

# Bloorcourt Village Early Learning Centre

823 Dovercourt Road Toronto, Ontario M6H 2X4 Tel.416-536-0574

## **Waiting List**

Bloorcourt Village Early Learning Centre uses a waiting list to allocate spaces as they become available. Prospective parents should be assured that the waiting list is administered objectively. Admission is on a first come, first serve basis, subject to the priorities and considerations outlined on Bloorcourt Village Early Learning Centre Waiting List Policy. Bloorcourt Village Early Learning Centre is committed to equity and access for all children.

Bloorcourt Village Early learning Centre prioritizes enrollment by the following:

- 1) Children Presently enrolled in our centre receives priority to move to the older age group
- 2) Siblings to children enrolled in the Centre
- 3) **Children who are zoned(lives within the boundaries) St. Anthony Catholic Elementary School and/or Dovercourt Public School**
- 4) The Community

After a state of emergency/closure order issued by the government the centre will offer registered families prior closure spots first. **\*UPDATE\***

## **OFFER OF SPACE**

- Parents of children on the waiting list will be notified via e-mail or telephone that a space has become available in the centre
- Parents will be provided a timeframe of 5 business days in which a response is required before the next child on the waiting list will be offered the space
- Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.
- Once you have been offered a space, parents and child are encouraged to come and visit the centre.
- The supervisor will meet with parents and provide a tour of the facilities. **\*\* During a Pandemic tours will be done virtually\*\***
- Parents are given a copy of the centre Parent Handbook(available on centre website)
- A non-refundable registration fee of \$50.00 is required upon acceptance of a spot.
- Two week deposit is required upon acceptance of a spot. The two week deposit is held and placed towards the child's last two weeks of the centre
- 6 post-dated cheques are required upon acceptance.

The following forms are required to be filled out prior to enrolment:

- Parent registration form

- Copy of immunization record
- Parent handbook reviewed and signed
- All forms are now emailed to families to complete online; if they are unable to print them at home the supervisor will print a copy for the family to complete

#### **Additional Procedures**

When a family may be removed from a waiting list

- due to inability to contact parents after multiple attempts
- at a family's request

#### **\*UPDATE\* Pandemic/Outbreak or State of Emergency Order closure**

##### Access to Child Care Spaces and Prioritizing Families

When determining prioritization of limited child care spaces, during reduced cohorts and as cohorts increase

- Returning children served through emergency child care to their original placement and continuity of service for these families;
- Care for families where parents must return to work and that work outside of the home;
- Families with special circumstances that would benefit from children returning to care, such as children with special needs; and
  - Other local circumstances.
- Assessing demand for care prior to re-opening, for example the centre Supervisor and will conduct a family survey via email or calling families.

##### When cohorts increase or when full capacity is permitted

Families who were registered prior to closing who did not return when reopening occurred will be contacted to begin.

- Based on room prior to closure and enrolment to centre.
- Children who are aging out of their room will be moved to the appropriate age group if space is available or the supervisor will request overage approval.

## **Withdrawal Procedure**

When withdrawing your child from the program, parents are required to provide **two weeks written notice prior to withdrawal**. If two weeks are **not** provided and parents do not provide two weeks of fees, the Centre reserves the right to hold onto all tax receipts until fees are paid in full.

- Should the Director of the Centre determine that any child cannot adjust to the program or that the parents have not fully carried out the terms of this contract or the parents responsibilities under the policies and procedures of this program (i.e. non – payment, non compliance of the Code of Conduct....) the child will be withdrawn after two weeks written notice and this agreement will be terminated, based upon the process outlined below.
- Documentation of all meetings with parents and use of support services
- Notification to Children’s Services Consultant
- Working with outside services/resource consultant
- **In order to allow the younger children in our childcare centre to transition to the age appropriate rooms, the centre will require families in our preschool rooms who have children that are graduating to JK to move to their home schools by June of each year or earlier. This will allow the childcare centre to not exceed over age approval for the Infant and Toddler rooms for an extended period of time.**

## **Code of Conduct & Termination Policy**

### **Code of Conduct**

The following expectations are intended as a guide to maintaining Bloorcourt Village Early Learning Centre as a happy, comfortable and safe place to be.

All adults at all times shall:

- Demonstrate respect for all people who are part of our child care family and community
- Use appropriate language with everyone at the childcare centre
- Conduct themselves in a manner which allows each child and staff member to feel safe from verbal and physical abuse
- Demonstrate care and respect for personal property, childcare property and the property of others
- Demonstrate awareness of and respect for the environment
- Show respect for all individuals through his/re behaviour and words

Please note that staff is to be treated on a professional level at all times. Staffs are providing quality programming for your child/ran and will not accept treatment that is not respectful.

Please deal with discrepancies in private (away from the children and other adults) as it creates a negative atmosphere in the classroom.

All matters related to the children and their families are confidential, should be respected as such, and discussed only with appropriate staff.

### **Termination of Service**

Bloorcourt Village Early Learning Centre strives to meet the needs of all children, their families and the centre as a whole. On rare occasions the centre may determine that these needs cannot be met and reserves the right to end the service agreement. Every step will be taken to continue ongoing care for each child enrolled as long as we can ensure the safety, well being and success of each child, parent, staff and the child care.

Bloorcourt Village Early Learning Centre may end the service agreement for the following reasons including but not limited to:

- Non-payment of fees
- Breach of policy/parent contract
- Verbal/physical abuse by a parent or guardian towards a child, another parent, staff, student or volunteer
- A child's conduct which is injurious to moral tone of the centre or the physical or mental well-being of others in the centre.

### **Procedures for implementing Termination of Service:**

1. Non-Payment of fees
  - Parents will receive a reminder notice and due date within 7 days of outstanding fees. A surcharge of \$38 in addition to bank fees(\$30) will be applied to payments more than 14 days in default of the initial due date.
  - Parents more than 14 days in default will be notified in writing that service will be terminated if payment not received, in full, within 2 weeks.
  - Discretion to be exercised by the Supervisor in consultation with the Director/Owner regarding extenuating circumstances.
2. Where a parent is in breach of policy/parent contract
  - First Occurrence: Supervisor will meet with the parent to review policy
  - Second Occurrence: Supervisor will provide a letter of warning to be signed by parent indicating that a third occurrence will result in termination of service
  - Third Occurrence: Family will be given two weeks written notice that service will be terminated
3. Where a parent/guardian is verbally/physically abusive towards a child, another parent, staff, and student or volunteer
  - First Occurrence: Staff will make a written report of the incident to be signed by the Supervisor. A copy of the report will be included with a letter of warning to the parent/guardian that a second occurrence will result in being told of the possibility of

termination of service.

- Second Occurrence: Staff will make a written report of incident to be signed by the Supervisor. A copy of both reports and initial letter of warning will be included with a notice of immediate termination of service will be provided to the parent/guardian

\*\*Police may be contacted and charges may be pressed if deemed necessary by anyone involved directly or indirectly. \*\*

4. Where a child's conduct is injurious to moral tone of the centre or the physical or mental well-being of others in the centre. Also where a parent/guardian refuses to work with outside services and resource consultant.

Staff will document all incidents involving behaviour which falls outside typical expectations of the child. These include, but are not limited to:

- Persistent opposition to authority
- Willful destruction of centre property
- Use of profane or improper language
- Causing harm to other children, parents, staff, students or volunteers

Incident reports will be signed by the Supervisor and the parent/guardian and stored in child's file. A copy of all incident reports will be given to the parent/guardian for their records.

If incidences become repetitive, parents will be asked to meet with staff and Supervisor to discuss concerns and devise a behaviour management strategy. A time frame will be determined and a second meeting will be scheduled. At such time, progress will be evaluated to determine whether to:

- A. Revise strategy plan or
- B. Implement "termination of service policy"

A) A new strategy and time frame will be set. A third meeting will be scheduled where progress will once again be evaluated and both options A & B will be considered.

B) Parent/guardian will be notified in writing that the centre has decided to implement the "Termination of services policy". A copy will be given to the Director/Owner. The letter will include the steps as outlined below:

First incident: A written letter of warning that a second occurrence will result in a 5 day suspension of service

Second incident: Parent/guardian will receive written notification of immediate suspension of service for 5 days.

Third incident: Parent/guardian will receive 2 week's notice of termination of services

\*\* There will be no refund of any deposits upon suspension or termination of services. \*\*