



**Section:** Operations  
**Subject:** Withdrawal of Care

**Issued:** April 2016  
**Revised:** April 11, 2025

## **POLICY**

The *Withdrawal of Care policy* reinforces the organization's requirements for how children end care across all PLASP programs. PLASP families agree to abide by this *Withdrawal of Care policy* and all policies and procedures for PLASP programs.

## **PURPOSE**

PLASP endeavours to support the needs of children and their family through positive and responsive interactions. Children enrolled in PLASP programs are expected to have respectful and responsible attitudes towards others, equipment and facilities. When a situation arises, our intention is to work collaboratively with the family and, community support (where appropriate) to find solutions. On rare occasions, this policy will assist with implementing the withdrawal of care from a PLASP program.

## **SCOPE**

This policy applies to all PLASP children registered in PLASP Child Care Services programs and to their parents and legal guardians.

## **Procedures**

### *Program Cancellation*

Families who would like to cancel a PLASP program, must login to their parent profile as programs cannot be cancelled verbal with program staff or by emailing or calling the PLASP head office. An email to confirm the program cancellation will be provided once completed.

Cancellation and payment dates are available throughout the year on the PLASP payment calendar. Refunds are not granted for cancellations that do not adhere to the *Cancellation policy*.

### *Temporary Withdrawal*

Children who have been suspended by their school are temporarily unable to attend the PLASP program for the duration of school board implemented suspension.

### *Non-Payment of Program Fee*

Families that have not paid their program fees, will receive email notification of program fee arrears and the required payment date. If payment is not obtained, PLASP reserves the right to cancel a registration.

### *Safety Concerns*

In situations where a child has been observed to put the safety and/or supervision of themselves or other children at risk while in the program these steps may be followed:

1. Program staff speak with the family regarding the behaviours or situations of concern.
2. Program staff inform the Area Manager of concerns and requests support and direction regarding situations of concern regarding a child or family.
3. Program staff will request consent from parent/guardian to allow PLASP staff to communicate with school staff for collaborative approach opportunities.
4. The Area Manager may request a classroom observation through the Inclusion Manager from the PLASP Special Need Support Staff and/or Community Agencies.
5. The Area Manager will develop strategies with the program staff and goals will be set with the child and family. Additional staff may be placed in the program to provide additional support. Community supports may also be suggested or offered.
6. The Area Manager and Program Director will continue to meet with the family to work towards collaboratively agreed-upon goals. Community supports may continue to be suggested or offered, to help support the child and family.
7. If behaviours or issues of concerns persist that jeopardize the safety/supervision of the child, other children in the program and /or program staff, the Area Manager will call a meeting with the Inclusion Manager, the Regional Manager and family. In situations where appropriate, a child may be temporarily withdrawn from the program. Community supports, resources and referrals will be considered, as escalating behaviour issues would likely indicate that the PLASP program is not meeting the child's needs. The Vice-President of Operations will be informed of the outcome of the meeting. Should escalating issues fail to be resolved through any of the steps indicated

above, the Vice-President of Operations of PLASP Child Care Services will give the family two weeks' notice that care will be withdrawn and the CEO will be notified. This step, which is rarely used, is a last resort, after all other strategies and options have been exhausted. All meetings will be documented.

8. There are some extreme behaviours, concerns or situations that will result in the immediate withdrawal of a child from a PLASP program if the safety and well-being of children and/or staff is in jeopardy. This step is used only in very rare cases of imminent risk.
9. A child will be withdrawn from PLASP Child Care Services if parent(s) do not comply with PLASP'S policies and procedures.
10. If a child is withdrawn from the program due to this policy, Children's Services of the Municipality or Region, if applicable, will be notified by the Inclusion Manager or Regional Manager.

### **Policy Review**

This policy will be revised as per provincial legislation directives. All PLASP Staff will be required to review the policy annually and any time revisions are made to related procedures.