



**SUGAR-N-SPICE KIDDIE HAVEN**  
**INC.**  
**CODE OF CONDUCT**

**SUGAR-N-SPICE KIDDIE HAVEN INC.**  
**FACILITY NUMBERS 1054, 100849 and 102095**

## CODE OF CONDUCT

**At Sugar N Spice Kiddie Haven, we strive to provide a safe, caring, learning environment for children, staff and families. We believe in the equality and respect diversity.**

The following people are expected to behave in a respectful manner and comply with this code of conduct:

- Board of Directors
  - management and staff members
  - children
  - parents/guardians of children enrolled
  - all others involved with our centre

### **Guiding Principles for Appropriate Behaviour**

**BE Respectful:** We are respectful of the mission, the philosophy, the goals and objectives upon which Sugar N Spice's reputation rests. We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials. Each person will also respect the right of the program to be presented in a positive and favorable manner to others.

**BE Supportive of Relationships:** Your responsibility is to be supportive in all of your relationships. Your relationships with others do not make any issues any less real or important, nor does it eliminate the differences that you may have. Rather, your relationships should have a foundation that is based on positive and co-operative interactions, which will then allow you to be focused on understanding any issues and resolving them in a mutually beneficial way.

**BE Ethical and Act with Integrity:** Integrity creates a foundation of trust. It is keeping promises and fulfilling expectations. In simple terms, it is treating others as you yourself would like to be treated. Integrity can be achieved by looking at all situations in an ethical manner. By focusing on what is right, not what is best for your own personal gain, you act with integrity. Integrity also means avoiding any communication that is deceptive, hurtful or beneath the dignity of the people around you.

**BE Supportive of Learning:** We learn to the best of our abilities and support the learning of others. We strive to create an atmosphere that would be conducive to each individual's **Social, Physical, Intellectual, Creative and Emotional** development.

**BE Safe:** We work and play safely to help keep ourselves and others from getting hurt.

**Maintain Confidentiality:** All personal information; not limited to addresses, phone numbers, living arrangements, medical details, etc. shall be kept confidential unless permitted to be shared by the individuals involved.

## **Developmental Capabilities of Children and Adults**

We understand that it is normal for children and adults to display inappropriate behaviour at times for a variety of reasons.

The impact of the developmental capabilities of each child / adult **and** the impact of day to day stressors will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

## **Appropriate Use of Technology**

All children, parents, staff and others involved in our centre must use e-mail, electronic devices and the Internet according to our policies. This protects people's privacy and the confidentiality of information.

## **Unacceptable Behaviours**

The following behaviours by children, staff, parents and others involved in our centre are unacceptable: (please refer to the included resource information that defines more specifically each of the following areas)

- 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 and family status, source of income, political belief and physical or mental disability
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon) and threatening someone

## **Proactive Strategies**

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

- having realistic and developmentally appropriate expectations for behaviour
- 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

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- providing nutritious snacks and lunches that follow the Canada Food Guide.
- providing access to resources for staff, children and their families in efforts to support them with any issues that may arise.
- participating in annual re-licensing with the Manitoba Child Care Program as well as the City of Winnipeg Health and Fire Inspectors.
- communicating with all adults involved with care of the children including members of the school community

We create a positive environment for children, parents, staff and others involved in our centre by:

- being respectful, supportive of others, ethical in all decisions, and safe in our day to day experiences
- developing positive relationships, including making time to talk and listen
- establishing clear, consistent, simple limits that are developmentally appropriate
- stating limits in a positive way and periodically reminding people
- providing explanations for limits
- working together to solve problems
- modelling and encouraging appropriate behaviour,
- using a variety of techniques such as praise and criticism appropriately
- providing activities that encourage “community” amongst staff and families - keeping families and staff informed

### Consequences for Inappropriate Behaviour

We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our centre by:

- reminding people of expectations and limits
- 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:

- using behavioural analysis to learn what may be contributing to a child’s inappropriate behaviour and how to help reduce or eliminate the behaviour

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- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- giving a written warning that outlines specific concerns and consequences if the behaviour continues
- developing a written contract with an adult or older child that outlines specific expectations and consequences
- 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, we will take additional steps such as:

- placing on probation, suspending or dismissing a staff member
- suspending or withdrawing child care services because of a child's or family member's 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

### **Sugar N Spice Email, Internet and Electronic Devices Policy**

**Children, staff and all others using our child care centre's computer and electronic devices must:**

- respect and protect the privacy of others
- respect and protect the integrity of all electronic resources
- respect and protect the intellectual property (the ideas, creations and copyrights) of others
- communicate in a respectful manner
- report threatening or inappropriate material

**Inappropriate use includes:**

- intentionally accessing, transmitting, copying, or creating material that o Violates the confidentiality of children, parents or staff of the center.
  - o Violates the center's code of conduct (such as messages that are pornographic, threatening, rude, discriminatory, or meant to harass)
  - o Is illegal (such as obscenity, stolen materials or illegal copies of copyrighted works)

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- using the technological resources for personal use without the centre's permission

### **Supervision and Monitoring**

Authorized employees of the centre have the right to monitor the use of information technology resources and to examine, use, and disclose any data found. They may use this information in disciplinary actions, and release to the police if it is criminal in nature.

### **Staff members' use of cell phones and other personal electronic devices**

- Staff do not use cell phones and other personal electronic devices when they care for and supervise children.
- Staff make sure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- If staff take a personal cell phone for safety purposes on outings with children, it is only used for emergency contact with the centre or a child's parents/guardians.
- If staff use a personal cell phone, camera or other device to photograph or videotape children (with permission of the centre and parents), the data is downloaded onto the centre's computer and deleted from their phone or device with a witness from the program.
- Information about children, parents, staff and the centre (including photos or videos) are not be posted on:
  - Staff members personal web space o A social networking website e.g. blogs, My Space Facebook, etc.
  - Public networking or file sharing sites like Photobucket, Flickr, Youtube o Any other type of internet website.
- Staff do not accept children as "friends" or "buddies" when using social networking sites such as Facebook or MSN.
- Personal cell phones are to be locked up with staff's other personal belongings unless their immediate supervisor or the Assistant/Executive Director have given permission for emergency purposes.

### **BULLYING**

Bullying is persistent, offensive, abusive, intimidating or insulting behaviour which makes the recipient feel upset, threatened, humiliated or vulnerable which undermines their self-confidence and which may cause them to suffer stress. It can come in many forms:

- Physical bullying includes hitting, kicking, slapping, pushing, tripping, pinching and biting. It also includes destroying personal belongings intentionally.
- Verbal bullying includes name calling, teasing, spreading rumours, mocking or making inappropriate comments (e.g. Sexist or homophobic)
- Social or Emotional bullying includes excluding others from a group, spreading gossip or rumours or intentionally embarrassing someone in front of their friends or others.
- Cyber bullying includes spreading rumours or sharing images and hurtful, embarrassing comments using the text messaging, email, social networks, instant messaging on cell phones or any other type of digital technology.

Bullying is harmful because it causes:

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- High stress; post-traumatic stress disorder
- Financial problems due to absence
- Reduced self esteem
- Musculoskeletal problems
- Phobias
- Sleep disturbances
- Increased depression/self-blame
- Digestive problems

### Reporting Bullying:

- Document the nature of the bullying (e.g., dates, times, places, what was said or done and who was present.)
- Advise the Executive/Assistant Director about the bullying.

### Consequences of Bullying:

Bullying is an unacceptable behavior and the disciplinary steps outlined in the consequences for inappropriate behavior will be followed:

The following websites can be visited for more helpful information...

[www.bullying.org](http://www.bullying.org) [www.cyberbullying.ca](http://www.cyberbullying.ca)  
[www.safety-council.org](http://www.safety-council.org)

## **HARASSMENT**

Harassment is behavior that degrades, demeans, humiliates or embarrasses another person that a reasonable person would know is unwelcome. Harassment includes:

- Physical actions such as touching, pushing, shoving or purposely bumping into a person, blocking a person's path with intent to intimidate or threaten and unwelcome touching, caressing or fondling.
- Verbal comments such as name calling, referring to someone's race, religion, sex, disability, age, or other characteristic protected by law in negative, vulgar or derogatory terms, hurtful jokes or stories
- Visual displays such posters or cartoons, written or graphically derogatory material about protected characteristics, unwelcome, offensive or hostile facial expressions or body gestures.
- Through technology such as inappropriate emails, inappropriate screensavers, wallpaper or postings on the Internet, social networks or cell phones.

The following websites can be visited for more helpful information...

[www.manitoba.ca/hrc](http://www.manitoba.ca/hrc)

## **PHYSICAL, SEXUAL OR PSYCHOLOGICAL ABUSE**

This can be verbal, written or engaging in physical contact.

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Physical abuse consists of anything one person does to another that causes physical pain. This includes:

- Pinching
- Slapping
- Punching
- Pushing
- Throwing objects at another person
- Assaulting someone with an object or anything that brings about physical pain or discomfort to another

Physical abuse can result in:

- Bruises
- Black eyes
- Knocked out teeth
- Broken bones
- Internal organ injuries
- Miscarriages
- Brain concussions
- Death
- Depression
- Difficulty sleeping
- Loss of appetite
- Panic attacks, anxiety

Sexual abuse is any sort of non-consensual sexual contact. Sexual abuse can happen to men or women of any age and children.

Victims of sexual abuse are more likely to suffer from:

- self blame
- self-defeating attitudes
- inability to develop coping mechanisms to deal with present and future trauma
- clinical depression
- post traumatic stress disorder

Psychological abuse includes a range of non-physical controlling behaviours that cause emotional damage and undermine a person's sense of well being. Psychological abuse includes:

- Telling someone they are worthless. Telling them no one else wants them.
- Undermining a person's actions, thought and beliefs. Making someone believe they are mad.
- Telling someone that the domestic violence and abuse is their fault
- Controlling who a person is friends with
- Not allowing someone to be left alone with other people.
- Not allowing someone to use the phone or send letters.
- Locking someone in a room or house
- Not allowing someone to go to work, not allowing someone to go to school
- Accompanying someone everywhere they go in order to keep control over what they do, who they see and what they say.
- Telling someone they are a bad parent.
- Getting children to say or do things to upset someone



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- Encouraging children to get involved in the abuse
- Abusing someone's children or pets
- Damaging possessions
- Accusing someone they are lying when they are not. □ Telling someone they are fat, ugly and useless.
- Making someone believe that no one else likes them
- Threatening to harm someone, or to harm their children or pets.
- Threatening to have someone locked up saying that they are mad.
- Withholding care if someone is disabled.
- Threatening to abuse someone in front of their family, children or friends.

Victims of psychological abuse are more likely to experience:

- Poor physical health
- Difficulty concentrating
- Emotional or mental impairment
- Poor work or school performance
- Higher likelihood of illegal drugs and alcohol use
- Suicidal thoughts or attempts

The following websites can be visited for more helpful information...

[www.manitoba.ca/justice/family/law](http://www.manitoba.ca/justice/family/law)

Also refer to...Child Protection and Child Abuse manual – a Protocol for Early Childhood Educators.

### **DISCRIMINATION**

Discrimination occurs when an employee suffers unfavourable or unfair treatment due to their race, religion, national origin, disabled or veteran status, or other legally protected characteristics.

You can't be discriminated against because of your:

- Gender
- Marriage or civil partnership
- Gender reassignment
- Pregnancy and maternity leave
- Sexual orientation
- Disability
- Race
- Colour
- Ethnic background
- Nationality
- Religion or political belief
- Age
- Source of income
- Work part-time
- Are on a fixed-term contract

The following websites can be visited for more helpful information...

**Manitoba Child Care Association (MCCA) Code of Ethics**

The Manitoba Child Care Association (MCCA) Code of Ethics represents agreed upon values, principles, and standards or practice for those who have chosen to work in the field of early childhood education in Manitoba.

These eight ethical principles guide early childhood educators to decide what conduct is right and correct.

1. Promote the health and well-being of all children.
2. Use developmentally appropriate practices when working with all children.
3. Demonstrate caring for all children in all aspects of their practice.
4. Work in partnership with parents, supporting them in meeting their responsibilities to their children.
5. Work in partnership with colleagues and other service providers in the community to support the wellbeing of families.
6. Work in ways that enhance human dignity.
7. Pursue, on an on-going basis, the knowledge, skills, and self-awareness needed to be professionally competent.
8. Demonstrates integrity in all of their professional relationships.

The Manitoba Child Care Association offers a 4-part workshop series to empower early childhood Educators to live these principles in their daily practice. All permanent staff employed with Sugar N Spice Kiddie Haven is expected to complete their ethical journey within 3 years of beginning employment.

For more information, visit [www.mccahouse.org](http://www.mccahouse.org) or call 586-8587 (Winnipeg) or 1-888-323-4676 (toll-free).

I am in total agreement with Sugar N Spice's Code of Conduct and agree to abide by it at all times.

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Signature

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Date

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Witness

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Date