

11 Behaviour Management

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11.01 Behaviour Management Policy

All behaviour management takes into account the developmental capabilities of all the children. We find that when staff and parents or guardians work together, inappropriate behaviours are decreased, which results in a more positive environment for all. Inappropriate behaviour will be dealt with individually with as little embarrassment to the child as possible, but with the understanding that it must cease and plans should be made so that it does not occur in the future.

In accordance with the licensing standards for Child Care Centres, BBE will not permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.

The Staff will:

- Use problem solving techniques (encourage children to solve problems on their own with support from staff)
- Use redirection, removal and natural consequences
- Document consistent behavioural concerns

11.02 Guiding Principles for Appropriate Behaviour

BBE promotes the following guidelines when it comes to appropriate behaviour for children:

Be Respectful: Everyone is respectful of themselves and other people. Everyone is respectful of the ideas and feelings of others. Everyone is respectful of the environment, equipment and materials.

Be Safe: Everyone works and plays safely to help keep themselves and others from getting hurt.

Be Cooperative: Everyone solves their problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

Be Supportive of Learning: Everyone learns to the best of their abilities and supports the learning of others.

11.03 Proactive Strategies

BBE actively strives to create an environment that supports the health, safety and well-being of the children by:

- Having realistic and developmentally appropriate expectations for behaviour (as outlined in 11.02)
- Setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour
- Planning a program based on children's interests and developmental needs
- Establishing consistent yet flexible schedules and routines that help children gain trust, security and self control

The Centre creates a positive environment for children, parents or guardians, and others involved by:

- Developing positive relationships, including making time to talk and listen
- Establishing clear, consistent, simple limits, rules, policies and procedures
- Guiding children to develop at their own pace
- Stating limits in a positive way and periodically reminding people
- Providing explanations for limits, rules, policies and procedures
- Working together to solve problems
- Modeling and encouraging appropriate behaviour

11.04 Unacceptable Behaviours

The following behaviours by children, parents or guardians, volunteers and others involved in our Centre are unacceptable:

- All forms of bullying (physical, verbal, emotional, social or cyber bullying), including comments, actions or visual displays that are intentional, hurtful and repetitive
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- All forms of abuse (sexual, physical or psychological), including verbally, in writing or otherwise
- Discrimination against any person or group because of their race, colour, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief and physical or mental disability
- Inappropriate language
- Actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

The following behaviours by children while in the Centre's care towards other children, staff, volunteers and others involved in the Centre are unacceptable:

- Hitting, pushing, kicking, stomping on body parts
- Screaming loudly and out of control
- Throwing items around the room (chairs, blocks, anything that can harm another)
- Running away from the room or the group outside
- Bullying, threatening or frightening others
- Refusing to follow rules on a continual basis
- Profanity or conversations regarding sexually related content
- Pointing and making "shooting" motions continually towards people
- Any physical, emotional or mental aggression.

11.05 Consequences for Inappropriate Behaviour

BBE will consistently respond to inappropriate behaviour by children, parents or guardians, and others involved in our Centre by:

- Reminding people of expectations and limits, rules, policies and procedures
- Using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected
- Talking only about the behaviour, not labelling the person
- Responding sympathetically and acknowledging feelings
- Establishing natural, logical consequences

Depending on the severity and frequency of the behaviour, we will consider further steps such as:

- Learning what may be contributing to the inappropriate behaviour and how to help reduce or eliminate the behaviour by documentation
- Having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- Accessing outside resources for help, such as: a behaviour specialist or other professionals to help staff understand and reduce a child's inappropriate behaviour
- Child and Family Services to access parenting supports
- Mediation services to resolve conflicts between adults
- The Manitoba Human Rights Commission for information and advice to resolve an issue informally or to make a formal complaint if the behaviour involves discrimination or harassment
- The police to assist with threatening behaviour

In extreme cases, the Centre will take additional steps such as:

- Suspending or withdrawing child care services because of a child's or family members inappropriate behaviour
- In the case of a visitor not allowing the person to return to the centre
- Contacting the police and/or Child and Family Services (CFS), if the behaviour is illegal such as abuse, assault or threatening another person

11.06 Suspension Policy

If behaviours continue, then the following will take place:

1. A written explanation will be issued to the parent or guardian and a discussion will take place in order to establish a cooperative plan of action between the family, Team Leader and Executive Director, along with a reasonable time period to carry out the plan. After the time period has elapsed a review meeting with the same parties will be set.
2. A second such incident may, at the discretion of the Team Leader in consultation with the Executive Director, result in a suspension from care for a designated period of

time. Upon return to the Centre, the Executive Director, Team Leader, parent or guardian and child will have a re-entry meeting to review the expectations and Code of Conduct. The Board Chair will be notified.

3. A third such incident may, at the discretion of the Team Leader in consultation with the Executive Director, result in permanent suspension from the care at the Centre. The Board of Directors would be notified prior to this decision.

Note: Depending on the circumstances and nature of the incident, the Team Leader in consultation with the Executive Director maintains the right to suspend care immediately, without written notice. At such a time the parent or guardian would be contacted and expected to pick their child up as soon as possible.

If care has been permanently suspended, the child may not be allowed to attend BBE in the future, depending on the circumstances. Family/Guardian may re-register and follow the BBE online waitlist procedures, should re-entry be considered.

If a child is suspended from school, child care will not be available at the Centre for the same period of time.