




# Umbrella Family and Child Centres of Hamilton

## Umbrella Communication Standards – Parents/Guardians

We believe in keeping open communication with our employees, parents/guardians, and community partners. We want you to be well informed and understand what communication to expect and how to access it. These standards apply to the parents/guardians of children at all Umbrella centres.

You will receive communications on the following topics. The communication you receive will be via email, parent communication app, shared on social media or posted on the Parent Board and/or at every Umbrella centre. If you have questions regarding any topic please contact your centre Supervisor.

Email:  Parent Board/Door:  Social Media:  Parent Communication App: 

### Planned Topics:



School Year Registration  
PA Day Registration  
School Break Registration



Holiday Closures



Celebrations



Finance Updates



Seasonal Menu Changes



Survey Engagement



### Additional Topics:



Centre Closures  
(weather impacted)



Educator/Room/  
Supervisor Change



Waitlist Updates



Update to Parent Handbook/  
Policy Updates



Medical/Dietary/Action  
Needs and Plans



*Responses to any Umbrella emails will be responded to within 2 business days (during working hours). To support the Umbrella Communication Standards please ensure your contact information is correct. To update your contact information please email [info@umbrellafamily.com](mailto:info@umbrellafamily.com).*