



Section of Policy Manual: Patrons	Policy No. : PAT-05
Subject: Children's Program Code of Conduct	Policy Approval Date: June 8, 2023
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By attending a Gravenhurst Public Library program, participants and their caregivers agree to follow the Library's Children's Program Code of Conduct. Caregivers agree to the use of the following participation guidelines and to inform staff about any accommodations their child may require.

A. Guidelines for Children participating in a program with their caregiver:

When a child and caregiver are participating in a program together the supervision and direction of the child is the responsibility of the caregiver (for example: during preschool story time when a caregiver is required to attend the program with their child).

B. Guidelines for Children *UNDER* the age of 10:

For programs children can attend without their caregiver but the caregiver is required to remain in the library:

1. The participant will be given a verbal warning to cease the behaviour.

For example: Please use kind words. Name calling is not acceptable in the library.

2. If the behaviour persists, the participant will be taken aside and firmly asked to cease the behaviour. This will include a clear boundary and choice. For example: Using mean words and name calling is not allowed in the library. Your choices are to use kind words and rejoin the program, or to take a break from the program with your caregiver.

3. If the behaviour continues or the participant refuses to make a choice, they will lose their options and will be taken to their caregiver for a mandatory break from the program. The details of the behaviour will be explained to the caregiver, and it will be recommended that they review appropriate library



behaviour with their child (see Appendix A: Children's Program Code of Conduct). The participant can rejoin the program at the discretion of their caregiver.

4. If the behaviour further continues, caregivers will be given 2 options:

- I. To join the program and help their child complete the activities in a way that adheres to the Children's Program Code of Conduct, or
- II. Withdraw their child from the program for the day and try again next time. Caregivers will be asked to review the Children's Program Code of Conduct with their child before the next program.

If at any point the safety of program participants is at risk due to verbal harassment or physical injury, Library staff may immediately initiate Step 4.

C. Guidelines for Children *OVER* the age of 10:

For programs children can attend independently without a caregiver in the library:

1. **The participant will be given a verbal warning to cease the behaviour.** For example: Please use kind words. Name calling is not acceptable in the library.
2. **If the behaviour persists, the participant will be taken aside and firmly asked to cease the behaviour.** This will include a clear boundary and choice. For example: Using mean words and name calling is not allowed in the library. Your choices are to use kind words and rejoin the program, or to take a break from the program (this may look like taking a walk around the library, reading quietly, getting a drink of water etc.) When you feel you are ready to follow our code of conduct and use appropriate language, you may rejoin the program.
3. **If the behaviour continues or the participant refuses to make a choice, they will lose their options and will be required to take a mandatory break from the program.** At this point, the participant will be asked to review the Children's Code of Conduct (Appendix A) during their break and complete a behaviour reflection think sheet (Appendix B) in order to rejoin the program. The think sheet will be shared with their caregiver following the completion of the program.
4. **If the behaviour further continues the participant will lose their right to participate in the program.** The participant will be removed from the program and their caregiver will be asked to review the Children's Program Code of



Conduct with their child prior to the start of the next program session. This information will be relayed to the caregiver at the end of the program when they pick up the child, or over the phone if the child attended the program independently.

If at any point the safety of program participants is at risk due to verbal harassment or physical injury, Library staff may immediately initiate Step 4.

Due diligence is always taken to ensure the safety and well-being of program participants. In the event that a health or safety issue arises, caregivers will be notified as soon as possible and emergency services will be contacted if necessary. All disciplinary measures will be completed in a manner that respects the dignity and privacy of library users.

If the behaviour of a program participant becomes a persistent issue occurring during more than one program, Gravenhurst Public Library staff will track incidents using the Program Participant Behavioural Log (Appendix C) and caregivers will be informed.

Related Documents:

Appendix A: Children's Program Code of Conduct
Appendix B: Behaviour Reflection Think Sheet
Appendix C: Program Participant Behavioural Log
PAT-03 Patron Code of Conduct
SER-02 Children's Services