



# Monitoring Quality: Toronto's Journey



## **Children's Services**

Early Learning and Care Assessment  
for Quality Improvement

# Overview: City of Toronto's QRIS

- Assessment for Quality Improvement (AQI)
- Toronto's structure
- Assessment process: Centre-based and Home Child Care
- Centre engagement and feedback
- Supports
- Challenges & solutions

# Assessment for Quality Improvement (AQI)



**Infant**  
Early Learning and Care Assessment  
for Quality Improvement

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**Toddler**  
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**Preschool**  
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**Schoolage**  
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**Playground**  
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**Children's Services**  
Home Child Care Assessment  
for Quality Improvement

**TORONTO**

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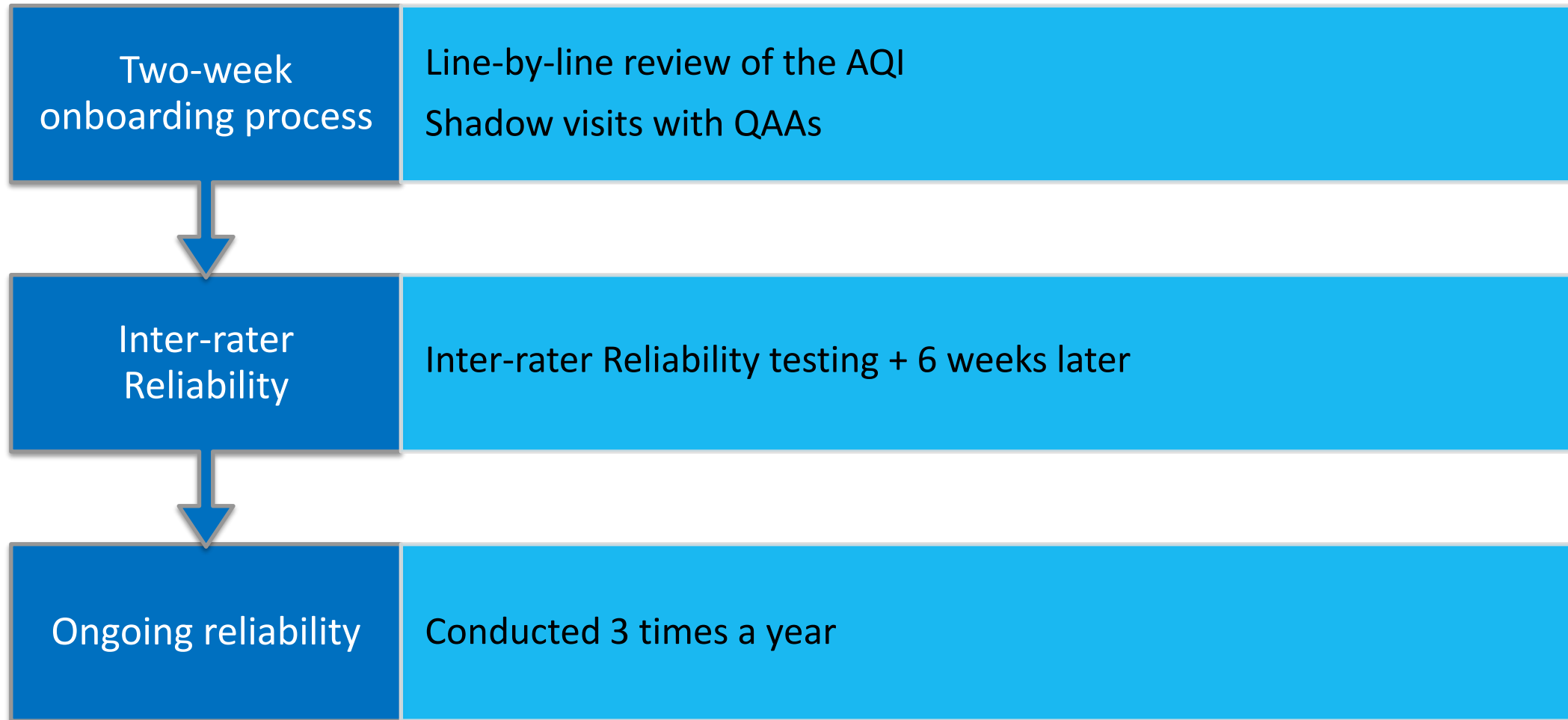
# Assessment Team: who conducts assessments?

10 Quality Assurance  
Analysts (QAAs)

Must have their  
Registered Early Childhood  
Educator (RECE) diploma

Experience working in the  
licensed child care sector

# Training Model



# Assessment Schedule & Expectations: Centre



Annual caseload:  
random and  
changes each year

Unannounced  
visits: any time  
throughout the  
year

All rooms within a  
centre are assessed

Spend a maximum  
of 90 minutes per  
program room

Observe both the  
environment and  
educator  
interactions

Based on a  
moment in time

# Feedback Process: Centre-Based



Detailed verbal feedback is provided at the end of the visit.



Program educators are encouraged to be part of the review



A final report, which includes how each sub-item was assessed, is emailed after the review.



The quality ratings are published online.

# Assessment Schedule & Expectations: HCC



Visits are scheduled with the Agency, but the Providers are selected randomly and are unaware of the visit

Observe both the environment and Provider interactions

Spend a maximum of 90 minutes per home

Additional time at the Agency reviewing documentation

Based on a moment in time

# Feedback Process: Home Child Care



High-level verbal feedback is provided at the end of the visit to the Provider.



Detailed review with the Agency



A final report, which includes how each sub-item was assessed, is emailed after the review.



Currently, quality ratings are not published online.

# Action Plan and Follow Up

- The operator submits an action plan to the District Consultant (city staff) for an areas requiring improvement.
- The District Consultant will work with the centre/HCC Agency to meet requirements.
- Where required, the Training team will offer targeted professional learning to a centre/Agency.
- Post-assessment customer survey.

Opportunity for Improvement #1
<b>Inform:</b>
What is the AQI Domain & Sub-item for the OFI?
<b>Reflect:</b>
Specific: What exactly do we want to accomplish in order to achieve improvement in this domain?
What resources and/or supports are needed to assist you in achieving improvement in this domain?
What is the intention of accomplishing this opportunity for improvement, and why?
<b>Act:</b>
What steps will be taken to accomplish this opportunity for improvement?
How will the progress of this opportunity for improvement be tracked?
What is the expected time of completion?
How does the method of working towards achieving the opportunity for improvement reflect any or all the foundations of HDLH? (Belonging, Well-Being, Expression and Engagement)
<b>Results: (to be completed after implementation of change)</b>
Using resources and reflection provide an outline of what happened. How has this impacted the children and/or the environment? What ongoing resources would be beneficial to support your program in continued success in this area?

# Support Systems



Coaching is provided by  
District Consultants



Community of Practice

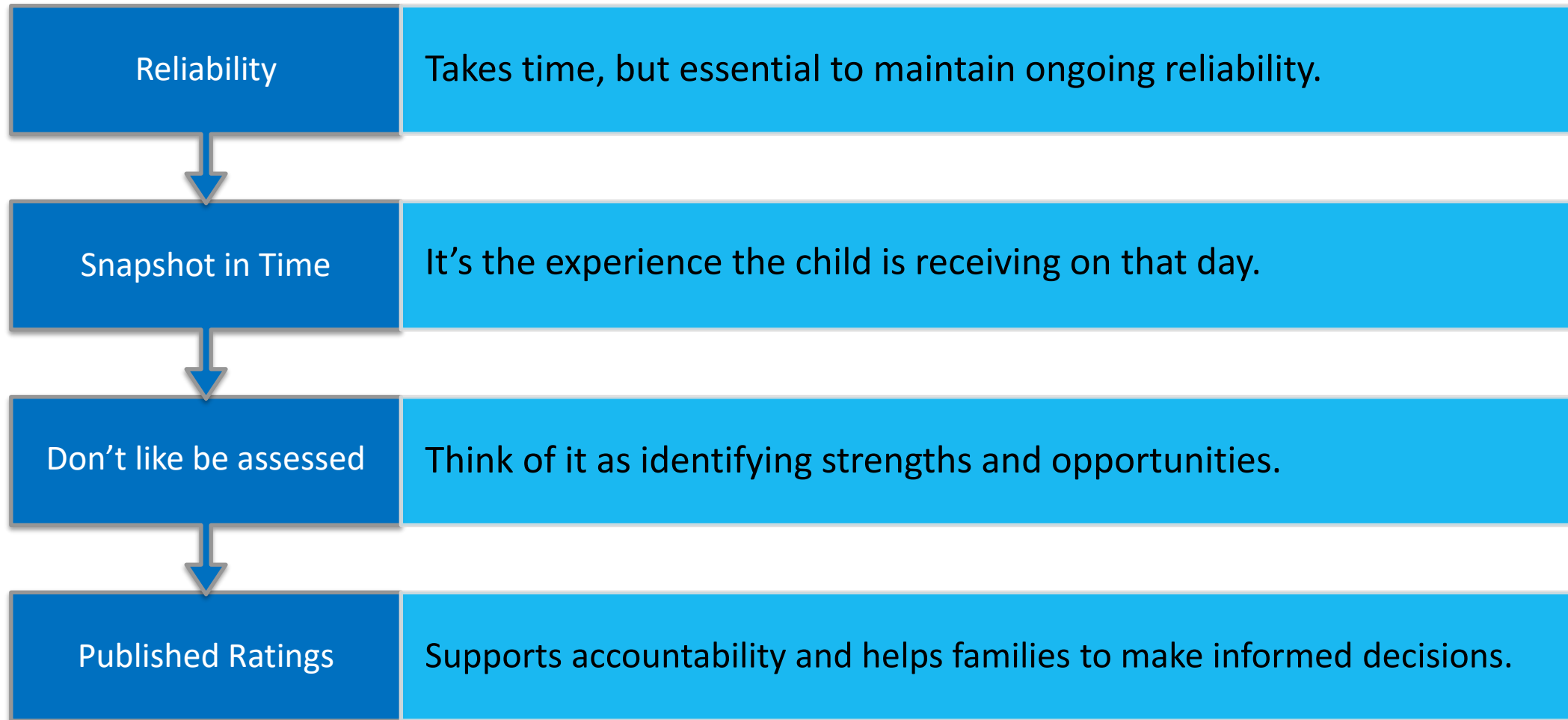


Simulation Room for  
Learning



Quality Café

# Challenges & Solutions



# Contact

Please reach out if you have any additional questions or interested in hearing more about the AQI.

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