

CODE OF CONDUCT

We are committed to providing quality programs and services where participants may develop socially, cognitively, physically and emotionally. The Code of Conduct is to ensure there is a mutual understanding of what is acceptable and unacceptable behaviour.

Acceptable behaviour

Whether participating in our program or visiting our facilities, everyone is expected to be **Respectful, Kind, Safe, Honest, Responsible**, and make **Healthy Choices** with their words and behaviour.

Unacceptable behaviour

Behavior with potential to harm oneself, others, property or which would otherwise negatively impact program quality is unacceptable and will not be tolerated.

Staff will use discretion to take appropriate action if unacceptable behavior occurs.

Our Code

I will listen to Summer Program leaders and follow their directions.

I will respect other people's belongings, including those that belong to Summer Program.

I will keep my hands and feet to myself.

I will use appropriate language.

I will be respectful towards my peers and be nice to everyone.

I will respect other's feelings by having a positive attitude.

I will do my best to participate, and try activities planned by Summer Program Staff.



PROCEDURES FOR ADDRESSING UNACCEPTABLE BEHAVIOR

First Occurrence

- The behavior will be discussed with the participant.
- Parent/Guardian will be notified of the behavior and will be expected to pick-up the child immediately.
- The child will be removed from the program for the remainder of the day.
- Staff and parent/guardian will identify solutions together to assist the child with improving behavior(s) in the future.

Second Occurrence

- The behavior will be discussed with the participant.
- Parent/Guardian will be notified of the behavior and will be expected to pick-up the child immediately.
- The child may be permitted back to the program once an agreed upon individualized plan is established between the parent/guardian and the Summer Recreation Program Coordinator to prevent further unacceptable behaviour.

Third Occurrence

- The behavior will be discussed with the participant.
- Parent/Guardian will be notified of the behavior and will be expected to pick-up the child immediately.
- The child will be removed from the program for the remainder of the summer.

If a child's behavior prevents or interferes with our ability to ensure the safety and well-being of themselves, others, patrons, or the security of property or program quality, we reserve the right to remove the child from the program/facility at **any of the occurrence stages outlined above.**

We also reserve the right to ensure the removal of any patron displaying unacceptable behavior from the facility and/or program.