



PARENT/CAREGIVER/FAMILY CODE OF CONDUCT

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 the following, including but not limited to:

- 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If a breach of the Code occurs, it may result in child care services being withdrawn.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 any other applicable Child Care and/or Town staff and/or Child and Family Services if the behavior is abuse, assault or is threatening.

Current and enrolling parents/caregivers must read (or have read to them) the guiding principles.

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 I am on the property of any of the childcare programs and/or services, I will adhere to the policy and:

- 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.