

	Policy Title: Code of Conduct Policy		
	Originated: 2012	Review Date: April 17, 2019	Approval Date: April 17, 2019
	Approved by: Board of Directors	Last Revision: December 2017	Application: Centre employees, children, parents/guardians (enrolled or waitlisted), Board of Directors, students, volunteers, visitors and contracted service providers

Purpose

The purpose of the *Code of Conduct Policy* is to ensure Dandy Lion Daycare Centre (“the Centre”) maintains an environment that fosters respect and success for its clients and employees.

Policy Statement

At Dandy Lion Daycare Centre, we are committed to providing a safe, caring and welcoming environment for all whom we serve. We believe in equality and respect. We believe in an environment for learning and growth that enhances a child’s self-esteem, thus fostering healthy social and emotional development.

To achieve this goal, an atmosphere of mutual respect, collegiality, fairness and trust that is free of unwanted and unacceptable behaviours is essential. The Centre is committed to establishing and implementing a standard of excellence in every aspect of its operations, while promoting and ensuring ethical and responsible conduct.

Policy Application

This policy applies to all Centre employees, children, parents/guardians (enrolled or waitlisted), members of the Board of Directors, students, volunteers, visitors and contracted service providers.

All people involved with the Centre are expected to demonstrate positive behaviours and interactions at all times by conducting themselves in a manner that is respectful and in compliance with this policy.

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 people’s differences. We are respectful of the Centre’s environment, equipment and materials.

Be Safe - We work, play and behave safely to help keep others and ourselves from harm.

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

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

Standards of Behaviour

All members of the Centre's community are expected to contribute to a positive environment that supports the safety and well-being of children attending/enrolled in the Centre by:

- Developing and maintaining positive relationships, including making time to talk and listen
- Working together in the best interest of the children
- Treating each other with respect and dignity at all times
- Seeking assistance from Centre employees or Management to resolve conflicts, when necessary
- Voicing concerns constructively and in the spirit of improvement
- Modeling and encouraging appropriate behaviour
- Behaving lawfully and in accordance with Centre policies
- Prudently and appropriately using Centre equipment, supplies and resources

Behaviour Management

As per the Centre's *Program Statement* and in accordance with current legislation, the Centre continuously promotes responsible decision making by ensuring the following:

- Promoting the health, safety, nutrition and wellbeing of all enrolled children
- Supporting positive and responsive interactions among the children, parents, Centre employees, students and volunteers
- Encourage children to interact and communicate in a positive way and support their ability to self-regulate
- Foster and promote children's exploration, play and inquiry
- Provide child-initiated and adult-supported experiences
- Plan for and create learning environments and experiences that are positive and supportive of children's learning and development
- Incorporate indoor play, outdoor play, active play, rest and quiet times throughout the day and will respect and give consideration to individual needs of enrolled children
- Foster the engagement of ongoing communication with the parents/guardians
- Invite community partners to support children and their families as well as Centre employees as needed
- Support employee participation in continuous professional learning
- Document and review impact of the above strategies on the children and their families

Unacceptable Behaviours

As part of the contract between a family and the Centre, the Centre reserves the right to withdraw or deny services if it is believed that the child or family are demonstrating unacceptable behaviours and behaviours contrary to the spirit of this policy. The decision to suspend and/or withdraw a child from the Centre will be based on, but not limited to, the following types of incidents and/or behaviours:

- Bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- Harassment, including unwelcomed behaviour that degrades, demeans, humiliates or embarrasses
- Swearing, angry outbursts or inappropriate physical gestures
- Abuse (sexual, physical or psychological), including verbal, written, or otherwise
- Non-compliance of Centre's employee's direction
- Discrimination against any person or group based on the prohibited grounds of the Ontario Human Rights Code
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) as well as threats
- Conduct that leads to a stressful or hostile environment for the children, employees, parents/guardians and/or visitors (i.e., spreading harmful gossip, excessive criticizing or complaining, etc.)
- Mistreatment of the Centre's property
- A child who leaves the Centre without permission and/or leaves the care of the Centre employees on or off site

Consequences for Unacceptable Behaviour

The Centre's employees, Management and Board of Directors will investigate instances of unacceptable behaviour in a timely manner and will determine an appropriate outcome, in the circumstances.

Where a breach of this policy and other applicable Centre policies has been determined, one or more of the following actions may be taken:

- Reminding individuals of expectations and limits as outlined in this policy
- Explaining why a behaviour is inappropriate, its impact and what behaviour is expected
- Removal of privileges
- Meeting with affected parties to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- Developing a written contract that outlines specific expectations and consequences
- Giving a written warning
- Accessing outside resources for assistance (i.e., a behaviour specialist or other professionals, etc.)
- Taking additional steps when behaviours continue to threaten and disrupt operations or pose a danger to the Centre's employees or children, up to and including:
 - Barring admittance to Centre property
 - Suspension and/or termination of membership
 - Contacting the police, child and family services and/or Children's Aid Society
 - Suspension of childcare services
 - Discipline up to and including termination of employment (applicable to Centre employees)
 - Termination of contracted services (applicable to contractors, volunteers)
 - Termination of placement (applicable to students completing job placements)