



# Parent Information Handbook

## 3 Regional Locations

### **Pluto Activa**

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Email: [plutoactiva@gmail.com](mailto:plutoactiva@gmail.com)  
Supervisor: Kylie Jones

### **Pluto Weber (Head Office)**

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Supervisor: Rebecca Currie

### **Pluto King**

435 King Street North  
Waterloo, Ontario N2J 2Z5  
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Supervisor: Nicky Kressler

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## Introduction

Welcome to Pluto Day Care. We are a multi-site daycare facility for children from birth to 6 years of age.

We have 3 locations in the Kitchener/Waterloo area:

**Activa:** Licensed for: 75 children      Location: 192 Activa Avenue, Kitchener, ON, N2E 4K5

**Weber St:** Licensed for 80 children      Location: 1418 Weber Street East, Kitchener, ON, N2A 1C4

**King Street:** Licensed for 121 children      Location: 435 King St North Unit 3, Waterloo, ON, N2J 2Z5

*All 3 locations operate from 7:00am-6:00pm.*

Our children are split into age categories of:

**Infants:** 0 – 18 months

**Toddlers:** 18 months to 30 months

**Preschoolers:** 2½ to 6 years

All classrooms are staffed with Registered Early Childhood Educators and childcare professionals working as a team for each classroom. The management structure is headed by the supervisor who has an assistant supervisor working directly with them, next, qualified RECE teachers followed by non qualified ECE teachers. The Supervisor is not assigned to a specific classroom and is therefore classed as supernumerary.

This Handbook is designed to answer any questions parents/guardians may have about the operation of Pluto Day Care.

## Program Statement

At Pluto Day Care, we are committed to providing a safe, caring, and stimulating environment where children can grow and develop to their fullest potential.

Our program is guided by the belief that children are competent, capable, curious, and rich in potential. We use Ontario's How Does Learning Happen? framework to guide our planning and daily practices.

## Aims and Objectives

- We enrich and support the health, safety, nutrition, and wellbeing of the children
- We value meaningful, respectful, and responsive interactions between staff, children and families
- We facilitate and help children in valuing the rewarding outcomes that evolve through positive interactions and communication
- We will nurture children's natural interests of play, inquiry and exploration
- Adults will support interests exhibited by children and work toward bringing them to realization
- We will provide a purposeful and meaningful environment so that maximum potential of children's learning and development can be reached
- We will be mindful of the needs of individual children for outdoor/indoor play, active play, rest and quiet time throughout the day
- We will actively engage with parents in their child's development and evaluation of the program
- We will collaborate with local community agencies to provide support where authorized with children, families and staff
- Assist staff in their journey in continued professional learning
- We value relationships therefore we foster genuine authentic secure safe interactions through such things as an open door policy

## **Land Acknowledgement**

We acknowledge that the land on which we gather is the traditional territory of the Haudenosaunee, the Anishinaabe, and the Neutral peoples. This land is steeped in rich history, having been a site of meeting and exchange for Indigenous nations for thousands of years.

We recognize the enduring presence and contributions of Indigenous peoples in the Region of Waterloo and across Turtle Island. We are grateful for the opportunity to live, work, and learn on this land, and we commit to working in solidarity with Indigenous communities to respect their rights, history, and cultures.

We also acknowledge the painful history of colonization and its continued impact on Indigenous peoples. We strive to foster understanding, healing, and reconciliation through respectful relationships, dialogue, and actions that honour Indigenous sovereignty and cultural traditions.

We invite everyone to reflect on their relationship with the land and to think about how we can all contribute to a future of justice, equity, and respect for Indigenous communities.

## **Facilities**

At Pluto, we pride ourselves on the facilities we offer to our children. We have large play rooms and children are divided into groups primarily dependent upon their age. We also have fully equipped catering kitchens where food is prepared fresh each day.

## **Outdoor Facilities**

Outside there is a large divided play area for the children. There are grassy play areas and hard surfaced areas for the use of large motor skill apparatus such as trikes, wagons and ride on toys and the playing of team games. We have plenty of parking, giving easy access to the daycare.

## **Activities**

There are a number of activities that are consistent throughout the whole of the day nurseries which include social play, art activities, fine & Gross motor skills, and the encouragement of language skills. Each room is responsible for planning and carrying out activities, which are suitable for the age and capabilities of the children in their care. Stimulating and challenging activities are provided to encourage the children to develop to their fullest potential while still being fun.

## **Insurance**

Pluto Day Care carries public liability insurance and requires written consent from parents before taking children from the premises.

## **Security**

Security is taken very seriously at Pluto Day Care. Entry into the daycare is by electronic pass keys or by an individualized PIN code which all parents/legal guardians are required to have. All electronic pass keys and PIN codes are individually programmed so they can be isolated for non entry should the need arise. We only allow children to leave with parents/legal guardians and pre approved additional persons. All parents/legal guardians are asked to give photo identification for all authorized persons who may collect their child from daycare. Persons who are unknown to the staff will be asked for photo I.D. to prove their identity prior to collection of any child.

## **Settling in Policy**

The daycare staff will work in partnership with parents/legal guardians to settle the child into the day care environment.

Pluto actively encourages 2-3 play visits to the centre prior to any child starting daycare. These visits are to allow the child to see and participate in the program while still having the security of their parents with them. It is also beneficial to parents and staff alike as the parents can see what happens on a daily basis within the centre and staff can learn more about the child from personal interaction with the parents than we could possibly hope to achieve from forms alone.

Parents/legal guardians are welcome to telephone the day care and speak directly with a member of staff who cares for their child.

## **Parent Role within the Centre**

At Pluto we encourage parental participation. Parents are welcome to visit and stay within the program at any time. We also hold yearly parent interviews where you have the opportunity to discuss your child's development with their teacher. You can also ask at any time to set up a meeting with your child's family group teacher. Any input from Parents is welcomed by the management and where feasible will be reacted upon.

## **Daily Routines**

As Pluto has rooms to cater for children 0-6 years, the daily routines will vary slightly but on the whole the programs offered will encourage the child's active participation in age appropriate learning processes.

The program will provide individual children with the experience of a variety of activities and materials to encourage them to develop at their own pace and level.

Children who attend the infant unit, those children being aged 0-18 months, will also receive a written record of the day's activities including a record of the child's diaper changes and also what they have eaten and had to drink during that day.

Toddler and Preschool classrooms have a daily posting of how many servings of lunch your child ate and how long they slept for. Beyond that, staff in all of the rooms are there to offer any information about the day's activities verbally upon collection of your child.

## Operating Hours

Pluto Day Care is open at realistic times to suit the busy parent. All three of our locations are open at 7:00am and close at 6:00pm. Pluto is open Monday to Friday with the exception of snow days, Regional Professional Development Days, and all Public and Civic holidays. Pluto also closes for approximately one week over the Christmas period. Due to Christmas Day falling on a different day of the week each year, we advise of the closure on an annual basis giving as much notice as possible.

## Drop Off Times

- We here at Pluto want all children to benefit from all aspects of our program every day all day, so therefore all children must be dropped off by 9:30am every day.
- If you arrive after 9:30am without telling us you will be late, your child will not be able to attend the program on that day.
- Acceptable reasons for being late are at the discretion of the centre supervisor or designate.

Examples of acceptable reasons are those such as:

- Doctor's appointment
- Dentist appointment
- Therapy appointments (e.g. speech therapy, physiotherapy, occupational therapy, etc.)
- Car troubles

Examples of reasons that will not be accepted:

- Slept in
- Non-medical appointments such as haircuts, etc.
- The amount of times your child arrives late to the program will be recorded, and a warning will be given if it is a recurring issue.
- If your child is not here by 9:30am and we have not received a phone call or email we will follow our Safe Arrival and Dismissal Policy and Procedures located on page 14.
- If your child has an appointment in the middle of the day and you would like them to attend Pluto afterwards, we ask that they be dropped off at their usual time in the morning and then picked up for their appointment. Your child may return to Pluto no later than 2:00pm.
- Children will not be accepted if they have not attended Pluto in the morning before their appointment.

## **Illness Exclusion Policy (Based on guidelines from Public Health)**

To help prevent the spread of illness, children must remain at home if they experience any of the following symptoms:

### **Fever**

- A temperature of 38°C (100.4°F) or higher.
- If sent home from daycare due to fever, your child will be excluded the day the fever occurs and the following day.
- Your child may return to care once they have been fever-free for at least 24 hours, without the use of fever-reducing medication (such as Tylenol or Advil).

### **Diarrhea**

- Two or more episodes of diarrhea.
- If sent home from daycare due to diarrhea, your child will be excluded the day the diarrhea occurs and for a minimum of 2 days after the exclusion day.
- If additional episodes occur, the 48-hour exclusion period restarts from the time of the most recent episode.
- If your child experiences two or more episodes of diarrhea while at home, they must be excluded for a minimum of 48 hours from the last bout of diarrhea without the use of medications such as Immodium.

### **Vomiting**

- Two or more episodes of vomiting.
- If sent home from daycare due to vomiting, your child will be excluded the day the diarrhea occurs and for a minimum of 2 days after the exclusion day.
- If additional episodes occur, the 48-hour exclusion period restarts from the time of the most recent episode.
- If your child experiences two or more episodes of vomiting while at home, they must be excluded for a minimum of 48 hours from the last bout of diarrhea without the use of medications such as Gravol or Pepto-Bismol.

### **Vomiting and Diarrhea**

- One episode of vomiting and one episode of diarrhea (even if they occur on the same day).
- If sent home from daycare due to a combination of diarrhea and vomiting, your child will be excluded the day symptoms occur and for a minimum of 2 days after the exclusion day.
- If additional episodes occur, the 48-hour exclusion period restarts from the time of the most recent episode.
- If your child experiences two or more episodes of vomiting and diarrhea combined while at home, they must be excluded for a minimum of 48 hours from the last bout of diarrhea or vomiting without the use of medications such as Immodium, Gravol, or Pepto-Bismol.

**Failure to follow these guidelines, or lying to the childcare centre about your child's illness could lead to dismissal from our program.**

## 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.

# Equity & Inclusion Policy

## Purpose

This policy helps support Pluto Day Care in creating a warm, welcoming environment for all children, families & staff. We are committed to ensuring that all children within our care can thrive and that they can see themselves and their background represented in our space. By developing and following through with this policy, we are demonstrating our dedication to our staff and the families we serve.

We are committing to the following components to ensure an equal & inclusive environment:

- A. Reconciliation
- B. Equity
- C. Diversity
- D. Participation
- E. Access
- F. Children with special needs & special rights
- G. Supporting staff

## A. Reconciliation

Definition: the process of helping children resolve conflicts, restore relationships, and repair any emotional distress caused by a disagreement or negative interaction. It involves guiding children through understanding and expressing their feelings, acknowledging the feelings of others, and finding a way to restore harmony and trust between individuals.

We commit to this by having a public-facing land acknowledgement that recognizes the traditional lands upon which our site is situated.

## B. Equity

Definition: the practice of providing all children with the resources, support, and opportunities they need to succeed and thrive, based on their unique needs, abilities, and backgrounds. Unlike equality, which means treating everyone the same, **equity** acknowledges that children come from diverse circumstances and may require different types or levels of support to achieve similar outcomes.

We commit to this by working with the Professional Resource Centre at Conestoga College to learn about recent best practices in the sector to implement new materials.

## C. Diversity

Definition: the presence and inclusion of a wide range of differences among children, families, staff, and the broader community. It encompasses a variety of characteristics, including but not limited to **race, ethnicity, culture, language, ability, gender, socio-economic background, and family structure**. Embracing diversity means recognizing, respecting, and celebrating these differences while fostering an inclusive and supportive environment where every child feels valued and accepted.

We commit to this by celebrating a wide range of cultural celebrations, in particular, those celebrated by the families in our centre. We also create a space where every child's unique identity is celebrated and supported. We foster a culture of inclusivity and respect, ensuring that all children feel valued, safe, and empowered to learn and grow.

## **D. Participation**

Definition: the active engagement of all children in their own learning, play, and daily activities within the child care setting. It involves encouraging every child to take part in decision-making, problem-solving, and contributing to the community of the classroom or care environment in a meaningful way. Participation helps children develop a sense of agency, responsibility, and belonging while promoting their social, emotional, cognitive, and physical development.

We commit to this by actively documenting a child's play to remain responsive to their individual participation. Our staff also acknowledge and respect the needs of all children, and ensure that all children can participate in all activities, modifying them for children who need it.

## **E. Access**

Definition: the availability, opportunity, and ability for all children and families to fully engage with and benefit from the services, resources, and opportunities provided by the child care setting. This encompasses ensuring that children, regardless of their background, abilities, or circumstances, can participate fully in the activities and programs available, and that families have equal access to the support and services offered by the child care facility.

We commit to this by ensuring all of our sites are physically accessible, regardless of physical ability and that we comply by all AODA standards. We provide enhanced staffing to classrooms that require extra support due to individualized needs.

## **F. Supporting Children with Special Needs & Special Rights**

Definition: the attempt to make every reasonable effort to provide tailored care, education, and services to children who have physical, cognitive, emotional, or developmental challenges. This includes ensuring that children with disabilities, learning differences, or other special needs can participate fully in all aspects of the child care experience, while receiving the necessary support to thrive. The goal is to create an inclusive, accessible, and equitable environment where all children, regardless of their abilities, are valued and respected.

We commit to this by ensuring that during the enrollment process, we always collect information on children's support needs, we make adjustments to routines and transitions to ensure a seamless, positive experience for all children, we work closely with KW Habilitation to make sure that any children with special needs get the supports required, and we complete individualized support plans for children identified with special needs and special rights.

## **G. Supporting Staff**

Definition: the actions and strategies aimed at providing child care providers with the resources, training, and emotional support they need to perform their roles effectively and sustainably. This support is essential to ensuring that staff feel valued, capable, and well-equipped to meet the diverse needs of the children in their care. A well-supported staff is more likely to deliver high-quality care, create a positive learning environment, and maintain their own well-being. Our organization does not discriminate against staff or staffing candidates for any reason. (i.e. various ethnic origins, races, sexualities, genders, etc.)

We commit to this by: providing ongoing & continuous learning and opportunities for professional growth; providing fair wages, health benefits, paid vacation off and options for retirement savings plans; having regular team meetings, collaborative planning sessions, team-building opportunities, and a culture of respect and appreciation among staff members; and fostering a positive & inclusive work environment.

## **Accountability Measures for Staff & Families**

The Ontario Human Rights Code (OHRC) recognizes the dignity and worth of every person and to provide equal rights and opportunities without discrimination. The protected grounds recognized in the OHRC are: age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation.

The College of Early Childhood Educators (CECE) outlines a Code of Ethics, which must be adhered to by all registered early childhood educators (RECE). The Code outlines a RECE's responsibility to children, families, colleagues, the community, and the public, which includes respecting the diversity, languages, and culture of all.

If a family has a concern about their child's care, they may schedule a time to meet with the staff or child care provider to discuss the issue. There are further directions about complaints on pages 18-19 of this handbook)

## **Educational Needs Policy**

Pluto Day Care assesses each individual child using the LookSee Screening Tool on a regular basis to monitor that children at certain ages are reaching their developmental milestones. It must, however, be recognized that not all children will reach a particular aspect of development at the same time. As professionals, we need to take into account whether a child has struggled to reach one particular milestone in their development or whether there seems to be a global delay, that being that they have difficulty in a number of aspects of development. If a child appears to be slow in a number of aspects of development, we need to ascertain what may be the reason for this e.g. if a child was born prematurely they may be reaching their milestones relating to the time that they *should* have been born. If this did appear to be the case, the situation should be monitored closely and close liaison with the parent/legal guardians should be maintained.

If for some reason a teacher has cause for concern about a particular child, it should be discussed in detail with the supervisor. The situation will then be closely monitored by both the teacher and the supervisor. Activities will be offered that may help the child to reach their milestones. If, however, there appears to be no or very little progress after a period of 4-6 weeks the parents/legal guardians would be invited into the daycare to discuss our findings. Here we could ascertain if the parent/legal guardian had any concerns about their child's development.

Pluto Day Care works towards having a partnership with the parents/legal guardians of the children who attend the daycare and it is our policy to incorporate home life into daycare life as much as possible. We would offer help and support and give ideas for activities that could be done at home to help with their child's progress. The parents/legal guardians would be invited back into the daycare after another period of approximately 4-6 weeks to discuss the child's progress both at home and within the day care. If the child has shown adequate progress, we would carry on monitoring the situation, making written recordings and again offering activities to help the child reach their next milestone. If the child's development was still of some concern we would recommend that the parents/legal guardians contact their family doctor for them to be able to do a developmental assessment and then if they had cause for concern they could then refer them to the appropriate agency for specific assessment.

Professionals from outside agencies would be welcomed into the daycare and we would work together in partnership to reach the set goals.

## Behaviour Management Policy

It is the policy of Pluto Day Care, to use behaviour management techniques which will ensure the development, growth, and safety of all the children. The aim of behaviour management is a conscious effort to guide the children in learning appropriate behaviour. A high quality program should teach the children interactive and social skills as they develop and grow. Having a developmental program that meets the needs of the child should help to eliminate inappropriate behaviour and help the child learn from a positive environment.

### Main Points Of Behaviour Management Practices

The environment is structured and maintained to minimize or prevent problems. If a problem or situation did occur the following three step behaviour management techniques must be implemented with consistency to ensure the children's safety while respecting each child's individuality.

- A. POSITIVE REINFORCEMENT is an effective behaviour management approach which uses praise as the technique to ensure safe and acceptable behaviour
- B. RESOLVE & REASON by using a positive, calm and gentle voice and explain in simple language the inappropriateness of the behaviour displayed
- C. REDIRECT & NATURAL CONSEQUENCES if the behaviour continues, the adult shall redirect the child to an alternate activity -explain to the child that for every action, there is a reaction For example; if you throw sand while in the sandbox, you will have to find another place in the playground to play

### Prohibited Practices Of Discipline

Pluto Day Care does **NOT** permit the following forms of discipline.

Section 48 (a) Child Care and Early Years Act (CCEYA)

- a. Corporal punishment (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).
- c. Locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision. Unless such confinement occurs during an emergency
- d. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten the child or undermine their self-respect, dignity or self-worth
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. Inflicting any bodily harm on children including making children eat or drink against their will.

### Compliance Of Behaviour Management Practices

- A. If a failure to comply with the previously mentioned prohibited practices of discipline are observed and/or reported, the staff will receive disciplinary action up to and including immediate dismissal.
- B. It is the staff member's responsibility to adhere to the behaviour management policies and Procedures.
- C. The behaviour management policies & procedures will be reviewed with each staff member before they begin their employment and annually thereafter as well as anyone who will be providing care to the children.

If any observations and/or reports of a failure to comply with the behaviour management policies and procedures occur it will result in the following:

**Verbal Warning** - a discussion between the management and the staff involved will take place. A notation of verbal warning will be documented in the staff's personal file.

**Written Warning** – a discussion between the management and staff involved will take place concerning the second occurrence. Documentation of the written warning will be signed by the staff member acknowledging receipt of the document and then filed in the staff's personal file.

**Dismissal** - if a third failure to comply occurs, the staff member will immediately be notified of their dismissal.

### **Monitoring Of Behaviour Management Practices**

At Pluto Day Care we will monitor the staff to ensure that they are not using prohibited practices with the children by daily observations of the staff, on each staff member as a team. Any incident observed and/or reported will be discussed with the staff member in question as soon as possible and documented.

The management of Pluto Day Care will be responsible for ensuring that all staff and any person providing care to the children in our centre comply with the Behaviour Management Policies and Procedures. Monitoring Behaviour Management Practices will be reviewed on each staff each year, ensuring that all contraventions of a policy are documented and dealt with as per measures outlined in the centre's approved policy.

# Safe Arrival & Dismissal Policy and Procedures

## Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfil the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

## Policy

- Pluto Day Care will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Pluto Day Care will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## **Procedures**

### **Accepting a child into care**

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the emergency form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

***Note: Students & Volunteers cannot sign children into the program for the day.***

### **Where a child has not arrived in care as expected**

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the supervisor and program staff and the program staff must commence contacting the child's parent/guardian no later than 10:00am. Staff shall call parent/guardian, staff must contact at least once and leave a message.
  - Once staff have called the parent/guardian at least once and there is no response the staff must let the supervisor know who will then mark the child absent or sick accordingly.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and absent/sick lock and any additional information about the child's absence in the daily written record.

### **Releasing a child from care**

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's emergency form or written authorization.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up more than an hour after expected pick up time if not mentioned beforehand. The staff shall contact the parent/guardian by phone call and advise that the child is still in care and has not been picked up.
  - Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed."

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. Staff will proceed with calling the parent/guardian to advise that the child is still in care and inquire about their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact emergency contacts listed on their emergency form.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30pm, the staff shall proceed with contacting the local Children's Aid Society (CAS) (519-576-0540, 200 Ardelt Ave. Kitchener, ON, N2C 2L9). Staff shall follow the CAS's direction with respect to next steps.

### **Dismissing a child from care without supervision procedures**

- Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

## **Parent Issues and Concerns Policy and Procedures**

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when there are any issues/concerns to bring forward.

### **Policy**

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience. All issues and concerns raised by parents/guardians are taken seriously by the Management Team and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties, and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial acknowledgment to an issue or concern will be provided to parents/guardians within 2 business day(s). A response to an issue or concern will be provided to parents/guardians with-in 11 business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

### **Conduct**

Harassment and discrimination will not be tolerated from **any** party. If at any point a parent/guardian, or staff feels threatened or abused they may immediately end the conversation and inform the supervisor and/or licensee of the goings on.

## **Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*. For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the owner Steve Wedge by an envelope dropped off at any location addressed to him.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or  
childcare\_ontario@ontario.ca

### **Intent**

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

## Meals

A main meal will be provided at lunch time. This will include a well balanced main course, a dessert, and a drink. A mid-morning and mid-afternoon snack and drink will be provided. All meals will be prepared on the premises and a copy of the menu will be displayed in the entrance hall for parents to see. Meals will be provided to take into consideration dietary requirements and the nutritional needs of children, however where allergies are present, each case will be dealt with on an individual basis as some issues can be handled on site, but in other cases parents are requested to supply their child's food. We provide meals that contain Halal meat.

Parents are not allowed to supply their children with food for any other reason than the following:

- Severe and/or multiple food allergies
- Special needs (your child must be referred to an agency or diagnosed)
- Your child is in the infant unit & is unable to eat our meals due to their age

*\*\* Even with these exceptions, bringing food into the centre must be discussed with the Supervisor for approval \*\**

## Rules for Parents who Send Food

As part of our strategy to reduce the risk of exposure to anaphylactic causative agents we at Pluto Day Care will do the following

- 1) All our sites will be peanut free facilities and have postings on all entry doors to indicate this. 2) All our sites will be shellfish free
- 3) All our sites will be honey free
- 4) All our sites will be beef free
- 5) All our sites will be pork and pork product free
- 6) Products from donut shops will not be allowed in our centres due to close proximity with-in these businesses of their peanut and non-peanut products.

If, due to your child having anaphylaxis or severe allergies in which you have to bring food from home into the centre, the parents will need to provide a list of ingredients that is in each of the food items sent.

## Medication

Prescription medication can be administered once written consent from the parent/legal guardian has been received. All medication is recorded in accordance with health department requirements. All medicine is stored in a locked container. Medicine is only administered by a full-time member of staff; an additional member of staff also is present and checks that the correct dosage is going to be given. Once the medication has been administered, both members of staff sign and complete a medicine administration form stating the time and dosage given.

## **Additional Information**

### **The Owners**

Nicky and Steve Wedge are the proprietors of the daycare. Having moved to Canada from England in the summer of 2004, they purchased the Pluto Day Care on Ottawa Street. They already had several years experience in owning and operating a daycare facility in England and Nicky is also a fully qualified NNEB Nursery Nurse, the UK equivalent to Canada's RECE. Nicky has been in child care since 1988 and has a wealth of experience in both public and private sectors. Pluto Daycare, Activa Centre was introduced as a new facility in September of 2005. The Victoria Street location was added to the Pluto group in October 2007 and moved to Weber Street in September of 2014 and King Street opened in July of 2009. Nicky and Steve have been married for over thirty two years and have two daughters of their own, Lucy and Rebecca, each of whom are married and have a daughter of their own. Rebecca is now the General Manager of Pluto.

### **Working with Children The Early Years Curriculum**

At Pluto we believe that the Early Years Curriculum, "How Does Learning Happen?" presents children 0-6 years old the opportunity to learn and develop through play, practical experiences, exploration and enquiry, through reflection and discussion, working as an individual and with others. We see children as "competent and capable, curious and rich in experience" (HDLH pg 6). We work alongside the guidelines as set by the Ministry of Education as we nurture and help children develop in the four foundational areas:

- Belonging
- Well-being
- Engagement
- Expression

## **Forward Planning**

Staff are continuously aware of children's individual development, and therefore be able to plan for that child.

Staff allocate time to:

- Plan the day's activities based on their observations and the interests of the children.
- Plan time with new children.
- Plan time to work with children who do not respond easily.
- Plan time to spend with more able children.
- Plan individual programmes for children.

## **Aims and Principles of Early Childhood Education**

The aims of early childhood education are concerned with the development of the young child and are founded in the belief that:

- "Every child is competent and capable, curious and rich in experience." (HDLH pg 6)
- Every child is a unique individual.
- All children have skills and abilities that need to be brought out and built upon.
- What they can do (not what they cannot do) should be the starting point in their education.
- Children have the right to develop physically, socially, emotionally, morally and intellectually to their full potential.
- All children pass through the same processes of development even if not all at the same pace.
- Children learn through first hand experience, using their five senses to develop an understanding of the world.
- Learning is holistic for young children and does not come under subject headings.
- Children need opportunity and space to explore their environment.
- Play is central to the child's learning process. Children have a natural desire to learn and it is through playing with real objects and materials that they begin to make sense of their world. The importance of play should always be respected.

## **Serious Occurrences**

In a Child Care Centre in Ontario a Serious Occurrence covers a multitude of things. Some for example would be from physical problems like leaks, fires, centre closures due to things like hydro outages or water problems and also any time a child receives life-threatening illness or injury that happens while in our care. The safety and well being of your children is our highest priority. We work diligently to provide a safe and nurturing environment for each child. In spite of all the best precautions accidents or serious occurrences can sometimes take place. The Ontario Government has introduced a new policy as of November 1, 2011 that requires licensed child care centres to post information about serious occurrences when one happens at a centre. To support increased transparency and access to information, a "Serious Occurrence Notification Form" will be posted for 10 days. Many factors can lead to a Serious Occurrence report. A serious occurrence does not necessarily mean that a daycare is out of compliance with licensing requirements or that the children are at risk in a child care program. The new policy is meant to support the government's efforts to increase access to information about licensed child care in Ontario.

## **Students/Volunteers**

Students and volunteers will not have unsupervised access to children in the child care centre. They are monitored at all times by our RECE staff and never counted in our ratios.

## **AODA**

For people with disabilities that come into our centres, wherever possible we will assist them in whatever way we can. For example, we will verbally go over paperwork with a parent who has impaired vision.

## **Emergency Management Procedures**

At Pluto Day Care, we hope to never have to implement our emergency management procedures, but should the situation arise, we as a centre will follow our Emergency Management Policy.

Our policy states if the centre is deemed "unsafe to return", then we will proceed to our Emergency Shelters which are named on the main entrance door. Once we have arrived at our Emergency Shelter, the staff at Pluto Day Care will begin contacting families via phone to inform them of the situation and identify where they will be able to pick up their child.

If an emergency occurs during the day and we are not required to go to our emergency shelter, families will be notified of the situation by the site supervisor or the assistant supervisor in her absence, when they pick up their child from the child care centre that same day.

## 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.

## **Registration**

To register your child at Pluto, we require the application package completed in full and returned along with the registration fee of \$25.00, deposit of \$175.00 plus a deposit for every key fob required \$25.00 per fob. The registration fee is for administration purposes while the deposit will be deducted from your last month's fees provided the required one month's notice period has been given. Key fob deposit is returned when the unit is returned in good condition.

## **Waitlist Policy**

Pluto Day Care primarily uses the Region of Waterloo OneList as their waitlist. Each location does however, keep its own short list of current families that are wanting a spot in the future and we do service those families first. This means that we will prioritize families that are currently enrolled in the program only due to the high demand on the Region of Waterloo Onelist.

With either wait list, other than with the items stated above, we first look at the age of the child, depending on the openings coming up and then secondly, go in order of the entry date on the waitlist.

So that we may provide that the waiting list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families, we will provide the information verbally.

## **Canada-Wide Early Learning & Child Care System (CWELCC)**

Pluto Day Care is part of the Canada-Wide Early Learning & Child Care System that has been brought into the province in 2022. This means that each child attending the daycare will have reduced fees, with the remainder of their fees being subsidised by this program . You do not need to apply individually for this program, as we are enrolled as a business with the CWELCC. As of December 31st, 2022, families who do not receive Child Care Subsidy through the Region of Waterloo will have a 52.75% fee reduction. Those families who do receive Child Care Subsidy through the Region of Waterloo, will receive a 50% deduction from their initial subsidy contributions.

As we continue to learn more about this new program and if any further deductions should arise, we will keep families updated.

# Fees with CWELCC Reduction

Updated November 2025



## Base Fees

All base fees are due **on or before** the first of each month

### Pre Schoolers - 2½ - 6 years

Full Time \$458.33

### Toddlers - 18 months to 2½ years

Full Time \$478.50

### Infants – 3 to 18 Months

Full Time \$478.50

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## Additional Fees (Non-Base Fees)

Additional fees are charged as needed and are due within 5 business days of notification

**Deposit** We have a \$250.00 deposit for children starting care. This consists of:

- \$175.00 deposit - this is refunded upon leaving given you provide us 30+ days notice  
(not paid if subsidized)
- \$25.00 administration fee - this is refunded upon leaving given you provide us 30+ days notice  
(not paid if subsidized)
- \$50.00 for 2 fobs to the centre (\$25 per fob) - refunded upon the return of the fob  
(codes allocated instead of fobs if subsidized)

**Late collection outside of daycare hours** \$30.00 Per ¼ hour  
(Minimum \$30.00, Charged at the start of each 15 minute period)

**Late Payment Charge** \$7.50 Per Day (Including weekends and holidays)

**Returned Cheque** \$35.00 Plus any late fees accrued

**Additional / Lost fob replacement** \$25.00 per fob

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## Accepted Payment Types

We accept cash, certified cheques or e-transfer payments. Please read the below carefully for cheque or e-transfers.

Certified Cheques:

- must be a certified cheque, no handwritten cheques allowed.
- must be made out to "Pluto Day Care Centres"

E-Transfers:

- Must be sent to [paymentspluto@gmail.com](mailto:paymentspluto@gmail.com)
- E-Transfers are auto-deposited to our legal business name of 706785 Ontario Inc.
- In the message section, you **must** put the centre name & the full name of your child

## **Children's Belongings**

These items must be provided when your child starts at Pluto.

For Infants:

- Ready made Formula, or Breast Milk in individual serving bottles. (Enough for the day) (no glass containers)
- Disposable Diapers
- Wipes
- Soother or Comforter. (If required)
- Change of clothing. (Must be labelled with name)
- Suitable outdoor clothing. (Must be labelled with name)

For Toddlers and Preschool Children:

- Diapers / Training pants. (If required)
- Change of clothing and underwear. (Must be labelled with name)
- Suitable outdoor clothing. (Must be labelled with name)

We strongly suggest that all of your child's belongings are labelled. We can accept no responsibility for any belongings within the day care and this includes any strollers and car seats that are left for the day.

## **Field Trips and Off-Site Activities**

For any child to participate in off site activities we will require written consent from Parents/Legal Guardians. This is done with a general form that is signed and returned. No child will be allowed to leave the site without written consent.