



PARENT ORIENTATION

WHAT IS DIFFERENT?

The CNCR recognize parents as each child's primary and most important caregivers. Program staff are now specifically required to work with parents and provide them with information about the program, their responsibilities and what to expect, as well as information about their child's experience in the program. They must also work with parents to gather information that will help with the care of the child.

WHY IS IT IMPORTANT?

When working with children, parents are the key to successful care. They need to be aware of their responsibility to register their child and remain on site while their child is receiving care. Parents also set the tone for how a child will settle in a program. A parent orientation provides you with an opportunity to make parents feel welcome, help them understand their responsibilities, explain how they can support their child, and gather information about their child.

IMPLEMENTATION

The amount of information you provide to parents will depend upon the type of program you are offering (Long Term/Short Term/Combined).

For children attending Short Term Care, parents need to be welcomed to the program and briefly introduced to the space, the staff and the activities available to their child. They also need basic information about the CNC program so that they understand their responsibilities and have an understanding of what to expect while their child is in care.

For children attending Long Term Care, additional information can be shared with parents over time.

When enrolling a child in the program:

- Inform parent s/he must remain on site
- Review registration with parent



- Introduce parent to CNC staff
- Show them around the CNC space, identifying where their children will be
- Provide information about the program plan
- Review pick-up and drop-off procedures with parent
- Provide information about snack time, including the snack menu, what they must provide, what will be provided, when it is served, etc.
- Provide information about allergies and food restrictions (as necessary)
- Review diapering procedures with parent; inform parents who is responsible, what they must provide, and what you will provide
- Special considerations for Long Term Care
- To complete the Child Profile, develop and follow procedures so that staff interact with parents to learn as much as possible about the child and family.
- At a minimum, provide parents with information about the following:
 - ◇ community resources related to parenting,
 - ◇ settlement,
 - ◇ immunization – provincial standards, where to find service or information, and
 - ◇ information about their child's progress on an ongoing basis.

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



1. 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.
2. 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
 1. 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.
 2. 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,
 1. Parents are welcomed to the program and, as time permits, receive
 - A. 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
 - B. On departure, any relevant information about their child's experience in the program.
 2. Parents have access to
 - A. Information about community resources that support parenting in Canada; and



- B. Other settlement information, as available.

Combined CNC

- d. When combined care is offered, CNC staff advise parents on arrival of the type of care being offered and address any issues that may arise in relation to long or short term CNC or both.