

Policy 14. Communications

- The following pertains to all communications including:
 - o Communications between board, director, and staff
 - o Communications with parents, families, and children
 - o Communications with community and public
- All of the above communication shall be respectful. Abuse, harassment, and discrimination of any nature is unacceptable. Staff members and families will not tolerate abusive or obscene language.
 - o See Policies:
 - 1.5 Code of Conduct
 - Policy 19. Discrimination and Harassment
 - Policy 22. Termination of Service
- All communications shall respect the confidentiality of children, staff, guests, volunteers, and families (Policy 15. Confidentiality)
- The SCD logo shall be present on all paper SCD communications
- Director will maintain reasonable communications with daycare families from 5am to 6pm if required; families required to limit communications before 7am and after 5pm to urgent matters only

14.1. Methods of Communication

- o Board
 - Email address: stockholmcommunitydaycare@gmail.com
 - Box 130 Stockholm, SK 50A 3Y0
 - Personal communication with any board member
- o Director
 - HiMama App (preferred)
 - Email address: kyla@stockholmcommunitydaycare.com
 - Phone: 306-793-3033
 - During regular office hours
- o Educators
 - HiMama App (preferred)
 - By appointment
- Formal communications to the Board and/or Director must be received in writing per email, HiMama message, or letter. These will be considered by the Director and/or Board and response provided. Communications received via conversation or on social media may be addressed at discretion of Director and/or Board.

14.2. Communication Devices

- Director will be provided with an SCD owned integrated laptop/tablet and docking station with mouse, keyboard, and monitor
- SCD will maintain 2-6 additional tablets (e.g., for toddler room, pre-school room, kitchen, floating)
- Director and staff will be asked to use personal cellphones if necessary to complete SCD activities off-site during working hours

14.3. Chain of Communication

- Board and Director shall maintain regular communications
- Staff are encouraged to communicate directly with their lead or Director; if the issue is not resolved, they may raise it with the Board
- Families are encouraged to communicate directly with the staff immediately supervising their children; if they are uncomfortable or the issue is not resolved, they may raise it with the Director; if a satisfactory solution is still not achieved, parents may raise the issue with the Board

14.4. Photos

- Upon registration, all parents/guardians and staff will be asked to sign a photo consent form.
- Educators will regularly photograph children for whom they have consent via the HiMama App
- These photos will be strictly limited to parents/guardians unless given permission to post publicly.
 - o Before any photo is posted publically, explicit permission will be received from guardian of all children featured
- Photos of daycare activities in which no child may be identified may be publically shared without explicit consent.

14.5. Social Media

- Board and Director shall maintain a Facebook page
- All social media communications shall be positive and general with confidentiality of families, staff, and community members respected (see Policy 15).
- If a comment/post may be perceived as negatively representing the SCD or jeopardizing a child's confidentiality, it will be deleted and the poster will be contacted privately by the Director or a Board member to discuss the issue.
 - o If the poster is a community member and the issue can not be resolved, he/she may be blocked from posting on the SCD page
 - o If the poster is a user of the daycare and the issue can not be resolved and/or the post was made with malicious intent, their service may be terminated (see Policy 17).
 - o If the poster is an employee of the daycare and the issue can not be resolved and/or the post was made with malicious intent, their employment may be terminated (Policy 4).