

Policy 22. Termination of Service

22.1. Termination by Family

- Last month's fee is paid upon registration and will be applied to the last calendar month in which the child is in attendance regardless of duration of attendance within that month. Users will not be "double-charged" for their last month and may be reimbursed.
- Parents are encouraged to give as much notice as possible when withdrawing their child from SCD. At minimum, notice must be given by the last day of the month prior to their last month. If this is not provided, the pre-paid last month user fee is forfeited.
- If parent chooses to withdraw child from SCD for any reason, there is no guarantee that the space will be available if they wish to re-enroll. Unless they have continued to make payments in the child's absence, the child will need to re-join the wait-list.

22.2. Termination by Board

- SCD reserves the right to terminate the contract for child care services for just cause.
 - o The final decision to remove a child from the centre rests with the Board.
 - Director may issue up to 3-day suspension of service to any family at his or her discretion. The matter must be brought to Board for final decision within three days.
 - o In most cases, notice of termination will be given one month prior to termination; in extreme cases, termination of service may go into effect immediately after board meeting
- The Board will use a "three strikes" model in determining termination. If a family receives "three strikes" within a six month period, their case will be presented to the Board with grounds for termination. Family will be informed of a strike in writing by Director within two days of occurrence. Strikes are cumulative among all children in a family.
 - o The following situations constitute 1 strike:
 - Failing to inform Director of an absence at least 30 minutes after expected arrival
 - Greater than 15 minutes late for pick-up
 - Drop-off 15 minutes or earlier from scheduled drop-off
 - Knowingly attending while ill or contagious
 - Failure to arrange for a quarantined child to be picked up within one hour of being notified
 - Failure to pick-up child within one hour of contact when ill
 - Failure to pay or late payment of monthly or incurred fees
 - Abuse of staff member, board member, or another SCD family be it verbal, physical, or emotional
 - Obscene or demeaning language or behavior
 - Aggressive or overly loud voice tones
 - Threats, intimidation or physical force
 - Inappropriate conversations
 - Inappropriate demands or expectations that conflict with the centre policies or procedures.
 - Violation of code of conduct
 - Any other policy violation at discretion of Director

- In extreme cases of misconduct, Board may terminate service in absence of strikes
- It is the Board's discretion whether previously terminated families may re-enrol on the waitlist to be eligible for drop-in services. This will be decided on a case-by-case basis.

22.3. Fees and Belongings

- All fees must be paid prior to the child's last day of attendance.
- As "last month" fee is paid upon enrolment, families will not be charged for their last month of service; if payment has already been made, it shall be reimbursed less any fees.
- All items belonging to child must be removed from the facility on their last day of attendance; items left at daycare upon termination become property of daycare.