



CHILDSPACE/PARENT/CLIENT CODE OF CONDUCT

Created January 2010

Revised April 16, 2017

We all have the right to be safe and feel safe in our day care community. Childspace Day Care Code of Conduct sets clear standards of behaviour that apply to all individuals involved in our Centre community including parents or guardians, volunteers, staff, students and/or board members. These standards apply whether they are on Centre property or at Centre-sponsored events and activities.

All members of the Centre's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability or any other ground protected by Ontario's Human Rights Code. Parents are expected to respond to staff member as stated above when a staff member approaches them: for example, regarding their child's accident, their child's behaviour, their child's development or a late fee.

All adult members have the responsibility to act as models of good behaviour. Foul language (swearing, name-calling and shouting) is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately.

Inappropriate behaviour, harassment or threat of violence of any kind towards a child, student, volunteer, caregiver, parent, staff or other adult will result in police intervention, immediate follow up that could include the family's expulsion from the Centre. This type of behaviour includes but is not limited to perceived harassment or perceived intimidation by written note, email, words, gestures, and/or body language. All inappropriate behaviour or harassment will be followed up in writing with the person involved.

All physical signs of possible violence to any person will be addressed by staff and Supervisor as to how the injury occurred in a dated, written report that an injury was inquired about with the person, their responses noted, and it is to be signed by this person that the discussion took place.

Loud shouting, disagreements etc., cannot take place in the Centre, premises or Centre sponsored event between parents (same family), parent to another parent, towards their child or another person's child. Only staff redirects/disciplines the children while they are in our care. Other adults cannot redirect or discipline another person's child. If you have concerns, go to the staff on duty or to the Supervisor.

No weapons, real or toy, are allowed on the premises or property or at centre-sponsored events. It is the parent's responsibility to make sure that their child does not carry prohibited items to the day care such as karate knives, nun chucks, Swiss army knives, etc. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre. Personal electronic equipment is also excluded. Parents agree to follow our policy "not to wear superhero clothes" at any time (pajama movie day included) or bring in superhero toys.



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Alcohol and illicit drugs are not allowed on the centre premises or property or at centre-sponsored events. The consequences for failure to comply will include but is not limited to the family's expulsion from the centre.

Parents, partners, caregivers, emergency contacts who appear to be unwell or intoxicated will be asked if they would like someone on the application form to assist them in picking up the child. Children will be released to parents on the application form unless a certified copy of Separation Agreement or a certified copy of a Child Custodial Agreement is in the child's file. Parents agree to inform staff when there are changes in the family composition (separation, divorce, etc.) or threat of violence or harassment made by a partner or another person. This needs to be given in writing to the Supervisor/Director.

The privacy and confidentiality of our parents, guardians, caregivers, staff, students, volunteers are important to us. All concerns and comments should be addressed with the staff. Should this discussion not address your concerns, the next step is to review the situation with the Supervisor and/or Director. Failing resolution with the Supervisor or with the Director, the matter will be referred to the appropriate member of the Board of Directors. The parents respect the fact that for the safety of all, the door code is for the parents only during the day care operational hours, not for emergency contacts or for the children to use. Your emergency contacts use the doorbell to gain entrance.

Gossip and public criticism are unacceptable. There should be no discussion of concerns with other parents in the centre hallways, the parking lot, or via electronic mediums such as Facebook, Myspace, personal blog sites or other forms of electronic information sharing.

Any pictures taken at the centre or during centre events are for the private use of the family only. These pictures cannot be posted in on-line photo albums (i.e. photo bucket), Facebook, Myspace, etc.)

All adults without children enrolled in the centre need to visit the office and sign the logbook. The centre's cubbies are to be used solely for the purpose of child's storage and for communication between the parents and Childspace Day Care. They are not to be used for business promotion.

This code of conduct must be signed by any and all adults including parents, partners, grandparents, over 18 years old siblings, caregivers that will be involved in your child's experience at Childspace Day Care. When you add people onto your emergency contacts you must inform them that they need to sign this code of conduct and ring the doorbell to enter the day care. They will also have to bring photo I.D. each time they come to pick up your child/ren.

I consent that I have read, and I am aware of the Parent/Client Code of Conduct and agree to abide by it and all other policies of Childspace.



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Signed: _____ **Print Name** _____

Date: _____

Signed: _____ **Print Name** _____

Date: _____

Witness: _____ **Print Name** _____

Date: _____

This policy will be reviewed with all staff, student, and volunteer prior to employment and annually thereafter. Staff, students and volunteers will sign to demonstrate they have read and understood the policy.