Appendix E: Code of Conduct, Suspension and Termination of Service Policy

1. Purpose and Scope

SEC is committed to a safe, respectful and welcoming community for every child, family and staff member in our Before and After School Programs. This policy explains the behaviour we expect from everyone in our programs, the support we provide when concerns arise, and the fair, transparent process we follow if suspension or termination of service becomes necessary.

This policy reflects our Program Statement (Appendix A), our Child Guidance approach, our Children with Additional Needs policy and our Family Issues and Concerns Policy (Appendix C). Our goal is always to work in partnership with families to find solutions. Suspension or termination of service is a last resort, except where the immediate safety of children or staff requires otherwise.

This policy applies to:

- children enrolled in the program
- parents and guardians
- alternate pick-up persons and emergency contacts
- any other adult who enters the program space, including on school property during program hours

Parents/guardians are responsible for sharing this policy with their alternate pick-up persons and emergency contacts.

2. Community Code of Conduct

Everyone in our program shares responsibility for keeping it a place where children feel safe and respected.

Adults (parents, guardians, pick-up persons and visitors) are expected to:

- Speak respectfully to children, families and staff, using language and a tone of voice appropriate for children to hear.
- Never yell at, threaten, discipline, confront or physically touch any child other than their own. Concerns about another child are brought to staff.
- Raise concerns about the program, staff or other families privately with staff or the Site Supervisor, following the Family Issues and Concerns Policy (Appendix C), not in front of children.
- Refrain from harassment, intimidation, discrimination or threats toward anyone, in person, by phone, by email, by text or online (including social media).
- Not attend the program while impaired by alcohol, cannabis or other substances.
- Follow the Arrival and Dismissal procedures (Appendix D) and all directions from staff related to children's safety.

Children are supported to:

- Use kind and respectful words and actions with others.
- Keep themselves and others safe.
- Care for materials and the shared environment.

- Follow program routines and the guidance of educators.

We recognize that children are still learning these skills. Staff support children's growth through the positive guidance strategies described in our Child Guidance section and Program Statement.

3. Child Behaviour Support Pathway

When a child's behaviour is a concern, staff and families work together through the steps below. Each step is documented. Most concerns, including inappropriate language, are resolved within Steps 1 to 3.

1. **In-the-moment guidance.** Educators respond using positive guidance strategies (redirection, limit setting, modelling, logical consequences). The incident is recorded in the daily written record.
2. **Parent/guardian conversation.** If the behaviour continues or is significant, the educator or Site Supervisor speaks with the parent/guardian at pick-up or by phone. The conversation is documented.
3. **Behaviour support meeting and plan.** If concerns continue, the Site Supervisor requests a meeting with the family. Together we create a written Individualized Support Plan that outlines strategies, any accommodations, and community supports (for example, York Region special needs resourcing), with the family's consent. Parents/guardians are expected to attend and participate, as set out in the Parent/Guardian Agreement.
4. **Review period.** The individualized support plan will identify strategies, responsibilities, accommodations, review dates and measures of progress. A review will normally occur within four weeks, or sooner where the child's needs or safety considerations require.
5. **Written conditional notice.** If the behaviour continues to place the child or others at risk despite the plan, the family receives a written notice from the Site Supervisor, approved by the Manager, Licensed and Regulated Childcare. The notice describes the concerns, the supports provided, what must change, and the timeframe. Where necessary and appropriate following an individualized assessment, a temporary suspension may be considered with the Manager's approval. The written notice will explain the reason, duration, supports considered and steps for return to care.
6. **Termination of service.** If the concerns are not resolved, the Sr. Director may approve termination of service with notice, as outlined in Section 6.

Immediate safety exception: Where a child's behaviour poses an immediate risk of serious harm to themselves, other children or staff, the Site Supervisor may ask the parent/guardian to pick the child up right away and may with Manager approval suspend care for up to three (3) program days while a meeting is arranged. The Manager and Director are notified the same day.

Children with additional needs: Where a child may have disability-related needs, whether or not a formal diagnosis has been provided, SEC will work with the family to identify and implement appropriate individualized supports and accommodations in accordance with applicable human rights obligations. These considerations will inform any decision about suspension or termination of service.

4. Adult Conduct Pathway

Adult conduct concerns are addressed according to their seriousness. The response focuses on the adult involved. Where appropriate and feasible, SEC will address concerns involving an adult through measures directed at that adult, while considering how to maintain the child's access to care safely.

Level	Examples	SEC response	Approved by
1. Minor	Raised voice or occasional inappropriate language not directed at anyone; not following sign-in/sign-out procedures	Verbal reminder of the Code of Conduct; documented	Site Supervisor
2. Repeated or moderate	Repeated Level 1 behaviour; disrespectful or demeaning comments to staff or other families; raising concerns in front of children after being reminded	Written warning and a meeting with the Site Supervisor and/or Manager; documented	Site Supervisor, with Manager informed
3. Serious	Yelling at, threatening or using profane or degrading language toward any child; approaching or disciplining another family's child; threats, harassment or aggression toward staff or families; physical contact intended to harm; attending while impaired	The adult may be asked to leave immediately. Their access to the program, including pick-up, may be suspended, with the child picked up by another authorized adult. Termination of service may follow.	Site Supervisor may act immediately; Manager reviews within 2 business days; Sr. Director approves termination

Additional steps for serious incidents:

- Staff may call 911 or York Regional Police if anyone's safety is at risk.
- The Site Supervisor will consider whether the incident must be reported to the Children's Aid Society under Duty to Report, or to the Ministry of Education as a serious occurrence.
- Where the incident happened on school property, the Site Supervisor will inform the school principal, who may take separate action regarding access to school premises.
- Families of children who witnessed or were affected by the incident will be informed as appropriate, while protecting the privacy of everyone involved.

An adult whose access has been restricted will receive the restriction in writing, including its length and the conditions for review.

5. Administrative Grounds

Service may also be suspended or terminated for the following reasons. In each case the family receives written notice before action is taken.

Ground	Threshold	Process
Unpaid fees	Fees not received by the end of the month following the month they were due	Written reminder; account referred to administration; written notice of suspension or termination of service if not resolved
Late pick-ups	Five (5) documented late pick-ups after 6:00 pm in a school year	Written late notice issued for each occurrence; a meeting after the third; written notice of termination of service after the fifth
Non-compliance with policies	Repeated failure to follow handbook policies (for example, arrival and dismissal, medication, illness exclusion) after a written reminder	Written reminder; meeting with the Site Supervisor and/or Manager; written notice of termination of service if not resolved

6. Decision-Making, Notice and Review

Who decides:

- Suspensions are approved by the Manager, Licensed and Regulated Childcare. The Site Supervisor may act immediately in a safety situation and must inform the Manager the same day.
- Terminations of service are approved by the Sr. Director, Early Years Services.

Notice: SEC will give two (2) weeks' written notice of termination of service, the same notice we ask of families. Notice may be shortened or waived where a child's or adult's conduct poses an immediate risk to the safety or well-being of children or staff.

Written notice will include:

- the reason(s) for the decision and the section of this policy that applies
- a summary of the steps and supports already provided
- the effective date
- how the security deposit and any prepaid or outstanding fees will be handled
- how to request a review

Requesting a review: A family may request a review in writing within five business days of receiving the decision. SEC will assign a reviewer who was not involved in the original decision and provide a written response within five business days of receiving the review request or advise the family promptly if more time is required. During a review, an immediate-safety suspension remains in place.

This review process is in addition to the escalation steps in the Family Issues and Concerns Policy (Appendix C).

7. Fees, Re-enrolment and Documentation

Fees and deposit:

- Fees during a temporary suspension, and fees during a termination notice period, are handled in accordance with the Fee Schedule and any applicable funding requirements.

When SEC ends service immediately and waives notice for safety reasons, fees are charged only through the final day of service.

- The security deposit is applied to any outstanding balance. Any remaining amount is refunded within 30 days of the last day of service.

Re-enrolment: A family whose service was terminated under this policy may apply to re-enrol after six (6) months. Re-enrolment depends on available space, a meeting with the Site Supervisor, and approval by the Manager. Families terminated for unpaid fees must clear any balance first. Registration and reenrollment fees will apply as outlined in the parent handbook.

Documentation and confidentiality: All incidents, conversations, meetings, plans and notices under this policy are documented and kept in the child's confidential file. Information is shared only with those who need it to support the child and keep the program safe, or as required by law (for example, the Children's Aid Society, the Ministry of Education or police).

Annual review: This policy is reviewed each year with the Parent Handbook. Families acknowledge it in writing each September as part of the Parent/Guardian Agreement.