

### You Have the Right to:

- Be treated fairly, honestly and respectfully by all staff without regard to race, culture, gender, age, disability, sexual orientation, spiritual beliefs or socio-economic status
- Be considered an expert in your own life experience
- Inquire about the qualifications, training, and experience of our staff
- Have information you share remain private and confidential
  - exceptions include suspected or confirmed child abuse or neglect, danger to self or others, legal subpoena, and staff consultation. All staff are bound to maintain strict confidentiality, except when you have given informed consent to release information to a third party.
- Make a suggestion or complaint regarding our services.
  - If you are not comfortable speaking to program staff directly, you may speak to the Program Manager, the Director of Community & Provincial Programs or the Executive Director. If your complaint is not resolved, you may make a written complaint. A full copy of the complaint process is available from staff and posted on the website.

### You Have the Responsibility to:

- Always supervise your children and be actively involved.
- Bring only healthy children to the centre (please do not attend if your child has a fever, has been vomiting in the last 24 hours, or has a communicable illness).
- Inform staff of any allergy, medical condition, disability, or cultural need that requires our awareness or sensitivity in providing services.
- Complete a registration form and advise staff of ongoing changes.
- Treat others with fairness, honesty, and respect, including maintaining the privacy of other clients. If you pose a safety risk to other participants, you will be asked to leave.
- Put away your cell phone, camera and personal devices during program.
- If you pose a safety risk to other participants and/or are consistently disruptive you will be asked to leave.

### We Encourage You to:

- Play with your children, following their lead in the activity of their choice
- Assist your children with clean-up before moving on to another activity
- Encourage your children to sit at the table during snack time
- Model participation for your children by sitting with them and taking part in circle time
- Contribute to our group snack by bringing to share one piece of fruit or vegetable to share
- Donate towards program costs
- Discuss alternate plans with your child/ren ahead of time should our centre be at capacity when you arrive