

# BEHAVIOUR MANAGEMENT

## GUIDANCE — PROHIBITED FORMS

### Section 11(1)

A licensee shall not permit, practice, or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessities to, any child in attendance at the child care centre.

### Guideline

Physical punishment includes striking a child, either directly or with an object, restraining, shaking, grabbing, shoving or spanking. It also includes forcing a child to repeat physical movements, force-feeding or any other action that results in physical injury to the child.

Verbal or emotional abuse includes any harsh, belittling or degrading response by any adult (parent, employee, volunteer and student) in the centre, that would humiliate or undermine a child's self-respect.

The denial of physical necessities includes normal comforts such as shelter, clothing, food, bedding or toilet facilities.

### Best Practice

The centre's policies reflect that all adults, including staff, parents, volunteers and students, have a role to play in helping to create positive, healthy and appropriate environments for children.

## WRITTEN POLICIES

### Section 11(2)

Every licensee shall develop, post and circulate to all staff and to parents and guardians of children enrolled in the child care centre written behaviour management policies for the child care centre which shall be consistent with subsection (1).

### Guideline

A behaviour management policy should indicate a supportive environment exists to encourage positive interactions among staff and children, realistic expectations of children's capabilities and natural consequences for behaviour. Such a policy is intended to enable a child to learn independence, appropriate and acceptable behaviour.

The policy must also specifically state the prohibited practices noted in the regulations.

Current behaviour management policies must be posted in a visible location in the centre to inform parents and guardians and must accurately reflect centre practice. They should be included with information given to parents or guardians when they enroll their children in a child care centre.

### Best Practice

Positive guidance strategies are developed and posted to inform parents, staff, volunteers, students and the general public.

Children are treated with respect and taught about appropriate behaviour. Staff initiates and maintains warm and friendly communication with children.

Staff respects the diverse abilities and the social and cultural backgrounds of all children and accommodates their individual needs.

Staff serves as behavioural role models.

Staff share practices and information with parents to help develop consistency between home and the centre.

Activities teaching social skills are part of the program, such as storybooks and group discussions.

Staff seeks help from colleagues when needed. They complete professional development in child development and guidance and provide workshops for their colleagues.

With parental consent/parental direction, professional advice is sought for recurring and difficult behaviour problems. Staff recognizes the expertise of the child's family and the professionals involved.

Staff provides families with resources, workshops and training. Families also receive information about other community resources and share information with the centre's staff.

Staff discusses the behaviour management policies with parents when children are enrolled.

## TREATMENT PLAN

### Section 11(3)

Where a licensee establishes a treatment plan for children in conjunction with medical or behavioural specialists which is not consistent with subsection (1), if the plan is submitted to the director for prior approval at the time of licensing, and is approved in writing by the director, the licensee may follow the treatment plan notwithstanding subsection (1).

## CHILD ABUSE REPORTING

### Section 11(4)

Every licensee shall immediately report, or cause to be reported, any case of suspected child abuse relating to a child attending the licensee's child care centre to the Director of Child and Family Services or a designated child caring agency as required by *The Child and Family Services Act* or any similar legislation.

### Guideline

It is important to note that this subsection of the regulations and *The Child and Family Services Act* take precedence over the confidentiality requirement of the regulations.

Specific sections of *The Child and Family Services Act* are reprinted below to ensure that child care centres are aware of their rights and responsibilities with reference to the reporting of child abuse.

"Abuse" means an act or omission of any person, where the act or omission results in:

- physical injury to the child
- emotional disability of a permanent nature in the child or is likely to result in such a disability
- sexual exploitation of the child with or without the child's consent

### Reporting a child in need of protection

18(1) Subject to subsection (1.1), where a person has information that leads the person reasonably to believe that a child is or might be in need of protection as provided in section 17, the person shall forthwith report the information to an agency or to a parent or guardian of the child.

### Duty to report

18(2) Notwithstanding the provisions of any other act, subsection (1) applies even where the person has acquired the information through the discharge of professional duties or within

a confidential relationship, but nothing in this subsection abrogates any privilege that may exist because of the relationship between a solicitor and the solicitor's client.

### **Protection of informant**

18.1(1) No action lies against a person for providing information in good faith and in compliance with section 18.

### **Identity of informant**

18.1(2) No person shall, except as required in the course of a judicial proceeding, disclose to the family of a child reported in need of protection the identity of the informant under section 18 without the written consent of the informant.

### **No interference or harassment**

18.1(3) No person shall interfere with or harass an informant under section 18.

### **Reports regarding professionals, etc.**

18.2(1) Where the director has reasonable grounds to believe that a person has caused a child to be in need of protection or has failed to report information in accordance with section 18, the director may report the matter to the body or person that governs the professional status of the person or certifies, licenses, or otherwise authorizes or permits the person to carry on his or her work or occupation.

### **Requirement to investigate**

18.2(2) A body or person who receives a report under subsection (1) shall:

- (a) investigate the matter to determine whether any professional status review or disciplinary proceedings should be commenced against the person
- (b) on conclusion of the investigation and any proceedings, advise the director of the determination under clause (a), the reasons for the determination, and, if applicable, the results of any professional status review or disciplinary proceedings

If a child care employee is suspected of abusing a child or causing a child to be in need of protection, this must be reported to the mandated Child and Family Services Agency, the police and to the Manitoba Child Care Program.

If a child allegedly abuses another child, it is essential that the parents are informed immediately of this incident.

Refer to *Child Protection and Child Abuse — A Protocol for Early Childhood Educators (Revised 2003)* available upon request from the child care co-ordinator or online at [www.manitoba.ca/childcare](http://www.manitoba.ca/childcare) under Publications and Information.

### **Best Practice**

A copy of *Child Protection and Child Abuse – A Protocol for Early Childhood Educators* is easily accessible to all employees, including substitutes.

The centre has written policies and procedures on child protection, health and safety.

Staff monitor and work to protect the health, safety and well-being of each child.

## **STAFF TRAINING**

### **Section 11(5)**

A licensee shall cause the licensee's staff to be instructed as to the requirements in subsections (1), (2), (3) and (4) and as to the written behaviour management policies developed by the licensee at the time of employment and a minimum of once per year thereafter.

#### **Best Practice**

New staff receives training in behaviour management and child abuse reporting. Existing staff reviews the protocol and policies at least annually.

Staff participates in regular professional development related to behaviour management to learn information that builds competence in this area.

## **ISOLATION OF CHILDREN**

### **Section 11(6)**

Every licensee who wishes to establish a room for the purpose of the isolation of children for behaviour management of children attending the licensee's child care centre, shall apply to the director for prior written approval.

#### **Guideline**

A written proposal must be submitted to the child care co-ordinator for the director's approval before using an isolation room for any child in a centre.

