

Flow Chart of Communication for Parents

Educators – In person at drop off or pick up.

Please take a minute to discuss your child's day. This may include positive feedback, incident reports, equipment/clothing needed, or general paperwork.

For longer or more confidential discussions (involving your child, as we cannot discuss other children with parents), please set up a phone meeting with the Program Manager by email.

Program Manager—In person, by phone, at a set meeting, or by email

- Communicate any time your child will be away (sick, vacation, or otherwise). Please do this by email to it@nanaimoinnovation.org, prek@nanaimoinnovation.org, or forest@nanaimoinnovation.org
- Questions or concerns about the program or the care being provided by staff
- Care Plan Meetings or discussions about child-specific needs.
- Any sensitive conversation that should not be discussed around children.
- Questions regarding Developmental Narrative, observations, and documentation
- Requests for drop-in
- Clarification on policies or special requests outside of policies (typically needing a Care Plan and may need to be approved by ED).

Executive Director - In person, by phone, at a set meeting, or by email

- Questions or concerns about the program or the care being provided (if Manager isn't able to resolve the question or concern).
- Overall day-to-day operational questions -- Staffing, Maintenance, Enrollment, Calendar, Events, Program Supplies, Donations, Volunteers, Budget, Special Programs, Community Partnerships, Planning, and Safety.
- Clarification on policies or special requests outside of policies
- Disputes and Resolutions assistance with anything to do with the programs (after attempts have been made to resolve with the Program Manager following our Code of Conduct).

Board of Directors – By email (which will be reviewed at the next board meeting)

- Questions or concerns about the program or the care being provided (if Manager and ED are not able to resolve the question or concern).
- Questions about the Budget and Financials
- Official requests for a review and change of policies
- Disputes and Resolutions assistance with anything to do with the programs (after attempts have been made to resolve with the Program Manager and ED following our Code of Conduct).
- Official complaints about the operations