

## **VAUGHAN GYMNASTICS LEADER/PARENT RELATIONS**

### **POLICY STATEMENT**

The relationship between leaders and parents / legal guardians / caregivers is an important one. Leaders will be provided with specific training to support them in developing positive interactions and customer service in these relationships, so they can instill confidence in parents / legal guardians / caregivers, and best serve the needs of the children in the program.

### **PURPOSE**

To foster healthy, proactive and positive communications between leaders and parents / legal guardians / caregivers.

### **PROCEDURE**

#### A) The Process

Train leaders to identify and use key behaviours that foster positive relationships with parents / legal guardians / caregivers. These include:

- Proactively greeting parents / legal guardians / caregivers and children as they arrive each day of the program.
  
- Introducing themselves to parents / legal guardians / caregivers and children.
  
- Appropriate use of direct eye contact.
  
- Vocal tonality, clear speech and positive attitude.
  
- Noting and validating any concerns parents / legal guardians / caregivers may have about the child's health or well-being, and providing timely follow-up minimally at the end of each day, as appropriate regarding any concerns.
  
- Opportunity to communicate with parents / legal guardians / caregivers.

#### B) Evidence

- Leader training includes positive customer service, and conflict resolution techniques.
  
- Leaders use positive techniques when interacting with parents / legal guardians / caregivers.

### C) Communication

-All leaders, supervisors and managers should be aware of this policy and it should be reinforced through leader training programs and related materials.

### D) Policy Support

-Conduct random drop-ins at program start- and ending-times to observe leaders and provide feedback.

-Chat with parents / legal guardians / caregivers at the program site, modeling the desired behaviour with parents, and listening to parent feedback regarding the rapport with leaders.