



YMCA-YWCA of Winnipeg

Childcare Programs

CODE OF CONDUCT

Updated March 2022

*Building healthy
communities*

CODE OF CONDUCT

The YMCA-YWCA Childcare Programs are committed to maintaining a safe and healthy environment for the children and their families, educators, students, volunteers and community members involved in our programs. We are committed to creating and sustaining an environment that celebrates diversity and appreciates the dignity and worth of all members of the community. We are committed to creating an environment free from discrimination, harassment, and barriers to participation.

The following people are expected to be responsible for their personal conduct and are expected to comply with this code of conduct at all times in order to enhance everyone's shared experience.

- Directors, supervisors and front-line educators
- Children
- Parents/Guardians of children enrolled
- Visitors, students, and volunteers
- All other community members and employees involved with our centre

The YMCA-YWCA of Winnipeg's core values frame the parameters for expected behaviour.

Sustainability:

We will create a healthy future for generations to come by taking into consideration the financial, social and environmental impacts arising from our decisions.

Inclusiveness:

We value diversity and we are welcoming, caring, and accepting.

Well-being:

We are dedicated to people's physical, social, and mental health. We believe the health and well-being of our next generations are vital to our community.

Inspiration:

We value, inspire, and support the young person in everyone.

Proactive Strategies

Staff members and volunteers involved in our centres have a responsibility to act in a professional and service-oriented manner when dealing with children and their families.

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

- being aware of and adhering to the childcare Code of Conduct
- ensuring families, students and visitors are aware of these guidelines and why they are in place
- using the YMCA-YWCA of Winnipeg's core values to guide us in our day-to-day experiences.
- developing positive relationships with all adults involved with the care of the children including members of the school community (with prior parental/guardian permission)
- setting up the environment and materials to encourage appropriate 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
- establishing clear, consistent expectations that are positively framed and developmentally appropriate
- modelling and encouraging positive examples of respectful behaviour
- using a variety of techniques such as encouragement appropriately
- providing access to resources for staff, children and their families in efforts to support them with any issues that may arise.

Examples of Unacceptable Behaviours

Our Code of Conduct does not permit language or any action that is offensive, demeaning or threatening to others, or that does not adhere to our standards of conduct. The YMCA-YWCA of Winnipeg does not tolerate illegal or criminal behaviour and will cooperate with the authorities to pursue criminal charges when appropriate.

The following behaviours by children, staff, parents and others involved in our centre are unacceptable:

- disrespectful behaviour which is disruptive to positive communication, courteous conduct and collaborative working relationships (e.g. gossip, interruptions, insubordination). Behaviour may also be disrespectful if it does not exemplify values of diversity, inclusion, dignity, fairness, and equality. More objectional and severe forms of disrespectful behaviour are considered harassment and/or bullying.
- all forms of bullying (physical, verbal, emotional, social or cyber), including comments, actions or visual displays that are intentionally hurtful and repetitive
- harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone and which a reasonable person should know is unwelcome
- all forms of abuse
- discrimination against any person or group because of their ancestry, including colour and perceived race; nationality or national origin; ethnic background or origin; religion or creed, or religious belief, religious association or religious activity; age; sex, including sex-determined characteristics or circumstances, such as pregnancy, the possibility of pregnancy, or circumstances related to pregnancy; gender identity; sexual orientation; marital or family status; source of income; political belief, political association or political activity; physical or mental disability or related characteristics or circumstances, including reliance on a service animal, a wheelchair, or any other remedial appliance or device; or social disadvantage.
- actions that put another person at risk of harm, including violent physical acts (with or without a weapon),
- public or private threats, harassment or intimidation by words, imagery, gestures, jokes, body language, or menacing behaviour
- theft or destruction of property
- using, consuming or being under the influence of alcohol or any legal or illegal drug that may cause impairment
- the inappropriate use of technology, including but not limited to the section below regarding the use of technology.

Use of Technology

Children, staff and all others using the childcare centre's electronic/technological devices are

expected to:

- respect and protect the privacy of others
- respect and protect the integrity of all electronic/technological 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 of the childcare centre's electronic/technological devices includes:

- Intentionally accessing, transmitting, copying, or creating material that:
 - violates the confidentiality of children, parents, staff members or centre.
 - violates the code of conduct (such as creating/sending messages that are pornographic, threatening, rude, discriminatory, or meant to harass).
 - is illegal (such as stolen materials, or illegal copies of copyrighted works)
- Using electronic/technological resources for personal use without the Association's permission
- Forming personal relationships with or otherwise connecting, communicating, or interacting with children, youth, or vulnerable individuals for purposes not directly related to employment responsibilities. This includes private messaging, the sharing of and/or liking content on social media accounts or apps, sharing of usernames or user identifications, exchanging phone numbers, email addresses, as well as physical addresses. This also includes "following", "friending", "accepting" or otherwise connecting on social media accounts or apps and/or sharing/inviting children, youth, or vulnerable individuals to "follow", "friend" or otherwise connect with you.
- Taking unauthorized photographs/videos of members, participants, guests, volunteers, or children is prohibited regardless of whether staff/volunteers choose to share these photos/videos to personal social media platforms. Information about children, parents, Staff members and the centre (including photos or videos) must not to be posted on:
 - a staff member's personal web space
 - social networking web sites (for example, blogs, MySpace, SnapChat, Facebook, etc.)
 - public networking for file sharing sites (like Photobucket, Flickr, YouTube, etc.)
 - any other type of Internet website

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

- During working hours staff members must not use personal cell phones or other

electronic devices to make/receive calls or messages, or access social media sites unless the use or access is directly related to their employment responsibilities.

- Staff members must ensure that anyone who may need to contact them during working hours knows to call the centre's phone number.
- If a staff member has the permission of their supervisor to take a personal cell phone on outings with children for safety purposes, this should only be used for emergency purposes related to their work with the children.
- If a personal cell phone or other device is used to photograph or videotape children (with permission of the centre and parents), the data must be downloaded onto the centre's computer and immediately deleted from the individual's personal phone or device.
- If pictures are needed for the Association's website, flyers, social media, programming, etc., they are to be taken by designated/approved staff only and must be accompanied by a signed photo release form to be kept on file.

Supervision and Monitoring

- Authorized employees of the YMCA-YWCA of Winnipeg have the right to monitor the use of centre information and/or electronic/technology resources in addition to examine, use, and disclose any data found to the proper authority. They may use this information in disciplinary actions and release to the police if it is criminal in nature.

Working Toward Resolution

Behaviour in conflict with this code of conduct may be resolved easily and quickly, often at the time the behaviour arises by speaking face to face with the individual who is directly involved in the situation and/or has the specific knowledge needed to resolve the problem.

In an effort to work collaboratively to resolve the situation. We will consistently respond to inappropriate behaviour by children, parents, staff and others involved in our centre by:

- intervening in a timely manner once made aware of a situation that conflicts with the code of conduct
- behaving in a professional manner and using appropriate customer service skills when addressing problematic situations
- following established reporting procedures and/or legal obligations regarding any allegations of abuse, misconduct or potential policy violations

- respectfully informing the person (or their legal parent/guardian) of the behaviour in question, talking only about the behaviour, not labelling the person, and explaining why the behaviour is in conflict with the Code of Conduct
- ensuring individuals whose behaviour is in conflict with this code are provided timely updates throughout the process, including clear and understandable reasons for decisions relating to their conduct

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

- reviewing the situation to learn what may be contributing to the individual's actions with the goal of reducing or eliminating the triggers and to support a different response in the future. This may include accessing outside resources/professionals to provide support and guidance to staff and/or mediation services to resolve conflicts between staff
- having a formal or informal meeting to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future
- implementing a written letter of expectations with the individual (or their legal parent/guardian) that outlines specific expectations and consequences
- requesting written permission from a child's legal parent/guardian to access outside resources and/or funding to support both the child and the center
- In extreme cases, we will take additional steps such as:
 - suspending or dismissing a staff member
 - suspending or denying childcare services
 - restricting or suspending access to a visitor/community member
 - contacting the police and/or Child and Family Services (ANCR), if the behaviour is illegal such as abuse, assault or threatening another person

The length of suspension will be based on the severity of the incident, impact of the incident, the individual's awareness of expectations, perceived intent, and/or the historic behaviour of the individual, including frequency of past incidents and warnings. Suspensions may be specific to an individual's service/program area or for all YMCA-YWCA of Winnipeg facilities and programs.

In the case of suspension, the individual must meet with the program Director or designate to review behaviour, clearly set future expectations, review the code of conduct and to establish and document consequences for repeated behaviour prior to regaining access to services. This meeting

shall be documented and kept on file.

Throughout the process program staff will ensure the individual is advised of their option to communicate with a more senior staff person if they are dissatisfied with the outcome.

Privacy Policy Statement

Our Commitment

The Young Men's and Young Women's Christian Association of Winnipeg Incorporated (the YMCA-YWCA) is committed to protecting the privacy of the personal information of its employees, members, customers and other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities, we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

Defining Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Where an individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Privacy Practices

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected. We use password protocols and encryption software to protect personal and other information we receive when a program or service is requested and/or paid for online. Our software is routinely updated to maximize protection of such information.

Updating of Privacy Policy

We regularly review our privacy practices for our various activities, and update our policy. Please check our website (www.ywinnipeg.ca) on an on-going basis for information on our most up-to-date practices.

Contact Information

Question, concerns or complaints relating to the YMCA-YWCA's privacy policy on the treatment of personal information should be e-mailed to: privacy@ymcaywca.mb.ca, Attention: Privacy officer.

I have received a copy of the YMCA-YWCA of Winnipeg's **Code of Conduct**.

I have read and understand the policy.

Name (Please print)

Child Care Program

Signature

Date

