



## Statement of Terms and Conditions (Contract with Parents)

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

In order to maintain our high standards, it is necessary to set some conditions and these are listed below.

- Fees are payable calendar monthly in advance (on or before the 1st of each month). Example; February fees due by February 1st
- 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 has been received or a confirmation from the subsidy office.
- You must follow the Illness Exclusion Policy listed on page 7 of this document. **This is a Waterloo Region - Public Health requirement.**
- If a child experiences any illness or injury that requires them to be picked up while at daycare, the parents will be contacted and the child must be picked up within 60 minutes. **This is a Waterloo Region - Public Health requirement.**
- We will follow our Waterloo Region - Public Health binder on Safe Healthy Children for all other contagious illnesses.
- One calendar month's notice is required to utilize your deposit. Absence for one calendar month with no notification will be construed as termination of attendance and payment for this period will be required. **Not giving one month's notice forfeits your deposit & any unused days of the pre-paid month.**
- The management must be informed if anyone different is going to collect your child (if not listed on the anytime pick up form) and identification will be required in this instance.
- Under no circumstances will an account be allowed to be in a negative balance, if this should occur care will be refused until the arrears are settled.
- You are required to acquire an access fob/s or code and use it daily to attain entry as staff are not to be leaving their rooms over ratio to get the door and there is not always someone in the office.
- Parents will read and sign the Financial Agreement every September as a refresh or if any changes have been made by Pluto.
- Parents will fill out a new Emergency Form every September in case changes need to be made.

## Discharge Policy

We understand that a daycare environment is not always best suited for every child. There can also be other reasons why services may have to be withdrawn. As a company, we reserve the right to withdraw services for any of, but not limited to the following reasons:

1. Non-payment of monthly fees (after 5 business days late)
2. Non-payment of late, NSF or any other fees due. (after 5 business days late)
3. On-going late fee payment (2 or more)
4. On-going late pick-ups (2 or more)
5. On-going late arrivals (after 9:30am) (2 or more per month)
6. Non-compliance with the Region of Waterloo Public Health's illness guidelines, or lying to the daycare about your child's health status.
7. If you do not follow through with paying by cash, e-transfer, or certified cheque.
8. Parents/Guardians coming into the daycare intoxicated or under the influence of illegal substances.
9. Being non-truthful or forthcoming about your child's needs at the time of enrollment.
10. Parents/Guardians will not approve outside help when the staff have concerns about the child having special needs and/or behavioural issues.
11. After help is gotten, correction to the issue affecting others safety and or wellbeing is not achieved.
12. A child's severe misbehaviour that can affect the safety & wellbeing of others is not tolerated. Examples of serious misbehaviour may include, but not be restricted to, the following: biting, hitting, kicking, bullying, name-calling, swearing, pushing and shoving, rude and aggressive behaviour, consistent failure to follow general rules of expected behaviour.
13. A lack of attendance without valid reason. If we feel that you are not using your child's space within the program, we have every right to dismiss you from our program to allow another child to enroll.
14. Any yelling, verbal or physical abuse towards any staff by a parent or their representative.
15. Any explicit sexual advances made toward a staff.
16. Failure to bring your child directly to a teacher upon arrival to be signed in for the day.
17. Failure to provide written current contact information to the centre.
18. Failure to supply current immunization records or an affidavit of exception.

Children, parents and staff of the daycare have the right to play, work & participate in a safe and non-threatening environment. All instances of a child or adult who compromises the safety or sense of security of others will be treated seriously & the incidents duly documented. The daycare's primary considerations are the wellbeing of the children at the centre & the staff who care for them.