

## VILLAGE CHILD CARE INC. CODE OF CONDUCT

At Village Child Care Inc. we strive to provide a safe, caring learning environment for all children, staff and families. We believe in equality and respect diversity.

The following persons are expected to behave in a respectful manner and comply with our Code of Conduct:

- Management and staff members
- Children
- Parents/guardians and family members of children enrolled
- All others involved with our centre including but not limited to:
  - Volunteers
  - Therapists, professionals/para-professionals
  - Practicum students
  - Contractors/maintenance service providers
  - School personnel
  - Licensing coordinators/inspectors

## GUIDING PRINCIPLES FOR APPROPRIATE BEHAVIOUR

### BE RESPECTFUL

- We are respectful of ourselves and other people
- We are respectful of the ideas and feelings of others
- We are respectful of the environment, equipment and materials

### BE SAFE

- We work and play safely to help keep ourselves and others from getting hurt.

### BE COOPERATIVE

- We solve our problems by talking and listening to each other respectfully to find a solution.
- When we cannot solve a problem ourselves, we ask for help.

## **BE RESPONSIBLE**

- We are responsible for our actions and words.
- We treat others as we want to be treated.
- When we make a mistake, we make amends rather than excuses.

## **BE SUPPORTIVE OF LEARNING**

- We learn to the best of our abilities and support the learning of others.

## **Developmental Capabilities of Children**

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

## **Unacceptable Behaviours**

The following behaviours by children, staff, parents and other involved in our centre are unacceptable and will not be tolerated:

- All forms of bullying (physical, verbal, emotional, social or cyber-bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive.
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome.
- All forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise.
- Discrimination against any person or group because of their race, colour, ancestry, nationality, place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief, and physical or mental disability.

- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone
- The inappropriate use of technology, including e-mail, the internet and other technology, in keeping with Village Child Care's policy on the use of technology.

## Proactive Strategies

We actively strive to create an environment that supports the health, safety and well being of the children in our care by:

- Having realistic and developmentally appropriate expectations for behaviour
- Developing positive relationships, including making time to talk and listen
- Setting up our environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- Planning a program based on children's interests and developmental needs
- Establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

We strive to create a positive environment for children, parents, staff and other involved in our programs by:

- Establishing clear, consistent, simple limits and state limits in a positive way and periodically reminding people
- Providing explanations for rules and limits
- Working together to solve problems
- Remodelling and encouraging appropriate behaviour
- Working together in partnership to solve problems.

## Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and other involved in our programs by:

- Reminding people of expectations and limits
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labelling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences
- Ensure that consequences are pre-planned, fair, consistent and based on child's level of development
- Recognize that consequences are an opportunity to learn, not only to discipline

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- Using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- Expecting family members to engage in discussions related to their child's inappropriate behaviour and/or developmental concerns
- Developing a written contract with an adult or older child that outlines specific expectations and consequences
- Giving a written warning that outlines specific concerns and consequences if the behaviour continues.
- Access outside resources for assistance such as:
  - A behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
  - Child and family services to access parenting supports
  - Mediation services to resolve conflicts between adults
  - The Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
  - The police to assist with threatening behaviour

In extreme cases, we will take additional steps such as:

- Suspending or dismissing a staff member
- Suspending or withdrawing child care services because of a child's or family member's inappropriate behaviour
- In the case of a visitor not allowing the person to return to the centre
- Contacting the police and/or child and family services (CFS) if the behaviour is illegal such as abuse, assault or threatening another person

**This code of conduct sets out the expectations for respectful behaviours within our programs and is meant to assist in maintaining a safe and caring learning environment for all who participate in our program.**