

Shilo Military Family Resource Centre

Policies & Procedures Manual



June, 2016

10.0 OCCASIONAL CHILD CARE SERVICE (OCC) POLICIES & PROCEDURES

10.1 INCLUSION POLICY

The Shilo Military Family Resource Centre will make every effort to accommodate children with additional support needs, to give all children the opportunity to develop physically, socially, emotionally, and intellectually to their fullest potentials.

As the Occasional Childcare supports the full inclusion of all children there will likely be adaptive equipment and ratio-enhancing staff members in the Centre. If you have any questions or concerns regarding toys, equipment, activities or interactions you see in the Daycare Centre please speak with a Supervisor or Director. We support full inclusion of children throughout the day; the Centres' hours of operation are in place to meet all families' needs.

Any information regarding your child and family is kept in the strictest confidence. In order to share information with other professionals about your child, families need to sign a consent form. There will be daily communication with parents in the form of verbal interactions or written messages. When necessary meetings may be called between parents, Centre staff and other service providers in order to establish and evaluate goals for the individual child. We encourage parent involvement.

Indoor and outdoor areas are arranged so all children can move freely and make choices based on their abilities, interests and needs. A sufficient number of developmentally appropriate toys and equipment will be provided. All children with additional support needs are included in social free play and routines throughout the day. Field trips are part of our programming and we see the value of all children attending field trips and outings. At times throughout the day there may be opportunities for indirect supervision. This is based on the developmental capabilities of the individual child.

Safety needs of all children are of utmost priority for staff. The Centre supports on going staff training based on specific health needs of children. In order to safely accommodate children with more complex medical conditions, individual health care plans are developed by an external agency, which then provides training directly to our Centre staff. In some situations a primary caregiver may be assigned to a child, but all staff will be expected to provide care for all children.

All child care staff will be involved and work with all children. Goals will be shared with all staff members in order to assist staff in providing developmentally appropriate activities and curriculum. Staff-child ratios may be enhanced based on the individual children enrolled within the program. Staff is committed to learning more about various disabilities and full inclusion as part of our annual training plan.

All possible resources, environmental adjustments, child development considerations, and staffing compliment will be considered to assist a child within the program. Communication with parents, Centre staff and other professionals will occur if a child is experiencing difficulties or at other times

as needed. It is our goal to do all that we can to ensure a seamless transition for your child from our Centre to school or other program.

10.2 ARRIVAL AND DEPARTURE POLICY

Each parent is responsible for the transportation of their child(ren) between the Shilo MFRC and their home.

Children's time of arrival is to be signed by the parent/guardians. Parent/guardian(s) are responsible to see that their child's outdoor clothes are off and stored in their lockers and that their child is in the main play area.

Children's time of departure is to be signed by the parent/guardians. It is their responsibility to gather their child's belongings, crafts, etc. At this time, the Shilo MFRC no longer assumes responsibility for the children.

10.3 BEHAVIOUR MANAGEMENT POLICY

Our goal is to help the child develop self-control and social skills in a consistent and positive manner. Limits are set and maintained. Within these limits, staff offers the child appropriate choices and/or natural consequences so that he child maintains a sense of control.

Some techniques the staff will use are:

- Positive interaction
- Role modelling
- Rules
- Positive reinforcement – E.g. Praise, "I" statements
- Indirect guidance – E.g. Schedule, room arrangement
- Direct guidance – E.g. Physical proximity

If a child becomes aggressive, the staff will positively redirect the inappropriate behaviour. If the behaviour persists, the child will be removed for a brief time-out (not to exceed three minutes). This "time-out" will allow the child to reflect on the behaviour and thus help the child gain self-control. When the child indicates that he/she is ready to display appropriate behaviour, the child is welcome to return to the activity or find a new activity.

10.3.1 Behaviour Management Plan

If a child's behaviour becomes a concern, the staff is willing to help the parents devise a behaviour management plan. It is the intention of the Shilo MFRC to work in partnership with the families and ensure consistency at home and at the Shilo MFRC. After an agreed amount of time, the behaviour management plan will be reviewed with the parent, the supervisor and the children services co-ordinator. If the goals of the behaviour management plan have not been achieved, the parent may be asked to withdraw their child from the service.

10.3.2 Licensing Standards Act

In accordance with the “Licensing Standards Act” Subsection 11 (1) for Daycare Centre’s, “we will not permit, practise, or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.”

*Physical punishment includes:

- Striking a child, either directly or with an object
- Shaking, shoving, spanking or other forms of aggressive physical contact
- Forcing a child to repeat physical movements

*Verbal/Emotional abuse includes:

- Harsh, belittling or degrading responses by an adult that would humiliate or undermine a child’s self-respect.

*Deprivation of a child’s basic needs include food, shelter, clothing or bedding
E.g. withholding meals, snacks or desserts or taking a child’s blanket away at naptime.

This policy pertains to all children visiting the centre and must be followed by all volunteers and parents whether the child is your own or somebody else’s

10.4 IDENTIFICATION AND RELEASE POLICY

Children may only be released to their parent/guardians and release list persons.

If someone other than the release list person is to pick up our child, they must have written permission from the parent/guardian(s). Identification will be required before the child is released. All persons picking up children must be twelve years of age or older.

It is parent/guardian’s responsibility to update the release list person(s) when required and to notify the child care staff if anyone is not to pick up their child(ren).

We require copies of custody orders in order to ensure that children are released to the correct guardian.

If the parent/guardian(s) sobriety is questionable when the child is being released, we will notify the police of our concern. This is to ensure the safety of both the child and the parent/guardian(s).

10.5 CHILD CARE FEE POLICY

10.5.1 Child Care While Volunteering at the SMFRC

While volunteering, individuals are entitled to childcare at no charge. A parent volunteering at the Resource Centre and receiving an income for caring for children other than their own does not receive free childcare for those children.

10.5.2 Child Care for Personal Reasons, Shilo MFRC Workshops, Courses or Events

Child Care is \$4.00 per hour for the first child and \$2.00 per hour for each additional child. The parent/guardian is responsible for paying the fee on that particular day or the amount is to be placed on account with a balance of no more than \$50.00.

10.6 LATE PICK-UP FEE POLICY

The Occasional Child Care services hours of operation are:

Monday – Thursday: 9:00 am – 4:00 pm

Friday: 9:00 am – 12:00 noon & 1:00 – 4:00 pm

Please check our website or Facebook for additional evening and/ or weekend hours as they change from time to time

If a child is not picked up by closing time, a late fee will be added to the account . The late fee charge is \$5.00 per child every five minutes until the child is picked up. Parents are required to make arrangements with one of the people authorized to pick up their children.

In the case of an emergency, arrangements can be made with the Children's Services Coordinator.

10.7 ATTENDANCE POLICY

If a child is unable to attend, please notify the SMFRC at 204- 765-3000 ext. 3352 or leave a message as soon as possible.

10.8 STATUTORY HOLIDAYS

The OCC will be closed on the following statutory holidays:

- New Year's Day
- Louis Riel Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving

- Remembrance Day
- Christmas Day
- Boxing Day
- Last Friday in May for professional development

The Occasional Childcare service will be closed the last Friday of every month for toy wash.

10.9 MEDICATION POLICY

The Daycare will administer medication according to the following procedure:

- A permission form, in the black medication binder, is filled out by the parent/guardian with specified information about the medication (time of medication, dosage, etc.). This form must be filled out daily. If the form is not filled out no medication will be administered.
- Prescription medicine must have the prescription label attached to the original container and must be clearly labelled with the child's name, dosage, times to be given and method of administration.
- Non-prescription medicine will be administered for only three consecutive days according to the package instructions.
- The administration of diaper cream will follow the same procedure.
- Staff will initial the form when the medication has been administered.

All medications are kept under lock and key.

10.10 SICK POLICY

If there are any signs of illness in any of your children, please do not bring them to the Pre-Kindergarten, Occasional Childcare or Daycare. If any symptoms develop or the child is not able to participate in all aspects of the daily program at the Pre-Kindergarten, Occasional Childcare or Daycare, the parent/guardian or release list person will be contacted to take the child home as soon as possible.

10.10.1 Illnesses

The following policy, as outlined by Manitoba Child Daycare regulations will apply if you child contacts any of the following illnesses:

Diarrhea - child will be sent home after the third incident in one day;

Vomiting - child will be sent home after the second incident in one day;

Temperature – if a child's temperature is 101 F/38.3C or over;

Rashes – that you cannot identify or have been identified as contagious;

Conjunctivitis (pink eye) – immediate removal from centre, until child has been on medication for 24 hours and eye discharge has ceased;

Ear, Throat or other infection – child not to return until he/she has been on antibiotics or

other prescribed medication for at least 24 hours;

Any other contagious illness – such as measles, mumps, roseola, etc.;

Strep Throat – immediate removal from centre until child has been on antibiotics for 24 hours; and

Colds – child may attend centre providing that their temperature is not elevated and they are able to participate in the full program.

If for any reason your child will not be attending, please phone the staff to make them aware that your child will be absent. If your child is at home because of an illness, a description of the illness would be appreciated so that the other children can be watched for similar symptoms. The staff must report communicable diseases to the Public Health Nurse.

10.11 ANAPHYLATIC SHOCK

When a child(ren) enrolls in the Shilo Military Family Resource Centre with anaphylaxis the following procedures will be followed.

- The Director will submit an URIS application:
 1. A URIS application will be completed on an annual basis;
 2. Parents are required to sign “Authorization for the Release of Information”;
 3. Parents must complete the “Authorization Form for Administration” of adrenaline auto-injector form;
 4. A health care plan will be developed; and
 5. When an adrenaline auto-injector is administered, an ambulance will be called for the child to be transported to the hospital.
- When the URIS application has been approved, the Director will have contact with the public health nurse. At this time the Director will request staff training. A request for the development of a Health Care Plan will also be done at this time. The development of this plan will include parents, nurse, Director and other appropriate personnel. The plan will be specific to the age and maturity of the child.
- All families enrolled in the Centre will be notified that a child with life-threatening allergy has enrolled. This will be done by a letter. This letter will list the allergens and suggestions for alternative ideas for lunches/snacks.
- When the Health Plans and Emergency Response Plans have been developed, the Director will ensure all staff is aware of the procedures. These procedures will be posted for easy access, in case of emergency.
- The Centre’s Emergency Response Plan* will be as follows:
 - The adrenaline auto-injector will be administered;
 - 911 will be phoned;
 - Parents will be contacted;
 - Back up auto-injector will be administered every 10-15 minutes;
 - All pertinent information will be relayed to the EMS personnel;

- Designated staff will accompany child to the hospital; and
- The Director will record the incident and also contact the Daycare office to file a Serious Injury Report.

*The emergency response plan may vary in accordance to the child's individual health care plan.

Individual Health Care Plans will be in place for every child enrolled with Anaphylaxis

10.11.1 Responsibilities

- Parents/Guardians:
 - Identify Child's allergies and needs
 - Ensure child wears a medical identification bracelet
 - Ensure child has an up-to-date auto-injector (developmentally appropriate) that they carry or the adult responsible for the child's care has
 - Submit all necessary documentation
 - Participate in the development of an individual health care plan for their child
 - Provide Centre with a back-up auto-injector (pre-expiry date)
 - Willing to supply safe foods for their child
 - Teach their child (developmentally appropriate)
 - *Not to share snacks/lunches/drinks
 - *Where medication is kept and who can get it
 - *To recognize signs of an anaphylactic reaction
 - *To carry their auto-injector
 - *To communicate clearly when they feel a reaction starting
 - *To report bullying and threats to an adult
- Child with allergy:
 - Keep auto-injector on their person at all times (developmentally appropriate)
 - Know how to use the auto-injector
 - Wear a medical identification bracelet
 - Wash hands before and after eating
 - Eat only foods brought from home
 - Learn to recognize symptoms of an anaphylactic reaction (developmentally appropriate)
 - Take responsibility for avoiding allergens (developmentally appropriate)
 - Promptly inform an adult when there is an exposure or symptoms occur (developmentally appropriate)
- Director:
 - Obtain a signed release of information form from parent/guardian
 - Submit URIS application (annually)
 - Ensure all necessary consent and authorization forms are completed
 - Assist with implementation of policies and procedures
 - Designate a contact person to liaise with the health care professional (if other than him/herself)

- Notify staff of child and allergens
 - Maintain up to date emergency contacts and telephone numbers
 - Ensure all staff has received training in the use of the auto-injector
 - Inform parents/guardians that a child with a life-threatening allergy is in contact with their child
 - Ensure all new staff/substitutes are aware of the child and the appropriate response if an emergency occurs
 - Ensure individual health care/emergency plans are aware of the child and the appropriate response if an emergency occurs
 - Ensure individual health care/emergency plans are complete and reviewed annually
 - Ensure child has auto-injector or the adult responsible for the child carries it
 - Develop safety procedures for field trips
 - Develop procedures for bullying and threats
- Child Care Staff:
 - Ensure you receive annual training
 - Encourage children not to share lunches, etc.
 - Discuss anaphylaxis with other children in age appropriate terms
 - Facilitate communication with other parents
 - Reinforce hand washing for all children before/after eating
 - Choose products that are safe for all children (parental input is recommended)
 - Plan appropriate field trips. Ensure auto-injectors are taken and emergency response plans are considered
 - Enforce rules about bullying
 - Follow policies for reducing risk in eating and common areas
- All Parents:
 - Inform staff prior to distribution of food products
 - Respond co-operatively to requests from the Centre to eliminate allergens from lunches/snacks
 - Encourage children to respect the child with known risk of anaphylaxis and program policies
 - Participate in parent information sessions
- All Children
 - Learn to recognize symptoms of anaphylactic reaction
 - Refrain from bullying
 - Avoid sharing food
 - Follow rules about keeping allergens out of the Centre and to wash hands (developmentally appropriate)
- Public Health Nurse:
 - Consult with and provide information to the parents/guardians, children and child care personnel
 - Develop an Individual Health Care Plan and Emergency Response Plan for the

- child, in collaboration with parents/guardians
- Provide anaphylaxis training for personnel
- Facilitate staff training and provide monitoring to personnel involved with the child (ren) who has anaphylaxis

10.12 **OUTDOOR PROGRAM POLICY**

As indicated in the licensing manual, all children are required to participate in a daily outdoor program except where:

- Temperature below –25 degrees Celsius with the wind-chill exist;
- Wind-chill conditions or temperatures exist which according to the policy of the school division where the SMFRC is located would prohibit outdoor play by children; or
- Other forms of inclement weather exist.

During the summer, time spent outdoors is limited during the hottest time of the day (11 am to 4 pm). Staff will follow the Environment Canada’s sun protection actions as outline below:

UV Index	Category	Sun Protection Actions
0-2	Low	Minimal protection needed if outside for less than one hour. Wear sunglasses on bright days.
3-5	Moderate	Cover up, wear a hat sunglasses and sunscreen if outside for 30 minutes or more.
6-7	High	Protection required. Reduce time in the sun between 11 am and 4 pm and seek shade, cover up, wear a hat, sunglasses and sunscreen.
8-10	Very high	Take full precautions (see “high” category) and avoid the sun between 11 am and 4 pm.
11+	Extreme	Very rare in Canada. Take full precautions and avoid the sun between 11 am and 4 pm. Unprotected skin will be damaged and can burn in minutes. Proper sun protection includes wearing a broad-brimmed hat, a shirt with long sleeves and wrap-around sunglasses or ones with side shields. Choose sunscreen with 15+ SPF (sun protection factor) that offers protection against both UV-A and UV-B rays. Apply generously before going outside and reapply often, especially after swimming or exercise.

In a situation where there is adequate staffing and at the parent/guardian’s request, a child may stay inside during outdoor playtime.

Please ensure your child is dressed for the weather.

10.13 **Information Technology Acceptable Use Policy**

10.13.1 Philosophy and Purpose

10.13.1.1 Shilo Military Family Resource Centre (“SMFRC”) information technology resources, primarily phones, cell phones, computers, e-mail access and internet access, are provided for specific use by staff within the SMFRC. Affiliation with SMFRC is implied through identifiers such as e-mail and internet provider

addresses and opinions expressed may be construed as representing opinions of SMFRC. With this in mind, staff are to use careful judgement when accessing and using information technology resources provided by SMFRC. Use of these resources shall be done so in a respectful manner acceptable to SMFRC.

10.13.1.1 This policy is meant to ensure that the privacy and the confidentiality of information of staff, SMFRC and its client's is upheld. Everyone involved with SMFRC must adhere to this policy. Failure to do so can result in consequences and disciplinary action.

10.13.2.2 All children and adults must use email, electronic devices and the internet according to our policies. This protects people's privacy and the confidentiality of information.

10.13.2 Acceptable Information Technology Use

10.13.2.1 Staff may use the internet when appropriate to access information needed to conduct SMFRC business and are responsible for using the internet in a manner that is ethical and lawful. Staff using SMFRC's computers must respect and protect everyone's privacy, the integrity of the resources provided as well as the intellectual property (ideas, creations and copyrights) of others. All communication must be done in a respectful manner and the use, or discovery of the use of any threatening or inappropriate material must be reported.

10.13.3 Email

10.13.3.1 Staff are permitted to use SMFRC's technology resources for personal use during their breaks but may not use SMFRC e-mail for personal use. Any personal e-mails are not permitted using your work e-mail. Personal e-mail includes but is not limited to:

- Forwarding of jokes, recipes, chain e-mails, etc.
- E-mails sent to advertise items for sale/purchase/giveaway
- E-mails sent for other than SMFRC business purposes

10.13.4 Information Sharing Sites

10.13.4.1 Given the confidential nature of the services provided by SMFRC, SMFRC does not condone using SMFRC computers to access information sharing sites or services. These include, but are not limited to:

- Personal communication including texting and/or conversations
- Information sharing sites like Facebook, Twitter, E-Brandon, MySpace, chat rooms, YouTube, etc.
- On-line shopping
- Audio and video streaming, gaming, peer-to-peer file sharing or downloading music

10.13.4.1 Use of online mail such as GMail and Hotmail is permitted during lunch or break times.

10.13.4.2 Information about staff, SMFRC or clients of SMFRC must not be posted on

your personal web space, social networking sites, public networking file sharing sites or any other type of internet website.

10.13.4.3 Children and adults are not allowed to put photo's, video or information about children SMFRC staff or any families that use SMFRC on their cell phone, electronic device or the internet without the person's (or parent's) written permission

10.13.4.4 Children are not accepted as "friends" or "buddies" by the SMFRC staff when using personal social networking sites such as Facebook, Twitter and MSN.

10.13.5 Inappropriate Material

10.13.5.1 SMFRC also prohibits the intentional accessing, viewing and/or distribution of objectionable material. Objectionable material includes but is not limited to:

- Obscene or pornographic material
- Hate propaganda or discriminatory material
- Defamation and libel
- Sexually or personally harassing material
- Offending jokes and pictures
- Bullying

10.13.5.1 Inappropriate use also includes but is not limited to:

- Material that violates the confidentiality of staff, SMFRC or clients of SMFRC
- Material that is illegal or is copies of copyrighted works

10.13.6 Cell Phones & Texting

10.13.6.1 Staff are not permitted to use personal cellular/mobile phones for phone calls or texting during work time. These devices may be accessed during lunch or break times and only in a manner that does not compromise the confidentiality of staff, SMFRC and clients of SMFRC. When authorized by SMFRC, staff may carry their personal cell phones for contact from the centre when on outings with the children. Anyone who may need to contact a staff person during regularly scheduled working hours must contact SMFRC's direct line.

10.13.6.2 **SMFRC has the right to monitor and examine the use of its resources pursuant to this policy and disclose any information found. Staff should not expect that any communications originating at the SMFRC using SMFRC technology resources is private as between the staff person and SMFRC. SMFRC may use this information in disciplinary actions and release it to authorities if it is criminal in nature.**

10.14 OTHER CENTRE PROCEDURES

1. Hot drinks such as coffee or tea will not be taken in the **Occasional Childcare room** or where young children are present.
2. Volunteers who use the childcare while volunteering for another organization will pay their normal child care fees.
3. Parents and children are welcome to drop into the OCC for a visit. There is no need to book child care for this parent/child time together.
4. The **OCC** is licensed for 24 spaces.
5. When using the Occasional Child Care Service, parents/guardians are asked to supply a healthy snack for their child. Suggestions for healthy snacks would be the following:
 - Muffin
 - Yogurt, carrot sticks
 - Cheese, crackers
 - Fruit, crackers, milk
 - Cold cereal, slice of fruit
 - We do not recognize juice as a nutritional option

10.15 OCCASIONAL CHILDCARE CURRICULUM STATEMENT

Facility #7141

We believe that the children in our care learn through strong staff/child interactions and an enriching environment. Staff will encourage children by getting them to try first, they will be flexible allowing children to take an activity where they want to and then will follow the child's lead by observing and responding. We will provide a wide range of open ended materials that would include recyclables and nature inspired objects that will encourage spontaneous play. Staff will get to know the children and families in our care by asking questions, finding commonalities and involving parents in the program. We will use arrival and departure to point out developing skills and communicate about the child's behaviour and interests

The Educators will encourage teamwork and problem solving by saying to children "maybe you should ask your friend for help with that tower, he is really good at building". We will encourage small group projects and play, give ideas and suggest one on one interaction between children. They will develop self-confidence by displaying special art projects in our museum, allowing independence in outdoor play that would include climbing on rocks and stumps, encouraging personnel growth and supplying creative dramatic play opportunities.

The environment is organized into activity areas that include dramatic play, manipulative play, fine motor, literacy development, open ended areas, gross motor activity and a creative area. The areas are defined although flexibility in play is encouraged. The environment allows for multi aged

group with 3 tier art area, library area and specific areas for school-age children only. The Educators will accommodate each child's individual needs being flexible on nap times, snack times, activities and materials that are provided that respect the child's development, abilities and interests.

The Educators will make a special effort to reflect and respect all families and community. We use ethnic knitted people, ethnic dolls, having added ethnic textiles to the environment, visual displays portraying children of Afghanistan and ethnic celebrations celebrating special days.

The Occasional Care is a home away from home environment with opportunity for choice and individual expression. Together with spontaneous activities, invitations and genuine interest in the children we will teach respect, resiliency, confidence and empathy. Our curriculum is a play based Centre where children learn best when given the opportunity to experience it first-hand.

10.16 CODE OF CONDUCT

At the Shilo Military Family Resource Centre Occasional Childcare , we strive to provide a safe, caring, learning environment for children, staff and families. We believe in the 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
- Board members
- Volunteers and students
- All other involved with our centre

10.16.1 Guiding Principles for Appropriate Behaviour

Our guiding principles for appropriate behaviour are based on the three R's:

- Respect for myself
- Respect for others
- Respect for the toys, equipment and environment

The guiding principles for appropriate behaviour in our Centre are:

- 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
- We work and play safely to help keep ourselves and other from getting hurt.
- 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
- We learn to the best of our abilities and support the learning of others.

10.16.2 Development 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 be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

10.16.3 Appropriate Use of Technology

All children, parents, staff and others involved in our centre must use the e-mail, electronic devices and the internet according to our policies. This protects people's privacy and the confidentiality of information (see policy 9.6 above).

10.16.4 Unacceptable Behaviours

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

- All forms of abuse (sexual, physical, or psychological) including verbally, in writing or otherwise;
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome;
- All forms of bullying (physical, verbal, emotional, social or cyber bullying) including comments, actions or visual displays that are intentional, hurtful and repetitive;
- Actions that put another person at risk or harm, including violent physical acts (with or without a weapon) and threatening someone; and
- Discrimination against any person or group because of their race, color, ancestry, nationality or 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.

10.16.5 Proactive Strategies

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

- Planning a program based on children's interests and developmental needs;
- Establishing consistent yet flexible schedules and routines to help children gain trust, security and self-control;
- Setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour; and
- Realistic and developmentally appropriate expectations for behaviour.

We create a positive environment for children, parents, staff and others involved in our centre by:

- Modeling and encouraging appropriate behaviour;
- Working together to solve problems;
- Stating limits in a positive way and periodically reminding people;

- Establishing clear, consistent, simple limits;
- Providing explanations for limits; and
- Developing positive relationships, including making time to talk and listen.

10.16.6 Consequences for Inappropriate Behaviour

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

- Reminding people of expectations and limits;
- Responding sympathetically and acknowledging feelings;
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected;
- Talking about the behaviour, not labelling the person; and
- Establishing natural and logical consequences.

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

- Giving a written warning that outlines specific concerns and consequences if the behaviour continues;
- Developing a written contract with an adult or older child that outlines specific expectations and consequences;
- 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 formal or informal meetings to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future;
- Accessing outside resources for help, such as:
 - o Child and family services for parenting supports
 - o Behaviour specialist or other professionals
 - o Mediation services to resolve conflicts between adults
 - o Police to assist with threatening behaviour

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

- Suspending or withdrawing child care services to a child's or family members inappropriate behaviour;
- Suspending or dismissing a staff member;
- Contacting police and /or child and family services (CFS), if the behaviour is illegal such as abuse, assault or threatening a person; and/or
- Banning a person from the centre.