

# Open-Door Communication Policy

We prioritize effective and transparent communication between staff and families. Our Open-Door Communication Policy ensures that families are actively involved in their child's care and development while maintaining a professional and respectful environment. As staff members, it is important to understand and adhere to the following guidelines:

## **Parent/Guardian Visits**

Enrolling parents/legal guardians are welcome to drop in and observe the program at any time. However, staff should ensure that consultations with parents are scheduled at a mutually convenient time to allow for undivided attention.

## **Communication with Parents**

Facility telephones should be used for all parent/guardian communications. Staff must not use personal cell phones for work-related matters. Staff should coordinate with parents to establish appropriate times for phone calls.

## **Ongoing Updates to Families**

Staff members must provide continuous updates to parents/legal guardians concerning:

- o The child's progress and development
- o Daily updates regarding child's care
- o Program activities

## **Family and Staff Meetings**

Staff should facilitate and encourage attendance at family and staff meetings, or gatherings, which are held twice a year.

## **Family Education Opportunities**

Staff should ensure that families are informed about relevant educational opportunities available to them, helping parents/legal guardians better understand their child's development and the program we offer.

## **Community Resources**

Staff members should provide information to families about community resources that may support the child's development and well-being.

## **Parents' Handbook**

Staff are responsible for encouraging parents/legal guardians to familiarize themselves with the Parents' Handbook, which outlines the childcare program's policies and procedures regarding:

- o The care of their child
- o The program itself
- o General operational procedures

## **Encouraging Feedback**

Staff members should create an environment where feedback is welcomed from parents/guardians on all aspects of the program. This is vital for continuous improvement.

## **Addressing Concerns**

If parents/legal guardians have concerns about the care of their child or any incidents in the childcare program, staff members are encouraged to address these concerns promptly and professionally. It is critical that staff members act as a first point of contact for resolving concerns.

## **Staff Responsibility**

All staff must maintain a professional and approachable demeanor, ensuring that communication with families is respectful, transparent, and supportive of the child's development. Any concerns or issues that arise during communication with families should be promptly reported to the Program Coordinator or Manager.