



# Shilo Military Family Resource Centre *Code of Conduct*



### Mission

*Recognizing the uniqueness of the military lifestyle, the Shilo MFRC will provide individuals, family and our community with tools to foster growth, belonging and resilience.*

### Vision

*Confident, capable and resilient families in a supportive Canadian Forces (CF) community.*

### History

*The **Shilo Military Family Resource Centre (Shilo MFRC)** was established in 1990 to serve the families of military and civilian employees of CFB Shilo as well as the families residing in the Rural Municipality of Cornwallis, Municipality of North Cypress - Langford, and Municipality of Glenboro - South Cypress.*



## Overview of Centre Programs and Services

### Adults

- *Veterans: enhanced information and referral services, transition programs, intervention support*
- *Deployment Support: activities, workshops, deployment resources, parcel service*
- *Education and Training: second language training*
- *Employment: employment assistance, employment opportunities*
- *Mental Health*
- *Monthly Activities*
- *Community Service*
- *Volunteers*

### Children and Teens

- *Preschoolers: pre-kindergarten, activities*
- *Child Care: casual child care, emergency and respite care, licensed childcare facility in Shilo MFRC*
- *Youth Programs: youth club, monthly activities*



## About CFB Shilo

*CFB Shilo is home to the First Regiment Royal Canadian Horse Artillery (1RCHA) and the Second Battalion Princess Patricia's Canadian Light Infantry (2PPCLI). The Base is also home to lodger units, such as 3 Cdn Div TC C Coy, 3 CDSG SS Det Shilo, and 11 CF Health Services Centre. The RCA Museum attracts military history enthusiasts from far and wide.*

*In addition to the many Canadian regular force and reserve soldiers who train at Shilo, troops from several foreign countries, including Germany, France, Denmark, and the United States, have trained here.*

*Germany, in particular, trained more than 140,000 soldiers from 1974 to 2000 under the direction of the German Army Training Establishment Shilo (GATES). Many signs of the 27-year legacy left by the Germans remain at Shilo and throughout the southwest Manitoba region.*

*The training area of CFB Shilo covers almost 40,000 hectares: an area approximately 15 kilometres by 30 kilometres. It consists of a unique mix of open prairie, sand dunes, and woodlands which, when combined with a wide range of seasonal temperatures, makes Shilo one of the best training areas in the world. Due to the unique nature of most of the training area, increased awareness has been placed on protecting the environment. Environmentally friendly training practices are constantly being studied, developed, and monitored.*

*As the largest employer in southwestern Manitoba, CFB Shilo has a substantial economic impact on the regional economy, including the City of Brandon.*

*With a population of about 1,400 military personnel and their families, the Base is completely autonomous with accommodations for more than 600 families and quarters for close to 400 single personnel. This Base maintains its own water, sewage, and sports and recreational facilities.*



## Certificate of Verification

*We, the Board of Directors of the Shilo Military Family Resource Centre, certify that this document is the complete and official Code of Conduct Manual of the Shilo Military Family Resource Centre.*

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Date of Approval by the Board of Directors

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Date of Adoption by the Membership

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Chair, Board of Directors

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Date

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Chair, Children's Services Committee

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Date



Military Family Resource Centre  
 Centre de ressources pour les familles des militaires

Shilo Military Family Resource Centre  
 Occasional Child Care (OCC) Policy Manual

**Record of Amendments**

Amendment Number	Section Number	Amended From	Date of Approval
		Amended To	



The Shilo Military Family Resource Centre Daycare will strive to provide a safe, caring, learning environment for children, staff, and families. The MFRC believes in equality and respects diversity.

1. The following people are expected to behave in a respectful manner and comply with this code of conduct:
  - i. management and staff members;
  - ii. children;
  - iii. parents/guardians of children enrolled;
  - iv. Board Members;
  - v. volunteers and students; and
  - vi. all others involved with the Shilo MFRC.
  
2. Guiding Principles for Appropriate Behaviour
  - a. The Shilo MFRC's guiding principles for appropriate behaviour are based on "The Three R's":
    - i. "Respect for myself";
    - ii. "Respect for others"; and
    - iii. "Respect for Toys, Equipment, and Environment".
  
  - b. The guiding principals for appropriate behaviour in our Centre are:
    - i. We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment and materials.
    - ii. We work and play safely to keep ourselves and others from getting hurt
    - iii. We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help
    - iv. We learn the best of our abilities and support the learnings of others



## Development capabilities of Children

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

### 3. Appropriate Use of Technology

- a. All children, parents, staff, and volunteers involved in the Shilo MFRC Daycare must use email, electronic devices and the internet according to Shilo MFRC policies. This protects people's privacy and the confidentiality of information.

### 4. Unacceptable Behaviour

- a. The following behaviors by children, staff, parents and others involved in the Shilo MFRC Daycare are unacceptable:
  - i. all forms of abuse (sexual, physical, or psychological) including verbally, in writing, or otherwise;
  - ii. harassment, including behaviour that degrades, demeans, humiliates, or embarrasses someone that a reasonable person would know is unwelcome;
  - iii. all forms of bullying (physical, verbal, emotional, social, or cyber bullying) including comments, actions, or visual displays that are intentional, hurtful, and repetitive;
  - iv. actions that put another person at risk or harm, including violent physical acts (with or without a weapon) and threatening someone; and
  - v. discrimination against any person or group because of their race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital or family status, source of income, political belief, or physical or mental disability.





## 5. Proactive Strategies

- a. The Shilo MFRC Daycare actively strives to create an environment that supports the health, safety, and well-being of the children by:
  - i. planning a program based on children's interests and developmental needs;
  - ii. establishing consistent yet flexible schedules and routines to help children gain trust, security and self-control;
  - iii. setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour; and
  - iv. having realistic and developmentally appropriate expectations for behaviour.
- b. The Shilo MFRC Daycare creates a positive environment for children, parents, staff, and others involved in the Centre by:
  - i. modeling and encouraging appropriate behaviour;
  - ii. working together to solve problems;
  - iii. stating limits in a positive way and periodically reminding people;
  - iv. establishing clear, consistent, simple limits;
  - v. providing explanations for limits; and
  - vi. developing positive relationships, including making time to talk and listen.

## 6. Consequences for Inappropriate Behaviour

- a. Staff will consistently respond to inappropriate behaviour by children, parents, staff, and others involved in the Centre by:
  - i. reminding people of expectations and limits;
  - ii. responding sympathetically and acknowledging feelings;
  - iii. using a respectful approach to explain why a behaviour is inappropriate and what behaviour is expected;
  - iv. talking about the behaviour, not labelling the person; and
  - v. establishing natural and logical consequences,
- b. Depending on the severity and frequency of the behaviour, the Shilo MFRC will consider further steps such as:
  - i. giving a written warning that outlines specific concerns and consequences if the behaviour continues;
  - ii. developing a written contract with an adult or older child that outlines specific expectations and consequences;



- iii. using behavioural analysis to learn what may be contributing to a child's inappropriate behaviour and how to help reduce or eliminate the behaviour;
- iv. having formal or informal meetings to discuss concerns and to develop an action plan to encourage appropriate behaviour in the future;
- v. accessing outside resources for help, such as:
  - a. Child and Family Services for parenting supports;
  - b. behaviour specialists or other professionals;
  - c. mediation services to resolve conflicts between adults; and/or
  - d. police to assist with threatening behaviour.
- c. In extreme cases, the Shilo MFRC will take additional steps such as:
  - i. suspending or withdrawing child care services due to a child's or family member's inappropriate behaviour;
  - ii. suspending or dismissing a staff member;
  - iii. contacting police and/or Child and Family Services (CFS), if the behaviour is illegal such as abuse, assault, or threatening a person; and/or
  - iv. banning a person from the centre.