



COMMUNICATION WITH PARENTS

WHAT IS DIFFERENT?

The CNC Requirements have a much greater emphasis on quality care that is designed to meet the unique needs of newcomer families, and they provide details on how you can better help newcomer children and their families to settle and prepare for life in Canada.

Organizations must ensure that they communicate with parents and help them to understand the information related to their children and care.

WHY IS IT IMPORTANT?

CIC-funded services are designed to promote newcomer settlement. The CNC model supports this with a much greater emphasis on quality care that meets the unique needs of newcomer families. Communicating with parents about the care of their children involves:

- Forming partnerships with parents.
- Keeping parents informed about what is happening when they are not with the child.
- When a child enjoys an activity, sharing it with parents so they can talk to their child about the day and maybe try similar activities at home.
- Giving parents an opportunity to talk about their child's development.
- Connecting newcomer parents to the community by providing information about resources, such as libraries and community centres.

CNC Staff should “work together with families to create a predictable, familiar, and meaningful environment for the children and ... make adaptations for every child in the group” (p.32)

Judith Colbert Combined Care Report

Language is a major barrier to effective communication with newcomer parents. To ensure that you get necessary information from parents about their child and provide them with the information they need, it may be necessary to turn to other individuals with knowledge of home languages who



can interpret what is being said and help with translation when necessary.

Effective communication results in informed newcomer parents who have the information and resources they need to support their parenting, transition and settlement.

IMPLEMENTATION

Keeping Parents Informed

Develop and follow procedures that include staff members interacting with parents regularly to learn as much as possible about the children and families in the program. Work with your staff to determine how they currently do this, and brainstorm different ways of communicating messages to parents who don't speak English (or French). Some strategies to consider:

- Greet parents and make them feel comfortable.
- Make time for conversations with parents each day.
- Use visual tools to help with communication, such as schedules in chart form, calendars, photo books, and photos of different emotions, etc.

Special considerations for Long Term Care

Consider how you will maintain ongoing contact with the parent both to complete and update the Child Profile, and to provide the parent with information about:

- The child's progress,
- Community resources related to parenting,
- Settlement information,
- Community activities/events, and
- Where to find services or information.

Set up a 'library' of as many resources as possible in different languages. Include local resources and information on services that are available to support newcomers who are parenting in Canada. If possible, allow for some privacy, so parents can pick up brochures, resources and information of interest.



Removing Language Barriers:

- Develop procedures for accessing translation services when language is a barrier to communicating with parents.
- Determine whether your organization already has services available, and/or how you might be able to access support as needed.
- Formal translation services can be costly, so if you don't have access to any through your organization, consider using coworkers and/or other parents to help with translation for new parents.
- Keep issues of confidentiality and privacy in mind.
- Ensure that all staff are aware that you have a plan for accessing translation, and that they should be following procedures.
- Try to obtain information about community activities/events, where to find services or information on translation.

SUPPORTING DOCUMENTS

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- The “New In Canada” Parenting Support Series is available in twelve languages at: www.mascanada.ca.
- My Language - <http://www.mylanguage.ca/>
- Multilingual Tip Sheets - <http://illinoisearlylearning.org/menus/tipsheets.htm>
- Shaken Baby Syndrome Prevention Program - <http://legacy.oise.utoronto.ca/research/ONF-SBSPrevention/Current%20implementation/Implementation.htm>
- Best Start - http://beststart.org/resources/other_languages/
- Getting School Ready! - <http://earlylearning.org/resources/publications/getting-school-ready>
- All About Child Care - <http://mascanada.ca/2011/05/10/all-about-child-care-brochure/>



REQUIREMENTS

3-2 INTERACTING WITH PARENTS

Information from Parents about the Child and Family

- a. Procedures ensure that CNC staff members interact with parents to learn as much as possible about the child and family, including
 2. When a child is new to CNC, CNC staff members review the child's registration information and, when possible, ask parents to provide any additional information that may help them provide appropriate care for the child.
 3. When a child participates in long term CNC, CNC staff members discuss the CNC Child Profile with parents and give parents opportunities to provide additional information relevant to the care and settlement of the child.

Information for Parents about the CNC Experience

Long Term CNC

- b. When children participate in long term CNC, parents
 3. Participate in an orientation process that includes an introduction to the CNC staff, the physical space, the program plan, and sign in and sign out procedures..
 4. Receive information on an ongoing basis about
 - A. Their child's experience and progress in the program.
 - B. Community resources that support parenting in Canada.
 - C. Settlement, including information to help them support their child through transitions to school and other social and recreational settings.

Short Term CNC

- c. When children participate in short term care,
 4. Parents are welcomed to the program and, as time permits, receive
 - E. On arrival, a brief introduction to the physical space, the staff, the activities that will be available to their child, and sign in and sign out procedures; and

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- F. On departure, any relevant information about their child's experience in the program.
- 2. Parents have access to
 - C. Information about community resources that support parenting in Canada; and
 - D. Other settlement information, as available.

Support for Communication

- e. When language is a barrier to communicating with parents, the CNC program follows procedures that support communication, including procedures to contact individuals who are able to help with translation when necessary.