

Pluto Day Care

Parent Agreement & Terms of Enrollment Annual Sign-Off

Before You Begin

Please read this document carefully before signing. Initial each highlighted section as you review it. Your initials confirm that you have read each section. At the end of this package, you will be asked to sign the Parent Handbook Acknowledgement, confirming that you have had access to the Parent Handbook, have reviewed it, understand its contents, and agree to comply with the policies and procedures of Pluto Day Care.

(Child's Full Name)

Fees & Payment

Fees are due on the dates established by Pluto Day Care. Accepted payment methods include:

- E-transfer
- Cash

Accounts more than seven (7) days overdue may be subject to suspension or termination of care. Late fees and outstanding balances must be paid promptly.

Initials: _____

Subsidized Care

Families awaiting subsidy approval remain fully responsible for all fees, registration charges, and deposits until official approval is received.

Where subsidy approval is retroactively applied, Pluto Day Care will provide either:

- A refund, or
- A credit toward future fees.

Initials: _____

Trial Period

The first four (4) weeks of enrollment are considered a trial period. During this time, Pluto Day Care will support the child's transition and determine whether the program can safely and appropriately meet the child's needs within the group care environment. If concerns arise, we will communicate with the family and discuss possible strategies or supports. Pluto Day Care reserves the right to discontinue care if the placement is determined to be unsuitable.

Initials: _____

Withdrawal From Care

Parents/guardians wishing to withdraw their child from care must provide a minimum of thirty (30) calendar days' written notice.

Fees remain payable throughout the notice period regardless of attendance.

Notice of withdrawal is considered effective only when received during the centre's regular business hours, Monday to Friday, 7:00 a.m. to 6:00 p.m. Notices submitted after business hours, on weekends, on statutory holidays, during scheduled centre closures (including winter closure and Professional Development Days), or on any other day the centre is closed will be deemed received on the next business day.

Initials: _____

Centre Closures

Fees remain payable by their due date for all closures below, and for any other scheduled or unexpected closure days.

Pluto Day Care will be closed on the following dates:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Any Regionally Appointed Professional Development (PD) Days*
- Approximately one week during the Christmas/New Year's holiday period**

**Fees not paid for Regionally appointed PD Days.*

***Specific Christmas/New Year's closure dates will be communicated to families annually.*

Initials: _____

Emergency Closures

Pluto Day Care reserves the right to close due to circumstances beyond its control, including but not limited to:

- Severe weather
- Power outages
- Flooding
- Fire
- Public health emergencies
- Staffing shortages
- Government directives

Families will be notified via email or phone as soon as possible of any emergency closure.

Initials: _____

Attendance & Drop-Off

To ensure children can fully participate in our daily program, all must arrive by 9:30 a.m. If your child will arrive after 9:30 a.m., parents/guardians must notify the centre in advance.

Approval of late arrivals is at the discretion of the Centre Supervisor or designate.

Examples of acceptable late arrivals include:

- Medical appointments
- Dental appointments
- Family emergencies
- Therapy appointments
- Vehicle emergencies

Examples of reasons that generally will not be approved:

- Oversleeping
- Running errands
- Non-essential appointments

Children arriving after 9:30 a.m. without prior notice may be refused admission for the day. Repeated late arrivals may result in written warnings and may affect continued enrollment.

These arrival and return times help minimize disruptions to classroom routines and educational programming while ensuring children have meaningful opportunities to participate in the daily program.

Initials: _____

Appointments During the Day

To minimize disruptions to children's routines and programming:

- Children attending an appointment must arrive at the centre by 11:00 a.m.
- Children leaving the centre for a daytime appointment must attend the program before their appointment and return no later than 2:00 p.m.

Initials: _____

Arrival Responsibility

Parents/guardians must personally hand their child over to a staff member upon arrival.

Responsibility for a child remains with the parent/guardian until the child has been signed in and received by a staff member.

Initials: _____

Parent Availability During the Day

Parents/guardians must remain reasonably available by telephone while their child is attending Pluto Day Care.

It is the responsibility of parents/guardians to:

- Ensure all telephone numbers remain current.
- Notify the Centre immediately if contact information changes.
- Ensure emergency contacts are aware they may be contacted.
- Answer or return calls from the Centre as soon as possible.

If a child becomes ill, injured, or otherwise requires immediate pick-up, parents/guardians are expected to arrange for their child to be collected within 60 minutes, unless otherwise directed by the Centre Supervisor.

Initials: _____

Pick-Up Policy

Children must be picked up and out of the building by 6:00 p.m.

Late pick-up fees will apply as follows:

- \$25.00 will be applied at 6:01 p.m., plus \$2.00 per minute thereafter until the child has been picked up **and** all parties have vacated the premises.

Repeated late pick-ups may result in termination of care.

Initials: _____

Authorized Pick-Up Persons

Parents/guardians must notify the centre in advance if someone else will be picking up their child. Authorized individuals must provide government-issued photo identification before a child will be released.

Initials: _____

Security & Entry Credentials

Parents/guardians must use their assigned key fob or access code when entering the Centre. Fobs and access codes must not be shared with unauthorized individuals, and families must not permit unknown individuals to enter behind them. Lost fobs or compromised access codes must be reported immediately.

Initials: _____

Maintaining Enrollment

A child will be automatically withdrawn from care if they are absent for eight (8) consecutive weeks after providing written notice to the Centre, or absent for four (4) consecutive weeks without any parent/guardian communication. An exception may be made when the Centre receives a note from a Canadian physician or nurse practitioner advising that the child must remain out of care for medical reasons. The note must be provided before the end of the eight-week period and include the recommended exclusion dates. In all other cases, fees paid during the absence are non-refundable, the childcare deposit will be forfeited, and the space will be released.

Initials: _____

Safe Arrival & Absence Reporting

Parents/guardians must notify the centre by 9:00 a.m. if their child will be absent on a scheduled day. If no notification is received, Pluto Day Care will follow its Safe Arrival and Dismissal Policy. Repeated unexplained absences may result in a review of a child's continued placement.

Initials: _____

Legal Custody Arrangements

Where legal custody, decision-making responsibility, parenting time, or access arrangements exist, parents/guardians must provide the Centre Supervisor with copies of all relevant, up-to-date legal documentation. Please note that unless Pluto Day Care has received official court orders or other legally enforceable documentation, we are not permitted to withhold a child from a parent or legal guardian, or restrict their access to the child. Parents/guardians are responsible for notifying the centre immediately of any changes to legal custody or access arrangements and for providing updated documentation as applicable.

Initials: _____

Emergency Contact Information

Parents/guardians are responsible for ensuring all contact information remains current.

This includes:

- Home address
- Phone numbers
- Email addresses
- Emergency contacts

Pluto Day Care shall not be responsible for consequences resulting from outdated or inaccurate information provided by parents/guardians.

Initials: _____

Personal Property

Pluto Day Care is not responsible for lost, damaged, or stolen personal belongings. All clothing and personal items should be clearly labelled.

Initials: _____

Child Behaviour & Safety Policy

All children, families, and staff have the right to a safe, respectful, and non-threatening environment.

Pluto Day Care will make reasonable efforts to support children experiencing behavioural, emotional, developmental, or social challenges. This may include observation, documentation, communication with families, implementation of behaviour support strategies, and referrals to outside professionals or community resources where appropriate.

However, where a child's behaviour poses a significant risk to the safety, well-being, or learning environment of other children, staff, or themselves, alternative arrangements or withdrawal of care may be necessary.

Examples of behaviours that may result in suspension or dismissal from the program if they are severe, persistent, or do not improve despite reasonable intervention efforts include, but are not limited to:

- Repeated biting resulting in injury to others
- Repeated hitting, kicking, punching, or aggressive physical behaviour
- Throwing objects with the intent to harm or that create a safety risk
- Bullying, intimidation, or targeted harassment of other children
- Persistent verbal aggression, threats, or abusive language
- Repeated attempts to run away from staff supervision or leave designated program areas
- Deliberately damaging daycare property or the property of others
- Behaviour that places the child, other children, or staff at risk of serious injury
- Persistent refusal to follow safety rules after consistent intervention and support
- Behaviour that significantly disrupts the program and prevents staff from safely supervising the group
- Any behaviour requiring staffing levels or supports beyond what Pluto Day Care can reasonably provide

Pluto Day Care will assess each situation individually and, where possible, work collaboratively with families and community supports before considering dismissal. However, the safety and well-being of all children and staff will remain the centre's primary consideration in all decisions regarding continued enrollment.

Initials: _____

Food & Allergy Restrictions

Outside food requires advance approval from the Centre Supervisor and is generally limited to infant feeding needs, diagnosed medical or special needs, or severe/multiple food allergies. Approved food must include a complete ingredient list and follow all Centre food and allergy restrictions.

Celebration treats for children must be store-bought, in their original packaging, labelled school-safe, and include a complete ingredient list. Products from donut shops are not permitted due to cross-contamination risks.

Treats intended only for staff are exempt from these requirements but should identify whether they contain nuts whenever possible. Staff treats must be given directly to the office for placement in the staffroom.

Initials: _____

Illness Exclusion Policy

To protect the health and safety of all children and staff, Pluto Day Care follows Region of Waterloo Public Health guidelines. Children **must** remain home when experiencing the following symptoms of illness.

1. Fever

A fever is defined as: 38°C (100.4°F) or higher.

Children sent home with a fever will be excluded:

- The day symptoms occur, the following day, and
- Until they have been fever-free for at least 24 hours without fever-reducing medication.

2. Enteric Illnesses (Vomiting & Diarrhea)

To help prevent the spread of gastrointestinal illness within the centre

A child must be sent home if they experience:

- Two (2) or more episodes of diarrhea, or
- Two (2) or more episodes of vomiting, or
- One (1) episode of vomiting and one (1) episode of diarrhea.

Children sent home with enteric symptoms will be excluded:

- The day symptoms occur, a minimum of 2 days after the exclusion day, and
- Until they have been symptom-free for at least 48 hours after their last episode of vomiting or diarrhea.

Please Note:

- The 48-hour exclusion period restarts after every new episode of vomiting or diarrhea.
- If a child experiences additional episodes after returning home, the exclusion period begins again from the most recent episode.

Initials: _____

Other Illnesses

Pluto Day Care reserves the right to exclude any child who shows signs or symptoms of a contagious illness, is suspected of having an illness that may spread to others, or is not well enough to safely participate in the daily program, including outdoor play. This decision may be made even if a diagnosis has not yet been confirmed or the illness is not specifically addressed by Public Health guidance.

To help protect the health and safety of everyone in the centre, Pluto Day Care may require:

- A child to remain at home until they have been symptom-free for a specified period of time;
- A physician's note confirming the child is fit to return; and/or
- Compliance with any additional exclusion or return-to-care requirements established by Public Health or by the Centre Supervisor.

The Centre Supervisor's decision regarding a child's ability to attend is final.

Initials: _____

Medical Emergencies

If a medical emergency occurs, Pluto Day Care will seek emergency medical assistance if a parent/guardian or emergency contact cannot be reached. Any costs associated with emergency treatment or transportation are the responsibility of the parent/guardian.

Initials: _____

Parent Communication Regarding Illness

Parents/guardians must provide specific symptoms when reporting illness-related absences (e.g., fever, vomiting, diarrhea, persistent cough, or poor sleep due to illness).

Please note:

- General statements such as "*sick*" or "*not feeling well*" may result in the standard exclusion period being applied until additional information is received.
- Children may not attend while symptoms are being masked by medication.
- Pluto Day Care reserves the right to refuse admission to any child who appears unwell.
- Providing false or misleading information regarding a child's illness or symptoms may result in suspension or termination of care.

Initials: _____

Prescription Medication

Prescription medication may be administered only with written parent/guardian authorization and must be provided in its original pharmacy-labelled container that shows the child's name, medication, prescribing physician or nurse practitioner, dosage, and administration instructions.

Medication is administered by trained staff in accordance with applicable legislation and Public Health requirements. A second staff member verifies that the correct child, medication, dosage, time, and method of administration are correct before both staff members complete the Medication Administration Record.

Parents/guardians are responsible for ensuring medications remain clearly labelled, unexpired, and up to date, and for notifying the Centre of any changes to their child's medication or treatment plan.

Initials: _____

Medical Plans

Some children require an Individualized Medical Management Plan to support their health and safety while attending Pluto Day Care. Plans are developed collaboratively with parents/guardians based on recommendations from the child's physician or nurse practitioner. Common examples include, but are not limited to:

- Anaphylaxis (severe allergies)
- Seizure disorders
- Diabetes
- Other medical conditions requiring specialized care or emergency intervention

Parents/guardians must provide medical documentation outlining the child's diagnosis, symptoms, recommended treatment, emergency procedures, and any required medications.

Medical Management Plans are reviewed at least annually and updated whenever the child's medical condition, medication, treatment recommendations, or emergency procedures change.

Initials: _____

Non-Prescription Medication

Pluto Day Care does not routinely administer non-prescription (over-the-counter) medications.

In limited circumstances, non-prescription medication may be administered as part of an approved Individualized Medical Plan based on the recommendations of the child's physician or nurse practitioner. Examples include:

- Fever-reducing medication (e.g., Tylenol®, Advil®) for children at risk of febrile seizures. A written recommendation from the child's physician or nurse practitioner and an approved Medical Management Plan are required.
- Allergy medication (e.g., Benadryl®) included as part of a child's current Anaphylaxis Plan. A separate physician's note is not required.

The Centre may request updated medical documentation whenever necessary to ensure the safe administration of medication.

Initials: _____

Emergency Medication

Children requiring emergency medication (such as an EpiPen®, asthma inhaler, seizure medication, or other prescribed emergency medication) must have a current, non-expired medication available at the Centre at all times.

Where applicable, an individualized Medical Management Plan or Anaphylaxis Plan will be developed in collaboration with the parent/guardian and must be kept current.

Parents/guardians are responsible for:

- Providing all required emergency medications before their child's first day of attendance.
- Replacing medications before they expire.
- Notifying the Centre of any changes to their child's medical condition, treatment plan, or prescribed medication.

Children requiring emergency medication will not be permitted to attend the program until the required medication has been provided.

Initials: _____

Illness Outbreaks & Modified Exclusion Requirements

Pluto Day Care follows the guidance and directives of Region of Waterloo Public Health and any other applicable public health authorities regarding illness outbreaks within the centre.

In the event of a declared outbreak, suspected outbreak, or increased incidence of illness within the program, Pluto Day Care reserves the right to implement additional health and safety measures to help prevent the spread of illness and protect the well-being of children and staff.

These measures may include, but are not limited to:

- Modifying exclusion periods for specific illnesses or symptoms;
- Requiring exclusion after a single episode of vomiting or diarrhea;
- Requiring medical clearance prior to a child's return to care;
- Enhanced screening and monitoring procedures;
- Temporary restrictions on attendance for symptomatic children;
- Additional cleaning, sanitization, and infection prevention measures; and
- Any other requirements directed by Public Health authorities.

Parents/guardians are required to promptly inform the centre of any symptoms, diagnoses, communicable illnesses, or outbreaks within their household that may affect the health and safety of the child care environment.

Failure to comply with outbreak-related requirements may result in a child's exclusion from care until all applicable public health and centre requirements are met.

Pluto Day Care reserves the right to modify illness exclusion requirements and return-to-care criteria at any time in response to public health recommendations, outbreak conditions, or concerns regarding the health and safety of children and staff.

Initials: _____

Parent Code of Conduct

Parents/guardians and all persons associated with the family are expected to communicate and behave respectfully toward children, families, staff, students, volunteers and visitors. Harassment, discrimination, intimidation, threats, abusive language, violence, sexual harassment, filming or recording staff without consent, property damage, or entering the Centre while impaired will not be tolerated. Pluto Day Care may end a conversation, require an individual to leave the property, restrict their access where legally permitted, contact law enforcement and/or suspend or terminate enrollment where conduct compromises the safety, security, well-being or operation of the Centre.

Initials: _____

Our Expectations of Families

To help us provide the safest and highest quality care possible, we ask every family to:

- Keep emergency contact information current.
- Notify us of changes to custody arrangements.
- Read Centre emails and important notices.
- Arrive on time for drop-off and pick-up.
- Pick up sick children within 60 minutes.
- Keep emergency medications current.
- Supply required clothing and diapering supplies.
- Label all belongings.
- Report contagious illnesses promptly.
- Treat children, families, and staff with kindness and respect.
- Pay child care fees on time.
- Follow Centre policies and procedures.

Working together allows us to provide the best possible experience for every child.

Initials: _____

Grounds for Termination of Care

Pluto Day Care reserves the right to terminate services for reasons including but not limited to:

1. Non-payment of monthly fees (after five business days).
2. Repeated late fee payments (two or more).
3. Repeated late pick-ups (two or more).
4. Failure to comply with the Parent Handbook, Enrollment Agreement, or Centre policies and procedures.
5. Failure to comply with illness exclusion policies or other health and safety requirements.
6. Providing false, misleading, or incomplete information at enrollment or during a child's attendance.
7. Failure to provide or maintain required emergency medication, emergency contact information, immunization records, or valid exemption documentation.
8. Failure to disclose significant medical, developmental, behavioural, or support needs that may impact the child's care or the safety of others.
9. Refusal to participate in recommended support planning or community services when reasonably required to support a child's successful participation in the program.
10. Behaviour by a child that cannot be safely supported despite reasonable interventions, as outlined in the **Behaviour & Safety** section of the Parent Handbook.
11. Chronic absenteeism without reasonable explanation or failure to physically attend the program for more than eight consecutive weeks.
12. Intoxication or impairment while on Pluto Day Care property.
13. Verbal abuse, harassment, discrimination, intimidation, threats, violence, sexual harassment, or other inappropriate conduct toward children, families, staff, volunteers, or visitors.
14. Any conduct that compromises the safety, security, well-being, or operation of the centre.
15. Any other circumstance where Pluto Day Care determines that continued enrollment is no longer in the best interests of the child, other children, families, staff, or the operation of the program.

Initials: _____

Immediate Termination of Care

Whenever reasonably possible, Pluto Day Care will communicate concerns and provide the family with an opportunity to resolve them. However, Pluto Day Care reserves the right to suspend or terminate care immediately and without notice where the health, safety, security or well-being of any child, family member, employee or other person, or the safe operation of the Centre, is at risk.

Initials: _____

Privacy

Pluto Day Care collects personal information solely for the purpose of providing child care services and complying with applicable legislation. Personal information will be handled confidentially and shared only where required by law or necessary to ensure the child's safety and well-being.

Initials: _____

Parent Handbook Acknowledgement

Pluto Day Care provides every enrolled family with access to the current Parent Handbook, which outlines the Centre's policies, procedures, expectations, and important information regarding your child's care.

I acknowledge that:

- ☐ I have been provided with access to the current Pluto Day Care Parent Handbook.
- ☐ I have read, or have had the opportunity to read, the Parent Handbook in its entirety.
- ☐ I understand the policies, procedures, and expectations outlined within the Parent Handbook.
- ☐ I agree to comply with the Parent Handbook and understand that it forms part of my child's enrollment with Pluto Day Care.
- ☐ I understand that Pluto Day Care may update the Parent Handbook from time to time to reflect changes in legislation, licensing requirements, Public Health guidance, or Centre operations, and that I am responsible for reviewing any future updates provided by the Centre.

Initials: _____

Pluto Day Care

Contract with Parents

At Pluto, we believe in offering a high-quality service and maintaining Ontario Ministry of Education requirements.

To maintain our high standards, we must set the following conditions.

- Fees are due on or before the 1st day of each month, regardless of weekends, statutory holidays, winter closure, Professional Development Days, or any other scheduled centre closures. Example: February fees are due by February 1st.
 - For the purpose of calculating late payment charges, each "day" is based on Pluto Day Care's business day, which ends at 6:00 p.m. Payments received after 6:00 p.m. are considered received on the following day.
 - Because payments cannot be verified or processed when the Centre is closed, payments submitted after 6:00 p.m. on a Friday, or at any time on a Saturday, Sunday, statutory holiday, Professional Development Day, winter closure, or other scheduled Centre closure, will be considered received on the next business day. As a result, late payment charges will continue to accrue for each intervening day until the payment can be received and processed by the Centre.
- Absenteeism is not refundable (your child's place is reserved in any period of absence).
- Places are only reserved when the completed application forms and deposit have been received, or when confirmation is received from the subsidy office.
- You must follow the Illness Exclusion Policy listed on pages 14 & 16 of this document. **This is a Waterloo Region - Public Health requirement.**
- If a child experiences an illness or injury that requires them to be picked up from daycare, the parents will be contacted, and the child must be picked up within 60 minutes. **This is a Waterloo Region - Public Health requirement.**
- Pluto Day Care follows all applicable guidance issued by Region of Waterloo Public Health regarding communicable illnesses and exclusion requirements.
- Thirty (30) days' written notice is required to utilize your deposit. Failure to provide thirty (30) days' notice will result in the forfeiture of your deposit and any unused days of the prepaid month.
 - **Notice of withdrawal is considered effective only when received during the centre's regular business hours, Monday to Friday, 7:00 a.m. to 6:00 p.m.** Notices submitted after business hours, on weekends, on statutory holidays, during scheduled centre closures (including winter closure and Professional Development Days), or on any other day the centre is closed will be deemed received on the next business day.
- An unexplained absence of thirty (30) days without communication will be treated as abandonment and will result in termination from care. Separately, a child may not hold an active space for more than eight consecutive weeks without physically attending, even where fees continue to be paid. Any fees paid during a period of non-attendance are non-refundable.
- The management must be informed if anyone other than those listed on the anytime pick-up form will collect your child, and identification will be required in this case.
- Under no circumstances will an account be allowed to have a negative balance; if this occurs, care will be refused until the arrears are settled.
- Parents will read and sign the Parent Agreement & Terms of Enrollment every September as a refresh or if any changes have been made by Pluto.

Parents are required to review and update their enrollment information, emergency contacts, and enrollment agreements annually or whenever information changes.

Acknowledgement

I acknowledge and agree that:

- I have read and understood this Parent Agreement & Terms of Enrollment in full and have had the opportunity to ask questions before signing.
- The information I have provided is complete, accurate, and current to the best of my knowledge.
- I agree to comply with all policies, procedures, financial obligations, expectations, and enrollment conditions outlined in this agreement and the current Parent Handbook.
- This agreement applies specifically to the child named below and forms part of their continued enrollment with Pluto Day Care.
- I understand that compliance with this agreement is a condition of my child's continued enrollment and that failure to comply may result in suspension or termination of care.
- I am responsible for immediately notifying Pluto Day Care of any changes to my child's personal, emergency, medical, custody, authorization, or enrollment information.
- I understand that Pluto Day Care may amend its policies, procedures, fees, or enrollment conditions when necessary. I agree to review and comply with any updates provided to me.
- I understand that this agreement must be reviewed and signed every September while my child remains enrolled. Each newly signed agreement replaces the previous version for that child but does not cancel any outstanding obligations, fees, or responsibilities arising under an earlier agreement.
- My signature confirms my acceptance of this agreement, regardless of whether I choose to initial every individual section.

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