



2021 Continuous Quality Indicator (CQI)

Strategic Direction #1: Innovation

#1, A. To create, implement and monitor an efficient communication strategy within our agency and across the community

- Launch of a new functional website
 - www.trianglesudbury.ca has officially launched, and an ongoing maintenance plan for the site is being developed
 - The new website hosts Virtual Tours that showcase the early learning environments the remaining tours are scheduled to be filmed over the fall/winter of 2021
- Increased social media presence
 - Over the Atlantic (OTA) has helped CPTM rebrand into Magic Triangle. They are helping us design new signage, business cards and promotional materials to help with the re-branding
 - OTA is designing a Facebook marketing campaign that will start in the fall of 2021 and is expected to last 6 months
- Day to day Internal/external communications procedures
 - **EarlyON**
 - We have provided consistent, well attended virtual programs over 2021, over the summer we provided 27 face to face/live programs (attendance:222), 163 pre-recorded programs (engagement:16330)
 - We have seen great success with take home activity kits, in 2021, 10 different themed kits were developed and 1120 have been handed out
 - **Pedagogy**
 - CPTM pedagogy liaison has been meeting with City's Program Quality Coordinator monthly to discuss pedagogy and how to support CPTM childcare centres. A plan was made to re-ignite CPTM's Pedagogy Team. The pedagogy team plans to meet quarterly beginning in October discussing various successes and challenges within their sites
 - **Summer Students**
 - Pilot project using federal grant to hire summer students. We were approved for 14 positions across all sites, we hired 12 personnel, 8 summer students completed their 8-week contract
 - As result, 2 students excelled over the summer, and we have hired them fulltime as result of the pilot

#1, B. Develop, implement, and adhere to efficient and modern administrative practices

- New online system for scheduling, billing, time sheets
 - Sandbox was chosen as the Data Management System for our parent registration, billing and time employee time tracker
 - All CPTM personnel has been added to the system
 - 65 tablets were divided across each program in all sites. These tablets will be used for employees to sign in/out, communicate with families and enhance pedagogy in the learning environments
 - 14 of 14 sites and the 3 EarlyON locations have been given a 2-hour training on all staffing aspects of sandbox
 - We have 4 of our largest sites piloting the implementation of the Time Clock

- Parent intake process
 - We are projecting to have Child Enrollment / Registration forms finalized and uploaded by the end of September, ready for trial by end of 2021 (enrollment, registration, calendars, billing)
 - We have implemented waitlist training for all sites, and a monthly waitlist site priority list review to ensure we are opening at maximum capacity that our staffing situation permits

Strategic Direction #2: Performance management and accountability

#2. Enhance quality of programs and retention of personnel by creating processes to evaluate well defined job duties

- Job function inventory and optimisation
 - In the spring of 2021, we updated CPTM's organizational chart
 - New detailed job descriptions will be created for all positions in 2022
- Mentorship / orientation manual development
 - All interviews are now taking place virtually and being conducted by the hiring committee
 - We have high staffing needs in all sites; St Denis has been identified as a priority
 - A sub committee has been formed to develop and implement an onboarding strategy
 - Exit interviews have been developed and data collection has started in the fall of 2021
- Standardisation across all sites/performance management
 - In 2022, we will be forming a sub committee to develop a performance appraisal plan
 - Since April 2021, the Compliance and Inclusion Facilitator (CIF) has been supporting, training and coaching 5 site leads at 5 different locations. She has helped 9 sites prepare for their yearly licensing and so far, all sites have passed with 100%
 - The CIF has help weekly meetings with the Child and Community Resources' consultant. She has helped support all sites with safety plans, transition to school plans, transition to daycare plans, behavioral documentation, scoring ASQ-SE and ASQs, and setting goals for children and educators with the Learning and Inclusion Consultant

Strategic Direction #3: Risk management

#3. Develop, implement, and maintain high quality risk management policies and procedures within our agency

- Financial planning to ensure recovery from Covid-19 related operations and economic viability
 - CPTM has accessed all additional types of funding available, CEWS, Safe Restart Funding, Summer Job Grants
 - CPTM is currently still has funding to provide enhanced childcare services through Child and Community Resources (CCR) in 2021
 - CPTM has paid symptomatic employees to go for Covid-19 testing
- Policy update plan
 - CPTM has organized biweekly policy review meetings to drive forward the policy review
 - The entire leadership team is familiar with the OneDrive and has received training on how to access the content
 - We have hired HR specialists through Gallagher to review, modernize and complete our existing HR policies, the new policies will be available for review in the fall of 2021
 - The OneDrive has been expanded and now includes all licensing policies in both official languages. We are in the process of adding our policy manuals, and HR policies with help from specialists over at Gallagher