

Exploring the Puddle

Early Learning Centre

Policy 18.0

TERMINATION OF SERVICE

Termination of service falls under two categories.

Procedure:

1. Families are required to provide at least one month's written notice when they withdraw their child.
 - a. More notice is preferable if the family can give it.
 - b. In lieu of notice we require one month's payment.
2. Exploring the Puddle Early Learning Centre can terminate its services to a family under the following circumstances:
 - a. if fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon
 - b. if the centre is unable to satisfactorily resolve a problem with a family
 - c. if a family member harasses, threatens, or commits a violent or unlawful act toward a staff member, child or other family involved in the program
 - d. if a family picks up their child late three times within six months without having made previous suitable arrangements
 - e. if the child has been absent from the program twelve consecutive working days without the parent giving notice of the situation and a date when the child will return.
 - f. if, in the assessment of the child care staff, a child is unable to manage safely in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.

All efforts will be made to accommodate the child's needs. These would include:

1. working with the family to develop consistent strategies;
2. encouraging a collaborative use of all outside agencies to come up with a strategy to best help the child and family.

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