

Frequently Asked Questions

We get a lot of questions about Directors Desk and we wanted to share our most common questions with you below.

I have previously purchased a Handbook from Curbridge. Can this be uploaded into Directors Desk?

Yes. Any documents purchased from Curbridge, along with your centre's existing HR documents, can be uploaded into Directors Desk. This allows you to house your HR information in one centralized, organized location.

Will my Directors Desk subscription be charged annually?

Yes. Whether you select a monthly or annual payment option, your subscription will automatically renew on the same billing date. Additional seats added at a later date will also renew annually on the anniversary of the purchase date. Your billing details and renewal date can be viewed at any time within the portal under the "Billing & Payments" tab.

Is there a limit on consultant calls or emails?

No. There are no formal limits on contacting your designated consultant.

Centres are expected to follow the Directors Desk Fair Usage Policy (to be signed upon registration), which recognizes that many answers, tools, and resources are available directly within the platform. Directors Desk is designed to work in combination with the online resource material and consultant support.

What happens to our documents if we cancel our subscription?

Upon cancellation, access to Directors Desk will be discontinued. Your centre may submit a written request to receive a .zip file containing the documents from your profile. Exported files will typically be provided in PDF format and may not be editable.

Can centre employees contact Curbridge directly for HR support?

Consultants are contracted by and accountable to one point of contact per centre; typically the Executive Director (or designated leadership contact). Individual employees may not contact the consultant directly.

Who can access our centre's information? Is our information secure?

Access to Directors Desk is restricted to authorized users within your centre based on assigned seats and user permissions. Your centre's information remains private and is not visible to other centres with the exception of your profile name, photo, and centre name.

Directors Desk uses industry-standard security measures to protect centre data and documentation.

Are consultants available for urgent issues?

Directors Desk consultants aim to respond within established service timelines. Phone calls will be responded to within 24 hours, emails within 48 hours.

How is Directors Desk different from traditional HR consulting?

Directors Desk was developed specifically for the child care sector through Curbridge's partnership with MCCA.

Unlike traditional HR consulting, which is typically reactive and project-based, Directors Desk provides centres with:

- Sector-specific templates and tools
- Practical day-to-day resources
- Ongoing consultant support

This partnership ensures that Directors Desk reflects the regulatory, operational, and workforce realities unique to licensed child care environments.

What does the Board Seat include?

The Board Seat provides Boards with access to templates and tools specifically designed to support governance responsibilities and Executive Director oversight.

Included resources:

- Executive Director job description templates
- Employment contract templates
- Performance review systems
- Performance management documentation
- Disciplinary templates
- Termination & offboarding tools¹)
- Hiring resources (interview guides, assessments, avatar templates)

These tools are designed to support Boards in maintaining clarity, consistency, and compliance in their employment-related responsibilities. The resource libraries will grow and evolve over time and membership will always have access to the most up to date resources.

Who owns Directors Desk?

Directors Desk is owned and operated by Curbridge. All subscription agreements and contracts are held directly with Curbridge. MCCA partners with Curbridge as a sector expert, providing guidance on content and supporting alignment with the early learning and child care sector

What services are included in my subscription?

- Access to the full Directors Desk platform, including all templates, tools, and resources available within the system
- Ongoing updates and additions to platform content
- Ability to purchase additional user seats (e.g., Board Seats)
- Access to your designated consultant for guidance and support
- Invitations to webinars, group calls, and Directors Desk events

Directors Desk is designed to serve as your centre's primary day-to-day HR resource, supporting documentation, processes, and decision-making.

What services are available outside of my subscription?

While Directors Desk supports a wide range of HR needs, certain services are provided separately through Curbridge's consulting services.

Examples include:

- Full outsource of Employee & Parent Manual development or major revisions
 - Workplace investigations
 - Mediation or conflict resolution services
 - Large-scale organizational projects
 - Training Programs offered via Curbridge's Leadership Training Service
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