



WHISTLER CHILDREN'S CENTRE SOCIETY

Admittance, Advancement and Withdrawal Policies

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Admittance, Advancement and Withdrawal

1.1 Preamble

The primary purpose of the Whistler Children's Centre Society is to provide child care services for families in the community. Whistler Children's Centre Society operates child care programs that provide a limited number of child care spaces for children. In order to remain financially viable, the Society must do their best to ensure that all child care spaces within Society programs are filled at all times.

1.2 Policy

The Whistler Children's Centre Society will admit children into spaces following the established priorities and procedures. The Whistler Children's Centre Society will also attempt to support a family's desire to advance children through the agency's entire program continuum. The Whistler Children's Centre Society will also attempt to provide care for siblings of children already enrolled at the centre.

1.3 Definition of Terms

- a) Waitlist date – this is the date that is recorded when a completed waitlist application, and the waitlist fee is received by the Whistler Children's Centre Society.
- b) Admittance date – this is the date recorded as the day a child initially begins to attend a Whistler Children's Centre Society program.
- c) Program – refers to an age-based grouping of children. [Toddlers, 3 to 5's]
- d) Program continuum – refers to advancement from toddler to 3-5 Program.

1.4 Priorities for Admittance and Advancement

A program space will be offered only to a child who qualifies for that program or who will qualify for that program within 30 days. Child care spaces can not be assigned. A child is accepted for one space, and only that child may use that space. When a space becomes available in a program, the following priorities and all factors will be considered in determining the child on the waitlist to whom the space will be offered:

1. Licensing regulations regarding allowable age.
2. The child of a Whistler Children's Centre staff person.
3. A child currently enrolled in the same program (i.e a child requesting additional days) and/or a child, currently-enrolled in the Whistler Children's Centre, who is ready to move/advance to the next program.
4. A child currently on Whistler Children's Centre waitlists.
5. A max of 3 children removed from the internal waitlist before offering a space to an external family.

1.5 Waiting List Application Procedure

- a) A parent may request a waiting list application and information package from Whistler Children's Centre Society. This information can also be accessed at our website: www.whistlerchildren.com

- b) A parent/child is placed on the Whistler Children's Centre waiting list once the waitlist form is completed **and** returned with the waiting list fee.
- c) The waitlist fee is non-refundable.

1.6 Admittance/Advancement Procedure

- a) When a space becomes available, the Executive Director reviews the waitlist and identifies the next eligible child using the Admittance & Advancement policy priorities.
- b) The parent is notified by phone and email which day(s) are available.
- c) The parent is given **48 hours** in which to accept or refuse the space.
- d) If the parent decides not to accept the space they will remain in their same position on the waitlist. After refusing **three** offers of child care space the child will be removed from waitlist.
- e) If the parent does not reply to the attempts made to contact them this will be viewed as one refusal of space.
- f) We will continue to offer the space to the next eligible child until the space is accepted or until the middle of the preceeding month, which ever comes sooner.

1.7 Admittance Orientation Procedure

- a) The Executive Director will arrange an orientation meeting with the family.
- b) At the orientation meeting, the Director will review the Parent Orientation package & Parent Handbook with the family.

These forms must be completed and returned to Whistler Children's Centre before the child can be left at the centre. These forms will be stored securely on site in the child's file.

1.8 Withdrawal Procedure

When a parent wishes to withdraw a child from Whistler Children's Centre, written notification must be submitted to the Director at least 30 days prior to the first of the month. Notice can be given on the first of the month only. If notice is not received at the proper time, the parent will be responsible for one month's fee payment.

1.9 Change of Status Procedure for a Child Currently enrolled in the Whistler Children's Centre

In order to request a change of status (e.g. add or change days), a parent must submit a written request or submit a Change of Days form to the Executive Director. These changes in days attending will be granted only when such a space comes available.

1.10 Termination of Services Procedures

Whistler Children's Centre is committed to providing a caring and supportive environment for all children and families. However, termination of services may be required if:

- fees for service are not paid according to the financial policies in the Parent Agreement and suitable arrangements cannot be agreed upon.
- the family does not abide by the expectations in the Parent Agreement and successful resolution of the differences is not achieved.
- the child is no longer in the custody of the enrolling parent / guardian.
- a family member harasses, threatens abuse or commits a violent act toward a staff person, child or other family member involved in the Whistler Children's Centre.
- Whistler Children's Centre is unable to satisfactorily resolve problems of late pick up with a family.
- the child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff, and additional supports to accommodate the child are unavailable or the parent(s) are unwilling to work with the program staff to address the behaviours.

1.10 Termination of Services – Notice Period

If the parent/guardian wishes to terminate service, 30 days written notice, submitted on the first of the month, is required. A parent/guardian requesting termination may make payment of fees in lieu of notice. If the Whistler Children's Centre terminates service, every attempt will be made to give 30 days notice.

1.11 When a child's behaviour is severely disruptive or physically threatening

Under circumstances where a child's behaviour is severely disruptive or physically threatening to the well-being and safety of other children or staff, the following will occur:

1. Staff will complete observations on all children. If a child is not adjusting well, Director will discuss these observations with the parent / guardian.
2. Staff will work with the family (and other appropriate professionals) to develop an individual program plan and goals to help the child to learn appropriate behaviours and monitor the situation. The Director may be involved in these meetings and must be informed of the plan and goals.
3. If the child is not responding, Executive Director will consult the family. Other child care or program options may be explored with the family.
4. As a final step, the Director may have to request that other arrangements be made for the child if the situation does not improve.

1.12 At Discretion of the Executive Director

All of the above policies can be changed or altered at any given time without notice at the discretion of the Executive Director and/or the Assistant Director.