





# ALPHA CHILD CARE LTD.

## EMERGENCY INFORMATION

CHILD'S NAME: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

(Street Number & Name)

(City)

PHONE: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

MOTHER'S NAME: \_\_\_\_\_

EMPLOYER'S NAME: \_\_\_\_\_

EMPLOYER'S ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ (Street Number, Name, City & Postal Code) CELL PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FATHER'S NAME: \_\_\_\_\_

EMPLOYER'S NAME: \_\_\_\_\_

EMPLOYER'S ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ (Street Number, Name, City & Postal Code) CELL PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

NON CUSTODIAL PARENT'S ADDRESS & PHONE NUMBER: \_\_\_\_\_

*ALTERNATIVE PERSON: (in case parent's can not be reached)*

NAME: \_\_\_\_\_ RELATIONSHIP WITH CHILD: \_\_\_\_\_

PHONE HOME: \_\_\_\_\_ WORK: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

DOCTOR'S NAME: \_\_\_\_\_ (Street Number, Name, City & Postal Code)

DOCTOR'S ADDRESS: \_\_\_\_\_

DOCTOR'S PHONE: \_\_\_\_\_ (Street Number, Name, City & Postal Code)

PERSON AUTHORIZED TO PICK UP CHILD: \_\_\_\_\_

ALLERGIES OR OTHER INFORMATION: \_\_\_\_\_

\_\_\_\_\_  
PARENT'S SIGNATURE

For Alpha Use
Date Completed: _____
Reviewed: _____
Reviewed: _____



## PERMISSION TO APPLY SUNSCREEN

TO: ALPHA CHILD CARE LTD

We \_\_\_\_\_ parents of \_\_\_\_\_  
hereby authorize Alpha Child Care Ltd. to apply sunscreen to \_\_\_\_\_. Sunscreen  
will be provided by me, the parent.

I/we acknowledge that "Alpha" and/or its employees will not be responsible for any reactions which may  
arise as a result of the administering of said sunscreen pursuant to my/our instructions, and in  
consideration of "Alpha" administering said sunscreen to \_\_\_\_\_. I/we hereby  
release and forever discharge "Alpha" and/or its employees from all claims, demands, damages, actions  
or causes of action arising or to arise by reason of administering said sunscreen.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness



## INFORMATION REQUIRED FOR ADMISSION TO BE COMPLETED BY PARENT

Check if child has had any of the communicable diseases:

Scarlet Fever

Chicken Pox

German Measles

Measles

Whooping Cough

Other: \_\_\_\_\_

\_\_\_\_\_

Name of Physician (Please print) \_\_\_\_\_

Phone \_\_\_\_\_

Dated at Brampton this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

\_\_\_\_\_  
Parent or Guardian

# ALPHA CHILD CARE LTD.



## Consent to Give Emergency Medical Care

Name of Child \_\_\_\_\_

Home Address \_\_\_\_\_

(Street Name & Number)

(City & Postal Code)

I hereby give permission to have my child examined by the Medical Officer and his staff as necessary.

If, at any time, due to such circumstances as accident, sudden illness or emergency, medical treatment is required, this may be given, including anesthetic if necessary, by a private physician or hospital.

Dated at Brampton this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Signature Parent/Guardian

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## Parent's Consent for Off Premise Excursions

I, \_\_\_\_\_ hereby consent to have \_\_\_\_\_ leave the premises of ALPHA CHILD CARE LTD., from time to time, to participate in excursions to places of interest planned as part of the children's program. It is understood that supervision will be provided by members of the staff of the said Child Care Centre, plus volunteers as required. Such excursions include, walks around the neighbourhood, to the park, or to visit community sites.

Date at Brampton this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Signature Parent/Guardian

# ALPHA Child Care Ltd.



## ELECTRONIC BANKING AUTHORIZATION FORM

I give ALPHA CHILD CARE LTD. permission to debit my bank account for child care fees. I have attached a void cheque.

Child's or Children's Name(s) \_\_\_\_\_

Parent's Name and Name on Bank Account (print name and sign) \_\_\_\_\_

Bank Name \_\_\_\_\_

Account Number \_\_\_\_\_

Please use the following form when you are withdrawing from the day care.

Child's or Children's Name(s): \_\_\_\_\_

My child's last day will be \_\_\_\_\_ My last bank debit will be made on \_\_\_\_\_

My Bank will be notified that no further drafts may be made from my account.

Parent's name (please print) and signature. \_\_\_\_\_

# ALPHA Child Care Ltd.



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Child's or Children's Name(s) \_\_\_\_\_

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My child's last day will be \_\_\_\_\_ My last bank debit will be made on \_\_\_\_\_

My Bank will be notified that no further drafts may be made from my account.

Parent's name (please print) and signature. \_\_\_\_\_

**Ministry of Community  
and Social Services**

**Ministry of Children and  
Youth Services**

**Ministère des Services  
sociaux et communautaires**

**Ministère des Services  
à l'enfance et à la jeunesse**



Central West Region  
6733 Mississauga Road, Suite 200  
Mississauga ON L5N 6J5

Région du Centre-Ouest  
6733 Mississauga Road, bureau 200  
Mississauga ON L5N 6J5

Tel. / Tél. : 905 567-7177  
Toll Free / Appel sans frais : 1 877 832-2818  
Fax / Téléc. : 905 567-3216  
TTY / ATS : 905 567-3219

## **APPENDIX B: PARENT LETTER**

### **NEW REQUIREMENT TO POST SERIOUS OCCURRENCES IN LICENSED CHILD CARE PROGRAMS**

Dear Parent/Guardian:

The safety and well-being of our children in licensed child care programs is the highest priority. Operators of licensed child care centres and private-home day care agencies work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario government has introduced a new policy that requires licensed child care centres and private-home day care agencies to post information about serious occurrences that happen at a centre or a home location effective November 1, 2011. To support increased transparency and access to information, a "Serious Occurrence Notification Form" must be posted at the centre or home location in a visible area for 10 days.

A serious occurrence could include:

- Serious injury to a child,
- Fire or other disaster on site,
- Complaint about service standard.


Licensed child care centres and private-home day care agencies are already required to report serious occurrences to the Ministry of Children and Youth Services, which is responsible for child care licensing. This new policy requires child care operators to post information in their facilities so that parents also have access to it.

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

This new policy supports the government's efforts to increase access to information about licensed child care programs in Ontario. This includes the recent launch of child care licensing inspection findings on the Licensed Child Care Website which is available at: <http://www.ontario.ca/ONT/portal61/licensedchildcare>.

We encourage you to speak to the operator of your child care program for more information about serious occurrences and the new Serious Occurrence Notification form posting policy.

  
Vince Tedesco  
Regional Director

# ALPHA Child Care Ltd.



3 Cathedral Road, Brampton, Ontario L6W 2P1  
Tel/Fax: (905) 456-1811  
Email: cathedral@idirect.ca

900 Peter Robertson Blvd., Brampton, Ontario L6R 1A2  
Tel.: (905) 458-4884  
Fax: (905)458-9405  
E-mail: springdale1@idirect.ca

## Child Care Subsidy Agreement

(see Policy #04 50)

Alpha Child Care Ltd. has a purchase of services agreement with the Region of Peel which permits parents to use our services and have all, or part, of their fees paid for through a Region of Peel, and/or Province of Ontario subsidy program. Alpha's purchase of services agreement with the Region of Peel is renewed annually. However, renewal is not guaranteed, and the agreement may be terminated by either party without cause or notice. We feel that it is best to inform parents upfront of the nature of this relationship in order to make you aware of the potential for sudden service and funding changes.

Therefore, you agree and understand that:

- a) In order to continue to receive child care subsidies following the termination of the purchase of services agreement with Alpha Child Care Ltd., the subsidy program may require that you relocate to a different child care centre immediately and without prior warning, or continue to receive services from Alpha Child Care Ltd. at which time you will pay the full price (unsubsidized) for child care services.
- b) If the Subsidy program does not pay Alpha Child Care Ltd. for child care services provided to you (ie. Does not pay Alpha your subsidy) within 60 days of providing services to you, you are responsible for paying the full child care fee. In this event, Alpha Child Care Ltd. will do its best to work out a reasonable payment schedule with parents.
- c) If you fail to inform the Subsidy program of any changes which may result in an adjustment of your subsidy amount, and your subsidy is adjusted down accordingly, you are responsible to pay Alpha for any fee difference up to the full fee amount. Parents are warned that these subsidy adjustments are often made retroactive to previous months resulting in a large outstanding balance to Alpha Child Care Ltd. In this event Alpha will negotiate an affordable payment schedule however, parents are advised that they are expected to pay the difference in full.
- d) Each year the Subsidy program requires Alpha Child Care Ltd. to apply to adjust its fee's. Alpha Child Care Ltd. increases fee's annually in order to adjust it's budget for mandatory and inflationary pressures. These pressures include mandatory pay equity increases, mandatory minimum wage increases, tax increases, required equipment replacement and facilities upgrades, and voluntary increases in staff wages. If the Subsidy program fails to pay Alpha Child Care Ltd.'s full price for child care services, you are responsible for paying the difference up to the full price.
- e) Alpha Child Care Ltd. will limit the number of subsidized clients it enrolls in order to minimize its exposure to: sudden withdrawal and transfer of all subsidized clients; sudden termination of the subsidy agreement and sudden loss of income; refusal of the Region of Peel to pay Alpha's full price for child care services for any reason; any other situation that may expose Alpha to fiscal harm or undesirable programming change.

These policies are regrettable but result from years of experience in dealing with sudden changes in government subsidy policies which have caused financial and service quality risks at Alpha Child Care Ltd..

You agree to the above terms and conditions for your entire term at Alpha Child Care Ltd. Your enrolment at Alpha Child Care Ltd. is conditional on you signing this agreement regardless of whether or not you are immediately applying for government subsidies.

Are you applying for child care subsidies from the Region of Peel? \_\_\_\_\_ (yes or no)

\_\_\_\_\_  
(Signature of Parent or Guardian)

\_\_\_\_\_  
(date)

# ALPHA Child Care Ltd.



3 Cathedral Road, Brampton, Ontario L6W 2P1  
Tel/Fax: (905) 456-1811  
Email: lyndal@alphachildcare.ca

900 Peter Robertson Blvd., Brampton, Ontario L6R 1A2  
Tel: (905) 458-4884  
Fax: (905) 458-9405  
Email: marys@alphachildcare.ca  
Email: patriciaa@alphachildcare.ca

## Alpha Child Care Ltd. PRIVACY POLICY CONSENT FORM

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I hereby consent to the collection, use and disclosure of personal information by Alpha Child Care Ltd. ("Alpha") as specified in Alpha's Privacy Policy for Children and Parents or Legal Guardians (attached), which I have fully read and understood.

Please note that personal information includes any identifiable information about the children in our care and their families, such as contact details, health information, living arrangements, background information, the child's personal characteristics and behaviour styles, or opinions about a child.

I understand that it is my responsibility to ensure that family members or caregivers whose personal information I am providing to ALPHA have consented to this disclosure.

In the event that I wish to withdraw my consent to any uses or disclosures of the personal information contained in my child's file, I understand that it is my responsibility to inform ALPHA in writing, at which time I will be notified as to whether and how such withdrawal will affect the services being provided to me or my child.

I fully understand and agree with the above statements and am entering into them voluntarily, as certified by my signature below.

Signature: \_\_\_\_\_

Name (please print): \_\_\_\_\_

Child's Name: \_\_\_\_\_

Relationship to Child: \_\_\_\_\_

Date: \_\_\_\_\_





## Alpha Child Care Ltd. Privacy Policy for Children and Parents or Legal Guardians

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This privacy policy applies to personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are involved in their care and Upbringing (collectively, “*the children in our care and their families*”). Alpha Child Care Ltd. (“Alpha”) respects privacy and has a longstanding commitment to protecting the personal information of the children in our care and their families.

For the purposes of this policy, “personal information” is defined as any identifiable information about the children in our care and their families, such as contact details, health information, living arrangements, background information, the child’s personal characteristics and behaviour styles, or opinions about a child.

Personal information is only collected, used and disclosed by ALPHA in accordance with this Privacy Policy and the legal obligations imposed by the *Personal Information Protection and Electronic Documents Act* (PIPEDA).

### **WHY DO WE COLLECT PERSONAL INFORMATION?**

As the parent or legal guardian, when enrolling your child in our child care program, you are asked to provide certain pieces of information in order for us to provide you and your child with the best possible service. **In addition to your contact details and the names and contact information of your family members, your child’s file may include the following information about your child:**

- Living arrangements.
- Health information and special needs.
- Personal characteristics, skills and behavioural information.
- Children’s Evaluations
- Previous childcare arrangements.
- Opinions about the child or incidents as recorded by our staff.

### **We collect personal information only for the following purposes:**

- To identify the children in our care and their families;
- To monitor the health and well-being of the children in our care;
- To monitor developmental levels, skill acquisition and special needs of the children in our care;
- To establish a culturally sensitive and developmentally appropriate program for the children in our care;

- To understand the desires, concerns and opinions of the children in our care and their families;
- To establish and maintain good relationships with the children in our care and their families;
- To provide the responsible child care services expected of a licensed child care program to the children in our care and their families;
- To manage and enhance our business and operations; and
- To meet legal and regulatory requirements, such as those contained in the *Day Nurseries Act* and its associated Regulations.

ALPHA never collects more personal information than is needed to fulfill these purposes, unless you have consented to such collection.

### **WHEN DO WE DISCLOSE PERSONAL INFORMATION AND TO WHOM?**

We will make sure that any required disclosures of personal information are made on a “need to know”, and where applicable, on a confidential basis, and in accordance with the provisions of the Ontario *Day Nurseries Act* and its associated Regulations. Personal information is never traded, sold or leased by us to any external companies. We may disclose personal information to:

- Our affiliates, partners, independent contractors, directors, therapists, volunteers, co-op students; educational or regulatory observers; and other service providers (collectively “Representatives”) on an as-needed basis in order for them to assist us in managing, providing or evaluating our child care services and program;
- An agent of a public authority (such as the Children’s Aid Society) if, in our reasonable judgment, it appears that there is imminent danger to life or property which could be avoided or minimized by the disclosure of the information;
- A third party with whom we are negotiating in order for them to take over some or all of our services and/or other activities;
- A third party where the individual (or his/her parent/legal guardian) has consented to such disclosure; or
- A third party where such disclosure is required or permitted by law.

When sharing personal information with our Representatives, we release limited information as required for the function that will be performed by the Representative on our behalf. We also ensure that every contract we enter into with a Representative clearly outlines the Representative’s obligation to protect personal information and only use the information for the purpose(s) for which it is being provided.

Examples of the Representatives that ALPHA may share your limited personal information with include:

- Professionals who can assist us in caring for the physical, emotional, social and/or intellectual well-being and/or safety of the children in our care; or
- Entities that assist us with general administration, including debt collection and fundraising activities; or
- Organizations that can provide products or services to the children in our care or their families to enhance our program.

Note that whenever practical, ALPHA discloses de-identified information as opposed to personal information.

## **HAVE YOU CONSENTED?**

Having read this policy and by enrolling your child in our child care program and providing us with the personal information requested, you consent to the collection, use and disclosure of your personal information as specified herein.

If ALPHA will be using or disclosing personal information for purposes that have not been stated in this policy and that we do not feel are obvious to you, we will first obtain your express consent.

We may imply your consent if we feel we are using your personal information for purposes that are obvious to you. For example, if you tell us that your child has a food allergy, we may not seek your express consent before providing this information to our kitchen staff.

You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. You may contact us for more information regarding the implications of withdrawing consent.

In certain circumstances, personal information can be collected, used or disclosed without the knowledge and consent of the individual (or his/her parents/legal guardian). For example:

- If it is clearly in the interests of the individual and consent cannot be obtained in a timely way, such as when the individual is seriously ill or mentally incapacitated;
- If seeking the consent might defeat the purpose for collecting the information, such as in the context of an investigation of a breach of an agreement or a contravention of a federal or provincial law; or
- If there is an emergency where the life, health or security of an individual is threatened.

## **HOW LONG IS YOUR INFORMATION RETAINED?**

We retain personal information only as long as it remains necessary or relevant for the identified purposes, and in accordance with legal requirements. Therefore, we will retain your child's file as long as your child is enrolled in our child care program and for a fixed period of time thereafter.

Depending upon the circumstances, where personal information has been used to make a decision about an individual, we will retain the information for a period of time that is reasonably sufficient to allow for access by that individual (or his/her parent/legal guardian). ALPHA retains and securely destroys personal information in accordance with our internal record retention policy. Our retention policy takes into account the retention requirements for financial and insurance records, the statutes of limitation relevant to injuries that occur while children are in our care, as well as the requirements of the *Day Nurseries Act* and its associated Regulations.

## **HOW DO WE KEEP YOUR PERSONAL INFORMATION SECURE?**

We have procedures and policies in place to ensure that personal information, in both paper and electronic format, are protected against the risk of loss, theft, unauthorized access, disclosure, copying, modification or destruction. For example, we have the following safeguards in place:

- Access to our facility outside of business hours is restricted to management personnel.
- All visitors to our facility, including parents/legal guardians are required to be escorted while on the premises.

- Filing cabinets containing personal information are located in an office only accessible to the director and the supervisors of our child care program.
- The offices are locked after hours.
- Access to electronic files is limited on a need-to-know basis depending on job function.
- Paper records containing personal information that are no longer needed are securely shredded.

## **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION AND CHECK ITS ACCURACY?**

ALPHA relies on the information provided by you when enrolling your child in our child care program. You may at any time make a written request for access to you or your child's personal information using our "Access to Personal Information Form". Personal information will be provided in an understandable form within a reasonable time and at minimum or no cost to the individual.

However, in certain situations we may not be able to provide access to all of the personal information we hold about an individual (or his/her child) as there are numerous exceptions to the access principle under PIPEDA. For example, we cannot provide access to personal information about another individual if they have not consented, or to information that could reasonably be expected to threaten the life or security of another individual. Also, we cannot provide access to information that was generated in the course of a formal dispute resolution process. If we are unable to provide you with all the information contained in your child's file, we will let you know.

ALPHA strives to maintain accurate records of your personal information, however, this cannot be achieved without your help. In this ongoing effort, we ask you to provide us with up-to-date information. Let us know of any personal information you have given to us in the past that is incomplete, inaccurate, or no longer relevant, or of any new issues or information that will help us in caring for your child. If you feel a record in your child's file is inaccurate or incomplete, and we agree with your assessment, we will promptly correct or complete the information. Any unresolved differences as to accuracy or completeness will be noted in the file.

## **CONTACT US WITH ANY QUESTIONS OR CONCERNS**

ALPHA takes full responsibility for the management, confidentiality and protection of the personal information we collect, use and disclose. If you have any concerns about this policy, or feel that ALPHA is not abiding by it, please write to:

Privacy Officer  
ALPHA Child Care Ltd.  
55 McKee Drive N.  
Caledon, Ontario  
L7C 1G2

Menu #2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Milk Rice Cake & Fruit	Juice Protein Spread & Crackers	Milk Pancakes Apple Sauce	Milk Melba Toast & Egg	Milk Rice Cakes & Cheese
LUNCH	Macaroni & Shredded Cheese  Salad or Cole Slaw Bread Raw Veg.	Beef & Vegetable Stew Bread Raw Veg.  Milk Pudding & Fruit	Fish (baked) Mashed Potatoes Raw Veg. Cooked Veg. Bread  Milk Fruit & Yogurt Dip	Chicken & Rice Raw Veg. Bread  Milk Fruit	Cooks Surprise Lunch to include vegetables and protein, Bread & Raw Veg.  Milk Fruit crisp
SNACK	Water Apples and Cheese	Milk Fruit Cocktail Tea Biscuits	Juice Digestive Cookies & Cheese	Juice Nochos & Salsa	Water Fresh Fruit Yogurt Dip

Menu #4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Juice Muffin & Cheese	Milk Toast, Pea Butter Banana	Milk Oatmeal & Fruit	Milk Pancakes Yogurt	Juice Bagels & Cheese
LUNCH	Sloppy Joes on a bun with veg. Potato Bread Raw Veg.  Milk Fruit	Chicken Rice Bread Raw Veg.  Milk Fruit	Mimi Pizza with Cheese Salad or Cole Slaw Raw Veg.  Milk Yogurt & Fruit	Meat Loaf Potatoes Raw Veg Cooked Veg Bread  Milk Rice Pudding	Homemade Chunky Soup/Stew with Meat or Cheese and veg. Raw Veg. Assorted Sandwich  Milk Pudding  Water
SNACK	Milk Crackers & Hummus	Juice Fruit & Pea Butter	Juice Cheese & Tea Biscuits	Water Fruit & Cheese	Water Fresh Fruit Rice Cake

Menu #1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Milk Granola & Fruit	Juice Fruit Bread & Protein Spread	Fruit Cheese Water	Milk Melba Toast Egg	Milk Muffins & Cheese
LUNCH	Fish Potatoes Tartar Sauce Bread Raw Veg. Cooked Veg.  Milk Fruit	Taco & Chili Salad  Raw Veg.  Milk Yogurt & Fruit	Pasta & Meat Sauce  Raw Veg Cole Slaw or Salad Bread  Milk Fruit & Pudding	Shepherd's Pie Beans Raw Veg. Bread  Milk Fruit	Chunky Veg. & Protein Soup/Stew Raw Veg.  Assorted Protein Sandwich  Milk Fruit crisp
SNACK	Juice Crackers with Protein Spread	Milk Protein Sandwich	Milk Muffins Banana	Juice Cooks Surprise 2 Choices	Water Apples & Pea Butter

Menu #3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SNACK	Milk Granola & Fruit	Milk Apple Sauce English Muffins	Juice Muffins and Cheese	Juice Crackers & Protein Spread	Milk Oatmeal with Raisins
LUNCH	Fish & Rice Cooked Veg. Bread Raw Veg.  Milk Fruit	Pasta & Meat Sauce Cole Slaw or Salad Raw Veg. Bread  Milk, Pudding Fruit	BBQ Chicken with Baked Fries Cooked Veg. Bread  Milk Yogurt Fruit	Swedish Meatballs & Noodles Peas Raw Veg. Bread  Milk Fruit	Vegetable, Lentils, Pea or Bean Soup/Stew Bagels with Meat or Cheese Raw Veg.  Milk Fruit
SNACK	Juice Crackers & Cheese	Milk Sandwich & Protein Spread	Milk Fruit Bread Protein Spread	Milk Trail Mix with Grain & Dried Fruit	Water Banana & Pea Butter

**ALPHA CHILD CARE LTD.  
POLICY AND PROCEDURE MANUAL**

Approved by: \_\_\_\_\_ M.S.

Number: 04 25

Date: October 2008

Page: 1 of 2

Revised: June 2009

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**ASKING CUSTOMERS TO LEAVE**

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**POLICY:**

Under certain circumstances Alpha may ask parents to leave. Some reasons for this would be :

1. A parent is abusive to staff
2. A parent is continuously late picking up their child
3. A parent refuses to follow rules set up for the health and safety of the children and the smooth running of the Day Care
4. Fees are not paid on time. For subsidized parents, this includes the parent portion of the child care fees up to the full fee amount.
5. Swearing, cursing and derogatory comments is used on the premises
6. Emotional or physical harm is caused to others, by a parent or their child
7. Alpha's program is unable to meet the needs of the child and their family.
8. Parents are unsupportive in helping to meet the needs of the child. I.e. unwilling to seek outside help from an agency in order to meet the needs of the child. See Inclusive policy # 05 69
8. The health and safety of the other children is at risk
9. Purchase of Service Agreement with the Regional Municipality of Peel becomes unacceptable to Alpha.
10. Any reason Alpha deems to be fit and just

**NOTICE TO PARENT OR GUARDIAN**

Depending on the severity of the circumstances the following options are available:

1. A family may be asked to leave immediately.
2. A family may be given two weeks notice to leave.

**FEES DUE:**

Fees are due up to and including the last day the parent is in the centre. If two weeks notice is given and only one week is used, the parent will be charged one week only.

Refund of deposit or fees paid but not used will be mailed out as soon as it is apparent that all monies owing have been cleared by the bank.

Whereby a previously full-fee paying client has been granted a child care subsidy, and Alpha has already met or exceeded the maximum allowable number of subsidized clients determined by Alpha's owners, the client will be given notice that child care services will be withdrawn. Alpha will provide parents a reasonable notice period to allow them to make alternate child care arrangements.





**Procedure:**

- 1) Supervisors will make sure that all clients of Alpha Child Care Ltd. are aware of its policies regarding subsidized clients, and most importantly, the reasons for this policy.
- 2) All existing and potential clients of Alpha Child Care Ltd. will be required to sign the Subsidy Agreement form which is to accompany the Parent Agreement. The reason non-subsidized clients must sign the form is that family financial circumstances may change over time such that they will apply for a child care subsidy in the future.
- 3) Supervisors will ask all new, or potentially new, clients if they will be a subsidized client. If the number of subsidized clients in the day care is already at its maximum, the parents will be informed of Alpha's policies regarding the number of subsidized clients, and the reasons for the policies, and offer to put the client on Alpha's waiting list. The date the client went on the waiting list must be recorded. When a subsidy spot becomes available, the subsidy client must be given equal priority as a full-fee paying clients. More specifically, if a subsidy client went on the waiting list prior to a full-fee paying client, and a subsidy spot is available, the subsidy client must be given priority for the child care space.
- 4) If the number of subsidized clients meets or exceeds the maximum allowable number of subsidized clients, as determined by Alpha's owners, and a full fee paying clients is granted a subsidy, the supervisor will;
  - a) call the owners in order to determine if they will increase the number of subsidy clients in the day care or
  - b) inform the client that they will be given notice that services will be withdrawn but ample time will be given for them to make alternate child care arrangements.