Recreation Workers in Principles of Healthy Child Development;
3. Creation of tools and resources for staff in order to build a culture more focused on quality;
4. Improve program outcomes by using the standardized program assessment tools; and
5. Develop internal and external communications to help inform parents and to share best practices with other municipalities and recreation providers in how to implement a quality assurance program

CONCLUSION

Accepting grant funding from the Ministry of Tourism, Culture and Sport in the amount of \$0.251 million will allow PFR to enhance the quality and excellence of children's recreation programs by incorporating HIGH FIVE®'s Quality Framework, ensure compliance with the new Child Care and Early Years Act, and deliver on the Recreation Service Plan.

CONTACT

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SIGNATURE

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