

Clovelly Out of School Care

Parent Code of Conduct

At Clovelly Out of School Care, we are committed to providing a safe, welcoming, and respectful environment for all children, families, and staff. To support this, we ask all parents, guardians, and caregivers to adhere to the following **Parent Code of Conduct**:

1. Respectful Communication

- Communicate respectfully with staff, children, and other families at all times.
- Use appropriate language and tone when speaking in person, over the phone, or in written communication.
- Avoid aggressive, threatening, or discriminatory language or behavior.

2. Appropriate Conduct On-Site

- Behave in a respectful and responsible manner while on COOSC premises.
- Follow all safety protocols, including signing children in and out as required.
- Refrain from smoking, consuming alcohol, or being under the influence of drugs while on the premises.
- Respect the privacy and confidentiality of all children, families, and staff.

3. Positive Role Modeling

- Demonstrate appropriate and positive behavior, setting a good example for children when on site.
- Resolve conflicts respectfully and follow proper complaint procedures rather than engaging in public disputes.

4. Adherence to Policies & Procedures

- Follow all COOSC policies and procedures, including those related to child safety, illness, and late pickups.
- Provide up-to-date emergency contact and medical information for your child.
- Notify COOSC Team of any concerns regarding your child's well-being or care needs in a timely manner.

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5. Confidentiality & Privacy

- Avoid discussing personal or sensitive information about other children, families, or staff members.
- Respect the confidentiality of any information shared by COOSC
- Do not take photos or videos of children, other than your own, while on the premises.

6. Managing Concerns & Complaints

- Raise any concerns or complaints in a respectful and appropriate manner.
- Follow the COOSC grievance procedures when addressing concerns.
- Allow staff reasonable time to address and respond to concerns.

7. Consequences for Breaches of the Code

Failure to adhere to this Code of Conduct may result in:

- A formal discussion or warning from COOSC management.
- A written notice outlining concerns and expected improvements.
- Temporary or permanent suspension of access to the COOSC service for serious or repeated breaches.

We appreciate your cooperation in ensuring a positive and safe environment for all children, families, and staff.

Thank you for being a valued part of our COOSC community.