

## **CODE OF CONDUCT**

Our staff use positive techniques of guidance, including logical or natural consequences, redirection of children to more acceptable behaviour, anticipation of and elimination of potential problems and encouragement of appropriate behavior rather than comparison, competition, or criticism. Consistent and clear rules are established. Staff members encourage children to solve problems rather than imposing solutions and help children to recognize and respect one another's feelings. If a child demonstrates problematic behaviour that does not respond to our positive approach, we will be in touch with the parent to discuss the issue and to consider options as to how to best support the child. However, we reserve the right to dismiss a child for consistent behavior that makes it difficult for the staff to meet his/her needs and/or the needs of other children in the group. We reserve the right to dismiss any child from a program that intentionally harms others, brings a weapon to the program, vandalizes property, or displays other extreme behaviour. In these instances, no refund is issued.