



## The Lee Wiggins Childcare Centre PARENT AND CHILD CODE OF CONDUCT POLICY

All staff members at the LWCC are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground.

Inappropriate behaviour or harassment of any kind towards a student, parent/guardian, or teacher will result in immediate intervention up to and including the family's expulsion from the Centre and/or police involvement.

This type of behaviour includes but is not limited to harassment or intimidation by written note, email, words, gestures and/or body language.

The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us. All concerns and comments should be addressed with the teachers. Should this discussion not address your concerns, the next step is to review the situation with the Coordinator of the Centre.

Failing resolution with the Coordinator of the Centre, the matter will be referred to the appropriate member of the Board of Directors in writing.

If an incident should occur in which the parent/guardian breaches the Lee Wiggins Parent Code of Conduct, the parent/guardian will be given written notice warning them of their inappropriate behaviour. The second infraction will result in written notice of immediate withdrawal. Certain serious infractions will result in immediate withdrawal of childcare services.

All children and parents are required to sign and abide by the "*Parent and Child Code of Conduct*" at the time of registration and annually thereafter. The Code of Conduct reads:

As part of your contract with the child care, the child care reserves the right to withdraw or deny services if it is believed that the particular needs of your child or family cannot be appropriately met.

The decision for suspension and/or withdrawal will be based on, but not limited to, the following types of incidents:

- Extreme physical acts against other children and/or Staff (hitting, biting, or any other form of physical threat or assault).
- Non-compliance of Staff direction.
- Verbal attacks on other children and/or Staff, which include the use of threats, name-calling, as well as repeated profane or degrading language. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- Racial or other discriminatory incidents.
- A child who leaves the centre without permission and/or leaves the care of centre Staff on or offsite. (This will result in an automatic one-day withdrawal from child care services.)
- Theft of personal or centre property.



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- Conduct that is injurious to the moral tone of the Centre.
- The breach of any confidentiality and/or privacy policies. Public electronic mediums are not to be used to discuss sensitive centre policies and/or staff/staffing matters.
- Failure to pay fees, including late fees, by the designated time.
- Failure to comply with the parental/guardian responsibilities outlined in the contract and policies of the Centre, including reading, signing, and returning all required documents and policies within the requested time frame.
- Repeated late pick up of child, as per late policy.
- No weapons are allowed on Centre property or at Centre functions.
- Alcohol and illicit drugs are not allowed on Centre property or events.
- Gossip and public criticism which are malicious in nature are unacceptable.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children over normal developmental incidents that assist them in acquiring problem-solving skills. However, as individual needs vary in terms of environment and program, some children may not benefit from the program offered in this centre. We will make every effort to meet the needs of your child, which may require the assistance of an outside agency. If the behaviours still occur and it is still deemed that we are unable to meet the needs of you or your child, then services will be withdrawn, with approval from the Child Care Board of Directors.

All incidents will be documented by Staff using the Incident Report Form.



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Signature of Child

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Signature of Parent/Guardian

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Date

**Children and parents are required to sign and abide by the *Parent and Child Code of Conduct*. The signature form is included in your registration package. Please retain this copy for your records.**