



Early Foundations Academy Handbook

Human Resources Handbook

Current as of July 16, 2017

Communication Protocol

Parents, candidates for employment, general public, competition, regulators or even staff may ask questions that can put Early Foundations at a disadvantage if a proper response is not provided. To mitigate the risk and to streamline communications, the following protocol is suggested.

The table below contains questions that may be asked in person or over the phone, and such information may be solicited by interested parents, competitors, malicious parents, candidates and even government authorities.

Table 1.0	
Capacity of the building	“We are a licensed child care Academy and I assure you, your child will be taken care of in accordance with government regulations.” (If they continue asking, repeat as above, or say “Capacity of building is not relevant to the care of your child”, or ask them to visit in person).
Who owns this building	“We wish to focus on the care of your child as we are a licensed facility, and we operate according to government regulations and policies in our handbook.” (If they continue asking, ask them “Ownership is not relevant to the care of your child.” If they continue, use “Sorry (Sir/Madam), I need to go to a classroom as my staff needs my assistance” and politely hang up).
Number of people who work here	“Each child is taken care of according to government regulations and the ratios approved by the Minister. Your child is in safe hands in a licensed and approved facility.” (If they continue asking, repeat as above).
I heard bad things about person X, Y, Z, can you tell me about them?	“I cannot speak on behalf of another person. Can I instead serve you in finding appropriate care for your child?”
Current enrolment	“If you provide us with the age of child and date you require service, I will be happy to see if we have a spot available.” (Never disclose current enrolment. If they keep insisting, ask them to visit in person instead). Always call back one hour or later, after the request for enrolment, to update a Parent on a possible spot.
Names and numbers of Board of Directors	“I will take your name and number and forward to them. I cannot promise they will call back, unless it is related to a child’s safety who is currently enrolled.” Never give out the names and numbers of Board of Directors.
Disrespectful or repetitive	“I am sorry, (Sir/Madam), but I must return to care for

<p>questions that are clearly asked with a bad purpose</p>	<p>children as something urgent has come up.” (Hang up).</p>
<p>Bright Path, KidsU or any other company has this or that policy, food item, protocol, why don't you have that?</p>	<p>“We cannot discuss other companies’ policies, and can offer to discuss the Parents’ Handbook. Do you have any questions related to our services, or our Handbook?” (If Parents circle back to comparison, repeat the above, they will get the point).</p>
<p>Discussing or negotiating prices</p>	<p>“Sorry (Sir/Madam), our prices are not negotiable. Can we, instead, focus on how we can serve your child?” (If they insist, you can say, “We respect Parents’ choice to choose the service provider of their choice”).</p>
<p>Potential customers will put down the business, or downgrade the building or staff, while asking for discount and still wanting to enroll child</p>	<p>“Our services are highlighted in the Parents’ handbook and the prices are fixed, we are happy to discuss how we can best serve your child.” (Unless the Parents ask a question related to child’s wellbeing, repeat as above, as many times as necessary but be respectful).</p>