

WORK RELATIONS

Civility at work

Acting with respect, expected behaviors

- Being courteous and polite, saying hello, please, thank you, demonstrating integrity and honesty, valuing others, acting with discretion and being punctual.

Acting with respect, non-expected behaviors

- Ignoring others, ridiculing, denigrating and insulting others, commenting on someone's physical appearance, using offensive or defamatory language, gossiping or spreading rumors, criticizing or judging others' opinions in public, taking credit for someone else's ideas or work.

Acting with openness, expected behaviors

- Be inclusive, accepting others for who they are, despite differences. Consider the opinions of others. Accept compromise. Accept and adapt to change. Acknowledge mistakes and apologize when necessary.

Act with openness, non-expected behaviors

- Maintaining prejudices, being condescending or arrogant, holding on to one's ideas at all costs, opposing change, being defensive, excluding or isolating someone from a conversation, meeting or activity.

Collaboration, expected behaviors

- Be supportive and reach out to others. Be proactive, positive and receptive to requests for help, share ideas and knowledge, be conscientious.

Collaborating, non-expected behaviors

- Being unavailable, acting in an individualistic way or ignoring the needs of others, keeping knowledge or ideas to oneself, being careless or irresponsible, neglecting thankless tasks.

Communicating effectively, expected behaviors

- Use a calm tone of voice, be receptive and attentive to others, and allow others to express themselves, share information in a timely manner and pass on the right information, express discomfort with uncivil behavior.

Communicating effectively, unexpected behaviors

- Using an aggressive tone of voice, cutting others off or speaking at the same time as them, ignoring or not responding to the person speaking to us, consulting the telephone when spoken to, withholding information or passing on irrelevant or erroneous information.

Personal situation:

To facilitate, accompany and keep all the children, parents and employees safe, the ECC must be informed of all difficult circumstances that an employee could be living in their personal lives. Therefore we ask that the employees immediately inform their supervisor of any pertinent situation that could have an impact on the children, parents and employees of the ECC. Ex: threats from a third party, sickness in the family, family hardships....

Policy regarding an employee with a child (ren) at the daycare:

- The ECC personnel have the choice to register their child according to the procedures.
- The ECC advocates that the child of the parent-employee be placed in different group other than their own. The director will determine what changes need to be put into place in regards to the group and the educator concerned.
- The employee that uses the service as a parent must respect the routine established in order for the group to function well. The educator must wear their employee “hat” once they arrive at work, after they drop their child off to their educator. It is important to say good morning to the child just like any other parent. This will help the child comprehend the line that must be done between parent-employee.
- The parent-educator cannot take their child during their breaks. They cannot spend their break with the group their child is in.
- During certain moments of the day (ex.: outside, activities in the multi-purpose room, activities in large groups, etc...) it is possible that the parent-employee and child be together. The parent-employee must have the same intervention that they have with other children. They cannot play favouritism or be more severe with their child. Also, the parent-employee should be absent when an intervention is being done with their child.
- If there is a problem with the child and there must be a discussion during a staff meeting, it is best if the parent-employee remove themselves during the discussion unless the staff and the parent-employee are comfortable.
- If the child is sick, they will stay with their educator until the parent-employee can be replaced.
- The parent-employee must respect their child’s educator during her break, where other subjects can be discussed and she can relax.
- The parent-employee keeps the same privileges when it concerns the exchange of information with their child’s educator: discussions at the beginning and the end of the day, foreseen meetings, etc...
- The payment calendar and the daycare fees are those in place with the ECC.
- The regulations of the internal policy must be respected by the parent-employee, the same as the other parents of the ECC.
- In the case of a conflicting situation, the Board of Directors will make the decision based on the facts presented by the parent-employee and the director.
- Lastly, in order for the staff to live in a serene atmosphere, the cooperation of all regarding this policy is essential.