



Conflict Resolution Policy

Adopted: July 2023

Review: July 2026

Policy: A Bright Beginning Child Care Society continues to strive to provide a healthy and safe environment for the educators, children, and families. The Centre's purpose is to serve their families and children and invest in the growth of their educators to their best of their ability, in alignment with our values, mission statement, policies and procedures. There are conflicts that arise from time to time and the Directors and Educators will make every effort to work with the family and/or educators that are involved, to resolve the issue and come to a mutual agreement.

To come to the agreement or arrangement it must not:

- compromise the Centre's values, mission statement, policies, or procedures
- put the Educators, Directors, and children/families at risk (refer to unacceptable behavior policy)
- place the Centre (Directors, Educators, other employees, families, children) in undue stress

The Centre agrees that behaviors will occur, and educators are required to follow the Child Guidance policy and Unacceptable Behaviors policy which are found in the Educator Handbook and Centre's Program Plan.

Every situation will be evaluated individually, and consideration will be given for all persons involved following the procedures with the family and/or child (unacceptable behavior policy) and with an educator in question (11.3 page 22 in the personnel policy).



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On occasion, the needs and opinions of a family or an educator may differ with the Centre's values, policies, and procedures. The Centre will promote discussions to come to agreeable terms to ensure that the children and educators apart of A Bright Beginning are happy and comfortable.

Again, if this is not possible, the Centre will ask the family or the Educator to find a place that aligns with their opinions, beliefs and needs.

Termination of a child or an educator will always be a last resort, unless absolutely necessary. A Bright Beginning Child Care reserves the right to ask families to find alternate care and give the Educator an option to resign or have the position terminated. Two weeks notice will be given.

Grievance Procedure:

1. If the affected individual has a concern or problem, they should address it with the other individual and attempt to come to an agreeable solution.
2. If the problem cannot be satisfactorily resolved through discussion between the parties involved, a formal complaint should be submitted to the Director in writing.
3. The Director will investigate the complaint and discuss it with the individuals concerned and come up with an agreeable solution.
4. If an agreement cannot be reached, a formal complaint will be referred to licensing and must be reported by the Director to the Board Members.



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5. If the licensing officer determines that the individual's complaint is false, termination of the child will always be the last resort, but a consideration if there is no resolution.

6. If a licensing officer determines there is a non-compliance concerning an educator, depending on the situation, they will be either placed on a probation or terminated.

7. For a child or educator that requires termination, two weeks notice will be given.

It is always recommended to bring forward complaints or concerns to the educators and Directors first, then to licensing or other outside authorities. Oath of Confidentiality will apply.