



# Program Norms

These norms were developed by a volunteer group of Child Development Staff representing Classified and Certificated Staff. The purpose for developing the norms was to develop a common definition for how we will work together in harmony. We recognize that we want to work together to better serve our customers: our children, their families and our fellow employees. All staff members are expected to adhere to these Program Norms:

## Human dignity is maintained in all interactions

- No yelling
- Use "I feel messages"
- Respect individual differences
- Value each other's unique backgrounds and experiences
- Maintain psychological and physical safety in every interaction by being sensitive to others
- Be courteous to everyone

## Celebrate our successes

- Allow time at every event to share team successes
- Acknowledge one another's efforts

## Professional communication

- Timely response (within one to two business days) to parent/site staff/district/central staff
- Go directly to the source to validate information or to address concerns
- Avoid assumptions – and remain open minded
- Avoid emotion-laden words
- Refrain from carrying emotion forward
- Maintain confidentiality
- Phone communication – remember to use the same tone as if you were meeting with someone in person
- Use a positive tone (respectful) in verbal and written communications
- Create environment for open communication to occur
- Follow up after agreements have been made to ensure completion, commitments/promises kept
- Limit personal calls - No cell phones during work hours with children

## Written communication

- Reports are completed on time
- Documents and reports are completed accurately
- Follow through on assignments given
- Confidentiality in storing documents
- Have a staff suggestion box
- Provide written material during meetings to back up what is being said
- Acknowledge staff who turn in paperwork on time
- Provide staff with information and resources in ample time to meet deadlines

## Use effective team decision-making strategies

- Allow time for discussion and process
- Be on time to meetings
- Make sure all staff members are informed
- All players informed of decision in a timely manner
- Value divergent thinking; look at all sides. But once a decision is made, we're united behind it
- Gather staff input from the field, ask what is working and what's not working during meetings
- When possible, get consensus
- Value our own expertise, but be willing to go outside when we need it
- Attack the problem, not the person
- Pull together in a crisis or when need arises. Person who is having crisis lets group know
- Provide time for reflection
- Include all stakeholders
- Provide an answer to an issue

## Notify your support person

- If time lines can't be met (well in advance so all resources can be pulled in)
- When you are absent, call both your support person and the appropriate person in charge of attendance
- Of any emergencies or hot topics – **NO SURPRISES**
  - 911 emergencies and injuries that require a doctors attention
  - CPS referrals
  - Licensing notifications/breaches/reports/visits
  - Grant reviewers/monitor contacts or visits
  - Potential litigation
  - Contract concerns
  - Student/employee safety, lockdowns
  - Staff dissension
  - Worker's Compensation issues
  - Removal by a police officer
  - Loss of power, water, flooding or any other unusual incident
  - Angry parent(s)

## Professional team work

- Be on time to work
- Consistent with break and prep-time schedules
- Provide constructive feedback to each other, focus on strengths