

VILLAGE GREEN CHILD CARE CENTRE

POLICIES AND PROCEDURES

POLICY: ADMINISTRATION
SUBJECT: CHILD WITHDRAWAL/DISMISSAL POLICY
REF #: 2-03
ISSUE DATE: JUNE 7, 2010
RESPONSIBILITY: CENTRE DIRECTOR, BOARD OF DIRECTORS
REVISED DATE: FEBRUARY 8 2023

OBJECTIVE:

The objective of this policy is to ensure that procedures are established for parent withdrawing their child/ren and/or the Centre terminating services.

POLICY:

Parents withdrawing their child/ren for any reason will provide the Centre with a **two week** written notice. All fees due up to and including the last day of the two week notice must be paid to the Centre. Arrangements for the payment of any outstanding fees must be provided in writing. Outstanding fees will be forwarded to the Collection Agency as contracted by Village Green Child Care Centre.

Where the Centre is terminating care due to a lack of physical space for your child (e.g. aged out of current program and no space in the next age group program), a minimum of **four weeks** written notice will be provided. All outstanding fees up to and including the last day of the two week notice is payable to the Centre.

PROCEDURE:

Village Green Child Care Centre is committed to providing for all children the best possible program within our means, however; we may find on occasion that we cannot. Should your child be experiencing difficulty in our program the following steps will be taken:

1. Village Green Child Care Centre will make every effort to serve your child in the program.
2. Parents/guardians are expected to disclose any known diagnosis, developmental concerns or any special considerations to assist the Centre in accommodating the child.
3. If your child requires accommodation with the physical environment, the Centre will endeavor to provide such accommodations up to undue hardship.:
 - Meet with the family in order to develop a plan for the child.
 - Make referrals to agencies who can provide assistance. The family is expected to assist the Centre with referrals when requested to do so.
 - Conduct follow up meetings with family.
 - Document the child's progress, needs, staff responses and interactions required.
4. Threatening behaviour from families or persons requested to be on premises by a family towards other parents, staff or children will result in the immediate termination of care.
5. Behaviour that may warrant dismissal of a child from the Centre includes but is not limited to the following child behaviour/action:
 - possession of weapon, hitting, kicking, biting, spitting, throwing objects, child leaving the Centre without permission, etc. The age and development of the child will be taken

into consideration i.e. a toddler that bites, although undesirable is acting out in an age appropriate way opposed to a 4 year old who bites which is not age appropriate.

- At the onset of problems, documentation will include the behaviour, the staff response, date and documentation of meetings with parents.
 - If there is no improvement or resolution, Village Green Child Care Centre Board of Directors has the authority to suspend the child temporarily with conditions, or permanently as the situation may demand.
6. Confidentiality will be respected among all persons involved and no child will be denied care without every effort made for accommodating up to undue hardship.
 7. Village Green Child Care Centre reserves the sole and absolute right to terminate the enrolment of any child whose continued enrolment, at the sole discretion of the Board interferes unduly with the smooth, safe, or educational running of the Child Care Centre. A minimum of a 14 day notice will be given to the family when possible. The Centre Consultant from the City of Toronto will be notified if applicable.

I have read the Withdrawal/Dismissal Policy and agree to terms as stated. I have been given the opportunity to review this document, ask questions, and confirm that no further clarification is necessary.

Parent's Name

Child's Name

Parent's Signature

Date

Received by

Date

