



# Measurement Information

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## Measurement

The following information will demonstrate how the Durham Region Operating Criteria (DROC) will be measured. Operators are required to meet and be in compliance with the DROC. Operators that do not meet the requirements in the DROC will be expected to set up and implement an action plan within a set timeline. If non-compliances are considered of a serious nature, or the approved action plan for compliance is not implemented within the timeline agreed to, then sanctions outlined in the Service Agreement may be invoked. A Service Agreement may be terminated if the non-compliance(s) are considered ongoing or extreme.

**The Administration, Attendance Audit, Finance, Governance, Leadership and Policy and Procedures (P&P) sections of the DROC are designed as operational review sections. Programs are required to meet all of the requirements within each section.**

**Operators will complete the Governance and P&P sections and submit them to the Children's Services Division (CSD) for 2015.** The information will be reviewed by the QAs. The QA will connect with operators to ask questions, follow-up and review best practices. These sections of the DROC must be updated and submitted to CSD when changes occur or when requested by the QA.

**The Leadership section** is designed to be a conversation between the site supervisor and the QA. The QA reports will include meeting notes pertaining to these discussions as applicable.

**The Attendance Audit section** is designed to discover errors submitted in attendance and billing information. If errors are found, then payment corrections will be required. Additional training for staff to ensure billing accuracy may also be necessary.

**The Finance and Administration sections** will be completed by the QA at the head office or the child care site as appropriate.

The QA will address all non-compliances in these sections with the operator. The operator will create an action plan approved by the QA to address the non-compliances within an approved timelines.

**The School Age section of the ELCAQI is designed on a progressive 1 to 4 measurement scale:**

- 1 - Does Not Meet Expectations
- 2 - Needs Improvement
- 3 - Meets Expectations
- 4 - Exceeds Expectations

It is expected that a program receives an average score of at least three to meet the criteria. Scores of one are not acceptable and must be addressed immediately.

Quality interactions are an important focus. It is expected that programs receive an average score of at least three for criteria numbers 25 to 33 within the School Age section of the criteria.

**The Infant, Toddler, Preschool, Playground and Nutrition sections are designed on a progressive 1 to 5 measurement scale:**

- 1 or 2 = Does Not Meet Expectations
- 3 = Meets All Expectations
- 4 or 5 = Exceeds Expectations

The assessor reads the expectations of each sub-item, starting at the "Does Not Meet Expectations" column and then moves across the measurement scale by checking the boxes when the sub-items are observed or confirmed by staff. Once the assessor has completed the domain, the corresponding number is circled. All sub-items should be answered, even if a "no" response is indicated in the "Meets" or "Exceeds Expectations" columns. This allows the assessor to identify any areas that need support and/or further development.

## How does the scoring work on the five point measurement scale?

### Does Not Meet Expectations Quality Rating:

#### To score a "1":

Fifty per cent or more of the sub-items in the "Does Not Meet Expectations" column must be answered "yes", or for the "Interactions" section, if the **bolded** interaction is marked "yes", it is automatically a score of "one."

#### To score a "2":

Less than 50 per cent of the "Does Not Meet Expectations" column is answered as "yes", or all indicators in the "Does Not Meet Expectations" column are marked as "no", but a sub-item in the "Meets Expectations" column is marked as "no."

### Meets Expectations Quality Rating:

#### To score a "3":

All sub-items in the "Does Not Meet Expectations" column **must** be marked as "no" and all sub-items in the "Meets Expectations" column **must** be marked as "yes". Or, all sub-items in the "Does Not Meet Expectations" column are marked "no" and all sub-items in the "Meets Expectations" column are marked "yes", (and at least one sub-item in the "Exceeds Expectations" column is marked "no".)

### Exceeds Expectations Quality rating:

#### To score a "4":

All sub-items in "Does Not Meet Expectations" column are marked "no", all sub-items in the "Meets Expectations" column are marked "yes", and 50 per cent or more of the sub-items in "Exceeds Expectations" column are marked "yes."

#### To score a "5":

All sub-items in "Does Not Meet Expectations" column are marked "no", all indicators in "Meets Expectations" column are marked "yes", and **all** indicators in "Exceeds Expectations" are marked "yes."

It is expected that a program receive an average score of at least three to meet the criteria in each of the assessed sections. Scores of one are not acceptable and must be addressed immediately.

Quality interactions and supervision of children are an important focus.

It is expected that programs receive an average score of at least three for Infant criteria numbers 18 to 24,

It is expected that programs receive an average score of at least three for Toddler criteria numbers 18 to 24,

It is expected that programs receive an average score of at least three for preschool criteria numbers 23 to 31.

It is expected that programs receive an average score of at least three for playground criteria number one.