



# Old Ottawa East Community Activities Group (CAG) Groupe d'activités communautaires du Vieil-Ottawa-Est

## **POLICY: Behavior Management in CAG After School Programs**

CAG is committed to providing a safe, nurturing and inclusive After School program that strengthens and builds each child's self-esteem and provides a creative program that will capture your child's attention and keep them positively engaged.

After School rules for the program are determined each September in partnership with the children. The overriding principles are **safety, cooperation and respect** and the rules are based on the following:

- Hands (and feet!) to yourself.
- Speak to everyone nicely and with respect.
- Touch only what belongs to you.
- Stay within the defined activity area (if you can't see a counsellor – they can't see you!).
- Cooperate with counsellors and each other.
- Safety first.
- Ask a counsellor for help if needed.
- Report any inappropriate behaviour to a counsellor.

We appreciate that children will from time to time test the limits, this is to be expected, and it's one of the many ways children learn.

**Our first approach to behaviour management is prevention.** Staff are trained to keep an eye out for any developing issues and to distract and redirect before a situation develops. With the same end goal of prevention, we endeavour to present activities each day that keep the children productively engaged.

### **Minor Disruptive Behaviours**

Minor disruptive behaviors are behaviours that effect the enjoyment of others, but are not serious in isolation. Examples of minor disruptive behaviours include:

- Trash talk, mild name calling or mild bad language
- Poor attitude or sportsmanship
- Mild rudeness or disrespect
- Shouting/yelling, mild tantrum or otherwise disturbing others
- Squabbling or roughhousing

Our approach is typically to model how a situation might be better approached and attempt to redirect. Our goal is always to manage the behaviour in a positive, constructive manner. If required this might include a short one-on-one discussion within the program to determine the root of the issue and jointly agree a better approach.

### **Major Disruptive Behaviours**

Major disruptive behaviours are behaviours that impact the safety of all participants by pulling staff focus from the group to one individual thereby affecting program ratios. Examples of serious disruptive behaviours

include:

- Running off or disrespecting boundaries
- Refusal to follow direction or to acknowledge counsellors when they speak to them
- Physical aggression (including hitting, pushing, biting, spitting)
- Verbal aggression (including foul language, threats, more severe name calling and bullying)
- Self-injury
- Prolonged tantrums
- Destruction of property
- Repeated and ongoing minor disruptive behaviours that we are unable to address within the program

For all such behaviours, in order to reduce the impact on others and ensure safety of all, the child is removed from group activity until they can demonstrate they are ready to rejoin. Removal from the program would mean remaining inside during outdoor play or taking breathing space in the office.

If a child is removed from group activities for one of these major disruptive behaviours an email will be sent at the end of the day. If a child refuses to be removed from the group in this situation then a call will be made to parents/guardians and they will be asked to pick the child up immediately.

If parents/guardians receive such an email, or call, their support is expected in having a follow-up discussion with their child about the inappropriateness of their behaviour and the corrective action required. We will ask for a response as to how the matter was addressed at home.

If there is a second such email in a two week period, parents/guardians will be asked to meet with the After School Supervisor and Admin Staff on the next day their child attends the program to determine a behavioural management plan that can be reasonably managed within resources of the program. The proposed behavioural management plan requires approval from the CAG ED and will include expected outcomes.

In most instances the above strategies are sufficient. In the event that situations are not resolved, as per Conditions of Enrolment, CAG does reserve the right to suspend or terminate the enrolment of a program participant.

“There are behaviour expectations in all CAG programs. Participants are expected to respect other program participants, program staff, City of Ottawa and CAG property and the property of other participants. Participants are expected to cooperate with and follow direction from CAG staff. CAG reserves the right to immediately suspend or terminate the enrolment of any program participant who does not abide by this guideline or who engages in other inappropriate or disruptive behaviour.”

Policy for suspension or termination of enrolment in CAG After School Programs is available upon request.