

Town of Caledon Behaviour Guidelines (Programs/Camps)

To establish a positive, safe, and secure environment for all involved, participants and their parent(s) / caregiver(s) are asked to review and adhere to the Behaviour Guidelines for Town of Caledon recreation programs and camps. Behaviour guidelines apply to all participants registered in Town programs.

These guidelines have been developed to ensure that participants and their parent(s) / caregiver(s) understand the expectations for program participation. This guideline will also assist staff as they identify situations where a behaviour may need to be addressed.

In the event a behaviour needs to be addressed, staff will speak with the parent(s) / caregiver(s) for mutual information sharing and have a discussion of available next steps for a positive program experience for the participant, other participants and staff.

Some examples of behaviour that will result in action:

- Endangering the health and safety of other participants and/or staff
- Consistently leaving the program assigned area without permission
- Inappropriate language, name calling or disruptive behaviour
- Intimidation with words, gestures, or body language towards other participants and/or staff

Behaviour or actions that are determined to have a negative impact on participants and/or staff will be addressed in the following manner:

Step One:

Staff will address behaviour immediately. The participant will be reminded of the program guidelines and expectations. The participant will be advised of appropriate behaviour to be displayed. Parent(s) / caregiver(s) of participants will be notified by staff immediately following or at the end of the program/day, based on the severity of the situation.

Step Two:

If inappropriate behaviour continues, staff will address this immediately with the participant who will be removed from the program area, and remain in a safe place with staff member(s). A phone call will be made to the parent(s) / caregiver(s) advising them that the participant must be picked up immediately within 30 minutes. The participant is welcome to return to the program when a plan has been put in place to address behaviour concerns. A return date will be determined at that time.

Step Three:

If inappropriate behaviour continues after the first two steps have been followed, the supervisor will be consulted, and the participant will be removed for the duration of the program/session. A phone call will be made to the parent(s) / caregiver(s) advising them that the participant must be picked up immediately within 30 minutes. Participation in future programs will need to be reviewed and will require authorization by a supervisor. Next steps will be determined at that time.

The three-step process is a tool for addressing the behaviour(s) of program participants and ensuring the safety and well-being of both participants and staff. Effective communication between families and staff is a key component to the success of all programs. Staff may exercise flexibility with each step both in leniency and severity depending on the behaviour involved. The supervisor holds the authority to make the final decision and this will be discussed with the parent(s) / caregiver(s).

Individuals living with a disability/diverse Needs

A Participant Profile will be completed prior to the start of the program for all individuals living with a disability/diverse needs that may require extra support.

The goal of the participant profile is to provide support and foster a positive experience from start to finish for both participants and staff. Staff will make every effort to meet the needs of all participants working cooperatively with parent(s) / caregiver(s), keeping them informed of challenges and successes. Effective communication between parents and staff is a key component to the success of all programs. The Participants Profile can be updated at any time to reflect the most up-to-date information that supports a successful program/camp experience.



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If it is determined that the needs of the participant cannot be accommodated by a Town of Caledon Inclusion Facilitator, parent(s) / caregiver(s) must arrange for an External Support Worker to also attend for the participant to continue in the program/camp.

External Support Worker: *Must be arranged by the parent/caregiver. An external support worker can assist the participant while participating in Town of Caledon recreation programs. The external support worker must meet expectations outlined on the External Support Worker Form (ex. Minimum sixteen years of age, present a valid Vulnerable Sector Check, follow Town policies/procedures, etc.). Note: this person can be a family member.*



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