

Accreditation Level 4 – Improve!

- Train 85% of staff in PHCD
- Make improvements in programs, policies and procedures
- Measure the impact
- Promote awareness of HIGH FIVE® throughout the community
- Prepare for Accreditation Verification

Who needs to complete Level 4 – Improve?

Organizations approaching the Improve! Level can now see the difference HIGH FIVE® is making to their programs, their staff morale and their overall accountability toward quality. This is also the level to prepare for Accreditation Verification.

What training and development is part of Level 4 – Improve?

Principles of Healthy Child Development Training (85% of Staff to be trained).

About PHCD at Level 4 - Improve

At this point, you will likely be very skilled in arranging your own staff HIGH FIVE® training and ensuring that the appropriate sampling of staff is trained in Principles of Healthy Child Development (PHCD) to achieve the 85% level or more.

In preparation for Accreditation, ensure that you keep a list of staff involved in children's programs from the previous two years. The Accreditation Verifier will check this list against the HIGH FIVE® Database report of training specific to your organization to ensure that 85% of staff are recorded as trained in PHCD.

What program assessments are part of Level 4 – Improve?

Achieve 70% in QUEST 2 scores in 25% of general interest and camp programs and 10% of aquatic programs.

About QUEST 2 at Level 4 - improve

In order to achieve Accredited status, an organization must have achieved an average, minimum score of 70% in a representative sampling of all program areas: 25% of general interest and camp programs and 10% of aquatic programs. When aquatic programs are part of your program offerings, the 10% sampling must be representative of all aquatic facilities offering children's lesson programs and must achieve 70% or more. All aquatic staff must be certified with one of Lifesaving, Red Cross or Swim Educators qualifications and all staff must be supervised by an on-site supervisor or deck supervisor. In cases where the certification/supervision is not as prescribed above, 25% of aquatic programs must be sampled.



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What policies and procedures are part of Level 4 – Improve?

Achieve 70% on QUEST 1 and enter results into the HIGH FIVE® Database.

About QUEST 1 at Level 4 - Improve

This is likely your second or third QUEST 1 submission over the period of preparation for Accreditation. You will have enjoyed a steady improvement in scores over time and should now have at least 70% in each area on QUEST 1 with an overall average of at least 70%. Keep a photocopy of the original filed safely for presentation to the Accreditation Verifier when you apply for the HIGH FIVE® Accreditation designation.

What awareness (internal/external) is part of Level 4 – Improve?

Promoting involvement in HIGH FIVE® to the community.

About promoting at Level 4 – Improve

At this level, HIGH FIVE® should have a visible presence within your facilities, on your organization website and in your promotional materials. Posters depicting the HIGH FIVE® Principles and HIGH FIVE® certificates should be prominently displayed and promotional and educational materials for parents/legal guardians/caregivers readily available.

The Accreditation Verifier will be looking for evidence that HIGH FIVE® has a significant presence in your organization and that the community is familiar with HIGH FIVE® and sees your organization as one that is committed to the delivery of quality programs for children.

