



Dealing with Challenges Policy

Ridge Kids Playcares purpose is to provide quality childcare to families in accordance with our mission and values. When families choose to participate, it is with an understanding and acceptance of those values.

Complaints

When conflict arises, Educators will make every attempt to work with the family to resolve the issue to their mutual satisfaction, provided the arrangement does not compromise the mission and values of the program, put children or Educators at risk or diminish the value of the experience for other children by placing undue stress.

All complaints will be brought to the attention of the Director and/or License Holder, to aid in resolution.

All situations are dealt with on an individual basis, considering the specific needs and circumstances of the family. After working with the family and making every attempt to resolve the situation, the Director and/or License Holder may conclude that it is not appropriate for the family to continue involvement in the program.

Behavior

Ridge Kids Playcare understands that severe behaviors will occur from time to time and will follow our Child Guidance Policy to support children. However, in some cases, group care is not for everyone, and the program may conclude that it is not appropriate for the family to continue in childcare, after working with families and in consultation with the Director and/or License Holder.

Long-term or Chronic Medical Conditions

When the safety of a child with a diagnosed medical condition or the safety of other children is a concern, the program has the authority to exclude a child with a long term or chronic illness. A diagnosis may be required.

Philosophical Differences

Occasionally, the needs and opinions of a family or child do not fit with the principles, policies and procedures of the program. We strive to encourage discussion and come to



agreeable terms in ensuring that all children who attend the program are happy and comfortable in their surroundings.

However, if this is not possible, it is in the best interests of the family to enroll the child in a program that is more in line with their needs and beliefs. Ridge Kids Playcare reserves the right to ask the family to find a more suitable childcare arrangement, if unable to meet specific needs and requests of the family.

Inclusive Child Care

If a child has a diagnosis and/or needs that require additional supports in program, we ask families to provide this information prior to registration, as we must have strategies in place prior to attendance, when appropriate.

If we find that a child may require additional supports to be successful in our program, we will work with the family to identify the best way to access the necessary resources. We are committed to working with families to provide resources.

We are committed to doing our best to provide quality childcare to all children, regardless of needs and will exhaust all options for extra resources, supports and collaborative conversations with families before terminating the childcare contract, as a last resort. The children's safety is utmost priority for all families.

Suspension and Termination of Care

Although a last resort, Ridge Kids Playcare reserves the right to suspend or terminate a childcare contract.