



Discover the **HIGH FIVE**[®] Difference

Leading Edge Training & Resources
Child-Centred Quality Assurance
Risk Management
Customer Satisfaction
A Better Bottom Line



www.HIGHFIVE.org



**HIGH
FIVE**[®]
The best way to play[™]


The best way to provide quality play

HIGH FIVE® is Canada's only comprehensive quality standard for organizations providing recreation and sport to children aged 6 to 12.

Research shows these five principles of healthy child development are essential for superior organized play experiences for children:

★ A Caring Adult ★ Friends ★ Play ★ Mastery ★ Participation


HIGH FIVE® training teaches leaders, instructors and coaches how to integrate these five principles into program design and delivery. HIGH FIVE® tools and resources provide the expertise on how to integrate the five principles into all aspects of their operation.



“When children play, they are developing the physical, emotional, social and cognitive skills they need to succeed in life. Recreation and sport programs are the most common ways children participate in organized play. A quality recreation program can help children learn new skills, feel good about themselves and make friends.”

– Dr. Dan Offord, Founder, Offord Centre for Child Studies

Parks and Recreation Ontario (PRO) launched HIGH FIVE® in 2001 to put the research into action. The HIGH FIVE® mark of quality now distinguishes the growing number of HIGH FIVE® Registered Organizations committed to a child-centered approach to quality assurance. These organizations and the one million children they serve across Canada are a testament to the benefits of HIGH FIVE®.



“HIGH FIVE® gives our agency important tools and resources. Staff are very excited to continue to work with HIGH FIVE® as a resource to ensure our programs continue to be high quality, safe and meet the community’s needs.”

*– Christine Borrowman, Program Manager,
Boys & Girls Clubs of Kawartha Lakes*

Benefits of HIGH FIVE®

Leading Edge Training & Resources

Ongoing training, innovative resources and individualized tracking tools put HIGH FIVE® Registered Organizations in the forefront of the sector with the ability to deliver the best recreation and sport programs to children.

Child-Centred Quality Assurance

HIGH FIVE® keeps Registered Organizations accountable for the safe and healthy development of children. Program Assessments ensure leaders, instructors and coaches understand the importance of the organization's child-centred philosophy.

Risk Management

Registered Organizations mitigate risk by achieving and maintaining recognized quality and safety standards. HIGH FIVE® can help guide decision making and program planning from front line staff to the CEO. HIGH FIVE® ensures management knows whether the organization's policies and procedures support healthy child development.

Customer Satisfaction

HIGH FIVE® provides a level of quality assurance that customers recognize and appreciate. A focus on quality and efforts to support the healthy development of children through positive experiences will keep participants involved and ensure productive, open lines of communication with their families.

A Better Bottom Line

HIGH FIVE® can measure and support the development and maintenance of quality improvements in program service and delivery. Reports generated through the Hands-on-HIGH FIVE® database will highlight effective leadership, policies and programs which will translate into improved operational effectiveness, increased enrolments, more opportunities for revenue generation, stronger staff engagement and access to funding opportunities.

"Since implementing HIGH FIVE® training for our student leaders we have seen an increase not only in the quality of program leadership, but also the quality of the basketball skills in our Fastbreak program participants. HIGH FIVE® provides a tangible tool for our student leaders to refer to as often as necessary. The students have indicated the training has really helped them in their role as leaders and coaches in programs for children."

*— Christine Macer, Community Schools Coordinator,
Vancouver School Board*

Comprehensive HIGH FIVE® support system

- ★ **Authorized Providers (see back cover) throughout the country**
- ★ **Training workshops, customized consultation and professional development**
- ★ **Tools, planning processes, research documents and the HIGH FIVE® Registered Organization Guide**
- ★ **Hands-on-HIGH FIVE® database for up-to-date reports and comparisons**
- ★ **Regional network meetings and mentoring**
- ★ **Information updates through eNews**
- ★ **HIGH FIVE® website (www.HIGHFIVE.org) for research, helpful hints and training ideas**
- ★ **Parent resources on the importance of healthy child development in sport and recreation**
- ★ **Recognition as a quality provider of sport and recreation**



HIGH FIVE[®] Accreditation

Taking Quality Assurance to the Highest Level

Accreditation is an optional process open to all Registered Organizations. Scientifically validated tools provide a systematic way to measure and improve program and service delivery.

Four modules are used to progress through each level of achievement:

Training & Development • Program Assessments • Policies & Procedures • Awareness

Quality Framework Module	Training and Development	Program Assessments	Policies and Procedures	Awareness (Internal/External)
Achieve! Level 5 Quality Assurance	Accreditation Recognition for your continuous delivery of quality programs for children.			
Improve! Level 4 Quality Accountability and Preparation for Verification	Train 85% of staff in PHCD*.	Achieve 70% in QUEST 2 in: • 25% of general interest/camp programs and • 10% of aquatic programs.**	Achieve 70% in QUEST 1.	Promote involvement in HIGH FIVE [®] to the community.
Measure! Level 3 Quality Improvement	Train 60% of staff in PHCD*.	Conduct QUEST 2 assessments on 5% of all programs.	Complete QUEST 1 and enter results into database.	Display HIGH FIVE [®] literature and signage in facilities.
Learn! Level 2 Quality Awareness	Train 30% of staff in PHCD*.	Train and certify staff in QUEST 2.	Attend QUEST 1 Workshop.	Promote HIGH FIVE [®] to staff and volunteers.
OPTIONAL - Participate in the Implementation Planning Workshop.				
Join Us! Level 1 - Become a Registered HIGH FIVE [®] Organization				

* PHCD = Principles of Healthy Child Development ** in accordance with Aquatic Specific Criteria

★ Organizations work through the Accreditation Process according to their own priorities and timelines. Each level requires deeper commitment until the entire organization understands and follows the HIGH FIVE[®] standard. Support is available from your HIGH FIVE[®] Authorized Provider.

★ Accreditation has established the benchmark for excellence. A HIGH FIVE[®] Accredited Organization achieves the highest recognized award in quality and safety standards for children's recreation and sport service delivery.

"The Town of Ajax, as Ontario's First ISO 9001 Quality Community, is proud to be a part of the HIGH FIVE[®] Quality Assurance process. Why? – well quite simply, there is no better way to further extend our commitment to quality through recreation services than by embracing healthy child development using the HIGH FIVE[®] framework."

– Brian Skinner, CAO, Town of Ajax

HIGH FIVE® Accreditation

A smart investment

“Before HIGH FIVE® existed, the field was lacking a consistent, definitive standard for quality in children’s programs. Now, with the HIGH FIVE® Accreditation process, we can easily articulate our focus on healthy child development.

We have woven this concept throughout our policies and procedures, hiring, training and evaluative practices. We take great comfort and pride in knowing that our service delivery approach is based on sound research and proven industry standards.

It’s what’s best for the children in our programs and quite frankly... it has made life easier from an operational perspective.”

*– Eugene Todd, Director of Parks,
Recreation and Culture, Municipality of Port Hope*

“You know, we’ve just opened this \$12 million facility and it is more important to us what happens inside of it between our staff and the children than the profile of this building development. We will continually focus on the well-being of children; they are our community’s future and HIGH FIVE® has provided us with the tools and processes to do this well and in a way that is grounded in research and leads us to consistent quality.”

– Shirley Eggleton, Chair of Public Works, Peterborough, Ontario

“Becoming a HIGH FIVE® Accredited Organization demonstrates the depth of our commitment to quality recreation programs for the children of Bracebridge... We’re proud to have our municipality involved as a leader in this important initiative.”

*– Don Coates, Municipal Councillor and Chair of the
Culture and Recreation Committee, Town of Bracebridge*



www.HIGHFIVE.org

**HIGH
FIVE**
The best way to play™

The HIGH FIVE® mark of excellence makes it easy to distinguish organizations that incorporate a strong child-centered approach and an unyielding focus on quality.

Can my organization register?

Any organization that provides recreation and sport to children aged 6 to 12 is eligible to become a HIGH FIVE® Registered Organization.



The best way to play™

“HIGH FIVE® ensures that children have positive experiences in our program from the moment they enter our facilities. It has given staff insight into the role they play in creating positive memories for these children.”

*– Tracey Burns-Gagnon, Community Recreation Programmer,
Halifax Regional Municipality, Nova Scotia*



Get started today!

Contact us and find out how to offer the best way to play!

www.HIGHFIVE.org 1-888-222-9838

Contact information for all HIGH FIVE® Authorized Providers across the country is available on our website at www.HIGHFIVE.org or by calling HIGH FIVE® National at 1-888-222-9838.

