

## WITHDRAWAL POLICY

Four weeks' notice in writing is required to withdraw your child from the centre or four weeks' fees in lieu of notice (initial deposit) are held.

Yonge Hearts will make every effort to meet the needs of all children within the programme. However, children who persistently display behaviours that are injurious to the well being of themselves or others (see below), or who are persistently resistant, may be asked to withdraw from the programme.

Any parent/guardian who places the achievement of programme goals at risk by their behaviour may be asked to withdraw from the programme.

Yonge Hearts Child Care Centre reserves the right to withdraw services for a number of reasons, including, but not limited to, the following:

### CHILD:

1. Persistent opposition to authority
2. Wilful destruction of property
3. Use of profane or improper language
4. Conduct that is injurious to the physical or mental well being of others in the Centre
5. Behaviour that manifests itself into a potential safety hazard to other children and staff
6. Inability to work/play cooperatively to accommodate children with special needs

Staff will observe and document incidents of behaviour and attempt to identify particular areas of concern. If the behaviour continues, the Director will observe the situation. The parents will be informed. If it is decided that an outside agency needs to be consulted, parents will be asked to fill in a permission form. The agency will work with the child, family and staff. If the behaviour persists, a meeting will be scheduled to discuss alternative care options. If the decision is made that the programme cannot meet the needs of the child, parents will be given one month's notice of withdrawal in writing. If the parent does not give permission for the Centre to consult an outside agency and the behaviour persists, the parents will be given two week's notice of withdrawal in writing. The President of the Board of Directors and the Toronto Children's Services Consultant will be notified in all cases. All meetings and phone calls will be documented and kept on file.

### PARENT:

1. Conduct that places the achievement of programme goals at risk by their behaviour including harassment of staff.
2. If any parent becomes verbally/physically abusive to children, staff, board members, other parents, students and/or volunteers.
3. Failure to comply with policies agreed upon in the Parent Hand Book.
4. Failure to comply with programme regulations and limits.
5. Fees are more than two weeks in arrears, with no explanation or payment schedule worked out with the Director.

6. Refusal to co-operate if outside intervention to assist with the child's well being is deemed necessary by the Centre.

Depending on the severity of the situation as determined by the Director and the President of the Board of Directors, the family will be notified in writing of termination of services and the time frame. Toronto Children's Services will be notified.

If any type of threat is uttered or any physical, verbal or sexual harassment ensues, the police will be notified.

There will be no refund of fees upon suspension and/or termination of services.

If a child/family is denied admission to Yonge Hearts due to the centre's inability to accommodate the child's needs or family circumstances, the President of the Board of Directors and the Consultant from Toronto Children's Services will be notified and the situation will be documented. Every attempt will be made to find a placement for the child with another agency (in consultation with Toronto Children's Services).

August, 2015