

Wait list, Discharge, Suspension and Withdrawal of a Child

Wait List Policy

Preschool Canada maintains a wait list for admission. The wait list indicates the date of the visit/inquiry, name of the parent, age of the child, phone/email contact information for the parent and program requested. Admission will be offered off the wait list based on a first come first serve basis. That means, we go chronologically by date of visit/inquiry and offer spaces as per the date of the addition to the wait list. In the event that we call someone on the waitlist to offer a spot and we have to leave a voicemail; we offer 48 hours to hold the space for them. If we do not hear back from them within 48 hours, we move onto the next person on the list.

The position on the waitlist will be disclosed as people inquire. We will not show other families the wait list as it contains confidential contact information, but we will disclose a child's position on the waitlist by counting how many families are in front of a particular child. The wait list will be kept in a file in the office, so it is not accessible to other families.

There is no fee for being placed on the waitlist and no obligation for registration once placed on the wait list.

WITHDRAWAL:

We ask that families give 1-month notice prior to a child's discharge. Less than 1-month notice will result in full payment for the next month. This notice must be in writing.

DISCHARGE:

All children and families are welcome at Preschool Canada. We strive to create a learning environment that is fun, safe and that all children's needs are being met. When concerns arise over an individual child's needs, and the safety of the other children, we will work together with the family to create a plan that will resolve the situation-helping the child with their individual needs as well as keeping all of the children safe.

Consultations with outside agencies may also occur to ensure that everything possible is being done for all of the children in our care.

After all avenues have been exhausted, and there has not been any progress, we may advise the family that our services may not be in the best interest of the child and the other children in our centre. Preschool Canada will give families a minimum of two weeks written notice that the child will be discharged from our program. We will work with the family to find suitable alternate care.

SUSPENSION

The safety of all children in our care is of the outmost importance. If a child's health and safety is at risk due to another child in our care, we will work with both families to correct the situation. Consultations with outside agencies (i.e. family physician, resource consultants) will also occur to ensure that we are doing everything possible to correct the situation. The Director can at their discretion suspend a child if the child has violated another child or has done something that the management feels warrants suspension (all suspensions must be approved by the owners of the centre prior to suspension). Suspensions are used as a last resort when either the child or parents are not cooperating.

Suspensions are done in the following manner:

- ❖ 1 day with a note in the child's file and interview with parent and director and or owners
- ❖ If the situation/behaviour has not improved, a 3-day suspension with a note in the child's file and interview with parent and director/owners.
- ❖ If the situation/behaviour has still not improved a 7-day suspension with a note in the child's file and a letter to the centres program advisor at the Ministry of Education. At this point a child is only allowed to return after an interview is held with parents. There is zero tolerance after this point. After the 7-day suspension the child will be terminated from program with no re-entrance.
- ❖ If another child's well-being is ever at risk the Director can (with approval from Owners) skip to terminating a membership.

After all avenues have been exhausted, and there has not been any progress, we may advise the family that our services may not be in the best interest of the child and the other children in our centre. Preschool Canada will give families a minimum of two weeks written notice that the child will be discharged from our program. We will work with the family to find suitable alternate care.

PROCEDURE TO RESOLVE ISSUES:

Step 1: The parent will meet with the staff member involved in an attempt to resolve the issue or conflict. If for some reason, those involved are not satisfied with the results of step 1, they will proceed to step 2.

Step 2: The parent and the staff member involved will meet with the director in a further attempt to resolve the issue. Full documentation of these meetings will be recorded and placed in the child's file. If for some reason, those involved are not satisfied with the results of step 2, they will proceed to step 3.

Step 3: If the issue is still unresolved, it will be referred to the owner who will develop a plan of action. If the owner has determined that the action to be taken is notice of discharge, then the formal notice will be given to the parent stating the 2-week notice and the last day of service to the child. Notwithstanding this, should the safety or well-being of the children, staff or other parents is felt to be in jeopardy, Preschool Canada has the right and ability to enforce a discharge date of less than 2 weeks.

If the parent chooses to withdraw the child prior to the date specified on the notice of discharge, the parent is still liable for the fees for the 2-week period.