**Family Referral Protocol**

The Children’s Playhouse inquires on the Enrollment form about the family’s needs.

The director meets with the family to assess the actual need and determine the best resource for referral. The referral is recorded in our Consultation log. The director follows up with the family to assess whether their needs are met. The result of this meeting is recorded on the log. It is our policy to refer families to agencies that will meet their linguistic and cultural needs.

**Termination of Enrollment by The Children’s Playhouse (Parental Relationships)**

The staff and Administrator always seek to work through any problem having to do with Parents of children enrolled in this program. We are dedicated to taking whatever steps are necessary to work with families. We encourage your suggestions and concerns. You may request a conference at any time with a staff person and / or Administrator.

If after all steps have been taken, including a possible conference between family and The Children’s Playhouse staff, it may be determined that it is not in the best interest of the child and family for the child to remain enrolled in The Children’s Playhouse because of the Parent interactions with the staff and/or Administrator.

Some examples of this situation include but are not limited to:

* Abusive language from the parent of a child directed toward adults and/or children in the program
* Parent/Guardian speaking negatively about the program in any way, to other families while on the premises
* Verbal abuse from a Parent/Guardian of a child directed toward adults and /or children in the program (i.e: yelling, cursing, rude language, etc.)

If any or all of the above should occur, your child’s enrollment will be terminated after a 30 day notice has been given.

**Termination of Enrollment by The Children’s Playhouse**

**Effective March 16, 2010**

The staff of The Children’s Playhouse always tries to work out problems involving the children and families enrolled in this program. If after all steps have been taken, including conference, it may de determined that it is not in the best interest of the child to stay enrolled at The Children’s Playhouse. Repeated verbal and physical abuse from a child to a staff member or to another child will not be tolerated in this program. Some examples include but are not limited to: biting, kicking, punching, hitting, and using abusive language to the children, staff or any adult and to the property of this program. If these examples are done by any child enrolled in this program, The Children’s Administrator will call the child’s Parent/ Guardian immediately and ask that the child be picked up for the day.

Our procedure for this policy is as follows:

* Conference with Parent/Guardian of child to determine problem and evaluate solutions, including referrals for assistance.
* After a conference and/or the appropriate agency has been contacted, a 30-day notice to terminate enrollment will go into effect.
* If the problem does not come to a halt after the 30-day period, then we will terminate enrollment of that child.
* Possible pick up of the child may occur several times within this 30-day period. If this happens, tuition will be charged for this child for those days.