



SUBJECT: HIGH FIVE® Accreditation Verification Visit

TO: Committee of the Whole

FROM: Parks & Recreation Department

Report Number: PR-03-19

Wards Affected: All

File Numbers: 915-01

Date to Committee: November 4, 2019

Date to Council: November 18, 2019

Recommendation:

Receive and file recreation services department report PR-03-19 which provides Council with information on the HIGH FIVE® program and reaccreditation process as related to City of Burlington recreation programming for ages 6-12 years.

Purpose:

- A Healthy and Greener City
- Healthy Lifestyles

Background and Discussion:

- HIGH FIVE® is a national quality standard for children's sport and recreation programming (aged 6-12), it is a comprehensive quality assurance program that addresses staff training, program assessments, policy and standard assessments and awareness campaigns. More information about HIGH FIVE® can be found on their website <https://www.highfive.org/>
- HIGH FIVE® is a division of [Parks and Recreation Ontario](#) (PRO). PRO is a non-profit association that advances the health, social and environmental benefits of quality recreation and parks through evidence-based practices, resources, and collaborative partnerships.

- The City of Burlington became a HIGH FIVE® Accredited organization in 2013. Maintaining the HIGH FIVE® standard has enhanced program quality and provided positive recreational experiences for children participating in recreational programs.
- The City of Burlington currently has 443 full and part time staff trained in Principals of Healthy Child Development.
- Since 2017, 385 Quest 2 program evaluations have been completed. Quest 2 evaluations focus on; leader-child interactions, supervision & safety, child to child interactions, leader behaviour and interactions, and program characteristics. Currently our Quest 2 scores are averaging over 90%.
- Every three years HIGH FIVE® representatives complete a review to re-verify our organization's commitment to meeting the HIGH FIVE® standard.

Strategy/process

HIGH FIVE® Verification Process

- Recreation Services is finalizing the completion of the necessary program requirements and has scheduled our re-verification date for December 16, 2019. During this visit HIGH FIVE® will review and validate that the City has completed all the mandatory HIGH FIVE® standards.
- In addition, HIGH FIVE® will interview a number of people to understand the impact the program has had on all levels of the organization including Mayor Meed Ward, Rob Axiak – Manager of Recreation Services, Supervisors, Coordinators and front-line staff.

Below are sample questions that may be asked during the verification Interview.

1. How do you feel HIGH FIVE® impacts your organization's programs and services for children?

- **How is HIGH FIVE® making a difference/benefits?**
 - Provides a structure for consistency in training staff and evaluating programs, developing standards and gives us the ability to compare our success to other service providers.
 - Consistency in program delivery across the City.
 - Allows the City to access Region of Halton subsidy or other grant funding.

- **What do you do differently now as a result of your organization's involvement with HIGH FIVE®?**
 - Increased communication about programming between all levels of staff within the organization.
 - Staff members develop new programs, standards and trainings using the HIGH FIVE® lens and resources.
- 2. Do you feel the HIGH FIVE® Principals and vision are known to stakeholders?**
- **Council/politicians who control funding?**
 - By providing updates to members of Council on our Accreditation status.
 - **The sport and recreation community at large?**
 - Investigating future opportunities to engage our sport organizations and user groups.
- 3. We understand your team of staff are responsible for the day-to-day implementation of HIGH FIVE®, however, we are interested in learning from your perspective as the Director/Councillor whether there are specific challenges you feel you have encountered with your organization's involvement in HIGH FIVE®?**
- Administration processes for Verification are extensive. Would like to see more of the Verification process move to an electronic process.
- 4. How do you feel HIGH FIVE® will influence your operations in the future?**
- **What are some of the key issues that have priority in YOUR community right now?**
 - Being a HIGH FIVE® Accredited organization allows us to access subsidy and grant funding. This increases opportunities for children to participate in our programs.
 - Childhood obesity has been rising in Canada. By creating a positive environment that is safe, inclusive and follows the HIGH FIVE® Principals we are able to encourage participation and promote positive recreational experiences. Our goal is to promote healthy active lifestyles and encourage our participants to be active for life.

- **What additional support/research have you found useful?**
 - The expansion of HIGH FIVE® to address Older Adult Programming.
 - **What additional support/research would you like to see?**
 - Would like to see HIGH FIVE® expand their scope to include preschool aged children and youth.
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Financial Matters:

Not applicable.

Conclusion:

Results from the City of Burlington's HIGH FIVE® verification visit will be made available in early 2020. Staff will provide an update to members of Council on the Verification Report we receive from HIGH FIVE®.

Respectfully submitted,

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Report Approval:

All reports are reviewed and/or approved by Department Director, Director of Finance and Director of Legal. Final approval is by the City Manager.