



## Lakeshore Community Childcare Centre PARENT CODE OF CONDUCT

At Lakeshore Community Child Care Centre, (LCCC) we strive to promote positive examples of behaviour, as well as the modeling of appropriate social skills to our children. All staff, parents, children, and guests are to be treated with respect and dignity at all times regardless of race, religion, gender, sexual orientation, disability, or any other grounds.

We expect parents/guardians to conduct themselves in a manner that is conducive to the health and well-being of the children, staff, and guests of the centre. We understand that issues may arise from time to time, and while we try our best to resolve these situations, we expect that any issues are addressed in a respectful manner that is aligned with the mission, values, and goals of Lakeshore Community Child Care Centre, as well as all applicable laws and legislation.

All Parents/Guardians and visitors of LCCC are responsible for contributing to a safe and healthy environment for the children that attend our programs. This includes:

1. Being respectful and supportive of the learning environment, which includes all children, parents, and staff.
2. Respecting the guidance provided by staff at the centre, and addressing any issues in a respectful way.
3. Acknowledging the differences in learning, developmental capabilities, and values that children and families possess.

### **Should a problem arise :**

We respect the privacy and confidentiality of our children, staff, parents/guardians and guests, and request that all parents handle any conflicts or situations that arise with respect for the members of the child care centre. Parents are encouraged to observe the following procedure:

1. Speak directly to your child's teacher. They are your best source of information, as they know your child. In the case of teaching teams, you may want to speak with each teacher.
2. If you need further clarification, or assistance, speak with the Director or assistant director.
3. If you are not satisfied after speaking with the two levels of staff members, the Chairperson of the parent program committee will try to be of assistance.

If you still remain unsatisfied, you will be referred to the Board of Directors

***PLEASE NOTE: It is never acceptable for a parent or guardian to discuss any matter or conflict with another child at LCCC. Bring your concern to a staff member; never approach a child that is not yours!***  
Any incident that occurs at Lakeshore Community Child Care Centre that involves any of the following will be dealt with in accordance with LCCC's breach of Parent Code of Conduct Policy:

- Any type of discrimination (racial, ethnic, or otherwise)
- Any perception of physical intimidation, violence or threatening behaviour toward another parent, staff, child, or guest of LCCC.
- Conduct that puts the children, staff, or guests of the centre at risk of harm.
- Perceived to be under the influence of alcohol or drugs.
- Verbal intimidation, yelling, threatening, or profane language directed at anyone in the centre.
- Inappropriate conduct, gossip or criticism that is damaging to other individuals at the centre.

### **BREACH OF PARENT CODE OF CONDUCT POLICY**

If an incident occurs at Lakeshore Community Child Care Centre that breaches the Parent Code of Conduct, it **may result** in the following actions:

1. A written warning that will be kept in the family's file.
2. The situation being brought to the board of directors for resolution.
3. Immediate withdrawal from the child care centre.
4. The Police or Children's Aid being contacted for intervention.

\*All staff of LCCC have a duty to report any suspected cases of child maltreatment in accordance with the Child and Family Services Act\* -