



## CHILDSPACE DAY CARE CORPORATION INCLUSION AND WITHDRAWAL POLICY

Created: January 2008

Revised: February 17, 2021

Childspace Day Care Corporation (“Childspace”) aims to include all children within its programs and services. We believe that all children’s needs are unique and, in partnership with families, we are committed to meeting the developmental, educational, and cultural needs of all children within our day care Centres.

### POLICY

1. **Acceptance:** Childspace endeavours to accept all children, regardless of level or type of abilities.
2. **Inclusion:** Childspace will strive to include children with challenging needs within our day care Centres at any given time. All children must accompany parents when application to one of our day care Centres is made. In some cases, a second visit may be required in order for the parent/agencies to share information. This allows the best placement of each child. Prior to a final decision on whether we are able to effectively care for a child, the Supervisor, Executive Director, and a member of Childspace’s Board of Directors (the “Board”) will meet. For subsidized families, a City of Toronto Consultant may also be involved in the decision as to whether Childspace is the best place for the child. In each case, a decision will be made by the Board, and that decision will be final.
3. **Range of Options:** All children will have the same range of options at Childspace.
4. **Modifications:** Childspace 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 involved with the child’s individualized development plan. These specific consent agreements must be re-signed 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, 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 the



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Supervisor 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, the Executive Director, and a member of the Board, will be known as 'the team' in this policy. When the team has been established, the Supervisor will advise the Board via a monthly report (using initials of the 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 the "Refusal to Discuss/Meet" section, below.

- 4) The team will explore available resources within the daycare centre and clarify the unique needs of the child, both in the daycare 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 the daycare 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 Childspace, 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 *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 timeframes. The following are some examples of issues that might be considered during a formal team meeting:
  - a. Requests for additional opportunities for staff/the 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 the child's family or medical specialist to address seizures, seating, ventilators, etc.
  - c. Discussions of limitations of the existing physical layout of the daycare centre or program.
  - d. Exploration of possible funding/resources from community agencies, organizations, e.g., City of Toronto, Children's Services, and Ministry of Education; and
  - 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 them of the concerns.



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- 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.
- 9) The intention of these meetings is to ensure that every effort is made to support the child to succeed in the daycare 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 daycare 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/ Executive Director at Board meetings to better enable Childspace to maintain and improve the quality of its programs and services.

### **Refusal to Discuss/Meet**

Should a parent/guardian refuse to meet with the Supervisor when initially invited, the Supervisor will arrange for the resource personnel to observe the entire classroom without identifying the particular child. Should the resource personnel 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 personnel, the Supervisor will:

- 1) Document this and collect the documentation to-date regarding the behaviour/challenges.
- 2) Inform the Executive Director and, if the child is a subsidized, the City of Toronto consultant.
- 3) Advise the parent/guardian in writing that due to concern for other children at the daycare 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.
- 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



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date. The date of withdrawal will be determined in consultation with the Executive Director and the Board (as well as the 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 and staff.

### **WITHDRAWAL FROM CHILDSPACE BY CLIENT:**

Please note that one month's **written** notice is required when withdrawing a child from Childspace. 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 Last Week's Deposit.

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

### **WITHDRAWAL OF SERVICES BY CHILDSPACE:**

Fees are due on the first day of the month for that month. If the fee has not been paid by the 15<sup>th</sup> of the month, a written reminder is sent by mail or email. If there has been no response, notice is given at the end of the month, and a late charge of \$30.00 will be added to the account. This written notice will inform them that they need to settle their account or make arrangements for a payment plan within 45 days of the due date. Non-compliance will result in termination of daycare services for their family. (Also see repeated Late Fees in the Parent Manual).

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