



D: PROGRAMMING POLICY AND PROCEDURE	
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<i>Review Date</i> 2028	<i>Page</i> 1 of 2
<i>Contact Person/Department</i> Director of Operations	<i>Identification</i> D2 - 4206

4206 – Code of Conduct Policy for Participants, Caregivers & Visitors

REFERENCE: HIGH FIVE Policy # 1.5.2 & # 2.3.6

RATIONALE

To ensure a safe, inclusive, and positive environment for all participants, caregivers, visitors, staff, and volunteers.

POLICY

Programs are designed to be safe, welcoming spaces that support growth, learning, and well-being. The following Core Values guide all interactions and decisions:

- **Belonging**
Everyone is welcomed in a safe, accepting environment based on belonging and positive relationships.
- **Respect**
Everyone - children, youth, families, volunteers, and staff are heard, valued, and treated fairly.
- **Encouragement and Support**
Every child and youth is encouraged and supported to play, learn, and grow to achieve their dreams.
- **Working Together**
Collaboration with young people, families, volunteers, communities, and government is central to success.
- **Speaking Out**
Advocacy for children, youth, and families helps create a better world.

Positive behaviour is fostered through strong relationships, guidance, and supportive environments. Behaviours compromising the safety, well-being, or respect of individuals, equipment, or facilities will not be tolerated. Such behaviours will be addressed to support growth and reinforce a shared commitment to a positive, inclusive, and respectful environment for everyone.

PROCEDURE

Respectful behaviour is expected on Club property and during all programs, including:

- Respecting self, others, and the environment.
- Using appropriate language and tone, avoiding profanity, yelling, or aggressive speech.
- No verbal/physical altercations, harassment, or threats, in person or online.
- Acting with fairness, integrity, and open communication.

- Not vandalizing or intentionally damaging BGC Kawarthas property.
- Taking responsibility for personal belongings. The Club is not responsible for lost, stolen, or damaged items.
- Participants in licensed child care, authorized recreation and children's services programs may not use cell phones or mobile devices during programs. Devices are to be left at home or stored with belongings.
- If a program pause occurs, re-entry may involve a reintegration plan, i.e., an individualized support plan (ISP) or safety plan developed with caregivers and participants.

SUBSTANCE USE

- Drugs, alcohol, cigarettes, and e-cigarettes are not permitted on Club property or in program spaces.
- Adults under the influence are not permitted on-site. If safety is at risk—especially when responsible for a child or posing harm to self or others—authorities or police may be contacted. Refer to the Authorized Pick-Up Policy.
- If a child/youth appears under the influence, staff will assess and contact caregivers or emergency support as needed.

DISCRIMINATION, HARASSMENT & THREATENING BEHAVIOUR

- Discriminatory language or behaviour (e.g., homophobic, transphobic, racist, ableist, xenophobic) is not tolerated.
- Harassment, intimidation, and threats are strictly prohibited.
- Weapons, or any item used threateningly, are not allowed in programs or on Club property.

OTHER BEHAVIOURS

- Sexual contact, explicit behaviour, or conversations are not permitted in Club spaces.
- Taking or sharing photos/videos of participants without consent is prohibited.
- Clothing with explicit language or images is not allowed.

PROCEDURE FOR NON-COMPLIANCE

- If a participant, caregiver, spectator, or visitor does not follow the Code of Conduct, BGC Kawarthas may take action, including:
 - Involvement of a Supervisor, Coordinator, or Manager
 - Temporary pause or suspension of service
 - Removal from the program or property
 - Contacting police or other authorities
- A caregiver or emergency contact must be available to pick up a child within 30 minutes.
- All incidents will be documented, and appropriate follow-up steps will be taken.
- Supervisors will communicate expectations. The Family Handbook will include expectations for licensed and authorized programs.