



The Lee Wiggins Childcare Centre WITHDRAW POLICY

Parents to Withdraw their Children from Lee Wiggins Childcare (LWCC)

In the event that a parent/guardian wishes to permanently withdraw their child from the LWCC, the procedure set out below must be followed.

Written Notice

- Written notice of permanent withdrawal of your child **must be given 1 calendar month in advance**
- The last month "Term Deposit" is only applied to the 4th month of the term. It is non-refundable under any other circumstances.
- A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.
- If you withdraw your child, you must follow the application process if you wish to re-enroll.
- It is important for your child to be given the opportunity to say goodbye and have a sense of closure when leaving the Centre. Please let your child and our staffs know in advance of his/her last day, so that transition can be a positive experience for your child, their childcare friends and teachers, and your family.

Removal or Suspension of Services at the Lee Wiggins Childcare

- There may be instances when the LWCC cannot accommodate the ongoing future needs of a currently enrolled or wait-listed child.
- These matters will be brought to the attention of the LWCC Board of Directors.
- In the event, it is determined that the program at LWCC does not meet the needs of the child, LWCC reserves the right to require the removal of the child from the program wait-list.

In order for a child to be discharged from LWCC

- All relevant information must be documented
- The Board of Directors must approve the discharge and
- Four weeks written notice will be provided (except as outlined below)

Discharge Due to Breaches of the LWCC Policies

- Upon admission to the LWCC, all families are in good standing.
- However, breaching any of the policies outlined in the Parent Handbook places the family at risk of being found **NOT** in good standing with The LWCC.



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In extreme cases due to special needs and/or behaviour management problems which cannot successfully be addressed by the Centre, it is within the discretion of the Centre to terminate that child's enrolment at the Centre. The Centre is responsible for providing a safe, caring and positive environment for children enrolled in our program, and must act accordingly in recognizing that we may not be able to provide such an environment to all children. However, we must also stress that this discretion relates to extreme cases only, and does not pertain to the "normal" childhood relations and interpersonal conflict that occur as a matter of course when more than one child is present.

Before such a discharge, the following steps will first occur:

Step 1

Instances of problematic and/or unmanageable behaviour or instances where a child's special needs cannot be met by the Centre will be documented by staff and reported to the Coordinator. Child guidance tactics and strategies used by the Centre will be explained to the parent(s) and the situation discussed. The Centre will endeavour to work with the parents and with the child to develop positive behaviour and eliminate the problems.

Step 2

If the child guidance strategies employed at the Centre plus any initiatives used by the parents at home fail to resolve the problem, or if the Centre cannot manage to meet the special needs of the child in question, the Coordinator will meet with the child's parents to determine a mutually agreed upon course of action. This may include counselling from an outside agency and consultation with the Ministry of Education to determine other available, practical approaches.

Step 3

If the problems have not been resolved by the steps detailed above, and the Coordinator in consultation with other staff determines that a safe and positive environment for other children enrolled at the Centre cannot be maintained as a result of the child in question, the Coordinator of the Centre will meet with the **Executive** and provide a written report of the history of the case as well as a recommendation of action.

Step 4

After consultation at the **Executive level and failing any successful resolution, the matter will be referred to the Board of Directors.** The parents will be informed of this and may make written submissions and/or may make an oral presentation at the Board meeting itself. After consideration of the parents' submission and the report of the Coordinator of the Centre and the **Executive, the Board of Directors** will make their ruling, to be determined by a majority vote.

If the Board's decision is to terminate the child's enrolment at the Centre, the parents will be given immediate written notice of the discharge of their child. Any monies for care not yet used as well as the parents' original deposit will be returned.



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Exceptional Cases

In very exceptional cases, when the child in question is deemed by the Coordinator of the Centre and staff to either be endangering themselves or others in the Centre (children and/or staff), and the Centre is not able to manage this behaviour in order to reasonably ensure the safety of all concerned, the Centre may decide that the child be temporarily withdrawn until the case has been fully assessed and an appropriate course of action determined. In such instances, *Steps 2 and 3* as outlined above will be by-passed, and instead the matter will be referred to the Executive and the Board immediately.

The Board of Directors reserves the right in its sole discretion to discharge any child for breaches of any of the LWCC'S policies, by the child or the parents/guardians, including but not limited to breach of any policy that is agreed upon at registration.