

### **BGC Charlottetown Behavioral Policy:**

I acknowledge that BGC Charlottetown reserves the right to refuse service should a participant and/or guardian behave in a way that goes against the BGC mission and values. Examples include but are not limited to physical violence, destruction of property, inappropriate language, ongoing disruptions to the experience of other participants.

**1. First major incident.** An incident report will be completed and the guardian will be called for an early pick up. The guardian will sign the incident report upon arrival.

**2. Second major incident.** An incident report will be completed and the guardian will be called for an early pick up. The participant will receive a one day suspension from the club. The guardian will sign the incident report upon arrival.

**3. Third major incident.** An incident report will be completed and the guardian will be called for an early pick up. The participant will receive a one week suspension from the club. The guardian will sign the incident report upon arrival. A guardian meeting will need to take place with the Site Supervisor before the participant returns to the program.

**4. Fourth Major incident.** An incident report will be completed and the guardian will be called for an early pick up. The guardian will sign the incident report upon arrival. The participant will no longer be able to access the club's programs or services.

The above process is a guideline for how the club mitigates challenging, violent and disruptive behavior. BGC Charlottetown reserves the right to refuse service to any family/participant at any time at their discretion.

**\*All incidents will be documented by staff at the club and can be discussed in detail at any time with the staff involved\***

### **Interventions methods include:**

1. Redirection: guiding a child into acceptable options
2. Natural and Logical Consequences: making the child aware of the results of their actions
3. Setting Limits: Staff develop boundaries for the children, either as a group or individually according to the situation
4. Modeling: demonstrating appropriate behavior to the children
5. Providing Choices: Staff outline appropriate choices and children are encouraged to make decisions for themselves
6. Anticipating: Staff plan and prepare the environment in such a manner to avoid conflict

### **Guardian Code Of Conduct:**

Under no circumstances is a parent or guardian to approach another child, whilst they are in the care of our club, to discuss their actions.

It is appropriate to approach the staff in the first instance to seek their input to facilitate an appropriate solution to the situation. If the situation remains unresolved, please contact the Site Supervisor.

Bullying has no place within our community and will not be tolerated from participants, caregivers or staff. All interactions between members of our community must uphold the values of the club and club policies.

The BGC community strives to ensure that everyone is treated with respect, and dignity. We commit to respect and treat others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or ability. We expect the same behaviour of our participants and families towards staff and each other.

In order to help protect participants and their families, problems, differences of opinion and personality clashes will be resolved through calm dialogue between the parties directly involved.

Failure of any members of a household to abide by this Code of Conduct may result in the removal of a family from BGC Charlottetown programs permanently.