

Eunoia's Code of Conduct

As a member of the Eunoia community, I will:

- demonstrate Eunoia's core values, as well as honesty and integrity, by:
 - treating everyone respectfully, fairly, kindly, and with dignity at all times,
 - respecting rights enshrined in the *Canadian Charter of Rights and Freedoms*, the *United Nations Convention on the Rights of the Child*, and the *Universal Declaration of Human Rights*,
 - respecting each person's ideas, opinions, and unique identity,
 - using inclusive and respectful language (rather than swearing),
 - remaining respectful during disagreements and seeking help to resolve conflict peacefully if necessary (e.g., rather than threatening someone or using harsh language or violence),
 - showing proper care for property belonging to Eunoia or others,
 - assisting others who request or need assistance,
 - and
 - acting in ways that promote personal safety and the safety of others,
- comply with all of Eunoia's policies and procedures,
- inform the Owner/Operator of any concerns regarding Eunoia's policies and procedures,
- follow set boundaries,
- use mobile devices during program only:
 - when required to support health, medical, or special education needs,
 - when capturing moments for pedagogical documentation,
 - when a Mentor has suggested using a mobile device for an educational purpose,
 - as needed during an emergency,
 - and/or
 - to communicate with the Owner/Operator or Eunoia colleague about an urgent matter,
- inform the appropriate individual (e.g., the Program Lead Mentor) before leaving Eunoia,
- abide by municipal, provincial, and federal laws,
- and
- fulfill the responsibilities of my role, as described below, to the best of my ability, seeking assistance as necessary.

Roles and Responsibilities

Eunoia

- All members of the Eunoia community contribute to ensuring that Eunoia has a fair and supportive COC that effectively fosters a positive school climate.
 - All members of the Eunoia community contribute to an open and ongoing dialogue regarding Eunoia's school climate. The Owner/Operator builds

relationships to actively engage all partners, including inviting community members to participate in enhancing Eunoia's positive school climate.

- Children, family members, staff, volunteers, and additional members of the Eunoia community are invited to participate in Eunoia's bi-annual climate survey, described in Eunoia's Inclusion and Equity Policy and Procedures.
- Staff, volunteers, children, parents/guardians, and the Owner/Operator review the COC and sign a document to demonstrate their commitment to the COC at least once every 12 months.
- The Owner/Operator actively promotes and supports compliance with the COC as set out in Eunoia's Inclusion and Equity Policy and Procedures, Behaviour Guidance Policy and Procedures, Suspension of Children Policy and Procedures, Monitoring Compliance and Contraventions: Policy and Procedures, Supervision of Volunteers Policies and Procedures, and Registration, Waitlist, and Refund Policy and Procedures.
- At least every 3 years, the Owner/Operator and Policy Writer review and, as necessary, revise Eunoia's Code of Conduct Policy and Procedures.
 - The following documents are consulted:
 - Ontario's *Provincial Code of Conduct*,
 - Ontario's *Education Act, 1990*,
 - the *Ontario Human Rights Code*,
 - relevant policies for schools established by Ontario's Ministry of Education,
 - and
 - all other relevant legislation.
 - When conducting the review, the Policy Writer and/or Owner/Operator actively seek the views of diverse children, parents/guardians, staff, volunteers, community partners (e.g., social service and mental health agencies), other community members, and any advisory committees that Eunoia develops as it grows (e.g., a family involvement committee).
 - The Policy Writer and/or Owner/Operator ensure that members of marginalized groups (e.g., Indigenous families and children with disabilities) are invited and supported to participate in reviewing and revising Eunoia's COC in respectful and meaningful ways.

Owner/Operator

- The Owner/Operator provides leadership in applying the COC effectively by:
 - demonstrating care for the Eunoia community,
 - making decisions consistent with the goals of the COC,
 - demonstrating commitment to children's success and well-being,
 - empowering students to be leaders within and beyond Eunoia,
 - building meaningful relationships with community members, including through frequent communication and attentive listening,
 - training staff about bullying, including strategies for prevention and intervention,

and

- holding community members accountable for their behaviour.
 - The Owner/Operator responds to non-compliance and contraventions of Eunoia's Code of Conduct.
 - If an individual (e.g., parent/guardian, service provider, support worker, or other visitor) not otherwise referenced in a policy addressing non-compliance or contraventions is alleged to have breached Eunoia's Code of Conduct, the Owner/Operator will:
 - investigate the reported occurrence by reviewing any relevant evidence (e.g., documentation) and speaking to the individual whose practice is in question and others who were present during the alleged contravention or act of non-compliance.
 - If the alleged contravention or act of non-compliance is severe and if there is clear and cogent evidence supporting the allegation, the Owner/Operator may ban the individual from Eunoia, while conducting the investigation as expediently as possible and providing the individual with an estimate of when the investigation will be completed. The Owner/Operator may adjust or terminate a service provider's contract, even before completing an investigation.
 - When conducting the investigation, the Owner/Operator records important details (e.g., dates of interviews, names of people consulted, and a summary of information exchanged) on lined, numbered pages and signs the notes before storing them in a file labelled with the individual's name.
- If the Owner/Operator has evidence of a contravention or act of non-compliance (e.g., through monitoring procedures or through an investigation), she assesses the immediate risk to children at Eunoia (e.g., examining the nature and severity of the act).
 - If no child is at immediate risk, the Owner/Operator arranges a time later in the day to meet with the individual in question.
 - During the meeting, the Owner/Operator informs the individual of their

non-compliance or contravention and discusses next steps.

- If there is an immediate risk to a child, the Owner/Operator quickly enacts protections (e.g., instructs the individual to cease the problematic behaviour and prevents the individual from interacting with others as necessary).
 - The Owner/Operator meets with the individual as soon as possible and before the end of the day to inform the individual of their non-compliance or contravention and to discuss next steps.
- When discussing next steps with an individual, the Owner/Operator:
 - attempts to understand the understand the reason for the contravention or act of non-compliance (e.g., misunderstanding)

and

- determines whether there is opportunity for improvement and/or a need for action, given:
 - the nature and severity of the contravention or act of non-compliance,
 - the reason for the behaviour,
 - the number of prior contraventions and acts of non-compliance,
 - and
 - any previous actions taken regarding the individual and/or similar behaviours.
 - Opportunities for improving compliance include reviewing Eunoia's Code of Conduct.
 - The Owner/Operator has discretion to implement any of the following measures:
 - a verbal warning,
 - a written warning, documented in the individual's file,
 - and

- a temporary or permanent ban from Eunoia.

Staff and Volunteers

- Staff members and volunteers promote compliance with the COC in their interactions with children, parents/guardians, colleagues, and other community members, such as by:
 - nurturing children's confidence and skill development,
 - constructing learning environments and employing instructional materials and teaching and assessment strategies that reflect the diversity of all learners,
 - empowering students to be leaders within and beyond Eunoia,
 - preparing children for the responsibilities of citizenship,
 - communicating with parents/guardians frequently and meaningfully,
 - helping children understand the COC,
 - holding children, colleagues, and the Owner/Operator accountable for their behaviour in equitable ways,
 - teaching students about bullying, including strategies for prevention and intervention,
and
 - embedding principles of equity and inclusion across Eunoia's curriculum.

Children

- Children apply the COC and encourage others to do the same within their capacity, such as by:
 - arriving at Eunoia with required clothing and gear and nothing that may compromise others' safety, striving to be on time,
 - engaging in activities when they feel ready,
 - striving to behave in ways that are prosocial, constructive, and healthy,
 - taking responsibility for their behaviour, with guidance from staff, volunteers, and parents/guardians,
 - sharing their opinions and perspectives when they feel ready,
and
 - co-constructing Eunoia's climate with peers, staff, volunteers, parents/guardians, the Owner/Operator, and other community members through daily participation in programs and, as comfortable, leadership activities.

Parents, Guardians, and Family Members

- Family members encourage their children to apply the COC and support staff, volunteers, and the Owner/Operator to maintain a safe, positive learning environment, including by:
 - participating in, and celebrating, their child's learning and growth,

- assisting their child to arrive at Eunoia prepared and on time and reporting when their child will be absent or late,
- encouraging their child's leadership skills and acts of citizenship within and beyond Eunoia,
- communicating regularly with Eunoia,
- respectfully communicating concerns about the COC and its implementation to a staff member or the Owner/Operator, and
- collaborating with Eunoia to guide their child's behaviour.

Service Providers, Support Workers, and Other Visitors

- Services providers, support workers, and visitors can enhance the application of Eunoia's COC, such as by:
 - offering new means of promoting children's development and confidence,
 - introducing children to new opportunities for responsible citizenship,
 - offering new resources that bolster children's readiness to learn and families' capacity to support children's learning, behaviour, and development,
 - sharing unique perspectives, and
 - facilitating new relationships among children, families, and their community.

Police

- Eunoia will call on police when necessary to ensure everyone's physical safety and/or when legally required.
- Eunoia may invite police to participate in learning activities in ways that are sensitive and safe for children and families who have had traumatic experiences involving police.

Additional Community Partners

- Through outreach, Eunoia will build partnerships with community members and community-based service organizations with the capacity to enhance Eunoia's learning environment and/or contribute to prevention and intervention activities that support implementation of Eunoia's COC.
 - Eunoia will establish protocols for strong, formal arrangements before establishing partnerships, as a goal for Eunoia's first year of operation.