



CHILDSPACE DAY CARE CORPORATION INCLUSION AND WITHDRAWAL POLICY

Created: January 2008 Revised: May, 2017

Childspace Day Care Corporation aims to include all children within its programs and services. We believe that all children's needs are unique and, in partnership with families, are committed to meet the developmental, educational and cultural needs of all children within the daycare.

POLICY

- 1. Acceptance:** Childspace endeavors to accept all children regardless of level or type of abilities
- 2. Inclusion:** Childspace will strive to include children with challenging needs within the day care at any given time. All children must accompany parents when application to the day care is made. In some cases a second visit maybe required in order for the parent/agencies to share information. This allows the best placement of each child. Prior to a final decision of whether or not we are able to effectively care for your child, the Supervisor, Director and a member of our Board of Directors will meet. A City of Toronto Consultant (with a subsidized client) may also be involved in that decision if Childspace is the best place for your child. In each case a decision will be made by the Board of Childspace and that decision will be final.
- 3. Range of Options:** All children will have the same range of options at Childspace Day Care Corporation.
- 4. Modifications:** Childspace Day Care Corporation will provide all reasonable modifications so that all children can participate.
- 5. Consent:** Parental permission must be obtained before any information can be discussed about a child. Freedom of Information and Protection of Privacy Act (FIPPA) consent forms will be signed by parent(s)/guardian(s) where appropriate. This also includes consent for Childspace employees to discuss a child's development with outside agencies directly involve with the child's individualized development plan. These specific Consent agreements must be resigned before the expiry date. It is assumed that when no expiry date is listed, that the consent must be signed by staff, parents and the third party, yearly.

PROCEDURE

Where there is a concern about a child who is already enrolled in Childspace Day Care Corporation, the following steps are recommended:

- 1) Teaching staff will inform the Supervisor of the concern involving the child. Staff will keep records of specific incidents and observations.
- 2) The Supervisor will observe the group and document their observations.
- 3) The parent/guardian will be contacted by the Supervisor regarding the behaviours/challenges noted. The Supervisor will invite the parent/guardian to meet with teaching staff and herself to review the challenges, request feedback from the parent/guardian, and propose an initial plan of action to assist the child with the behaviour(s). The Supervisor, parent/guardian, teaching staff and in some cases, a member of the Board, will be known as 'the team' in this



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policy. When a team has been established the Supervisor will advise the Board via a monthly report (using initials of child only) that a team is/will soon be in place, and will keep the Board advised of progress/challenges on an ongoing basis. NOTE: Should the parent/guardian be unwilling to meet/discuss the behaviours/challenges, see “Refusal to Discuss/Meet” section, below

- 4) The team will explore available resources within the day care and clarify the unique needs of the child, both in the centre and at home. The action plan will include both short and long term goals. The action plan will be documented, as will communication between the parent/guardian and Centre staff. The Supervisor is responsible for ensuring ongoing communication between members of the team. Confidentiality issues will be discussed.
- 5) The action plan will be reviewed on a regular basis as agreed; usually monthly or bi-monthly. Staff will keep detailed notes on progress made/challenges experienced between team meetings.
- 6) The team will determine whether external support resources are required. External support is any resource secured from outside the Childspace Day Care Corporation such as a Toronto Children’s Services Special Needs Consultant or their subsidiaries. If the family already has a special needs service worker in place, this individual must meet Childspace and City of Toronto Child Care standards. Prior to involving external supports, the parent/guardian must sign a Freedom of Information and Protection of Privacy Act (FIPPA) consent form.
- 7) When external support has been arranged, a meeting of the team and the outside resource person will be set up to establish a new action-plan. Short and long term goals will be documented, as will expectations, responsibilities and time-frames. The following are some examples of issues that might be considered during a formal team meeting:
 - a. Requests for additional opportunities for staff/Supervisor to liaise with other appropriate personnel or agencies,
 - b. Identification of resources (personnel or equipment) that will be required and ways these may be accessed, e.g., procedures written by child’s family or medical specialist to address seizures, seating, ventilators, etc.,
 - c. Discussions of limitations of existing physical layout or centre of program,
 - d. Exploration of possible funding/resources from community agencies, organizations, e.g., City of Toronto, Children’s Services, Ministry of Education.
 - e. Requests for referral for further assessment.

Where there is a Purchase of Service Agreement with the parent/client, the Supervisor will contact the Toronto Program Consultant to inform him/her of the concerns.

- 8) Ongoing communication between the team and the resource personnel will be documented. Review of the action plan by the team and outside personnel will occur regularly as needed and may be initiated by any team member.



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- 9) The intention of these meetings is to ensure that every effort is made to support the child to succeed in the Childspace Centre. The meetings will be ongoing until the child achieves their goals or it is established that the program is unable to meet the needs of the child.

Alternatives

- a) If all possible avenues have been exhausted and the team members have determined that the program is unable to meet the needs of the child at a particular time, other alternatives will be explored, i.e. program assistance, volunteer/staff/student, withdrawal from the centre, etc.

The external resource personnel will assist the parent/guardian and Childspace staff in exploring these options.

- b) Withdrawal of the child from the program will only be considered once all possible methods/solutions have been attempted and once all available resources have been utilized.
- c) The determinations of the team will be reviewed by the Supervisor/ Director at Board of Directors meetings to better enable Childspace Day Care to maintain and improve the quality of its program and services.

Refusal to Discuss/Meet

Should a parent/guardian refuse to meet with the Supervisor when initially invited, the Supervisor will arrange for a Resource Staff to observe the entire classroom without identifying the particular child. Should the Resource Staff identify **in writing** the issues/delays, they, along with the Supervisor, will attempt to set up a meeting with the parent/guardian. If the parent/guardian then agrees to meet, refer to procedural steps 6-9 listed above.

Should the parent/guardian refuse to meet the Resource staff person, the Supervisor will:

- 1) Document this and collect the to-date documentation regarding the behaviour/challenges.
- 2) Inform the Director and, if the child is a subsidized child, the City of Toronto consultant.
- 3) Advise the parent/guardian in writing that due to concern for other children at the Centre, should they not be willing to meet to attempt an action plan to deal with the issues; their child will have to be withdrawn from Childspace Day Care Centre.
- 4) Should the parent/guardian not agree to meet with staff to attempt to resolve the issue, a withdrawal letter will be issued advising the parent/guardian of the upcoming withdrawal date. The date of withdrawal will be determined in consultation with the Director and the Board of Directors (and City of Toronto consultant if appropriate) and will depend in part upon how long the issue has been unresolved and potential safety considerations for other clients.

WITHDRAWAL FROM CHILDSPACE BY CLIENT:



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Please note that one month's written notice is required when you withdraw your child (ren) from Childspace. For your convenience, forms are available in the classroom or from the Supervisor. Families that provide Childspace with less than one month's notice will forfeit the return of their Deposit.

Subsidized children are required to be present in care on their last day.

WITHDRAWAL OF SERVICES BY CHILDSPACE:

Fees are due at the first day of the month for the month. If the fee has not been paid the client will be notified in writing that they need to clear up their account or make arrangements to set up a payment plan. A charge of \$30.00 will be added to their account. Any client with an account in arrears will receive a termination letter that notifies them that our day care services for their family will be discontinued with forty-five (45) days notice from the date of the overdue account. (Also see repeated Late Fees in the Parent Manual).

This policy will be reviewed with all staff annually and the staff will sign to demonstrate they have read and understood the policy.