

CODE OF CONDUCT

At V.I.P., we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity.

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- management and staff members
- children
- parents/guardians of children enrolled
- all others involved with our center

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 our 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 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 for inappropriate behaviour.

APPROPRIATE USE OF TECHNOLOGY

All children, parents, staff and others involved in our center must use e-mail, electronic devices and the internet according to our policies. This protects people's privacy and the confidentiality of information.

Children, staff and all others using our child care centre's computer and electronic devices must:

- respect and protect the privacy of others
- respect and protect the integrity of all electronic resource
- respect and protect the intellectual property (the ideas, creations and copyrights) of others
- communicate in a respectful manner
- report threatening or inappropriate material

Inappropriate use includes:

- intentionally accessing, transmitting, copying, or creating material that:
 - violates the confidentiality of children, parents, staff or the centre
 - violates the centre's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
 - is illegal (such as obscenity, stolen materials, or illegal copies of copyrighted works)
- using the technological resources for personal use without the centre's permission

Supervision and Monitoring

Authorized employees of the centre have the right to monitor the use of information technology resources and to examine, use, and disclose any data found. They may use this information in disciplinary actions, and release it to the police if it is criminal in nature.

Staff members' use of cell phones and other personal electronic devices

- ❑ Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- ❑ Staff make sure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- ❑ If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents.
- ❑ If staff use a personal cell phone or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's computer and deleted from their phone or device.
- ❑ Information about children, parents, staff and the centre (including photos or videos) is not to be posted on:
 - a staff member's personal web space
 - social networking web sites (for example, blogs, MySpace, Facebook, etc.)
 - public networking or file sharing sites (like Photobucket, Flickr, YouTube,
 - any other type of Internet website
- ❑ Staff do not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN.

Consequences for Inappropriate Behaviour

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

- reminding people of expectations and limits
- using a respectful approach to explain why a behaviour is expected
- talking about behaviour, not labeling the person
- responding sympathetically and acknowledging feelings
- establishing natural, logical consequences

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

- using behavioural analysis to learn what may be the cause or contributing to the child's inappropriate behavior and how to help reduce or eliminate the behaviour
- having a formal or informal meeting to discuss concern and to develop an action plan to encourage appropriate behaviour in the future
- developing a written contract with an adult or an older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- accessing outside resources for help 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 support
 - 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 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 center
- contacting the police and/or child and family services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person

Unacceptable Behaviours

The following behaviours by children, staff, parents and others involved in our center are unacceptable:

- 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, or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and 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

Proactive Strategies

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

- having realistic and developmentally appropriate expectations for behaviour
- setting up the 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 create a positive environment for children, parents, staff and others in our center by:

- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits
- stating limits in a positive way and periodically reminding people
- providing explanations for limits
- working together to solve problems
- modeling and encouraging appropriate behavior
- developing a written contract with adult or an older child that outlines specific expectations and consequences
- giving a written warning that outlines specific concerns and consequences if the behavior continues
- accessing outside resources for help such as:
 - a behavior specialist or other professionals to help staff understand and reduce a child's inappropriate behavior
 - child and family services to access parenting support
 - mediation services to resolve conflicts between adults
 - the police to assist with threatening behavior