

Addressing Conflicts with Other Parents, Staff or Children

In the event of a conflict, all staff and parents are to talk to the director first. No staff or parents are to confront another parent, staff member or child when a dispute arises. The director will talk to the parent or staff member on behalf of the other party and will call a meeting between the two parties, if necessary.

Guidelines for staff include:

1. Staff will handle all child management actions in a positive atmosphere of mutual respect, courtesy, nurturing and self-control.
2. **Corporal punishment is strictly forbidden.** Children are never shouted at, berated, shamed, or humiliated.
3. Staff uses the following procedure when child management actions are required:
 - Positive wording is used.
 - The child's individuality, personality and circumstances surrounding the incidents, are taken into account.
 - Impartial, consistent methods are used in dealing with different children.
 - Reminders, reasoning, explaining, distraction, relating the consequences and removal from the situation are techniques used to deal with inappropriate behaviours.
 - No child is ever made to stand in the corner.
 - For children who are demonstrating dysregulated behaviour we will use a "Reset" or "Body Break".

Actions For Persistent Inappropriate Behaviour:

If a negative behaviour persists, the director will meet with the parents and will discuss the inappropriate behaviour and attempt to solve the problem. Every instance of inappropriate behaviour, as documented by the staff, is

presented to the parents. The meeting details are recorded, and both the parents and the director sign the document. All possible help is given to the family. If the behaviour persists, the Board of Directors is notified. At that time, the Board of Directors may decide to terminate the agreement of daycare services. For such termination, 2 weeks notice is given to the family. If the child makes a great improvement in his/her behaviour during the last month of service, the child may continue at the centre.

Behaviour that is severely disruptive or harmful to the child and/or the program will be considered inappropriate. This includes the following behaviours occurring on a daily /ongoing basis:

- Hurting oneself or other children
- Hurting staff members or visitors
- Abusive language or swearing
- Leaving the centre without notice
- Any other negative behaviour exhibited for one month.

Expectations of Parents

Verbal and Physical abuse towards staff; children and any other person will not be tolerated. This type of behaviour may result in immediate termination of daycare contract.

Communication

1.Informal:

Staff welcomes communication with parents on an ongoing, daily basis. Please inform them of any changes in your family situation. As well, information about the child's sleep patterns, health and general well-being should be shared.

2.Formal:

This handbook is issued at the time you register your child. It contains the centre policies and procedures regarding the program, the care of your

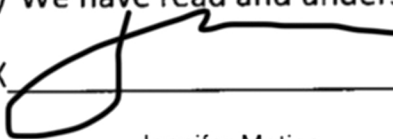
4. A blanket to keep at daycare (and perhaps a cuddly toy for those who want one to sleep with)
5. Note: It is a good idea to provide 2 changes of clothing for toddlers and 3-4 if they are being toilet trained.


Things to remember:

1. Check your HiMama daily.
2. Pay any late fees that you may owe.
3. **Ensure your fees are paid by the 10th of every month.**

It is important that all parents and staff read this handbook to ensure a healthy working relationship.

I/ We have read and understand the handbook of Little Explorers Daycare Inc.

X  _____ Date December 15, 2025
Director Jennifer Matias _____ Date December 15, 2025

Revision Date: Dec. 15/25
Chairman of the Board signature:  _____