



**Umbrella Family and
Child Centres of Hamilton**

1.2 RIGHTS AND EXPECTATIONS OF CHILDREN, FAMILIES, AND STAFF

MANUAL	Child Care Centre Program Policy Manual
SECTION	1- Belonging
POLICY	1.2 Rights and Expectations of Children, Families, and Staff
LAST REVISED	June 19, 2024

RIGHTS AND EXPECTATIONS OF CHILDREN, FAMILIES, AND EDUCATORS

Children have the right to:

- Feel safe and secure from physical, verbal, or any other form of harassment
- Feel safe from discrimination
- Be treated in a fair, consistent, and respectful manner
- Be provided with a safe, clean, and pleasant learning environment
- Be listened to in a respectful manner, appropriate to their age and stage of development
- Be guided in a positive manner
- Be protected from exposure to offensive language of a racial or sexual nature

Expectations: Children (Kinder/School Age) should:

- Report directly to child care before and after school (in the case of school-age children)
- Participate in activities
- Follow the school's code of conduct
- Respect the rights, feelings, bodies, and property of others
- Seek help when needed
- Set a good example
- Refrain from using inappropriate language, or making offensive comments of a racial or sexual nature
- Be honest and polite

Parents/Guardians have the right to:

- Be informed about their child's participation in the child care program
- Expect the program to be conducted in a safe and orderly manner
- Be provided with a program for their child designed to meet both individual as well as group needs and interests

Parents/Guardians are expected to:

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



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- Notify the Centre with any changes to the child's regular routine involving their child care, including absences
- Communicate with child care staff regularly regarding their child
- Help their child to make wise decisions
- Support and co-operate with child care staff where there is a concern about the child's behaviour
- Discuss this document with their child (School Age/Kindergarten)
- Replace or repair any items deliberately damaged by their child, whether belonging to the Child Care Centre, School, another child, or staff member
- Refrain from using inappropriate language, or making offensive comments of a racial or sexual nature
- Refrain from any harassment, intimidation, or discrimination against children, staff, other families, or community partners

Staff Members have the right to:

- Feel secure and safe from physical, verbal or any other form of harassment
- Feel safe from discrimination
- Expect the child to behave in a cooperative manner
- Find an alternative activity for the child if they are not being safe with others
- Be treated in a fair, consistent, and respectful manner
- Seek and receive support for challenging behaviour

Staff Members are expected to:

- Carry out their duties in a professional manner at all time
- Follow the Umbrella Program Statement
- Use appropriate and respectful language with children, parents, and colleagues
- Treat children as individuals and meet their needs in a respectful manner
- Provide a pleasant environment for children
- Set a good example for children
- Keep parents informed about the child's participation
- Use positive reinforcement
- Be responsible for the physical and emotional safety of each child

Managing Infractions- Children:

When infractions of this agreement occur, it is understood that disciplinary actions will be taken, and may include the following depending on the severity and frequency of the occurrence:



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1. Staff remind and directs the child to follow the expectations set out in this document and a discussion takes place with the child. Staff document this in writing and discuss the behaviour with the parents/guardians who are provided with a copy of the report.
2. If behaviour expectations continue to be unmet, the Supervisor will notify the Program Manager. Program Manager will engage the Manager of Program Excellence (PE Team) to discuss the situation. The PE Team, along with the Program Manager will support the creation of an Action Plan.
3. If behaviour expectations continue to go unmet after an Action Plan has been developed, it may result in the temporary suspension or care, or removal from care.

Managing Infractions- Parents/Guardians:

Infractions from parents are taken seriously. The following steps will be taken:

1. A meeting will take place between the parent and the Supervisor to resolve the issue. The parent will re-sign the above agreement. Should the nature of the first infraction be severe, it may result in the termination of care.
2. Should another infraction occur, the Program Manager will meet with the parent. Continued infractions can result in the termination of care.

Managing Infractions- Staff Members

Infractions relating to staff members will be dealt with following Umbrella's Performance Management and Progressive Discipline Policies.

Policy Attachments: N/A