Red Apple Daycare Emergency Closure Policy

Red Apple Daycare is committed to having our programs open on all scheduled days. We recognize that emergencies beyond the centres control such as the breakdown of essential services (hydro, heat and or water) or inclement weather days or epidemic or pandemic can occur. We must consider the safety of all children and staff when we make decisions regarding full day closures or early closures due to emergency situations. The Board of Directors, Ministry of Education TDSB and City of Toronto will look at the severity of the situation in order to determine the need to close the program.

In the event that Red Apple Daycare will need to close the centre due to emergency condition or the TDSB we are housed in has decided to close, the staff will call or send a message to parents to inform them. If the program is unable to open in the morning a message will be sent via HIAMA or email and every effort will be made to contact each family to inform them.

**Closure due to job action**

In the event of a job action or strike involving the TDSB every effort will be made to keep Red Apple Daycare operating at full capacity. The decision for the school to open or close rests entirely on the TDSB/TCDSB. If there is a complete lock out, the centre may not be able to operate. The daycare will communicate with parents on an ongoing basis to provide updates.

**Closure due to health and safety or other circumstance**

Due to unforeseen circumstances the center may be required to close for health or safety reasons (illness outbreak, fire, flood etc). In the event of a government mandated or Public Health closure, all parents will be informed by centre staff of the closure and will be provided with updates as information becomes available. If the closure lasts for more than 2 weeks a credit may be applied to future fees.

**Closure due to inclement weather**

The decision to close due to inclement weather rests entirely on the TDSB/TCDSB. If the TDSB/TCDSB determines that the schools must close for the day or close early due to severe weather conditions. If the school is closed, Red Apple Daycare is also closed. Red Apple Daycare staff will advise parents to make arrangements for pick up earlier than usual, or in the event of a full day closure will inform parents that the program will be closed for the day will a message on HIMAMA or a phone call.

All decisions regarding centre closure will be made at the discretion of the Board of Directors, Ministry of Education, TDSB and Executive Director taking into consideration the health and safety of the children. This will be communicated to parents with as much notice a possible.

**Unless otherwise noted, the fees will not be refunded due to centre closures resulting from circumstances beyond the centres control.**