

## Communications Policy

**What is Communication?** Webster defines communication as...the activity of conveying information; the process of transferring information from one entity to another.

**Quotable Quote:** "Say what you mean, mean what you say, but don't say it mean!" and "Kind words can be short & easy to speak, but their echoes are truly endless." Mother Theresa

Staff members are expected to use proper communication channels and effective communication techniques that support positive work relationships with: 1. Children; 2. Administrators/Owners; 3. Parents/Families; Peers/Support Staff; and Community Resources/Agencies.

1. We encourage open parent teacher communications daily. Each child and parent should be greeted (by name) upon arrival and upon departure. Information will be exchanged about the child's health, safety, wellness, and/or development daily. Each classroom should provide written documentation of the child's daily progress. Also, in Pre-school class rooms there should be an established mode for 2-way written communications regarding the child's progress.
2. Monthly pre-proofed newsletters and memos should be issued to inform parents of information and changes relevant to classroom and center operations. Communications are issued in languages familiar to all enrolled families to inform them of information and changes relevant to center operations. Room Parents are encouraged to help facilitate good communications. Staff should speak and write with correct spelling/pronunciation, grammar and sentence structure. Have all documents proofed prior to external distribution.
3. A bi-lingual staff translator is available for routine communications, home visits, parent orientation, workshops and family conferences for Spanish speaking families and the site secures translators through the International House and Into Language Global for other non-English speaking families.
4. Staff attendance at monthly staff meetings and Family attendance at Parent Board meetings is expected to exchange information to support the school's Mission.
5. Important daily information should be posted in languages familiar to all enrolled parents on the "Parent Board," in child's cubby or in another prominent place within the classroom to catch parents' attention. Classroom or area meetings are held periodically (at least twice per year) to update parents about curriculum.
6. Parent conferences are scheduled in two ways: upon request by the parent, director, or teacher as needed; and routinely (~3/year) during the school-year to discuss the child's developmental progress. Conferences must be held for all students regardless of their enrollment date and age.
7. Concerns about a child's care and education should first be addressed with the classroom teacher who will be warm and responsive to concerns and work with the Director to resolve in a timely manner. Be patient and listen as concerns are shared. Seek first to understand – THEN – to be understood.
8. Administrators will support learning environments by limiting interruptions during instructional time with mutually agreed upon communication methods.

9. We expect staff to be courteous and respectful to children and families at all times. We expect parents and families to be courteous and respectful to school staff as well. We REQUIRE respectful, positive and supportive communication between staff and families to maintain a peaceful climate for children. If you are uncomfortable based on a staff or parents' words, actions or approach, respectfully cease communication until a 3<sup>rd</sup> party can help to resolve the situation. A special conference may be called to remedy the situation. Continued negative words, actions or approach between staff and family members will result in termination of the relationship (either way) for the good of the school environment.
10. In the event of an emergency, OR if for any reason, you need to reach someone in authority regarding operations of the center or your employment, please contact the Director as there is always a person on staff designated to handle situations or to contact the appropriate person to do so.
11. If a staff person is unable to satisfactorily resolve an employee or parent/family concern, the staff or family member is expected to and has every right to contact the Director or Owners for further resolution. Also, if there are urgent after-hours question, the owners can be reached by cell phones at 980-253-7212 or 980-253-7213.
12. Please communicate openly regarding our program and its effectiveness. Our directors and owners are always open to hear your feedback. We encourage your participation in our Parent Advisory Board (PTA). In addition, there is a confidential box for employee or family feedback in the reception area. You can reach the facility by phone, e-mail or on the website listed on the Handbook cover. You can also confidentially reach the Owners at [json131@aol.com](mailto:json131@aol.com). Also, at least annually, we conduct an open-ended survey to give families and employees the opportunity to evaluate the program. Please participate as often as you can. Remember, Together, We Make the Best, Better!

