

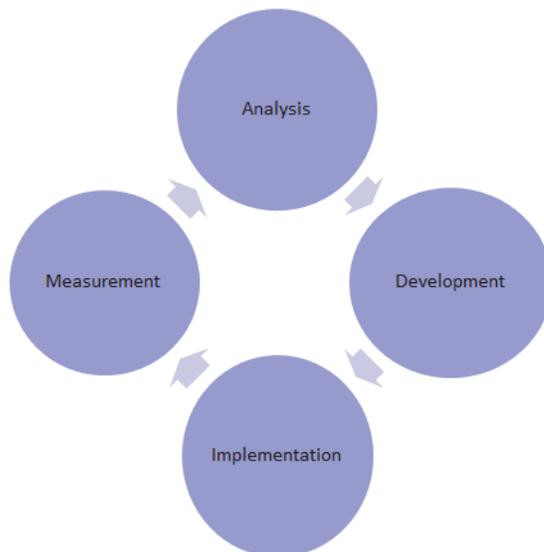
## Guidelines for Continuous Improvement

### Guidelines for monitoring and accountability of the [Ottawa Safe Sport Toolkit](#)

#### Overview:

It is important for an organization to regularly check in with all stakeholders to ensure that it is meeting the expectations set from its commitments. In the case of the [Ottawa Safe Sport Toolkit](#), a model of continuous improvement was used to create the customized [Ottawa Safe Sport Toolkit Assets](#). In order for Ottawa community sport organizations to continue to benefit from these [Assets](#), it will be important to view all the [Assets](#) as part of their organizational safe sport strategy and to embark on their own annual cycle of continuous improvement.

We recommend using this **Cycle of Continuous Improvement** based on the following graphic:



There are four steps to this Cycle:

1. **Analysis**
2. **Development**
3. **Implementation**
4. **Measurement**

Each step provides a crucial component in ensuring quality and accountability. And all are necessary to complete the cycle. It is recommended to begin at Analysis to inform decision-making based on evidence learned in the analysis step.

**Analysis:** This step helps explore where issues may arise. It is beneficial to see the big picture and identify strengths and gaps in your organization's safe sport strategy. It is recommended this is done annually to be proactive and avoid surprises, or when something is brought to your attention. Analysis can be done through surveys or other means of engagement with stakeholders. Depending on an organization's relationship with its stakeholders and the issues under review, it can be done by the organization or an independent third party.

**Development:** If there are areas that have been identified in your analysis which require improvement, this step provides a focus on these priorities and allows development of further assets or additions to the existing ones. You may have found that some of the [Ottawa Safe Sport Toolkit Assets](#) that were developed as part of the [Ottawa Safe Sport Toolkit](#) are meeting your needs while you may want to further enhance or customize others based on your own analysis of how well they are serving your safe sport strategy.



**Implementation:** Once you have developed what you need, it is critical to have an implementation plan which is shared with all stakeholders to ensure awareness of the plan by all and an understanding of roles within the plan. As part of the [Ottawa Safe Sport Toolkit](#), the **Ottawa Safe Sport Toolkit Implementation Guide** is provided. You may want to update this Guide to add newly developed or customized assets of your own. The key part of implementation is ensuring clear communication with your rationale for the changes.

**Measurement:** this final step is necessary to complete the cycle and ensure that the changes you have undertaken are working. Organizations face issues when they assume everyone knows about and is following the same protocols. Measuring awareness and adherence will ensure decisions are based on evidence and will provide assurance that safe sport standards are being met.

**And Repeat:** Once you have finished each step of the cycle, continue the cycle on a regular basis to ensure you remain proactive.

### **Implementation of the Cycle of Continuous Improvement for the Ottawa Safe Sport Toolkit Framework and its elements:**

- **Policy**
- **Training Requirements**
- **Engagement**
- **Resources**

Overall, each of Framework elements as identified above should be interwoven into each of the four steps of the Cycle of Continuous Improvement (as per earlier graphic). When you are going through each of the steps of the Cycle, here are some specific examples to review annually to ensure you are proactive:

#### **Policy:**

1. Ensure all policies included in **Ottawa SSPS template** ([found on the Policies toolkit page](#)) have been customized and approved by your Board. If there have been any significant changes in safe sport, update your policies to reflect the changes. If you are unsure, check with the [Ottawa Sport Council](#) or the [Coaching Association of Canada](#) or consult a sport policy expert.
2. Are your policies working as intended? Have you noticed a difference in the way people interact with each other?
3. Are people aware of the policies? How do you know?
4. If you make changes to your policies, communicate those changes to all stakeholders and ensure adherence as per the Policy section of the **Ottawa Safe Sport Toolkit Implementation Guide**.

#### **Training Requirements:**

1. Ensure all stakeholders who are required to complete training as per your **Screening and Training Matrix** in Appendix A of your [Screening Policy](#) have done so.
2. Check to see if your communication and tracking methods are working.
3. Check in with your stakeholders to get their feedback on your training requirements.
4. If there are new trainings that have been recommended for your stakeholders, consider making this part of your requirements.



## Engagement

1. Review your **Communication and Engagement Protocol** as per the **Engagement** section of the **Ottawa Safe Sport Toolkit Implementation Guide** to see if it is on track and working.
2. Make this area a priority to ensure you hear from all stakeholders as part of your Analysis and Measurement steps. If you are missing key stakeholders, be intentional about reaching out directly to engage them.
3. Ensure your administrators and coaches are aware of the [Safe Sport Debrief Tips for Administrators](#) and the [Safe Sport Debrief Tips for Coaches](#) and are feeling supported to deliver the Debriefs annually.
4. Check in with technical support to ensure your methods of communication and engagement are effective and update with any new innovations, if desired.

## Resources

1. Review your website links to ensure they are all still accurate and relevant.
2. Check in with your stakeholders to find out which resources have been most beneficial to them.
3. Ensure all your resources are reaching your desired stakeholders.
4. If there are new resources that have been recommended for your stakeholders, consider linking them on your website or social media pages.

## Conclusion

Thank you for your commitment to safe sport and for ensuring your organization stays current and proactive regarding evolving Safe Sport issues. For any questions or concerns, please contact the [Ottawa Sport Council](#).