



Toronto Foundation for Student Success

## **TFSS Code of Professionalism**

The staff and the Board of Directors of the Toronto Foundation for Student Success (“TFSS”) strive for excellence in service delivery. They endeavour to work in a supportive team environment and to share individual skills, knowledge, experiences and cultural backgrounds. Individual ideas and approaches that reflect the TFSS philosophy are encouraged, however, the staff are expected to work together to come up with consistent action plans and review processes.

Staff is committed to communicate in a positive and respectful manner, and to seek clear and reasonable ways to deal with differences and conflict situations as outlined in the Code of Professionalism.

### **Communication**

#### **1. Staff to Staff**

Staff will:

- work cooperatively and share information with staff members to encourage a team approach
- be open and honest about concerns and try to highlight some positive aspects during constructive feedback
- use attentive listening skills - body language and non-verbal gestures should agree with the verbal message and should convey respect
- evaluate the situation and think of their method of approach before speaking to the other person
- speak in private with the person
- deal with the current specific problem
- speak in a calm, respectful approachable manner
- agree on a follow-up meeting if necessary.

## **2. Staff to Parents/School Staff**

Staff will:

- establish rapport and trusting relationships
- work to ensure open and honest communication and ongoing exchange of information
- understand and support, recognizing differences in communication styles, cultural diversities and responses to stress factors
- work with each team member and share information before approaching a parent about a difficult situation involving the child
- state observations in an objective manner, being sure not to give assessments or make judgments about behavior
- use attentive listening skills when communicating
- speak in a calm, respectful and approachable manner
- use body language and non-verbal gestures that convey respect
- evaluate the situation and think before responding
- follow through and notify the manager as required
- respect everyone's right to privacy and confidentiality
- agree to a follow-up meeting if necessary.

## **3. Staff to Child**

Staff will:

- use attentive listening skills
- respect the child's right to communicate ideas and feelings
- use verbal communication that is appropriate to for the child's developmental level
- speak in a calm respectful manner

- use body language and non-verbal gestures that agree with the verbal message and convey respect
- evaluate the situation before responding
- use gentle, supportive and positive guidance techniques
- use verbal and non-verbal communications that are not demeaning in any way.

Failure to abide by the Code of Professionalism will be dealt with in the following manner:

- The incident will be documented and put on file.
- A meeting will be arranged (immediately) with the concerned staff.
- If the meeting proves to be ineffective and/or if there is another incident further action will be warranted.