



Parent Information Booklet 2026

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Thank you for choosing Blue Elephant Daycare as a child care facility for your child. Our goal is for you and your child to have all your child care needs met. Please read this information booklet. Mrs. Christine Dourado, Licensee/Director or the supervisor, Ms. Sukhvir Kaur Matharu can answer any questions you may have. You can email us at info@blueelephantdaycare.com or call us at 905 891 1279.

Our staff are committed to providing a high quality, caring and professional environment for your child.

We offer a full day program that provides children with enjoyment, rewarding experience and a feeling of self-worth and independence. Children are given freedom to make choices while learning to accept the limits and respect each other. Children work and play together in an inclusive atmosphere that promotes co-operation, celebrating differences and accepting similarities and diversity. Parents can be rest assured that their child is left in a safe and happy environment where all children belong. Our program runs from January 1 to December 31 calendar year.

Our program is designed to instill the grass roots of learning: Language (Reading and Writing), Math, Music, Art through our purposeful and intentional Play Based Learning curriculum. We provide high-quality care and education that is built on a foundation of co-operation and trust that leads to mutually rewarding relationships involving children, parents and teachers. When such relationships are developed, children are likely to be well adjusted and have a strong sense of their own value and self-worth.

Some key features of Blue Elephant Daycare:

- Staff include professionals who are registered at the College of Early Childhood Education (RECE) and in good standing
- Professionals follow the child's lead and interest in intentional Play based learning curriculum
- Safe learning environment that is inclusive and children have a sense that they all belong
- Licensed since 1989
- Small groups interactions for most of the day thus promoting one on one attention and interaction
- Memberships - Raising the Bar, Pee, CDRCP (Child Development Resource Connection Peel), High Scope, College of Early Childhood Education
- Cook on site cooking nutritious meals following Canada Food Guidelines - <https://food-guide.canada.ca/en/>
- Accessible by Mississauga Transit and steps away from Port Credit Go station
- The structure of the building is like a home so the feeling of comfort is like in your own home (home away from home)
- Renovated in 2017 and meeting all building codes. 3 HVAC systems installed in building. Air purifiers in classroom.
- Have a subsidy agreement with the Region of Peel.
- Community partnerships with various Colleges and Universities ie: Sheridan College, Humber College, Canadore College, Mohawk College where students enrolled in Early Childhood Education are provided placement experiences at Blue Elephant Daycare.
- Community partnerships with Erin Oak Kids, Peel Inclusion Resource Services, Region of Peel (Early Years System Division)
- Participating in the Canada Wide Early Learning Child Care program (CWELCC) since 2022

A parent handbook is available on our website and has various policies and procedures to ensure the safety and well-being of your child. It is also sent to you on email when you register. If interested in securing a placement for your child and would like further information, please email info@blueelephantdaycare.com. Once a placement is confirmed, please complete the attached application and consent forms and send it electronically back to us. You can also drop it off at our mail box by the main entrance door. **All information remains confidential.** Under the *Personal Information Protection and Electronic Documents Act*, the personal information collected in the application form is solely used for gaining more information on the child when in the care of the Daycare. It is important in emergencies purposes for staff to contact parents. No personal information is disclosed without the consent of the parent.

Please visit our website at www.blueelephantdaycare.com and follow us on Face book and Instagram under Blue Elephant. Blue Elephant Daycare also has a Linkedin account.

Blue Elephant Daycare is committed to delivering an inclusive child care program that promotes high quality care and positive and healthy environments where children, families and educators are co-learners.

The program statement for Blue Elephant Daycare is built on the pedagogical framework presented in *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. It builds on the four foundations, expectations and goals of learning as follows:

| Foundations | Goals for children | Expectations for programs |
|-------------|--|--|
| Belonging | Every child has a sense of belonging when he/she is connected to others and contributes to his/her world | Cultivate respectful relationships and connections to create a sense of belonging among and between children/adults and the world around them. |
| Well-Being | Every child is developing a sense of self and health and well-being | Nurture children's healthy development and support their growing sense of self. |
| Engagement | Every child is an active and engaged learner who explores the world with his/her senses, bodies and mind | Provide environments and experiences to engage children in active, creative and meaningful exploration and learning |
| Expression | Every child is a capable communicator who is able to express himself/herself in many ways. | Foster communication and expression in all form |

How Does Learning Happen builds on a shared understanding between children, families and educators as follows:

| | |
|---------------|--|
| Children are | Capable of complex thinking, curious, competent, contributes to their world, deserve an opportunity to succeed, should feel that they belong |
| Families are | Competent, curious, capable, rich in experience, the experts on their children, first and most powerful influence on children and deserve to be engaged in a meaningful way. |
| Educators are | Capable, competent, curious, knowledgeable, caring, reflective professionals, life long learners who collaborate |

To this end:

We promote the health, safety, nutrition and well-being of every child

- By observing children and communicating with staff throughout the day to check for signs of illness and report it to Supervisor who in turn communicates with the parent. Children or staff who become ill while attending the daycare must return home as soon as possible. The Supervisor initiates the Centre's Illness Management Policy
- Educators follow the health and safety guidelines set out by Ministry of Education , Ontario Public Health and Peel Public Health
- Staff and children wash their hands throughout the day following hand washing policy.
- Educators sit with the children and encourage children to try new foods.
- Well organized materials easily available to children and cleaned and disinfected frequently.
- Educators follow child's interest and provide materials and activities that enhance all round development. Most materials used are easily washable and sanitized regularly.
- Throughout the day every Educator ensures that the environment is safe for children and families
- We promote nutrition by ensuring the meals follow Canada Food Guidelines and being mindful and inclusive of children's individual meal requirements (i.e. allergies, food restrictions, etc.)

We support positive and responsive interactions among children, parents, child care providers and staff

- Providing a warm environment for children, families and all staff to feel comfortable to share ideas, communicate any concerns and be sensitive to the needs of others. We connect with parents strengthening the relationships by phone or email or in person. We give attention to those who need it by encouraging the child through communication and positive guidance. Children choose their own activities from their own area/space and we respond to their needs

in a positive way. Children and families can express themselves and we listen. We provide positive feedback and work together to provide the best care for children.

- Team meetings and staff meetings occur either on a bi-weekly or monthly basis and we share information and discuss possibilities to provide children with deeper explorations. We invite others perspectives in planning (children, parents, teachers etc.) to work towards the child's goal. Develop an environment where children feel safe and comfortable to share their thoughts and ideas.
- Provide families with information on their children's daily routines, maintaining open communication to create an inclusive program between families and child care providers and done through email, virtual meetings, phone calls or in person meetings.

We encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- Positive interactions between children, parents and staff using phone calls, emails, one on one meeting etc.
- For new enrolled parents, arranging tours and pre-visits and telephone consultation sharing information about the program and scheduling visits that are convenient for parents and Supervisor
- Observing children, providing support when needed, guide them by talking to them in their interactions and play.
- Promoting problem solving where staff observe and watch and provide positive guidance and self-independence
- We provide children with opportunities to self-regulate by encouraging them to eat independently when possible, dress and undress themselves. At rest time, they choose to sleep or have a quiet rest. Once they can self-regulate their bodies, they can choose to go when they need to the washroom.
- Educators are sensitive to child's needs and acknowledge their emotions – eg: I see, It looks like..
- They are being encouraged to self-regulate their emotions by communicating with the peers and letting their peers know how they feel and resolve conflicts in a respectful way.

We foster the children's exploration, play and inquiry

- Provide opportunities and encouragement for children to express themselves through positive guidance
- Preparing an environment to foster their learning and development that reflect their interest and explore their environment
- Having them choose their activity and observing them in play and extending the learning with open ended questions, building on the children's questions, ideas and theories observed in play.
- Provide a variety of open-ended and loose part materials in the classroom some of which can be cleaned and disinfected easily which have multiple uses and stimulate different kinds of play; encourage children to brainstorm and explore ways in which the material can be used

We provide child-initiated and adult supported experience

- Provide children with age and developmentally appropriate activities that allow for language, cognitive, social-emotional, physical and creative development. A variety of activity bins for each child to explore and create. Group play to initiate conversations and observe creativity
- Observing them at play and accordingly plan and provide materials for children to engage and choose their play. We support them by building on children's questions, ideas and theories observed in play. Children make their own decisions in their choice of play. Provide children opportunities to lead their play independently
- Allow children opportunities to play independently and adult to support that experience and observe.

We plan for and create positive learning environments and experiences in which each child's learning and development will be supported

- There are times when the children take the lead in planning activities and Educator observes and builds on child's interest and expand and support child's learning (co-learning)
- Promote appropriate modes of communication amongst children through role modeling and encouragement to use positive language/body language (i.e. speaking calmly about how we feel promoting self-regulation)

- Observing children and planning and implementing based on their interests and support their learning and development – Use Every Learning for Every Child Today (ELECT) document for capturing the development for each child as well as the Nipissing Screening Tool. Also using an environmental assessment tool to exceed goals.
- Focus on children's interests, providing material allowing them to extend their learning on these interests.

We incorporate indoor and outdoor play as well as active play, rest and quiet time, into the day and give consideration to the individual needs of the children receiving child care

- Individual or small group play and individual or small group activities provided that have creative materials for indoor and outdoor play
- Spreading children in different areas incorporating more individual play or small group activities respecting space
- Offering opportunities for small group activities indoors and outdoors
- Provide children opportunities to share their own experiences, ideas and understandings with their peers and Educators and understanding and responding to child's individual needs
- Offering quiet activities for individual play at quiet times and/or rest time

Foster the engagement of and ongoing communication with parents about the program and their children

- Having a close professional partnership with families based on trust so we can meet the needs of their child.
- Daily communication (phone call and email) during drop off and pick up by parent/guardian to discuss child's health or highlights of the child's day
- Planned opportunities to communicate with parents by scheduling one on one meetings

Involve local community partners and allow those partners to support the children, their families and staff

- PIRS (Peel Inclusion Resources Services) and involving our PIRS consultant for support
- Sharing information through emails to parents on workshops or materials of interest to parents such as : to Unlock food Ontario menu planning, Region of Peel and Child Development Resource Connection Peel parenting workshops information,
- Memberships with Raising the Bar in Peel, a Quality Initiatives program where staff network online with other programs and share information. Working closely with our Quality Initiatives Mentor.
- Getting support from our Early Years Specialist in the Region of Peel
- Getting advice and support from our Program Advisor, Ministry of Education.

Support continuous professional learning

- Providing opportunities and support for staff to attend workshops and training on line in the Child Care field and keep updated on the changes and knowledge in early childhood education and development. Webinars offered through Child Development Resource Connection Peel (CDRCP) or through College of Early Childhood Educators and other online professional workshops.

Document and review the impact of the strategies (all noted above) on the children and their families

Child's observations are being documented on the Continuum of Development document (ELECT) as well as Nipissing District Developmental Screen to help them reach their milestones and development and have goals set for each child. Teachers then review documents in order to support the child's expression in all forms. They reflect on the activities presented and how it went and how to extend the learning further or what could they have done to get a better response.

Engaging families by sharing their child's play with them by email. Posting activities on Facebook and Instagram. Communicating on email/phone to parents as well as at the end of the day Educators talk to parents/guardians.

Resources: How Does Learning Happen (HDLH) Think, Feel, Act , *Child Care and Early Years Act* (CCEYA) By-law 21: *Code of Ethics and Standards of Practice* and the Professional Misconduct Regulation under the *Early Childhood Educators Act, 2007*

Ministry compliance and Blue Elephant Daycare compliance and sign offs:

Blue Elephant Daycare staff review and sign off on the program statement and implementation policy on an annual basis.

Continuous Quality Enhancement

Raising the Bar in Peel (RTBP) is a continuous quality initiative designed to enhance quality care in child care and early years programs. Through authentic participation in RTBP, programs are committed to maintaining Provincial regulatory standards as well as local community standards.

In cooperation with Affiliated Services for Children and Youth (ASCY), copyright owners of RTB, Peel's Adaptation for Raising the Bar emerged and is based on enhancing relationships through:

1. Lifelong Learning
2. Reflective Practice
3. Mentorship
4. Leadership
5. Collaborative Inquiry

The initiative provides an intentional opportunity for programs to build their professional capacity, and to enhance their practices and relationships through a reflective, goal and action-oriented model.

For more information on Raising the Bar, google info@cdrcp.com or call 905-890-9432

Blue Elephant Daycare has been a member of Raising the Bar in Peel since 2008.

Canada Wide Early Learning Child Care Program (CWELCC) –

<https://www.ontario.ca/page/canada-ontario-early-years-and-child-care-agreement>

<https://www.peelregion.ca/children/lower-child-care-fees.asp>

The Government of Canada has identified child care as a national priority to enhance early learning and childhood development, support workforce participation and contribute to economic recovery.

Through its 2021 Budget, the federal government committed to investing in a national child care system with all provinces and territories, as well as Indigenous organizations. As part of the agreement, Ontario received \$13.2 billion over six years beginning in 2021-22.

Funding under the CWELCC will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care, towards achieving the objective of:

- a) Providing 25% fee reduction retroactive to April 1, 2022, building to a 50% reduction in average parent costs (based on 2020 levels) for licensed early learning and child care by the end of calendar year 2022 and reaching an average fee of \$10 a day by 2025-26 for licensed child care spaces;
- b) Creating 86,000 new high-quality, affordable licensed child care spaces (relative to 2019 levels), predominantly through not for profit child care;
- c) Addressing barriers to provide inclusive child care; and
- d) Valuing the early childhood workforce and providing them with training and development opportunities

Blue Elephant Daycare is excited to be approved by the Region of Peel as we participate in the CWELCC program.

Parents/guardians will see reduction in fees as shown in the fee reduction in this booklet for 2026.

The Canada-wide Early Learning and Child Care (CWELCC) system will:

- give families access to more affordable and high-quality child care options
- help lower child care fees for parents of children under the age of six
- increase child care spaces
- support the child care workforce

Notice of disenrollment

If Blue Elephant Daycare intends to disenroll from the Canada-Wide Early Learning and Child Care System, Blue Elephant Daycare shall ensure that notice of the disenrollment is provided to the following persons at least 30 days before the disenrollment date:

- A parent of every eligible child enrolled at Blue Elephant Daycare
- Every employee of Blue Elephant Daycare

If Blue Elephant Daycare is advised by the Region of Peel service manager that it will be disenrolled from the system, then Blue Elephant Daycare shall ensure that notice of the disenrollment is provided to the persons mentioned in subsection

1.(a) if the advice is given less than 30 days before the disenrollment date indicated by the Region of Peel service system manager, within three business days after the day Blue Elephant Daycare receives the advice; and

(b) otherwise, at least 30 days before the disenrollment date indicated by the Region of Peel service system manager.

(2) A parent who receives a notice of disenrollment shall not be penalized for withdrawing their child from Blue Elephant Daycare as long as the parent gives notice of the withdrawal to Blue Elephant Daycare

(a) within 30 days after receiving the notice of disenrollment; and

(b) at least 30 days before the date the parent would like to withdraw the child.

Monitoring Policy relating to the implementation of the program statement of Blue Elephant Daycare:

Staff will be regularly monitored and observed by the Supervisor, Director or designate. These observations will be documented for each person. Feedback provided to the person regarding their interactions with children and programming in their early learning setting. The staff monitoring documentation will be kept on file for 3 years.

If staff are not in compliance with the Program Statement, depending on the nature of the non-compliance, an action plan may be implemented.

Support continuous professional learning by:

- Providing opportunities and support for staff to attend workshops and training on line in the Child Care field and keep updated on the changes and knowledge in early childhood education and development.
- Webinars offered through Child Development Resource Connection Peel (CDRCP) or through College of Early Childhood Educators and other online professional workshops.

Document and review the impact of the strategies (all noted above) on the children and their families by:

Child's observations being documented on the Development Continuum as well as Nipissing District Developmental Screen to help them revisit their thoughts and ideas expressed in order to extend their understanding. This can be done through recall Teachers then review documents in order to support the child's expression in all forms. They reflect on the activities presented and how it went and how to extend the learning further or what could they have done to get a better response.

Engaging families by sharing their child's play with them by email, at drop off and pick up or inviting them to stay and watch their child at play during the day. Communicating on email, phone or in person meetings with parents

Resources: How Does Learning Happen (HDLH) Think, Feel, Act
Child Care and Early Years Act (CCEYA) *Early Childhood Educators Act, 2007*
By-law 21: *Code of Ethics and Standards of Practice* and the Professional Misconduct Regulation

Ministry compliance and Blue Elephant Daycare compliance and sign offs: Blue Elephant Daycare staff are expected to review and sign off on the program statement and implementation policy on an annual basis.

Monitoring Policy relating to the implementation of the program statement of Blue Elephant Daycare:

Staff will be regularly monitored and observed by the Supervisor, or designate. These observations will be documented and recorded. Feedback provided to the person regarding their interactions with children and programming in their early learning setting. The staff monitoring observation logs will be kept on file for 3 years.

If staff are not in compliance with the Program Statement, depending on the nature of the non-compliance, a plan may be implemented to aid the staff to come into compliance or the situation may result in following our internal process for staff non-compliance to policy. We will follow Progressive discipline policy.

Throughout the Program Statement and monitoring of it, our program will continue to be committed to delivering an inclusive child care program that promotes high quality care and positive and healthy environments where children, families and educators are co-learners.

Hours of operation: Blue Elephant Daycare is open from **7:30 a.m. to 5:30 p.m.** Monday, Tuesday, Wednesday, Thursday and Friday. Please note closure days later in this booklet.

Last month Deposit

Upon registering your child when a placement is secured, you will need to provide fees for the days/month your child starts. A last month deposit is also required which is four weeks fees or 21.75 days which is the average billable days x the daily fee. Please note the daily fee (at the end of this document under base fees). This is required immediately to secure a spot for your child when a child has registered. Last month deposit is applied to the last month of your child's child care service at Blue Elephant Daycare based on the parent/guardian providing written notice period in writing of 20 business days for withdrawal of your child. Last month deposit can be sent by e-transfer to info@blueelephantdaycare.com.

Previsits :

Pre-visits are arranged based on parent's schedule and based on ratios. Parents have to stay on site during pre-visits.

Adjustments and refunds of last month deposit for children currently enrolled in the program

There will be adjustments in last month's deposit and adjustments are done when one month written notice is given for withdrawal (20 business days). The adjustments can be returning the difference of last month deposit if a child is withdrawn in the beginning of the month and one month written notice is provided to Blue Elephant Daycare and the parent/guardian had already paid fees for that month.

For parents/guardians who has a child on subsidy and the parent portion of fees is nil, then the last month deposit is returned when given one month written notice of withdrawal.

Parents/Guardians whose child/children are on subsidy and exceeding Absent Day Allowance:

If families exceed their absent day allowance, the remaining absent days for the year must be charged the same way as full fee-paying families.

Outstanding fees and payment policy applying to full fee and fee-subsidy parents/guardians)

Payment of fees is due whether your child is present or not at Blue Elephant Daycare. This includes sick time and vacation time. Parents also pay for statutory holidays and Blue Elephant Daycare paid closure days.

All fees are paid on the first of the month for that month of child care service provided. An email invoice is sent to the

parent/guardian a few days before month end for the fee for the following month that's due on the first of that month. A reminder notice by email will be sent to you if fees are not received by the second or third business day of the month. (3 day grace period)

A late fee penalty will be charged in the amount of \$10.00 if not paid after the three business days of the month.

Your child will not be able to return to Blue Elephant Daycare until and unless all fees, including late fees are paid in full within ten business days. If fees are still not paid after the 10 business days, the placement will be terminated and the last month deposit will not be returned to the parent/guardian.

****There will be a \$30.00 charge for any returned cheques for non-sufficient funds and cheques will no longer be accepted. The parent/guardian will have to provide a money order or certified cheque.**

Withdrawal policy for children currently attending the program: Updated January 2025

There are situations when a parent of a child who is already attending Blue Elephant Daycare has to withdraw his/her child. In normal circumstances, the parent is required to give written notice of **one month (20 business days)** prior to withdrawing their child from the Daycare.

If insufficient written one month notice is not provided, then the last month deposit will not be returned. It is used to cover the notice period. Please understand that it is not easy to fill the placement in a month and that is why the last month deposit is used to cover that placement of your child withdrawn.

Enrollment and securing a placement with a last month deposit and delaying a start date for two weeks only

Once a parent/guardian has secured a placement by providing a last month deposit for the placement date, then the placement is secured. However, if circumstances change and the parent/guardian would like to delay the placement date, a written notice to delay the start date should be provided a month in advance. Then the placement will only be held for an additional two weeks. For example if a child was to start on October 1 as per the confirmed date and then the parent/guardian decides to delay the placement date, the parent needs to notify in writing by September 1, the delay in starting. Blue Elephant Daycare will hold that placement date for the child for two weeks. The child will have to start on October 15 and no payment will be required from the parent between October 1 and October 15. Blue Elephant Daycare will not be able to hold a placement beyond two weeks. If the parent chooses to extend the placement date further than two weeks, the parent/guardian will have to pay the fees for those days that the placement is being held for that child. So if the parent/guardian would like to have the child start on Nov 1 instead of October 1, the parent will have to pay two weeks fees of October and two week grace period is given.

Withdrawal policy for new parents who have enrolled their child and yet to start:

If you have enrolled your child and paid the last month deposit earlier in the year for a placement later in the year and your child has not yet started at Blue Elephant Daycare and you wish to withdraw your child from the program, then the parent/guardian has to give **3 months written withdrawal notice (60 business days)** This is because Blue Elephant Daycare is holding the placement for your child and has committed to the placement date for your child. Others who are on the wait list might have found a placement elsewhere and it would be difficult to find a child to fill the placement in a short time.

If three months written notice is not provided, then the last month deposit is not returned to the parent and will be withheld.

Termination policy:

We work with the Region of Peel (Peel Inclusion Resource Service) to provide The Continued Placement Process which is intended to support existing placements of every child and will reflect the individual child and/or unique situation. When the process is implemented in a timely and effective manner, it is a successful way to increase inclusion, support children and families and build on the strengths of the Blue Elephant Daycare team.

Supporting existing at-risk placements when concerns arise means child care program staff implement the steps within the Continued Placement Process prior to terminating the care of any child.

Blue Elephant Daycare provides an inclusive program and will follow a process and implement it in a timely and effective manner for a successful way to increase inclusion and support children and families. Blue Elephant Daycare will work with community services and parents in order to meet the needs of the child in the program.

There are situations where Blue Elephant reserves the right to terminate services to families as below yet not limited to are

- policies and procedures are not adhered and parent/guardian does not comply (e.g.: Conduct that is injurious to the well-being of others
- fees/tuition are not paid on time.
- Behavior that is a potential safety hazard for children and staff
- Verbal abuse, harassment or threats to staff and children
- safety concern where a child may not keep him/herself safe or other children safe and this jeopardizes the safety of all our staff, children and the child in our care
- Not respecting the property of Blue Elephant Daycare where damage is done

Based on the circumstances listed above and not limited to, termination will be immediate with no notice period as the health, well-being and safety of our staff and children is paramount. Last month deposit will be returned with no notice provided.

At the discretion of the director and supervisor, for reasons that have been previously discussed with the parent where Blue Elephant Daycare cannot meet the needs of your child or your own child care needs while working with PIRS (Peel Inclusion Resource Services) Resource Consultant (RC). Staff have made every effort to meet the individual needs of each child enrolled in the program but there may be situations where we are not able to meet the individual needs of a child. Parents/Guardians will be kept informed and capacity building steps undertaken and documented. The inability of our program staff to meet the specific needs to an individual child interfere with the needs of other children and/or puts them at risk. Then Blue Elephant Daycare will provide you, the parent with one month notice and termination of your child's placement will take place. Blue Elephant Daycare will ensure it provides and shares options regarding other child care and community resources to support the child and family.

Fee Subsidy and last month deposit:

We accept families who are on fee assistance as we have a Service Agreement with the Region of Peel on Fee Assistance. We work on a payment plan on last month deposit with parents who have fee subsidy and work with each parent individually. The reason we hold a last month deposit is to ensure we get the one month written notice. The last month deposit is returned to the parent on fee subsidy when the one month written notice is provided (20 business days) or based on parent contribution of fee for that month, adjustments are made. If insufficient notice is provided on withdrawal, Blue Elephant Daycare will contact the case worker on the fee subsidy (Region of Peel) of your child to inform them about the insufficient notice. Based on the decision of the Region of Peel and on the policy of Blue Elephant Daycare on withdrawal notice, it will be decided as to who pays the fees to cover insufficient notice period.

Fee subsidy outstanding fees and payment policy

If a parent/guardian owes an outstanding balance of unpaid fees at the time of withdrawal, Blue Elephant Daycare will enforce the payment policy (refer to outstanding fees and payment policy for full fee families and fee subsidy parents).

Blue Elephant Daycare will contact the Children's Service Worker (CSW) on the fee subsidy (Region of Peel) of your child to inform them about the insufficient notice. Also if a family owes Blue Elephant Daycare an outstanding balance for unpaid fees at the time they withdraw, Blue Elephant Daycare will advise the CSW of the amount owing. If a family reapplies for subsidy, they must make a repayment agreement with Blue Elephant Daycare before their application is approved by the Region of Peel.

Starting Date and month The start date and month of your child may vary based on the ratios and age group. This could be due a variety of reasons. We have the right to give you minimum three months notice regarding your child's confirmed start date and month

Tuition Fees

Monthly invoices are sent to parents/guardians by email a few days in advance of new month. It is based on the number of days in that month x the fee rate per day. The invoice is sent at the end of a month for the fees to be paid on the first of invoiced month. We accept interac etransfers or cheques for monthly fees. If paying by cheque, please make cheque to **Blue Elephant Daycare Incorporated** or etransfer to info@blueelephantdaycare.com. Etransfers are preferable. All parents/guardians are paying fees by etransfer.

Irrespective if your child is sick or goes on vacation, the fee payment continues as no overheads are cut back. Fee payment is for 52 **weeks** of the year. This includes public holidays i.e.: Federal or Provincial, Blue Elephant Daycare paid closure days or if a child is on vacation or sick. We do not cut back on any overheads and our employees are paid for public holidays and Blue Elephant Daycare paid closure days. **Enrollment is for the full calendar year.**

Cash is not accepted for payment of fees.

Late payment of fees and penalty: Those parents who submit late fees after the first three working days of the month will be charged a penalty of \$10.00.

NSF (non-sufficient fund) cheques: A service charge of \$30.00 will apply for any “NSF” cheques returned. The parent will have to provide a money order or certified cheque for payment of fees. If two “NSF” cheques are returned, you will be required to pay by certified cheque only.

Income tax receipts: Income tax receipts will be provided in February for the year where taxes have to be filed.

PROGRAMS OFFERED: Pre-Schoolers/Juniors (31 months to 5 years) Toddlers (18 months to 30 months)

Our program runs from January 1 to December 31 calendar year.

We always give priority to full time placement but reserve the right to provide part-time service accordingly. Part Time Program (based on availability and discretion of management). Only 2 spots for a 3 day and 2 day program available in the Pre-School room. There are no make-up days if the part time day falls on a public holiday.

Pre-Schoolers/Juniors: 2 full days (Tues Thurs), 3 full days (Mon, Wed, Friday), 4 full days (based on availability). There are no part-time placements available in the Toddler age group.

Tours/Visiting the Centre

We invite parents who have secured a placement to come in and visit Blue Elephant Daycare and the Supervisor will answer any questions the parent may have. These tours are available from Monday to Friday between 9:30 am – 11:00 am or 3 pm- 4pm.

*Please note tours take about 20-25 minutes.

During the in person tour, the Supervisor asks questions about your child’s interests, learning style, engagement with children, adults, materials and support needs, any allergies or food restrictions etc. to have the best information to make the enrollment process smooth and decisions to support successful placements. If your child requires support, the Supervisor will discuss PIRS with you.

NEW PLACEMENT PROCESS

The New Placement Process is designed to support families in getting child care that is right for them. It reflects the individual child and/or unique situation of every child/family. When the process is used in a proactive, timely and effective manner, it will help increase access, support children and families, and build on the strengths of Blue Elephant Daycare team.

Supporting new placements means child care program staff implement the steps within the New Placement Process before denying access to child care for any child at Blue Elephant Daycare. The Supervisor of Blue Elephant Daycare will take the lead to implement the new placement process.

Process:

- Supervisor provides an open and welcoming enrolment process that is inclusive of all children and families and follows the program's approved Inclusion Policy Actions with Family Actions with Resource Consultant (RC) of Peel Inclusion Resource Services (PIRS)
- Supervisor has discussions with the child's parent/guardian(s)
 - a. Discuss child's strengths, needs and interests
 - b. Discuss any observations related to areas of concern/challenge
 - c. Explore factors that could impact a child's successful transition into the program such as medical, physical health, emotional and mental health, culture and language and cognitive factors
 - d. Discuss services currently being accessed by the child and family (e.g., speech and language services) to determine if or how strategies can be used to support their transition into the program
- Supervisor has discussions with the Resource Consultant:
 - a. brainstorm ideas to support access (maintain confidentiality by not sharing personal family/child information)
 - b. Flag issues that may prevent placement
 - c. Discuss general strategies to support access
 - d. Discuss and assess the program, cohorts, environment, schedule, etc. to identify opportunities to make small program changes that could support access
- Supervisor provides information:
 - a. Discuss PIRS support and the role of RC to parent
 - b. Review the RC information (posted on the parent board) o Share PIRS video to the family
 - c. Direct families to the Region of Peel's Support for children in licensed child care web page for more information or to complete a PIRS referral
 - d. Introduce PIRS supports. Invites the RC to participate in a meeting with the family to discuss PIRS and the role of the RC.

If, after implementing the New Placement Process, and Blue Elephant Daycare is unable to proceed with enrolment, the Supervisor of Blue Elephant Daycare will complete the actions below:

Actions by Supervisor with Family

- Provide clear communication to the family about why Blue Elephant Daycare is not able to enroll the child at this time.
- Offer to place the child on the Program's wait list as appropriate
- Provide InfoPeel information to assist the family in exploring other child care options

Actions with Resource Consultant

- Discuss messages that can be shared with the family.

Action by Supervisor to document: Blue Elephant Daycare (Supervisor) is to document the actions taken to support a child's access to the program including, but not limited to, dates of meetings and discussions, meeting attendees, plans and strategies discussed, actions to be taken and by whom.

Wait list policy:

This provision is intended to prohibit licensees from charging parents a fee or deposit for the placement of their child on a waiting list for an unsecured spot in the child care centre. This written waiting list policy explains the order in which children are offered admission from the waitlist and describes how the waiting list will be available in a manner that maintains privacy of the child listed on it, but informs parents or guardians of the position of a child on the list.

When you call the Centre to get information, we will direct you to send an email to info@blueelephantdaycare.com where we will ask questions ie: child's name, date of birth, placement date and parent contact information. Your name goes on the wait list when you send us an email. The supervisor schedules a visit that is convenient for you only when a placement is available. You are given a tour of the facility and the supervisor will talk to you about our programs. We will answer any questions you may have.

We have a toddler and a Pre-School wait list recorded monthly. Every parent's information is documented on wait list record to maintain confidentiality and privacy. No personal information is shared or visible to another parent. A follow up call and/or email may be done by the supervisor to the interested parent about securing the placement with a last month deposit and 3 days are given to the parent to decide. If we do not hear back from the parent we will move to the next person on the wait list.

If there are two parents interested in one placement, we will reach out to both parents giving priority to the first parent on our wait list. We will leave a message and or email for the first parent to call as soon as possible or respond on email if interested in the placement. If we have not heard back from the first parent in 3 days, we will then call the next parent on the wait list.. We work one on one with some parents who would like a payment plan to pay off the full last month deposit. The last month deposit has to be provided by the parent/guardian to secure the placement. This confirms the placement for your child.

Last month deposit is used for the child's last month and if there are any adjustments with fees, it will be done. Please refer to last month deposit earlier in this booklet.

Blue Elephant Daycare Closure days and one early closure day in 2026 and full fee in effect during these closure days

As part of Canada Wide Early Learning Child Care (CWELCC) program guidelines that will continue in 2026, programs may not exceed two consecutive weeks of closure and not more than four weeks of closure within a calendar year where families are charged full fees of the CWELCC program. Where fees are collected from families for service closure days, the staff are paid for those days. We have added closure dates for the year other than the public holidays

There are 11 Blue Elephant Daycare paid closure days for 2026 and 1 day for early closure where parents will pay full fee for those closure days and staff will be paid). There are 9 public holidays where Blue Elephant Daycare is closed and parents pay fees for those closure days and public holidays. Staff get paid for all closure days.

Unplanned closures where Blue Elephant Daycare is closed and fees are charged to Parents due to seasonal weather/ inclement bad weather or extreme situations for Closure or Lock down –

Safety is our number one priority for our staff and for our families. During inclement weather changes or weather conditions such as storms, low temperatures of -20 degrees C, wind chill or smog advisories and heat alerts, Blue Elephant Daycare will remain open if other businesses and organizations remain open but we will be working with skeleton staff.

We advise and encourage parents who have the opportunity to work from home, to keep their child at home on such days as we are working with minimal staff. The safety of our staff and families are paramount so please understand that in such situations where the safety of our staff and families are in jeopardy, the decision to close the centre will be made.

We will be closed only if there is extreme weather conditions or extreme situations where the safety of our staff and parents/children are paramount and would take precedence over remaining open. We will notify parents via email and/or phone that the Centre is closed when the decision has been made to close. On such days of unplanned closure, parents continue to pay the fees for that day as staff are being paid for those closure days and all the overheads continue to be paid. There are no refunds for the closure day. Thank you for your cooperation and understanding.

Blue Elephant Daycare Closure for 2026 and early closure

(includes Blue Elephant Daycare closure days and Public (Federal and Provincial public holidays)

Thursday, New Year's Day , January 1 – paid closure

Friday, January 2 - paid closure

Monday, February 16, (Family Day) – paid closure

Friday, March 20, - Eid Ul Fitr - paid closure

Good Friday, April 3 - paid closure

Easter Monday – April 6, (Policy and Procedures review with employees) - paid closure

Monday, Victoria Day, May 18 - paid closure

Tuesday, May 26, Eid - paid closure

Monday, June 8 Professional Learning - paid closure

Wednesday, Canada Day, July 1- paid closure

Monday, Simcoe Day or Civic Holiday August 3 - paid closure

Friday, August 28 (Planning/preparation time for employees) - paid closure

Monday, Labour Day, September 7 - paid closure

Monday, Thanksgiving, October 12 - paid closure

Friday, November 13 – Professional learning – paid closure

Thursday, December 24, Early closure at 3 p.m.

Friday, Christmas Day, December 25 – Paid closure

Monday, In lieu of Boxing day, December 28 – paid closure

Tuesday, December 29 – Winter Break - paid closure

Wednesday, December 30 - Winter Break - paid closure

Thursday, December 31 - Winter Break - paid closure

2027

New Years Day, Friday, January 1, 2027- paid closure

BLUE ELEPHANT DAYCARE CONSENT AND PERMISSION FORMS:

PERMISSION FORM FOR NON-PRESCRIPTION MEDICATION: ie (sunscreen, lotion, lip balm, bug spray, hand sanitizer, diaper cream to name a few) –

Sunscreen, diaper cream, lotion, lip balm, bug spray, hand sanitizer with a NPN (Natural Product Number) are acceptable, as these contain natural, non-medicated ingredients. They must be in their original packaging, be peanut/tree nut free, and have a valid expiry date. They need to be labelled with your child's name on it.

I hereby give permission to the employees of Blue Elephant Daycare to apply non-prescription medication when required and sent by me that has my child's name on it.

Child's Name: _____ Guardian's name : _____

Guardian's signature: _____ Date: _____

(No hand sanitizer will be used on child under 2 years of age). All non-prescription medication are applied by staff)

Sunscreens and diaper creams with a DIN (Drug Identification Number) will not be accepted as this indicates the presence of a drug ingredient, which requires a doctor's note for use unless it is absolutely necessary for the child to have a medicated cream then accepted.

PARENT MEDICAL CONSENT FORM:

This form will enable a doctor to give necessary medical treatment in case of an emergency resulting from an accident or illness and when the parent cannot be reached. All efforts will be made to contact the parents. But if medical attention is required immediately and the parent cannot be contacted, permission is given to take the child mentioned below to the nearest hospital/medical facility to proceed with medical treatment. I understand that any expenses incurred for such treatment is my responsibility.

Blue Elephant Daycare Incorporated, its directors, officers and employees will not be held responsible for any claims, damages or other liabilities for injuries caused by an accident to a child or due to becoming ill while at Blue Elephant Daycare Incorporated which are not a result of negligence of Blue Elephant Daycare Inc., its agents, directors, officers and its employees, or are not entirely beyond the control of Blue Elephant Daycare Inc., its agents, directors, officers and employees.

Child's Name: _____ Guardian's name : _____

Guardian's signature: _____ Date: _____

PHOTOGRAPH AND VIDEO CONSENT FORM:

We intend to take pictures of your child/children during activities at Blue Elephant Daycare to share with the parents/guardians to show case the learn through play curriculum. The purpose of photographs are for having it in the classroom for children to see and connecting it to the pedagogical learning for Educators. Our service will only use photographs of children to support their daily educational learning at the Centre. If any photos or videos that are sent to you by email of your child(ren) in the daycare includes other children in the background, please do not share these photos on any social media or any social network. This is in order to safeguard and respect the privacy of the parents and children.

If any photos are posted on Blue Elephant Daycare Face book or Instagram account of children doing activities, we ensure that there are no faces or exposure of the child(ren) on the post. Pictures are taken showing the back or hands of the child.

I, _____ parent of _____ give permission for my child's picture or video to be taken

Signature of Parent : _____ Date: _____

I, _____ parent of _____ will not post any photos or videos of my child who may be with other children in the photo or video and respect the privacy of all families.

Signature of Parent : _____ Date: _____

Events at Blue Elephant Daycare There are times when we do have events in the Centre and invite parents to come in ie: Summer Get Together, December Sing-A-long etc. On such occasions again parents who take photos of children in groups must not post on any social media where other children are in the picture. Please respect the privacy of all families. If you take photos and/or videos of your child in a group setting, it should be for your own personal enjoyment.

I, _____ parent of _____ give permission for my child's picture or video to be taken

Signature of Parent : _____ Date: _____

I, _____ parent of _____ will not post any photos or videos of my child who may be with other children in the photo or video and respect the privacy of all families.

Signature of Parent : _____ Date: _____

NO FOODS OR DRINKS FROM OUTSIDE: FOR BIRTHDAY CELEBRATIONS OR STAFF CELEBRATIONS

We have a strict no outside food or drink policy in place to ensure the safety of all children especially those with severe allergies. All meals are prepared on site. Unless your child has a special dietary need or severe allergy that we cannot accommodate then the parent in that case completes a special form and foods that the parent provides must be peanut and nut-free or based on the allergens in the Centre (eg. Egg free, fish and shell fish free etc).

For birthday celebrations of your child, you are welcome to bring in stickers, crayons, coloring pencils or coloring books for the children if you want to. No cake or foods from outside to share with the children for birthday celebrations.

No foods or drinks from outside includes no baked goods, food treats (chocolates/candy) or any other food items even when intended as a gesture of appreciation for staff during special occasions like Child Care Worker Appreciation Day or holidays like Christmas. We kindly ask for your understanding and cooperation in respecting this policy.

For staff appreciation, you are welcome to provide gift cards eg: Dollarama, Tims, Grocery card etc. or self-care items.

I _____ parent of _____ will not bring in outside foods or drink

Signature of Parent: _____ Date: _____

VIDEO SURVEILLANCE CAMERA POLICY

This purpose of this policy is to regulate the use of video surveillance and recording on Blue Elephant Daycare premises. Information obtained through video surveillance will be used exclusively for law enforcement purposes, which must relate to the protection of students, staff and the public, or the deterrence or detection of criminal activity, including theft, vandalism, or other property damage. Please refer to parent handbook for more information.

Parent Name: _____ Parent signature : _____ Date: _____

PERSONAL INFORMATION BEING TRANSMITTED VIA INTERNET:

This acknowledges that information transmitted over the internet may be at risk of inadvertent risk or loss. Personal information shall not be transmitted over the internet unless full and sufficient consent from the party whose information is involved has been received in advance and in writing. Such consent shall include to the acceptance of all risk and liability of using email.

Name of parent; _____ Signature of parent: _____ Date: _____

No Toys from home: Please refrain from sending toys from home with your child. We do not want to be responsible for any lost toys, broken toys or misplacement of toys. Thank you for your cooperation.

Name of parent: _____ Signature of parent: _____ Date: _____

Stuffed animals and sleep time toy: We discourage you from sending in a stuffed animal or sleep time item unless your child really is very dependent on it. If you are sending this item, please speak to the Supervisor who will require a note from you on it. The stuffed animal or sleep time toy/item will go home every Friday for wash and you can bring it back on the Monday.

Name of parent: _____ Signature of parent: _____ Date: _____

Blankets/flannel sheets:

These items are sent home every Friday for wash and brought back on Monday. No pillows please.

Name of parent: _____ Signature of parent: _____ Date: _____

Safe arrival and dismissal (refer to the Safe Arrival and Dismissal Policy in the Parent Handbook)

As part of our safe arrival and dismissal policy, we require the parent/guardian to inform Blue Elephant Daycare by 9 a.m. by phone or email if your child will not be attendance for the day/days and the reason why. It is the responsibility of a parent/guardian to let us know of child's absence. If we have not heard from a parent by 11 a.m., we do call the non-emergency police line where a wellness check is done on the child where the Police will call the home of the parent.

Also we require parent/guardian to arrive at the daycare by 5.20 p.m. latest to pick up your child. The daycare closes at 5:30 p.m. and the Educator will need to communicate with you on your child's day giving you the ten minute time. Your child also has to get ready to go home as well as the closing staff has to complete her/his closing checklist making sure everything is turned off. Please respect the time of pick up so that the closing staff can get home. After 5:30 p.m. the closing teacher is on his/own time so please understand and be respectful. If we cannot contact you or you have not responded to a call from the Centre or cannot reach the emergency pick up contacts for your child on file, the closing teacher will call Peel Children's Aid Society.

Name of parent: _____ Signature of parent: _____ Date: _____

Late pick up:

We do understand there are unforeseen times (emergency/unpredicted traffic due to accident/weather conditions) where a parent/guardian may be late for pick up. Please call the Centre at 905 891 1279 ahead of time to let the Educator know about the late pick up so that he/she is aware and can accordingly manage her own personal schedule. There is a late pick up fee that goes to the Educator closing that day of \$1.00 per minute for late fee if pick up is after 5:30 p.m. This is paid in cash to the Educator.

Name of parent: _____ Signature of parent: _____ Date: _____

Late fee payment

If a parent has not paid the fees for the month within the first three business days of the month, then a late fee penalty of \$10.00 will be charged to the parent.

Please sign to acknowledge that the fees need to be pay via etranfer by the first of the month. A grace period of two business days will be given and if no payment received, then the late fee penalty will be applied.

Name of parent: _____ Signature of parent: _____ Date: _____

APPLICATION FOR ENROLMENT

STUDENT INFORMATION:

Student's Name: _____
Last First Middle

Sex: ____ **Birth date:** ____ **Home Phone No:** ____
yy mm dd

Address: _____
Street City Postal Code

Days of Attendance: Mon. Tues. Wed. Thurs. Fri. Full Day

GUARDIAN INFORMATION:

Guardian 1

Guardian 2

Name: _____

Occupation: _____

Home Address: _____

Home Phone: _____

Work Address: _____

Work Phone: _____

Cell phone: _____

Email address: _____

RELEASE INFORMATION (name of persons to whom the child may be released)

Name _____ **Relationship** _____

Home Address _____

Home Phone: _____ Work Phone: _____

Name _____ **Relationship** _____

Home Address _____

Home Phone: _____ Work Phone: _____

MEDICAL INFORMATION (Please provide 2 copies of child's immunization record)

Name of Doctor/Physician: _____ **Phone #** _____

Address: _____

EMERGENCY INFORMATION: In case of an emergency, every effort will be made to reach the parent. Please provide names of persons to be contacted in an emergency if parents are not reachable.

1st contact Name: _____ Home Phone: _____

Address: _____ Relationship: _____

Work Phone #: _____ Cell Ph/Pager: _____

2nd contact Name: _____ Home Phone: _____

Address: _____ Relationship: _____

Work Phone #: _____ Cell Ph/Pager: _____

What is your child's daily routine like? _____

Are there parts of the routine that are challenging? _____

Are there parts of the routine that go well? _____

Are there any sleep arrangements or sleep requirements for your child? _____

Are there any comments around rest time that we should be aware of? _____

Please comment on your child's overall health:

Is your child unable to participate in certain daycare activities or exercises? If yes, please state what activities with reason.

Does your child have a medical need or device _____ If yes, state the medical need or device: _____

Does your child have a prescribed medication for this medical conditions: _____?

Name of medication: _____

(Individual Plan for child with a medical need has to be completed by parent if any allergy or medication condition)

Does your child have an allergy? (List) _____

Does your child require an epipen _____

Please complete an Individualized Plan for child with medical condition if required)

Does your child have any dietary needs? Please state. _____

Please complete a letter, sign and date it if any dietary restrictions and if ingested, what is the protocol for the Daycare.

Is there any previous history of communicable diseases that the daycare should be aware of: _____ Does your child

have any problems with hearing or vision? _____ Has he or she had a hearing or eye test?

Signature of Parent: _____ Date: _____ Date of Admission _____

Last month deposit: _____

I, _____ parent of _____ have read and understood the

policies in the information booklet and parent handbook sent by email to me or on website at Blue Elephant Daycare.

Parent name: _____ Parent signature: _____ Date: _____

Date of Withdrawal: _____ Reason for withdrawal: provide withdrawal letter to retain on file.

Base Fee Schedule: January 2026 to December 2026

The base fees for the specific month is based on the number of days in that month your child is enrolled in x daily rate.
Blue Elephant Daycare has joined the Canada Wide Early Learning Child Care Program.
For 2026, the daily fee is same for every age group.

FULL TIME FEE – 5 DAYS PER WEEK

| Age Group | (CWELCC) daily base fee for parents) |
|------------------------------------|--------------------------------------|
| Toddlers (18 months to 30 months) | \$22 |
| Pre-School (30 months to 5 years) | \$22 |

PART TIME FEE IN PRESCHOOL ROOM (31 months to 47 months)

| Days per week | (CWELCC) daily base fee for parents) |
|---------------|--------------------------------------|
| 4 days a week | \$22 |
| 3 days a week | \$22 |
| 2 days a week | \$22 |

NON-BASE FEE

1. NSF cheques: A service charge of \$30 will apply to any “NSF” cheques return
2. Late fee if a parent picks up late after 5:30 p.m. The late fee goes to the employee who is closing the Centre for that day. Late fee is \$1.00 per minute and must be paid in cash to the Educator closing for that day.
3. Late fee penalty of \$10.00 if parent has not paid fees in the first 3 days of the month.

Etransfer to info@blueelephantdaycare.com

Income tax receipt provided at year end.