Child Maters Incorporated

**Enhancing Communication with Families**

In order to facilitate relationship building with the Parents/Guardians the Centre Staff will:

1. Recognize, acknowledge and respect the Family as the most influential in the Child’s life.
2. Speak to, acknowledge, greet the Parent/Guardian in some way every day at pick up time, even when the Centre Staff are working with other Children
3. Greet the Parent/Guardian in their own language while accepting and respecting cultural and religious practices. A simple hello in the Family’s language demonstrates respect and appreciation.
4. Interact with the Parent/Guardian in a friendly and professional way focussing on the positive aspects of the Child’s time at the Centre.
5. Ensure confidentiality when speaking about a Child or reporting an incident/injury.
6. Participate in reciprocal phone calls, emails and visits as a way to inform the Parent/Guardian of upcoming events, ongoing issues or concerns, or information about the afterschool program, especially as it relates to their Child.
7. Create, with help by the Children a newsletter to send home so that the Parent/Guardian can be kept up to date on what is happening in the afterschool program.
8. Document with the Children’s input the ‘goings on’ of the Centre so the Parent/Guardian is aware of areas of interest being focussed on a weekly/monthly basis.
9. Provide the Parent/Guardian with a Parent Handbook upon registration to the afterschool program which will help keep Parents/Guardians informed about the program, policies and procedures. This document will be reviewed during the evening of the parent orientation session. The Parent Handbook will outline the Centre’s policies regarding: Health and Safety, Nutrition, Toileting, Sanitization and Hygiene, Emergencies, Travel, Supervision and Behaviour Guidance.
10. Host an orientation session at the beginning of the school year to provide practical information to Parents/Guardians about fees, policies, hours of operation and general program philosophy. The orientation session will provide an opportunity for the Parent/Guardian to become familiar with the Owner, Administrator and Centre Staff, have an open discussion with and familiarize themselves with the other Families about the Centre’s philosophies, policies and procedures while meeting some of the other Parents/Guardians.
11. Collect parent’s email addresses so that the Centre Staff can distribute pertinent information about the afterschool program, e.g., upcoming events, reminders, notices, etc.
12. Produce a Parent Feedback questionnaire in order to collect valuable information towards improving the After School Program.
13. Schedule Parent/Guardian conferences as indicated to provide and to discuss the Child’s progress as well as any concerns that the Parent/Guardian may have about the Centre.
14. Consider scheduling annual social events, e.g., potluck supper, guest speakers, family picnics, to further involve Parents/Guardians in the functioning of the Centre.
15. Invite Parents/Guardians to participate at the Centre by sharing their talents, skills or hobbies with everyone at the After School Program.