

Parent Code of Conduct

Canada Place Child Care Society (CPCCS) staff and management all have the right to be safe and feel safe in our Child Care Facility.

CPCCS' Child Care Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our Centre including parents/guardians, volunteers, teachers, and/or Board members.

These standards apply whether they are on Centre's property or at Centre's sponsored events and activities.

All staff members at CPCCS are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by the Alberta Human Rights Code.

Inappropriate behaviour or harassment of any kind towards a child, parent/guardian, teacher or Board member 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 children 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 Executive Director of the Centre.

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

All adult members have the responsibility to act as models of good behaviour.

As a parent I agree to:

- Show respect for the teacher(s) and any other adult in authority in front of any child at all times, regardless of what I may think of their actions or say to them in private. Whether speaking in public or private, I shall speak in a courteous and respectful manner.
- Speak respectfully and with kindness and courtesy to other parents in front of children, especially when there is any disagreement.
- Respect the strict privacy laws and policies of the Centre, and take pictures of MY CHILD ONLY during functions and celebrations at the Centre (i.e. at birthday celebrations).

The following will not be tolerated:

- Theft of personal or Centre property
- Foul language (swearing, name-calling, and shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.
- 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.
- Conduct that is injurious to the physical, emotional, or intellectual well-being of others in the Centre.
- 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.
- Failure to support program goals, values, regulations, and limits of the Centre.
- Misrepresentations as a Federal Government employee
- Behaviour that creates a potential safety hazard to children and/or staff.
- Lack of respect for the multicultural makeup of the children, parents/guardians, and/or staff.
- 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.

Signature of Parent/Guardian

Date

Please Note: Centre cubbies are to be used solely for the purpose of communicating between parents and CPCCS. They are not to be used for business promotion.

If an incident should occur in which the parent/guardian breaches the CPCCS 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.

Parent and Child Code of Conduct

As part of your contract with CPCCS, the Centre 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.

Parents/guardians are required to sign that they understand and agree to follow the Code of Conduct.

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

- Repeated physical acts against other children and/or staff (hitting, biting, or any other form of physical threat or assault).
- Verbal attacks on other children and/or staff, including the use of threats, name calling, as well as repeated profane and degrading language.
- Racial or other discriminatory incidents.
- A child who leaves the Centre without permission and/or leaves the care of Centre staff on or offsite
- Any verbal or physical abuse of staff by a child or child's family member.
- Any children/parent/guardian who acts in a manner which may jeopardize the safety of any person in the Centre.

We realize that occurrences and disputes will occur among children and it is not our intent to exclude children as a result of 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 we deem that we are unable to meet the needs of your child, then services will be withdrawn, with approval from the Board of Directors.

In extreme cases (as determined by the Executive Director with approval from the Board of Directors) of violent or threatening behaviour by a child/parent/guardian, which puts the safety of other children and/or the CPCCS' staff at risk, the advanced notice of removal will not be provided. The Executive Director and/or the President of the Board of Directors (or Designate) will meet with the parent/guardian immediately and the parent/guardian will be required to withdraw the child from CPCCS at a time set by the Board of Directors in its sole discretion.

Signature of Parent/Guardian

Date