

March 15, 2021

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

**RE: Community Services Policy Review #2.21 and 2.22**

---

The Community Services Executive Committee is taking a comprehensive review of all of the policies posted on the Towns Website under the Community Services heading in order to ensure all policies are relevant and up to date. This process will happen over a number of meetings depending on various factors including other content of our executive meetings.

The first two policies we are looking at are **#2.21 Daycare Parent/Caregiver/Family Code of Conduct and #2.22 Daycare Children's Code of Conduct.** The policies mentioned are attached to this report for reference. The Town is no longer in the Daycare business and thus these policies are no longer relevant and should be removed.

**Recommendation**

The Community Services Executive Committee recommends to Mayor and Council to authorize the removal of Policy #2.21 Daycare Parent/Caregiver/Family Code of Conduct and #2.22 Daycare Children's Code of Conduct.

Respectfully Submitted,

*Aaron Bisson*

Aaron Bisson  
Manager of Recreation and Culture

<p><b>Council approval of this report will agree to the recommendation of the Community Services Executive Committee to remove Policy #2.21 Daycare Parent/Caregiver/Family Code of Conduct and #2.22 Daycare Children's Code of Conduct.</b></p>
---

# THE TOWN OF FORT FRANCES

## Section: Community Services – Children’s Complex

### Policy: Parent/Caregiver/Family Code of Conduct

---

**Creation Date:** September 2017

**Revised Date:** n/a

**Resolution Number:** 908

**Policy Number:** 2.21

---

#### **PURPOSE**

The Fort Frances Children’s Complex Programs strive to conduct business according to the highest standard of honesty, integrity, respect and fairness when dealing with families. We expect that all staff, parents/caregivers, families and other visitors will also conduct themselves appropriately to meet these high standards. As adults, we are our children’s greatest role models and it is important that we promote the desired behaviors.

The intent of this Code is to clarify and give guidance on the standard of behavior expected by parent/caregiver and family members attending services in our programs and to uphold the confidence in the integrity and professionalism of the services provided by our staff. It is meant to assist in maintaining a safe and caring learning environment. Childcare Staff are governed by a similar code of conduct that outlines expectations relating specifically to their behavior.

The Corporation of the Town of Fort Frances has zero tolerance for inappropriate behaviour of staff & other patrons, including but not limited to the following:

- Threats, perceived threats, any acts of violence, bullying, harassment
- Verbal abuse, swearing, name calling or degrading responses or behaviors
- Any form of discrimination or harassment from any person associated with the Town of Fort Frances’s Childcare Programs
- Any behavior that impacts or affects staff’s ability to do their job
- Inappropriate sexual innuendos/comments whether they be verbal or written form including texts, emails and/or social media applications
- Inappropriate physical contact

#### **BREACH OF CODE OF CONDUCT**

This Policy cannot address all the possible issues which may arise within our childcare programs and services. Where an individual has any doubts as to the applicability of this policy or appropriate course of action, the matter should be taken up with the Superintendent of the Children’s Complex.

If a breach of the Code occurs, it may result in child care services being withdrawn. The decision will be made at the discretion of The Children's Complex Superintendent, in consultation with other applicable Child Care staff members and the Community Services Division Manager. Child and Family Services will be consulted if the behavior is abuse, assault or threatening.

### **GUIDING PRINCIPLES**

It is expected that as the parent/caregiver and/or family member of a child using the Town of Fort Frances Childcare Programs and Services, and when on the property of any of the childcare programs and/or services, I will adhere to the policy and following principles:

- Act courteously and respectfully at all times
- Not be under the influence of alcohol or drugs
- Refrain from impolite, abusive or offensive behavior or language and/or violent behavior to staff or other children/families
- Be respectful of the program's environment
- Respect cultural differences of staff and other families
- Be aware of all the applicable Childcare policies, procedures and guidelines and seek clarification when necessary
- Report all concerns, issues and problems to the appropriate personnel
- Maintain a positive and proactive relationship with staff and other families
- Ensure that all individuals associated with my child are made aware of this policy and will ensure those individuals comply with such.

# THE TOWN OF FORT FRANCES

## Section: Community Services – Children’s Complex

### Policy: Children’s Code of Conduct

---

**Creation Date:** September 2017

**Revised Date:** n/a

**Resolution Number:** 908

**Policy Number:** 2.22

---

**Purpose:**

Within the Town of Fort Frances Children’s Complex programs we strive to provide a safe, caring, learning environment for children, staff and families. We believe in equality and respect diversity.

This policy sets out expectations for respectful behaviors of all children in our facilities/programs and is meant to assist in continuing to maintain a safe, caring learning environment for all who participate in our programs.

**Developmental Capabilities of Children:**

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

**Unacceptable Behaviors:**

The following behaviors behaviours by children involved in our centre 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 (Ex. Hitting, pushing, name-calling, spreading rumours, gossip in person or social networking)
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person ought to 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 characteristic, sexual orientation, marital and family status, source of income, political belief and physical or 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 the internet and other technology, in keeping with the Town’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 children by:

- Having realistic and developmentally appropriate expectations for behavior
- Setting up the environment and materials to encourage appropriate behavior 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 positive environments by:**

- Developing positive relationships, including making time to talk and listen
- Establishing clear, consistent, simple limits (as age appropriate)
- Stating limits in a positive way and making periodic numbers

**Consequences for Inappropriate Behaviour:**

We will consistently respond to inappropriate behaviour of children in our programs by:

- Reminding the child of expectations and limits (based on age appropriateness)
- Using a respectful approach to explain why a behavior is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labeling the child
- Responding sympathetically and acknowledging feeling
- Establishing natural, logical consequences.

<p style="text-align: center;"><b><u>Un-kind Behaviour</u></b></p> <ul style="list-style-type: none"> <li>• Teasing</li> <li>• Inappropriate laughing at children</li> <li>• Selfish actions/not sharing/not including others</li> <li>• Inappropriate bathroom etiquette</li> <li>• All other inappropriate action to others</li> </ul>	<p style="text-align: center;"><b><u>Consequences</u></b></p> <ol style="list-style-type: none"> <li>1. Stop behaviour</li> <li>2. Remove from activity (educators will re-direct)</li> <li>3. Give Choices for another activity</li> </ol>
<p style="text-align: center;"><b><u>Scary/Mean Behaviour</u></b></p> <ul style="list-style-type: none"> <li>• Hitting, Pushing, Kicking</li> <li>• Temper Tantrums</li> <li>• Name calling/teasing</li> <li>• Inappropriate touching of others private parts</li> <li>• Spitting at other children/staff</li> <li>• Use of inappropriate language (swear words)</li> </ul>	<p style="text-align: center;"><b><u>Consequences</u></b></p> <ol style="list-style-type: none"> <li>1. Stop behaviour</li> <li>2. Remove from the situation</li> <li>3. Privileges taken away</li> <li>4. Immediately Notify Parents</li> </ol>
<p style="text-align: center;"><b><u>Physically Hurtful and Threatening Behaviour</u></b></p> <ul style="list-style-type: none"> <li>• Uncontrolled anger</li> <li>• Destroying property</li> <li>• Throwing objects that could harm others</li> <li>• Physically hurting others</li> <li>• Running away from the group</li> <li>• Abusive swearing towards others</li> <li>• Behavior that is against the law</li> </ul>	<p style="text-align: center;"><b><u>Consequences</u></b></p> <p><b>CHILD WILL BE SENT HOME</b></p> <ol style="list-style-type: none"> <li>1. Stop behaviour</li> <li>2. Remove from other children until picked up</li> <li>3. Parent will be called to pick up.</li> </ol>

**The Chart Below is a guideline for Staff:**

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
- Hold an informal or formal meeting with parents/guardians/caregivers to develop an action plan to encourage appropriate behaviour in the future
- Developing a written contract with an older child that outlines specific expectations and consequence
- Accessing outside resources and/or agencies for assistance, such as:
  1. A behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
  2. Child and family services to access parenting supports
  3. The police to assist with threatening behaviour

In extreme cases, we will take such steps as:

- Suspending or withdrawing services because of a child's inappropriate behaviour
- Contacting the police and/or child and family services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person

## **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 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 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.

\*Note: If a child is sent home due to inappropriate behavior at any time throughout the day, daycare fees will be applicable for the entire day.