

QCCN Level of Support Process List

QCCN Support Visit – Components to Go Over

1. All centres will receive a questionnaire.
2. Based on the responses from the questionnaire, Niagara Region Children's Services will be determining the level each centre will be placed at (Level 1, 2 or 3). ECCDC will be informed of the level and will coordinate appropriately.

Level One

1. Level one centres will receive an email informing them that a mandatory visit will not be required. They will be informed that they are welcome to reach out for support at any time if new concerns or issues arise.
2. A reminder of training, conversation cafés and website resources along with the revised Behaviour C.A.R.E. Checklist will be included in the email.

Level Two

1. Level two centres will receive an email informing them that a customized support visit will be arranged on their behalf. The visit will be no longer than 1 hour in length.
2. The centre will be contacted to schedule the support visit.
3. On the day of the visit, a Zoom link will be sent to the centre. *(If Zoom is not available for the visit by the centre, a phone call can be arranged, or another virtual platform may be used).*
4. After the visit, corresponding documents will be sent and if applicable, copy the centre's Program Coordinator/Regional Director/Program Manager to the email for umbrella organizations.
5. Dates for key actions will be recorded and followed up on within 4-6 weeks.
6. Confirmation/acknowledgment of completed action items will be sent to the centre, copying Niagara Region Children's Services.

Level Three

1. Level three centres will receive an email informing them that a customized support visit will be arranged on their behalf. The centre will be receiving ongoing customized Support Visits, the length and frequency of which may shift over time based on what is identified for support.
2. The centre will be contacted to schedule the virtual support visit.
3. On the day of the visit, a Zoom link will be sent to the centre *(If Zoom is not available for the visit by the centre, a phone call can be arranged, or another virtual platform may be used).*
4. After the visit, corresponding documents will be sent and if applicable, copy the centre's Program Coordinator/Regional Director/Program Manager to the email for umbrella organizations. The next support visit date discussed will be included in the email.
5. Dates for key actions and follow up support visit will be discussed with the supervisor during the visit and recorded.
6. Key action items, including any further supports needed, will be followed up on within 4 weeks.
7. Confirmation/acknowledgment of completed action items will be sent to the centre copying Niagara Region Children's Services.