



## Program Annual Planning and Site Visit

### Intent

Early Years Engage is based on a Total Quality Management (TQM) approach. In the Early Years System, TQM is a way of thinking about continuously improving the quality of processes and outcomes to positively affect the service experience for children and families. The Program Annual Planning and Site Visit are designed to actively engage and support Early Years System Partners in their continuous quality improvement process.

### Engaging in Annual Planning for your Program

In a TQM effort, all members of an organization participate in improving processes, products, services and the culture in which they work.<sup>1</sup> A key element in the success of engaging in an annual planning cycle, is for organizations to involve **all** professionals<sup>2</sup> and Boards of Directors (where applicable) in the planning process. Members of organizations, at all levels, play a role in determining the goals, developing the plan, timelines and taking the lead on various activities.

The 2018-2019 **Program Annual Planning Template** (DOCS 2314619 V4 with an example on Version 4a) and the **Assess, Plan, Do, Review Cycle Tool** (DOCS 2196707 V5) to assist with the annual planning process are available in electronic format through the Children's Services Portal or Region of Waterloo - Early Years Engage webpage <https://www.regionofwaterloo.ca/en/living-here/quality-improvement.aspx>.

1 ASQ – The Global Voice for Quality - [ASQ - The Global Voice for Quality](#)

2 Professionals are all employees of Early Years System Partners, as defined in *Our Vision for Quality in Waterloo Region*, Glossary of Terms

### Submission Date - September 30, 2018

Part 1 of the 2018-2019 **Program Annual Planning Template** and Parts 2 and 3 of the 2017 Annual Planning Template are to be uploaded to the Children's Services Portal by **September 30, 2018**. The information from the completed templates will be reviewed at each Site Visit and data will be used for system planning.

**Late submissions** will be considered to be in non-compliance.

When considering potential goals please reference *Our Vision for Quality in Waterloo Region* pocket guide. On the **Program Annual Planning Template** select the element that best aligns with each goal.

## The Process

Programs will complete the **Program Annual Planning Template** cycle for 3 goals that align with *Our Vision for Quality in Waterloo Region*. A fourth goal, specific to the System-wide Parent Survey, is also required. This fourth goal is to be developed after the Parent Survey outcomes are shared and it should focus on what parents have identified as one of the priorities or opportunities for improvement.

For multi-site organizations, where consistent areas of focus or planning goals for all sites across the organization is desirable, a **Program Annual Planning Tool for Multi-Site Operators** (DOCS 2314619 V5) has been developed to communicate the focus areas/goals and track progress and support required. As the intention of annual planning is to involve all professionals in the process, it is expected that individual sites will develop their own action plans to best meet the unique needs of families, children, and staff in their program.

When determining which goals to work on as an organization, consider reviewing the following sources:

- Ministry of Education (i.e. pilot opportunities, Licensing recommendations);
- Child Care and Early Years Act, 2014;
- How Does Learning Happen? Ontario's Pedagogy for the Early Years;
- Feedback from families from your own parent engagement processes;
- Staff survey results;
- Region of Waterloo Children's Service's - Early Learning and Child Care Service Plan 2016-2020; and
- College of Early Childhood Educators Code of Ethics and Standards of Practice.

1.

2. This is not an exhaustive list, rather a starting point for beginning conversations around goal setting.

## The Cycle

The annual cycle for planning will follow a September to August timeline. Each year, programs will begin to determine their goals, develop their plan and timelines, and begin implementing the plan as early in the cycle period as possible.

As part of the annual planning process, there is a mid-cycle check-in where, each program will summarize progress to date, note any changes to the goals or timelines



and indicate any solutions to any barriers that were encountered.

The end-of-cycle review is where programs will discuss and record their progress and accomplishments; and the impacts of those accomplishments on the children and families, staff, organization and community. Programs will also comment on any barriers that were encountered through the process.

It is anticipated that the end-of-cycle review will happen in conjunction with the initial planning/goal setting for the upcoming year. Completed templates will be submitted year to year as outlined above.

### **Site Visits**

Children’s Services will be coming out to visit each head office site on an annual basis. Visits will be booked in advance and occur from September to June. It is anticipated the visit will be approximately three hours in length and divided into three parts:

#### **Part 1 - Tour of the program:**

- opportunity to talk with educators
- consultants and therapists
- opportunity for programs to share/show what they are most proud of in their program and possible challenges

#### **Part 2 - Meeting with Program Supervisor(s) and Manager/Owner or Director:**

- Check-in/review of Early Years Engage initiatives
- **The Accomplishments and Challenges Form for All Professionals** is a tool that provides an opportunity for professionals to share accomplishments and challenges about their work experience, during the past year. This information may help teams create goals for the upcoming year. The form is available in the EYE Portfolio. The completed forms will be collected at the visit.
- Special Purpose Expense Funding – thoughts on upcoming projects

#### **Part 3 - Review Program Annual Planning Template:**

- how did the program involve everyone in the planning process
- review progress to-date
- discussion of current goals and plans
- impact of goals to children and families



- review both last year's and the current year's **Program Annual Planning Templates**
- any additional support that may be needed or helpful

### **Multi-Sites**

For multi-site organizations, only a percentage of sites will be visited each year. Head offices with five or less sites, one site will be visited per year, head offices with more than five sites, twenty percent of programs will be visited each year (i.e. if a head office has seven programs, two will be visited annually). Children's Services will determine which programs receive a site visit in the given year, with the goal of seeing all programs within a multi-site agency over a two to four year period.

For multi-site agencies operating before and after school programs which are not co-located on a site with a child care centre, up to 20% of them will be visited each year.

### **Others**

For licensed home child care agencies and special needs resourcing agencies, Children Services will not be doing Part 1. Children's Services will be arranging group meetings by head office which will include the Supervisors from all the sites and the Director/Owner (and where appropriate, program staff) to review Parts 2 and 3 of the Site Visit.

### **Tools and Resources**

1. Our Vision for Quality in Waterloo Region (Pocket Guide)
2. Program Annual Planning Template (DOCS 2314619 V4)
3. Program Annual Planning Template example (DOCS 2314619 V4a)
4. Assess, Plan, Do, Review Cycle Tool (DOCS 2196707 V5)
5. Program Annual Planning Tool for Multi-Site Operators (DOCS 2314619 V5)
6. Region of Waterloo Children's Service's - Early Learning and Child Care Service Plan 2016-2020
7. How Does Learning Happen? *Ontario's Pedagogy for the Early Years*

