

CENTRE INITIATED WITHDRAWAL POLICY

PURPOSE

This policy is intended to communicate the circumstances under which the Centre may exercise its discretion to have a child removed from the Centre.

POLICY

The Centre strives to provide excellent service and to meet the needs of all children in the Centre's care. However, the Centre reserves the right to withdraw services in circumstances where it is determined that is in the best interest of the program, the Staff or the children.

Without limiting the generality of the above, services may be withdrawn for reasons including, but not limited to, the following:

1. A child continually behaves in a manner that presents a safety hazard to themselves, other children, Centre Staff or any other person(s) at the Centre.
2. A child frequently behaves inappropriately and is unresponsive to the Behaviour Guidance procedures of the Centre.
3. A child or a Parent of a child willfully destroys Centre property.
4. A child's persistent opposition to authority.
5. The Executive Director, after consultation with the Board of Directors, determines that a child is unable to adjust to the Centre program or the Centre program is unable to meet the needs of the child or the needs of his or her Parent(s).
6. Conduct is committed on the part of a child or a Parent of a child that is injurious to the moral tone of the Centre or to the physical or mental well-being of any other person(s) in the Centre.
7. Theft of personal or Centre property.
8. A Parent fails to comply with Centre policies and procedures including the Parent Contract and Code of Conduct.
9. A Parent consistently uses profane or improper language in the proximity of the children and/or towards Centre Staff.
10. A Parent behaves in a manner that is verbally or physically abusive, harassing, degrading, hostile or threatening toward a child, Centre Staff or any other person(s) at the Centre.
11. Parent behaves in a manner that is disruptive to the operation of the Centre or its child care mandate, or which interferes with the Centre's ability to effectively provide service.

12. A Parent becomes more than three (3) weeks in arrears in his/her enrollment fees with no acceptable written explanation, or without an alternative payment schedule worked out with the Executive Director and approved by the Board of Directors.
13. Repeated late pick up of child(ren) as per the Centre's late policy.

Reasonable efforts will be made to avoid withdrawal of a child from the Centre. As such, the following procedure will be documented and may be followed prior to a Centre-initiated withdrawal of services:

1. A discussion may occur with the child's Parent(s), the Executive Director, A Member of the Board of Directors and any required Staff to
 - a) Identify the existing issue and, if necessary, the reasons for its occurrence;
 - b) Discuss the impact the issue is having on the child or on the Centre's ability to properly satisfy its service mandate, and to advise the Parent(s) that, if the issue is not corrected, or does not improve, it could result in the child being withdrawn; and/or
 - c) A documented meeting will take place to discuss ways of correcting or improving the misconduct or issue and, if possible, identifying resources and supports services that are available to assist the Parent(s).
2. Where appropriate the Centre's Board of Directors may establish a plan which sets out conditions and efforts that must be made to ensure that the issue/misconduct does not persist. If a plan is deemed appropriate, in the sole discretion of the Centre, the plan will be recorded and signed by all relevant parties.
3. Where a plan is considered appropriate in the Centre's sole discretion, the Centre may establish a trial period during which the Centre will monitor whether required conditions and improvements are being achieved.
4. In its sole discretion, the Centre's Board of Director's may decide to end the trial period, at any time, terminate the Plan and proceed with withdrawal where improvements/conditions are not being met. A referral to other services will be provided to families.
5. Toronto Children's Services Consultant will be notified if any of the above procedures are in progress.

While the above process may be appropriate in certain circumstances, the Centre's Board of Directors reserves its right to bypass any of the identified steps and to proceed to immediate withdrawal depending upon the severity of the issue, incident or misconduct. If possible and where appropriate, subject to the severity of the conduct giving rise to the withdrawal decision, the Centre may provide up to thirty (30) days' notice of the effective date of withdrawal. The period of notice will be provided at the Centre's sole discretion. The deposit fee and any monthly

fees will be refunded for any unused days after the period of notice, if applicable, has been completed.

Parent initiated withdrawal

Parents were required to give 2 weeks written notice when withdrawing their child from care. The notice will have to include the date of the notice is given and the child's/ren's last day in care. This notice is to be retained in the child's/file. Parents that are Clients of Toronto Children Services need to notify the case worker to confirm that notice was given. Any deposits will be applied to the month of care or returned back to the parent if notice was given.

Unexplained absences, no contact from Parent and no notice withdrawal the following procedure will take place;

Should a child be absent and the parent does not contact the centre, the Supervisor will seek resolution with the parent within 5 days of absence. If the Supervisor is unable to contact the parent, the child will be withdrawn on the 5th day. The Supervisor will inform the parent that their child has been withdrawn. Notice of withdrawal will be communicated by phone immediately. Toronto Children Services will be contacted if applicable.

System initiated withdrawal

A child may be withdrawn from care by Toronto Children services due to a loss of subsidy(no longer eligible for subsidy) or due to non-payment of fees. The centre will be given notice from Children Services regarding the system initiated withdrawal. The parent will also receive this notice via mail or email. The Supervisor will discuss the withdrawal with the parent and advise them to seek a resolution in advance to have the situation resolved to ensure the child/ren can return to the child care. The Supervisor will need to be advised in advance of the withdrawal date of the reinstatement or the withdrawal in order for service to be continued. If there is no notification of reinstatement of withdrawal from Children Services, the withdrawal will take place.

Suspension of Service

Upon learning of alleged misconduct or a serious incident that could compromise the Centre's ability to effectively provide service or which creates a safety risk within the program, the Centre reserves its right to require a Parent to immediately pick up a child from the Centre's care. In such cases, the Centre may suspend service to the affected family for a duration which will enable the Centre to review the circumstances, assess any risks and make decisions necessary to ensure that the best interest of the Centre is not compromised.

During the suspension period, the Parent may be requested to provide input or provide information related to the alleged misconduct or incident, as necessary. The parent will be notified of when the period of suspension is expected to end, and will be met with to discuss any findings and/or decisions that result from the Centre's review.

We would ask that you please sign where indicated below to confirm that you have received, reviewed and agree to abide by this Withdrawal Policy and the Parent Handbook.

Parent Signature

Date

Parent Signature

Date

Director's Signature

Date

A copy of this policy can be made available to each family after it has been signed and returned to the Centre.

