



Milestones
Children's Centre

Centre Parent Handbook



www.milestonescc.ca



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Welcome to the Milestones Children's Centre, Kindergarten & School Age Programs

Our Mission Statement

Milestones Children's Centre is committed to providing quality care and learning experiences for children in a safe environment. Our programs enrich the emotional, social, physical, and intellectual growth of each child.

Our Vision Statement

Milestones Children's Centre will continue to be a valued community leader making a positive difference in the lives of children and families by providing exceptional services and building partnerships.

Our Values Statement

<u>Respect:</u>	We create an environment where people are included, valued, and treated with dignity.
<u>Relationships:</u>	We develop collaborative, respectful, and open relationships with individuals, families, and community partners.
<u>Acceptance:</u>	We create an inclusive environment that is open and welcoming to all.
<u>Innovation:</u>	We embrace change and foster new and creative ideas.
<u>Integrity:</u>	We practice high standards of ethical behaviour and conduct ourselves in a professional and honest manner.

Milestones Children's Centre is a charitable, non-profit corporation licensed under the Child Care and Early Years Act 2014, by the Ministry of Education and governed by a Board of Directors.

"To achieve our goals of educating bold and ambitious children, we must invest in enriching, quality early child care and learning."

-Stacey Abram



Program Statement

Milestones Children's Centre strives to promote a positive, safe, loving, nurturing environment where the health, safety, and well-being of your child are of the utmost importance. We encourage mutual respect, patience, and creativity in an inclusive environment while viewing your child as competent, capable, curious, and rich in potential.

How *Does Learning Happen?* Ontario's Pedagogy for the Early Years (2014) is the document that guides our child care policies and practices. This document is organized around four foundations that are considered essential to optimal learning and healthy development for children.

Belonging refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, or the natural world.

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem-solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials supports creativity, problem-solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

A focus on these foundations throughout all aspects of early years programs ensures optimal learning and healthy development. Our goals for your child are consistent with the Ministry of Education's pedagogy.

- Needs to feel a sense of **belonging**, a connection to others, and the ability to contribute to their world.
- Every child is developing a sense of self, health, and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, and senses.
- Every child is a capable communicator who **expresses** themselves in many ways.

We value positive and responsive relationships with families. By engaging families in a meaningful way, this partnership ensures that we can focus on their child's social, emotional, physical, and cognitive development in a holistic way.

Milestones Children's Centre works in partnership with special needs resource agencies (All Kids Belong) and school boards to meet the individual needs of children and their families.

Our Educators join children in their play as co-learners, collaborators, observers, and intentional communicators. Our Educators are professionals who devote time and energy connecting with children to understand better who they are as individuals in order to be able to make informed choices about how to set up their physical indoor and outdoor environment, plan experiences



based on children's interests, extending play, and creating documentation for exploration and reflection.

Program Statement Goals and Approaches

Milestones Children's Centre is consistent with the Ministry of Education's policy statement on programming and policy (O. Reg. 137/15), which aligns with our policies and procedures and is used to guide our work with children and families.

a) Promoting health, safety, nutrition & well-being.

Goal	Approaches
Children have a strong sense of self, health, and well-being.	Educators will observe children's eating habits as well as take their lead in hunger and fullness to nurture children's healthy development. Children's allergies and dietary restrictions will be followed. Educators will provide safe supervision of children. Educators will follow sanitation and disinfection procedures.

b) Support positive and responsive interactions among the children, parents, child care providers, and staff.

Goals	Approaches
Children are capable communicators who express themselves in many ways.	Educators will allow the children opportunities to explore their environment freely, asking open-ended questions, while providing children with a variety of materials to support creative growth.
Families are valued through positive and responsive relationships.	Educators will have open communication with families on a daily basis, sharing observations, documentation, and reflections.

c) Encouraging children to interact, communicate and self-regulate.

Goal	Approaches
Children are supported in developing self-regulation.	Through role modeling and naming emotions, children are developing skills to be able to self-regulate with support from Educators. Educators attend training that addresses self-regulation and resilience.

d) Foster the children's exploration, play, and inquiry.

Goal	Approaches
Children are actively engaged individuals who explore the world with body, mind, and senses.	Educators will be active participants in children's play. Educators will adapt to the environment in response to children's interests and curiosity. Educators will encourage children to decide where, when, and how they play.

e) Provide child-interested and adult-supported experiences.

Goal	Approaches
Children explore the world around them with their natural curiosity.	Programming and ongoing projects are generated from observations and children's emergent ideas and interests.
Educators participate in children's play as co-learners, collaborators, observers, and intentional communicators.	Educators will use a warm, responsive, and inclusive approach while building positive relationships with all children.

f) Planning learning environments to support every child's learning.

Goal	Approaches
Children are viewed as competent, capable, curious, and rich in potential.	Educators will design and adapt the environment in response to children's needs and curiosity.
	Give children the opportunity to take the lead in all their experiences while Educators observe, role model and support what they are learning.
	Educators will provide a variety of open-ended play materials that support children's exploration and inquiry.

g) 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.

Goal	Approaches
To design a daily schedule that meets the needs of the children and provides a balance of activities throughout the day.	Programming allows children the opportunity to sleep, rest, or engage in quiet activities based on their individual needs to regenerate or self-regulate.
	Educators will keep transitions from activity to activity to a minimum, so children get to play more.

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

Goal	Approaches
Families are engaged in a meaningful way, to ensure that staff are able to focus on the children's social, emotional, physical, and cognitive development in a holistic way.	Educators will post documentation and have program plans available that will describe children's play and their connection to learning.
	Educators will have open conversations with parents and involve them in decision-making for their children.

i) Involve local community partners and allow those partners to support children, their families, and staff.

Goal	Approaches
All children feel a sense of connection while forming relationships with others.	Parents and local partners are invited to participate in and enhance our programs. MCC looks for opportunities to share our knowledge and to learn from others in the community through networking opportunities, and conferences.

j) Support staff, or others who interact with the children, with continuous professional learning.

Goal	Approaches
Educators are professionals who devote time and energy connecting with children to better understand who they are as individuals.	MCC is committed to ongoing professional learning development while working with community partners and other child care organizations to provide learning opportunities to all staff. All staff will participate in professional learning opportunities through workshops, seminars, articles, webinars, etc. to enhance their skills, knowledge base, and practice.

k) Document and review of the impact of the strategies set out in clauses (A) to (J) on the children and their families.

Goal	Approaches
The Administrators will review and document the impact of the goals and approaches of children and families.	Milestones Children's Centre will implement the program statement goals on a daily basis through programming and the physical operations of the Centre. The Administrators will monitor through parent communication, and surveys, and evaluate all programs through monthly reflections and visits. All new educators and students will be oriented to the MCC Program Statement before they interact with children. A sign off sheet will be completed after orientation. Parents' feedback through annual parent surveys.

Inclusion

MCC provides a program that offers equal opportunities to all children. MCC supports inclusion by building our programs around each child's individual interests, skills and/or abilities. We work in partnership with community professionals to support families and children. Staff attend professional learning opportunities which assist them in providing an inclusive program.

MCC works in partnership with All Kids Belong by enabling additional support and consultation services in the program and access to resources and professional supports. If it is determined



that your child requires additional developmental and /or medical supports and you are considering registering in a MCC program, the Administrator or AKB will facilitate a team meeting, before your child's first day in the program, between you, MCC Educators and any supporting agencies that you may currently access. The intent of the meeting is to ensure that MCC is aware of the needs of your child and how to support your child to strive for success in our program and to develop an Individual Support Plan for him/her. This plan will include, but not be limited to, outlining your child's needs, the diagnosis, and instructions (step by step) on how to support your child while in our program. In addition, the Individual Support Plan will include an outline as to how MCC Educators will be trained to facilitate inclusion of your child in the program. At the request of a team member, as the needs of your child change or the Individual Plan requires updating, a team meeting may be held to create an updated Individual Support Plan. The Individual Support Plan will be kept in a binder specific to your child in the same program that your child attends.

The extent of a child's needs may not be known until the child has been enrolled in the program, as such, it may be necessary to interrupt care until an Individual Support Plan can be implemented.

License Inspections

License inspections occur annually. At the time of inspection, the Ministry of Education Program Advisor will observe the program and speak with the children and staff. The Advisor will review files and attendance records, read postings, logbooks, program plans, etc. At the completion of the visit, the Advisor will review the findings with the Program Supervisor who will sign the License during the visit.

Method of Operation

Location	Hours of Operation	License Capacity
Children's Centre – St. Thomas	6:30 a.m. to 5:30 p.m.	103 children aged birth through 4 years of age.
Children's Centre - Assumption	7:00 a.m. to 5:30 p.m.	49 children aged birth through 4 years of age.

Orientation for New Families

Before starting the program:

- The Centre Administrator will give you a tour of the Centre, explain our philosophy, policies, and procedures that MCC operates under, and introduce you to employees.
- You are encouraged to visit the program with your child prior to the start date.
- Before your child begins attending the program, you must read the *Children's Centre Parent Handbook* in its entirety.
- **If you are registering two children, please ensure that a separate and fully completed registration form is submitted for each child.**

Secured Entry System

To help ensure the safety and security of everyone in our Milestones Children's Centre we have a secured entry system in place at both centres. Each family will be provided with a unique 5-digit access code by our Centre Administrators. This code will allow you to enter the centre



through the main door. Upon withdrawal from Milestone's programs, your code will be deactivated. Each Centres entrance is also equipped with a doorbell.

Physical Safety Barriers

St. Thomas Centre - The safety of children is our highest priority. As our parking lot is located close to several classroom windows, safety barriers have been installed to help protect children and provide an additional layer of safety.

Employees Qualifications

MCC strives to employ Educators who possess an ECE diploma or who can be otherwise approved by the Ministry of Education. There may also be Assistant Educators or Program Assistants working at the Centre who have experience working with children.

All employees are required to have a valid Standard First Aid & Infant/Child CPR-C, up-to-date Childhood Educators are required to be members in good standing with the College of Early Childhood immunization, criminal reference check (vulnerable sector), and ongoing professional learning. Early Education (www.college-ece.ca).

Parent Involvement

Parent involvement is very valuable. You are welcome to share your talents with the children, participate on field trips, fundraise, be involved with the Board of Directors, and/or provide feedback through questionnaires. If you wish to participate in any of our Milestone's programs, please speak with the Centre Administrator for additional information and requirements.

Parents who wish to participate in program are required to submit a volunteer criminal reference check (vulnerable sector screening) prior to participating in programs.

Membership in the Corporation

As a registering family with MCC, you may be a member of the Corporation. Members of the Corporation of Milestones Children's Centre are expected to attend and vote at General Meetings and the Annual General Meeting. General Meetings are called as needed and the Annual General Meeting is held no more than 120 days after December 31st. Members may also seek a position of Director on the Board of Directors in the event of a vacancy. Complete the form at the back of this handbook and submit with the required fee, if you are interested in becoming a member of the corporation.

Students in the Program

Milestones Children's Centre supports community colleges and high schools in the education and placement of their students. Students over 18 years of age must provide a criminal reference check with a vulnerable screening and proof of immunization, prior to starting. All students will participate in a policy and procedure review. Students are never left alone with the children. Students play a valuable role as they bring new perspectives, provide extra supervision, and could potentially be future MCC employees.

Program Development

MCC strives to follow an Emergent Curriculum program that is inspired by the Reggio Emilia Philosophy. Educators use observations of the children's skills and interests in order to set up



invitations for learning that will challenge and engage the children. We believe that through play children are best able to explore their world and learn and grow in all areas of development.

Educators share your child's learning through displays and learning stories in and around the classroom and through your child's See Saw portfolio.

We also consider the environment an important part of our program. The environment acts as an additional teacher, allowing your child to freely explore, be inspired, and interact with others. MCC programs are child-oriented and include activities from a wide variety of areas including sensory, creative art, table toys, floor toys, book area, block area and dramatic play.

Our infant program offers care for children from 0 – 18 months. With ongoing emotional support and engaging learning experiences, the program fosters secure emotional attachments and meaningful relationships between children and staff.

Age Groupings, Ratio's, and Group Sizes

Group Name	Children's Ages	Ratio	Group Size
Infants	Birth to 18 months	3 adults to 10 children	10
Toddlers	18 months to 30 months	1 adult to 5 children	10 or 15
Preschoolers	30 months to 4 years	1 adult to 8 children	16 or 24

Children's Belongings

Please send your child in play-friendly clothing and provide a change of clothes in your child's cubby. Should your child have an accident, and a change of clothes is not available, you will be contacted to bring clothing. A small backpack may be kept in your child's cubby.

We ask that parents provide the following items clearly labeled with their children's names:

- Diapers / wipes / cream (if required)
- Blanket or comfort toy
- Soother or clips (if needed for rest time)
- Water cup (no straw please)
- 2 changes of clothing
- Indoor/Outdoor Shoes (Toddler and Preschool)
- Sunscreen (if see more information in the Outdoor Play policy)

Items from Home

At times your child may be asked to bring in an item from home. When sending in items from home consider the value of the item and the age of the children in the room. Milestones Children's Centre is not responsible for any personal items a child might bring to the program.

Children's Progression to the Next Age Group

When a child is moving to the next age grouping, the following steps will be taken:

- A classroom transition package will be given to you by your child's Educator.
- A general information form will be completed by the Educator to go with your child to the next classroom.



Children will visit their new classroom the week before their start date. The transition may be shortened based on your child's needs.

Transitioning to School

When your child leaves MCC to start Kindergarten full-time, due to the demand for care, MCC will not be able to provide care to accommodate any staggered entrance that your child's school may have. MCC will continue to provide care up to and including the Friday before the Labour Day weekend.

If your child will be transitioning to school and you are interested in learning more about our School Age Programs, please contact a School Age Administrator directly via email.

Milestones Children's Centre Web Site and Facebook Page

Visit the MCC website at www.milestonescc.ca for information on all MCC programs. We also invite you to like us on Facebook to keep up to date with activities and events at MCC.

Social Media Policy

Milestones Children's Centre participates in social media, specifically Facebook, as a way to celebrate and draw awareness to our organization. Facebook postings will include information that will promote MCC programs and special events and will celebrate MCC's accomplishments. Individual staff will have given permission for their photograph to be used. Should you comment on the MCC Facebook page, ensure your comments relate directly to the post. MCC reserves the right to delete any comment that is detrimental to MCC or contravenes any MCC policy. Concerns regarding the use of the MCC Facebook page could result in a permanent ban.

Communication

Milestones Children's Centre is pleased to offer you the opportunity to stay connected through the online app, SeeSaw. During registration, you will be given the opportunity to provide your email address for Educators to send you a link to the SeeSaw app. Once set up, Educators will share photos, captions, and short learning stories about your child's experiences. Additionally, information about Milestones Children's Centre will be shared through SeeSaw or the provided email. To respect the confidentiality of all children in our care, Milestones Children's Centre asks that you not share photos of any child, other than your own, on any social media outlet. Upon registration, you will be required to sign a form stating such.

Correspondence requiring your attention will be distributed through email or paper copy if required. We request your cooperation by responding to any material with a due date in a timely manner. To ensure you receive all important communications, please add info@milestonescc.ca to your safe sender list. Additionally, we recommend regularly checking your junk or spam folder to avoid missing any important messages.

Release of Information

Information on any child previously or currently registered with Milestones Children's Centre will not be released to any individual or agency without the completion of a Release of Information form signed by the registering parent. In some cases, there may be additional consent forms required by outside agencies. The release form must be completed in full indicating specifically the individual or agency the information is to be released to.



Contact with children by a Resource Consultant, Therapist, etc. will only be permitted once an MCC Release of Information form has been completed by you. Should a non-registering parent request information on their child and if he/she has joint custody or parent access via a court order, information will be provided.

Request for Documentation

Requests for documentation over and above the typical day-to-day transactions will be honoured providing:

- The request has been submitted in writing.
- A Release of Information form has been completed (if appropriate).
- The fee for the processing of the request has been paid in advance.

Requests for documentation will be addressed within 30 business days. The fee for processing a request for documentation will be determined on a case-by-case basis. The minimum fee shall be \$25.00.

Custody and Access Control

As the registering parent, it is your responsibility to provide MCC with a copy of the most recent court order that you may have. A copy of the court order will be kept in your child's file and noted on your Child's Information Sheet in your child's room. Should custody arrangements change, please provide us a copy of the new court order. If MCC does not have a court order and a biological parent, who is listed or not listed on the registration form, comes to pick up your child, MCC will contact you however, we must release your child to the biological parent.

Injury Reports

When an injury occurs, the Educator will record the appropriate information on an Injury Report and you will be requested to read and sign the form when picking up your child and at that time, you will be given a copy of the Injury Report. In the event a more serious injury involving your child occurs or for injuries which are in any way questionable, you will be notified with the details as soon as possible. In the event that an ambulance is required to transport a child for medical reasons, you will be notified immediately and will be responsible for the cost of the ambulance.

Growth and Social Committee

The Growth and Social Committee is a voluntary committee comprised of Milestones Children's Centre employees. The Growth and Socials Committee's goals are to:

- Support children in the community by contributing to charities.
- Foster the relationship between Milestones Children's Centre and the families.
- Promote parent involvement and networking through social events and educational resources.
- Support staff relationship building activities. Plan and implement social activities for the employees. The Growth and Social Committee organizes fundraisers throughout the year with all proceeds going towards the above goals.

Policy and Procedures

Safe Arrival and Departure

Each parent is responsible for bringing their child into the classroom, and to allow enough time to undress their child and attend to their needs. This will help to ensure that the child starts the day in a happy, relaxed manner. You are responsible for signing the children in, upon arrival.

Children's Centre - Assumption	During arrival and departure, it is strongly encouraged <u>not</u> to come between 8:30am-8:45am and 3:15pm-3:30pm as there will be many school buses during this time.
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Upon departure in the evenings, parents are requested to allow enough time for their child to clean up or put away the activity before leaving the classroom. You are responsible for signing the children out, upon departure.

Children's Centre – St. Thomas	The Administrator Assistant or designate will contact each classroom by 9:20 a.m. to inquire about any absences that have not been communicated by parents. The Administrator Assistant or designate will then attempt to contact the parent no later than 9:30 a.m. to confirm the child's absence. You will be informed of the outcome of the contact with parents. If a child has a typically later drop off and has not arrived at the program at the typical time, notify the Administrator Assistant, as above.
Children's Centre - Assumption	The Centre Administrator/designate will contact each classroom by 9:20 a.m. to inquire about any absences that have not been communicated by parents. The Centre Administrator or designate will then attempt to contact the parent no later than 9:30 a.m. to confirm the child's absence. You will be informed of the outcome of the contact with parents. If a child has a typically later drop off and has not arrived at the program at the typical time, notify the Centre Administrator or designate, as above

Upon departure in the evenings, parents are requested to allow enough time for their child to clean up or put away the activity before leaving the classroom. You are responsible for signing the children out, upon departure.

Milestones Children's Centre will not release any children from care without supervision. Under no circumstance will children be released from care to walk home alone.

When a Child Has Not Been Picked Up

- 1 If a child has not been picked up by 5:30 p.m., give the child a small snack and keep the child engaged in an activity.
- 2 Immediately call the parent to inquire about pick up. If you cannot contact the parent,

- immediately call the emergency contacts for the child as listed on the child information sheet.
- 3 Educators will contact the Centre Administrator to inform them of the situation.
 - 4 If Educators are unable to contact the parent or emergency contacts, they will proceed with contacting Family and Children's Services (519-631-1492) and follow their direction.

When an Adult Other than the Parent Comes to Pick Up a Child

Any adult that is not familiar to the employees is required to show picture identification before any child is released into his/her care.

You may only release a child to persons who have been named on the child's information sheet unless a parent has given written or verbal permission for any other person to pick up his/her child. If an adult arrives to pick up a child and his/her name is not on the information sheet or permission has not been received, the following steps should be taken:

- Inform the adult that you do not have permission to release the child into his/her custody.
- The parent will be called by the program staff or the Centre Administrator(s) to get verbal consent to release the child into the adult's care. You should explain the policy to the parent and that it is in place to ensure the safety of his/her child.
- You must ask for photo identification, and then release the child. Any time a situation like this occurs, please make a record of it in your logbook, and notify your supervisor.

Consent to Release a Minor

It may be necessary for parents to have a minor (aged 13 to 16) pick up their child from the program. At such times, please have the parent complete the Consent to Release to a Minor form, inform the Centre Administrator, and keep this with the child's information.

Workplace Violence and Harassment

Milestones Children's Centre is committed to fostering a safe, healthy, and productive work environment where all employees are treated with dignity and respect. We are dedicated to maintaining a workplace free from all forms of violence and harassment. Acts of violence or harassment, whether committed by or directed toward employees—are not tolerated under any circumstances. This includes conduct involving employees, supervisors, directors, families, children, contract workers, community partners, or other members of the public.

All individuals associated with Milestones Children's Centre share the responsibility of upholding this policy. We expect everyone to contribute to a culture of respect, understanding, and inclusion, where the rights and well-being of every person are recognized and protected.

Behaviour Guidance

At Milestones Children's Centre, our goal is to provide a safe, supportive, and engaging environment for all children in our care. We recognize that guidance in behaviour is a vital component of each child's overall development and learning. Our approach to behaviour guidance is based on the following principles:

- Behaviour guidance is an essential part of a child's learning experience.
- Positive behaviours are acknowledged and reinforced consistently.
- Discipline is viewed as a teaching tool to help children learn appropriate and respectful behaviour.
- Expectations are communicated clearly and are based on what is developmentally appropriate.
- Limits and boundaries are set in a way that supports a child's emotional and social growth.
- Redirection is used whenever possible to guide children toward more appropriate behaviour.
- Discipline is applied in a positive, respectful, and consistent manner, taking into account the child's age and specific behaviour.
- Guidance is provided promptly and is not delayed or carried over to unrelated situations.
- Children are encouraged to participate in problem-solving discussions to understand their behaviour and work collaboratively toward a solution.
- Removal from a situation is considered a last resort and is used only when necessary for safety or to support self-regulation.

By focusing on respect, understanding, and communication, we aim to help children build self-control, empathy, and positive social skills. If a child exhibits intentional aggressive behaviour or bullying, parents may be contacted to pick up their child. Should concerns continue, a meeting will be arranged with the family, the Educators, and a Centre Administrator to work together on a plan of support. In extreme situations, we will support you in finding alternate care for your child.

Daily Health Observations & Illness of a Child

A daily observation is made of your child upon their arrival and throughout the program to detect possible symptoms of ill health. Educators complete the Daily Health Checklist for each child in attendance. In compliance with the Child Care and Early Years Act 2014, your child is required to participate in outdoor play daily, weather permitting. If your child is too ill to participate in outdoor activities, it will be required that your child remain home.

In accordance with the Child Care and Early Years Act, 2014, when your child is ill you will be contacted immediately and are required to pick up your child from the program to protect the interests of your child and to prevent further infection.

A child is too ill to remain at the program if they exhibit one or more of the following:

- Any communicable disease
- Diarrhea (2 episodes unless the first is accompanied by other symptoms).
- Vomiting (2 episodes unless the first is accompanied by other symptoms)
- Head Lice
 - All children in the room will be checked at the first sign of head lice.
 - Children with head lice will be sent home.
 - Your child must be free from lice and nits before returning to the program.
- An unidentified or undiagnosed rash

- Conjunctivitis (Pink Eye)
 - Children can return after they complete 24 hours of antibiotic treatment, if prescribed
- Any fever that is equal to or exceeds 38.5°C or 101.3°F and persists for more than 30 minutes.
 - Parents may not give fever-reducing medication to their child and have the child attend the Centre.

** If the Centre is experiencing an outbreak that includes vomit and/or diarrhea, children will be sent home immediately after one bout of diarrhea or vomiting and must remain home until they are symptom-free for 48 hours. **

If needed, refer to the Guide to Common Infections on the MCC website under School Age Programs. www.milestonescc.ca

**A medical certificate may be required in some circumstances before your child may return to the program. **

Immunization

As required under our Ministry of Education license, an up-to-date record of your child's immunization must be provided upon registration and kept current throughout your child's enrolment. Parent/guardians are responsible for notifying the Centre of any new immunizations and providing updated records. If a child is not immunized, a completed medical exemption form signed by a physician or nurse practitioner must be submitted. Immunization records are reviewed periodically and may be inspected by Southwestern Public Health. Failure to comply with these requirements may affect your child's enrollment in the program.

Administration of Medication

In accordance with the Child Care and Early Years Act, some children may carry emergency medications when prescribing physician, nurse practitioner, or other authorized prescribing medical professional has determined that the medication must be readily available to prevent a significant risk to the child's health. This may include medications for anaphylaxis, asthma, epilepsy, diabetes, or other prescribed emergency medications. An individualized medical plan and any required authorizations must be completed before a child carries medication while attending our programs. Staff will take reasonable measures to ensure these medications remain readily accessible to the child while also protecting the safety of all children. Precautions will be taken to ensure that these medications are not accessible to other children (e.g. in black bag/backpack/on staff. All other medications will be kept in a locked medication box.

The first dose of prescribed or non-prescribed medication must be given to your child at home with enough time allowed to document any possible side effects.

- Medication will only be administered at the Centre if the treatment schedule indicates administration three times per day or more, unless specific directions are provided by a doctor or pharmacist.
- Due to the frequency and potential long-term daily use, any parent, school, and/or Milestones Children's Centre-supplied non-prescription creams, ointments, lotions, lip balms, sunscreen and hand sanitizers that are to be applied to your child, will be

administered as directed by the instruction on the label, so long as the product is in its original container, and if provided by you, labeled with the child's name. If at any time, you request that the application process change, over and above the regular routine, the non-prescription product will be reviewed, and you may need to complete a medication form.

- Medication must be in the original container, clearly labeled with your child's name, date, name of the medication, instructions for storage, and administration of the drug.
- Where information is missing on a drug or medication label and/or the written parental authorization does not match the label on the labeled container, the Child Care Centre will not accept or administer the medication until the label and/or written parental authorization accurately contains all the required information.
- Oral medication will not be administered through disguise in food or drink as it is difficult to know if the full dosage has been consumed.
- Medication is administered based on prescription instructions. If a parent requests a dosage different than what is on the prescription be administered to their child, it must be accompanied by a doctor's/pharmacist's note.
- All drug or medication containers must be clearly labeled with:
 - The child's name,
 - The name of the drug or medication
 - The dosage of the drug or medication
 - Instructions for storage.
 - Instructions for administration.
 - The date of purchase of the medication for prescription medications; and
 - The expiry date of the medication, if applicable.

Holistic medication in any form will not be administered or allowed in the program (ex: CBD oil, gummies, etc.)

Anaphylactic Allergy

If your child has an anaphylactic allergy, you are required to complete an Individual Anaphylactic Emergency Plan that outlines avoidance techniques, specific symptoms, and emergency procedures to follow, in the event of an anaphylactic reaction. You will train the Centre Administrator on the plan, and they will train all required staff and any community partners who may be involved with your child. All ongoing medication information and individual support plans must be reviewed, signed, and dated by the parent annually, or if changes are made, to ensure that information is accurate and up to date. We may ask you to follow specific guidelines to ensure the safety of all children in our care.

All programs will ensure there is an up-to-date Allergies, Medical Needs and Dietary Restrictions list.

Due to the increasing amount of food allergies amongst young children, it's our policy to restrict outside food from coming into any of our programs. If a child has food allergies, the company will follow these steps.

- Ensure that parents label food brought to the Child Care Centre with the child's full name and if applicable the date the food arrived at the Child Care Centre.

- Parents must advise the Child Care Centre of all ingredients in food supplied by the parent or any ingredients to which children may be allergic.
- Substituted food items from home must be in the original store-bought container.
- Parents may provide food for their infant, as children at this age are on individual diets. All food for your infant must be brought in the original unopened store-bought container. If your child is on homemade pureed food our Food Handler can puree food from our menu. Please indicate your infant's needs in writing to your child's Educator team or Centre Administrator.
- We strive to accommodate the diets of children with food allergies or sensitivities. Parents are encouraged to review our menu prior to their child's start date so they can send a list along with the food/drink items that will be used as a substitute.
- Families with religious beliefs around food, a substitute food item will be provided to the child that still meets the nutritional needs of the child.
- Families are not permitted to bring in food items for special occasions, also, homemade foods are not permitted in any programs due to the inability to determine the ingredients used.
- The educator along with the Food Handler will review any outside food when arriving to ensure parents are meeting the above requirements.

Lifesaving Medication (Asthma/Allergy)

Lifesaving medication will be administered to your child when your child displays the signs and symptoms as directed by you in writing. Lifesaving medication will be administered by the closest attending Educator or the Educator carrying the lifesaving medication, as all Educators are trained.

Lifesaving medication must be at the Children's Centre if your child is in attendance. Your child may not stay at the Centre if we do not have the lifesaving medication. Should you request the administration of ongoing medication you must review the medication form for accuracy every year. If there is a question about the administration of any medication, MCC may request a doctor's note at the expense of the family.

Allergy Testing

If your child has undergone allergy testing, parents/guardians must notify the Centre before attending the program. If an allergen has been introduced during testing and there is a possibility of a delayed allergic reaction, your child must remain at home for 12 hours following the test.

Healthy Eating

Milestones Children's Centre promotes healthy eating by providing nutritious and safe foods in a supportive environment, by role modeling healthy eating behaviours, including healthy foods in creative play and teaching activities for children, and by engaging, supporting, and educating parents and MCC Educators.

To maintain a safe and healthy environment for all children, MCC strives to be a peanut/nut-free environment.



The Kitchen Administrator will prepare and follow a menu that rotates over 4 weeks and follows the Eating Well with Canada's Food Guide, Nutrition for Healthy Term Infants and the Child Care and Early Years Act, 2014, and safe food handling expectations. The menu, which is posted in your child's room and on the Kitchen door, will change twice per year in November and May.

Any changes to menus are recorded daily on the whiteboard outside of the kitchen. Gum is not allowed at the Centre. For safety reasons, hot beverages may not be brought into the child areas of the Children's Centre.

Children with Diagnosed Allergies

Due to the increasing amount of food allergies among young children, it is the policy of Milestones Children's Centre to restrict the practice of outside food coming into the Children's Centre. This means that:

- Our Kitchen Administrator strives to accommodate the diets of children with food allergies or sensitivities. A doctor's note outlining the specific foods and symptoms may be required by MCC. Parents may provide the Centre with a substitute item (i.e., with a milk allergy parents may provide a suitable nut-free dairy substitute that comes to the Centre new in an unopened package) if MCC cannot accommodate the dietary restriction.
- For families with religious beliefs regarding food, a substitute will be provided by MCC when these foods are served (i.e., If pork is being served, a different protein will be available as well).
- Special treats for celebrations (birthdays, valentines, etc.) will be prohibited in the Centre.
*** If desired, in lieu of food as a special treat you are welcome to provide bubbles, a special craft, stickers, etc.***
- Restaurant and homemade foods will not be permitted, due to the inability to determine the contents of the food and the materials that the food may have come into contact with during preparation.

Outdoor Learning

Outdoor play gives children the chance to explore the natural environment, enhance their gross motor skills, and increase children's curiosity and imagination. Our program schedule allows children the opportunity to participate in outdoor activities every morning and afternoon. To help your child feel comfortable and ready to explore and learn in the outdoors, we ask that you provide appropriate clothing for the weather each day (i.e., rainboots, raincoats, and splash pants, boots, hats extra mittens, etc. for cold, snowy and rainy days.

During summer months, children must wear a hat, preferably with a wide brim or neck flap to protect their sensitive ears and neck. To reduce the risk of injury as children participate in outdoor activities, children must wear secure footwear such as running shoes or sandals with a full ankle strap and rubber grip bottoms. We request that you provide sunscreen, to help ensure that your child is protected from the harmful rays of the sun. Due to allergies and skin sensitivities, the sunscreen must be in the original container, clearly labeled with your child's names. Please ensure your sunscreen does not contain nut ingredients. Spray-on sunscreen or homemade sunscreen is not permitted due to children's allergies or medical conditions (Asthma). Please ensure your



sunscreen does not contain any nut ingredients. As there is a waiting time for sunscreen to become effective, we request that you apply sunscreen on your child, prior to coming to the program.

***As stated in *How Does Learning Happen?* (HDLH), “Every child is an active and engaged learner who explores the world with body, mind and senses.” ***

Field Trips and Off-Site Activities

Field trips are an important part of your child’s program. The following is a list of criteria that will be followed when planning any field trip or off-site activity:

- Trips will only be planned April through October.
- A risk assessment of the trip will be conducted prior to approval of the trip.
- A letter will be posted well in advance to inform you of the trip.
- You are welcome to come on the trip, at times parental help will be necessary. Please ensure you speak with the Centre Administrator regarding a volunteer letter for vulnerable sector screening prior to the trip.
- You will be asked to sign a consent form 72 hours prior to the trip.
- At least one adult will be responsible for a small group of children during the trip.
- Child information sheets as well as first aid kits are taken on each trip.
- Transportation is by bus or walking.
- Infants and Toddlers will not participate in trips where a bus ride is involved.
- Trips that require children to walk will be considered to be field trips and you will be required to sign a permission form.
- Children can only be picked up at the trip location or back at the program. Pick up or drop off while on route to trip location or during a walk will not be allowed, for safety purposes.
- Should you not permit your child to attend the field trip, you will be required to find alternate child care for the duration of the trip unless space is available within the Centre.

Sleep/Rest Time

Rest is an important part of the day for all children. The need for sleep and/or rest time varies greatly among children.

If your child is under 12 months of age, they will be provided a time to sleep based on their individual schedules and will be assigned to an individual crib. All children who are younger than 12 months of age will be placed on their backs to sleep in accordance with the recommendations set out in Health Canada’s document entitled, “Joint Statement on Safe Sleep: Preventing Sudden Infant Death in Canada”. Any other sleep instructions are to be provided, in writing, by your child’s physician.

If your child is between 12 – 18 months of age, they will be assigned to an individual crib or cot in accordance with any written instructions provided by you. If your child is 18 months or older, they will be provided with time to sleep for a period of no more than two hours each day and will be assigned to an individually labeled cot. You will be advised of MCC’s policies and procedures regarding sleep when your child enrolls.



The Centre Administrator will consult with you about your child's sleeping arrangements upon enrolment. Educators will discuss your child's sleeping arrangements with you, as needed, including at your request, or when your child transitions to another room.

You will be advised by the Educators if your child has any significant changes in sleeping habits, patterns, or behaviours while in our care. Your child's file will include documentation on the sleep patterns that you have identified your child as having and will be updated when you communicate changes with the Educators.

In an effort to look for indicators of distress or unusual behaviours of your child as they sleep, direct, visual checks will be conducted regularly by the Educator.

Addressing Parent Issues and Concerns

Purpose:

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

You are encouraged to take an active role in our Child Care Centre and regularly discuss what your 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 during every interaction. All issues and concerns raised by parents/guardians are taken seriously by the Centre Administrators or designate, Program Manager, or Executive Director 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. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2 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:

Our Centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Program Supervisor and/or the Executive Director.

Concerns about the Suspected Abuse or Neglect of a Child:

Everyone, **including yourself**, 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 Family & Children's Services of St. Thomas & Elgin, 410 Sunset Dr. St. Thomas, 519-631-1492.

Persons who become aware of such concerns are also responsible for reporting this information to CAS/F&CS 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>

Procedures:

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to Issue/Concern:
Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to: - The classroom staff directly - or - The Centre Administrator	- Address the issue/concern at the time it is raised - or - arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include:
General, Centre-, or Operations-Related E.g.: Child Care fees, menus, hours of operation, wait lists, staffing, etc.	Raise the issue or concern to: - The Centre Administrator or - The Program Manager	- The date and time the issue/concern was received. - The name of the person who received the issue/concern.

Staff, Parent, Supervisor (Centre Administrator, Program Manager and/or Executive Director-Related)	Raise the issue or concern to: • The individual directly or • The Centre Administrator, Program Manager or Executive Director All issues or concerns about the conduct of staff, parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	• The name of the person reporting the issue/concern. • The details of the issue/concern. • Any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student-/ Volunteer-Related	Raise the issue or concern to: • The staff responsible for supervising the volunteer or student. or • The Centre Administrator, Program Manager and/or Executive Director Note: All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

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 Chair of the Board of Directors or Program Advisor.



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.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers, etc.) where appropriate.

Contacts:	Contact Number
Milestones Children's Centre Executive Director	519-631-0952
Program Manager	519-631-0952
Elgin St. Thomas Public Health	519-631-9900
Family & Children's Services of St. Thomas & Elgin	519-631-1492
Ministry of Education, Licensed Child Care Help Desk	1-877-510-5333 or childcare_ontario@ontario.ca

Changes in Registration Information

Changes in your child's information must be accompanied by a completed, signed and returned Change of Information form. Please request the form from the Centre Administrator. Your child's safety in the event of an emergency could depend on the accuracy of this information. During September and January, you will be asked to review and sign your child's information sheet to ensure accurate information. (i.e., home address, employment address, emergency contacts, or phone numbers).

Centre Closing

In the event of the Child Care Centre closing for the day due to inclement weather or other reasons beyond our control, a posting will be added to the home page of the MCC web site, to the MCC Facebook page and a mass email will be sent to all families and if possible, a note will be posted on the front door of the Centre.

If for any reason the Children's Centre closes early, you will be contacted to pick up your child as soon as possible.

The Centre will be closed for the following days:

New Year's Day	Civic Holiday	Good Friday	Labour Day	Christmas Day
Family Day	Victoria Day	Canada Day	Thanksgiving Day	Boxing Day

***All programs will be closed annually during the week between Christmas and New Year. ***

Note: The Centre will close at 2:00 p.m. on Christmas Eve. When Christmas Eve falls on a Monday, MCC will be closed for the day, and fees will not be charged. Should January 2nd fall on a Friday, MCC will not reopen until Monday, January 5th.

Other than the Christmas closure, fees remain constant with no reduction in fees due to weather, absenteeism for illness, vacations, or Public Holidays. Refunds will not be issued for school closures that are beyond our control.

Children's Centre – Assumption School Closures

In the event of an emergency, the decision to close Milestones Children's Centre Assumption will be made by the Executive Director in collaboration with the Program Manager and Centre Administrator.

Guidelines that will help inform the decision to close programs are as follows:

- Travel on the road has been deemed unsafe
- School buses have been cancelled
- Public schools have been closed
- School strikes prevent us from accessing our designated program spaces
- Circumstances beyond our control

Any program closures will be reported on our website: www.milestonescc.ca/ through email communication where possible, posted on our Facebook page and we will strive to post a notice on our door.

Monitoring Compliance and Contraventions

To maintain the quality of the program, MCC will conduct monthly visits to each classroom, by a Centre Administrator(s), to ensure that the policies, procedures, and philosophy are followed and to support the Educators. Follow-up support is provided as required.

Prohibited Behaviour Guidance

According to the Child Care and Early Years Act 2014, no operator shall permit the following, including but not limited to:

- a. Corporal punishment of a child
- b. Physical restraint of children, including but not limited to confining them to highchair, 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, shame, 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.
- f. Inflicting any bodily harm on children including making children eat or drink against their will.
- g. Sexual misconduct toward a child
- h. Any prescribed sexual act or behaviour involving a child
- i. Any behaviours that exploits, harms or places a child at risk of sexual harm

Milestones Children's Centre is committed to maintaining a safe environment for all children and complies with all safeguarding requirements under the Child Care and Early Years Act.

Fire Drills are practiced once a month. Fire drills are recorded and initialed by the Centre Administrator. Posted by each classroom exit door is a detailed outline of the emergency procedures followed in case of evacuation of the Centre, as well as the evacuation site.

Emergency Management

Milestones Children's Centre has emergency management policies and procedures. The emergency procedure is posted on the Program Bulletin Board of each program. In the case of an evacuation, each program has a designated emergency shelter which is listed on the fire procedure sheet. Please ensure you familiarize yourself with this information. Staff will follow their detailed response procedures as required. Staff will ensure that children are kept safe, are accounted for, and are supervised at all times during an emergency situation. Should an emergency occur, you will be notified by phone and email. Our MCC website will also be updated.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to Milestones Children's Centre, a notice will be posted as soon as possible which will provide information about the reason for the disruption, the anticipated length of the disruption, and alternate access to the building or facilities within the building. If the entire building is affected, an alternate location with access information will be indicated. The notice indicating the disruption will be posted at the entrance of Milestones Children's Centre programs or at the immediate location of the disruption.

Shortage of Staff

If closure is necessary due to a shortage of staff, the following steps will be taken:

1. Parents/guardians will be notified as soon as possible via email, phone call and website updates
2. Families will be informed of the expected reopening date and any alternative child care options, if available
3. Closure sign added to the front door of affected Milestones Children's Centre

Serious Occurrence Notification

A Serious Occurrence Notification form is to notify parents when an incident occurs that is deemed a serious occurrence, and the type of serious occurrence is. To support increased transparency and provide access to information, in the event of a serious occurrence, MCC will complete a Serious Occurrence Notification form and post it on the Parent Bulletin Board, for a minimum of 10 days within 24 hours of a serious occurrence. A serious occurrence does not necessarily mean that MCC is out of compliance with licensing requirements or that the children are at risk.

Smoke-Free Ontario Act

The act requires licensed programs to comply with this regulation; therefore, no one may smoke or hold lighted tobacco, medical cannabis, or recreational cannabis, or use electronic cigarettes, or consume a prescribed product or substance, in a prescribed manner, in any location where children is provided by Milestones Children's Centre, whether or not children are present.



Service Animals & Support Persons

We welcome individuals with disabilities, along with their service animals and support persons. Service animals are permitted to enter all areas of our facilities that are open to the public, and support persons may remain with the client throughout their visit and participate in any part of the program as needed.

Accessible for Ontarians with Disabilities Act (AODA)

Milestones Children's Centre fully supports the AODA (Customer Service) Act. Should you require assistance in accessing information regarding our programs and services, contact the Centre Administrator.

Waiting List

Milestones Children's Centre maintains a waiting list for each age group at the Children's Centre (Infant, Toddler and Preschool).

Registrations are accepted in the following order of priority based on the date your name was added to the wait list:

1. Milestones Children's Centre employees
2. Families currently registered with Milestones Children's Centre
3. Families in the community

Full-time registrations take priority over part-time registrations

Families who wish to be added to the waiting list, please go to:

https://onehsn.com/stthomas/ux_2_0 click on child care, create an account, and provide the following information:

- Family name
- Child(ren)'s name
- Contact information
- Date of birth of child(ren) or expected date of birth
- Requested start date
- Type of care required (full-time or part-time)

The information on our waiting list is kept confidential and accessed only by those registering children.

It is important that families keep their account active. They can do this by visiting their account every 30 days or responding to any emails.

A Centre Administrator will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

When a vacancy is determined the first family on the waiting list will be contacted and given a time frame to respond. If MCC does not receive a response in the allotted time frame, the next person on the list will be contacted and the first family will remain on the list until they ask to be removed or they go inactive on the list. If the first family responds, arrangements will be made to proceed with the registration process.



Families may delay registration or change waitlist information (e.g., contact information) without consequence. Once a family is registered and committed to a space, they may not delay the starting date.

Administration & Fees

Registration Process and Fee Information

All appropriate registration forms, a copy of your child's immunization record, a payment method, and child care fees for the first month must be submitted prior to your child's start date.

A deposit must be paid at the time of registration (see fee schedule below). The deposit will be applied to the first month of care and is refundable if one month's notice is given prior to starting care.

Child Care Fees

Effective November 1, 2022, Milestones Children's Centre has opted into the Canada-Wide Early Learning and Child Care System. Upon registration, you must pay a deposit that will hold your space. The deposit will be deducted from your first fee payment. A fee deposit is not required should you pay the first month of child care fees at the time of registration. The deposit is refundable if one month's notice is given prior to starting care.

Full-time fees will be prorated over the calendar year so that equal monthly payments can be made. Full-time fees apply to those requiring child care for more than 3 days per week.

Part-time fees apply to children enrolled a minimum of two or three days per week or half days from opening until noon or from noon until closing.

Part-time care is available at Milestones Children's Centre; however, it is a priority of MCC to accommodate parents who require full-time care before those requiring part-time care. Therefore, if space is limited, those holding part-time positions, who are not matched with another part-time family to create a full-time space, may be given the choice of assuming a full-time space or giving up their position if full-time care is required by another family. In the event that full-time is not an option, the child may remain in the part-time position for two weeks in order to make other child care arrangements. Every effort will be made by MCC to match two part-time positions to equal one full-time.

Should your child attend part-time, and your predetermined schedule shows that your child would be in regular attendance on a Public Holiday, you will be charged for the day. Example: If your child regularly attends on a Monday, and a Public Holiday is on a Monday, you will be charged for the day.

The Centre will be closed annually in the week between Christmas and New Year's. This week will be considered holiday time for the children and fees will not be charged for days that the Centre would typically be open.

With the above exception, fees remain constant with no reduction in fees due to absenteeism for illness, vacations, Public Holidays, or inclement weather.



Payment Policy

You will be issued an invoice on the 15th of the month for the following month's services. This invoice is due by the first of the month. Prior to your child's start date, you will receive an invoice that must be paid before your child can start care.

Accounts are to be paid in full by:

- VISA, Master Card on file with Milestones Children's Centre, or
- Automated Funds Transfer (AFT)

A fee may apply for the completion of forms, reprints of documents (e.g., invoices), and requests for letters for a 3rd party such as, but not limited to, employers for education purposes, etc.

Returned Child Care Fee Payments

A service charge, in addition to any bank charges, will be added to any returned or declined child care fees payment, including AFT and/or credit card payments. Should you have a second returned or declined fee payment, care will be discontinued at the end of the day when the second returned fee payment notification is received by MCC.

Non-Payment of Fees/Termination of Child Care

If fees for any type of care are not paid as outlined in this Fees policy, you will receive notice that child care will be terminated and additional steps to collect the outstanding fees will be taken. Termination of child care for non-payment of fees will be effective as of the end of the day that the termination notice is provided to you. Notification of termination of care will come in the form of an emailed letter to the email on file with Milestones Children's Centre and a hand-delivered letter when your child is picked up that day. If your child is not attending a Milestones program on the day of termination, the termination notice will be emailed as indicated above and a phone call will be made to the home or cell phone number on file to ensure that you are aware of the termination of child care.

Requesting a Change of Child Care

Two weeks' written notice is required to permanently reduce the number of days your child attends or to change your start date. Requests for an increase in care will be accommodated if current enrolment allows.

If your child attends part-time or on an emergency care basis and you would like to switch days within the month, you may be able to do so provided the request is made in advance and space is available. Days may not be switched due to illness, vacations, Public Holidays, or inclement weather. Speak to the Centre Administrator for information on changing care.

Third-Party Funding for Child Care Fee Payment

Qualifying families may receive partial or full funding assistance through a third party such as St. Thomas Elgin Children's Services. If you receive funding for child care fees from a source that pays you directly the payment in advance policy remains constant regardless of when you receive funding.

A fee deposit is required upon registration. If you are partially subsidized, you will be credited the deposit on your first fee payment. If you are 100% subsidized, you will receive a refund of the deposit once your child starts care.



If you qualify for partial funding, you are responsible for paying any difference between third-party funding and MCC fees, as per MCC policy.

If you qualify for partial or full child care fee assistance through St. Thomas Elgin Children's Services, you will be allowed a predetermined number of absent days per calendar year. Should you exceed the allowable absent days, St. Thomas Elgin Children's Services will not cover the fees for the additional missed days, and you will be required to pay the fees. As some families may use more than one child care provider it will be your responsibility to keep track of missed days and notify MCC of any exceedance. Once your child has been absent for more than the predetermined days you are required to pay outstanding fees within five business days of the date on the invoice.

Should you not notify MCC of exceeded allowable absences MCC will be notified by St. Thomas Elgin Children's Services early in the next month. At that time, MCC will invoice you for the outstanding fee and payment is expected within 5 business days of the invoice date.

If exceeded allowable absence days are not paid as required, you will receive notice that care will be discontinued effective immediately and further steps to collect outstanding fees will be taken.

Should funding from a third party be discontinued a Centre Administrator will contact you to discuss your child care needs. If you wish to continue care full fees will be required prior to the last day of the third-party funding.

Emergency Child Care Fee Payment

Emergency Care is defined as care that is in addition to any permanent part-time schedule and is requested on an as-needed basis after initial registration with MCC. If space is available, it may be possible to accommodate children on an Emergency Care basis. Please speak to the Centre Administrator for space availability.

Should your child attend for Emergency Care you will be invoiced at the beginning of the next month and payment is expected upon receipt. If any or all of your child care fees are covered by a third party permission to use Emergency Care must be prearranged by you and the third party provider. Child care fees for emergency days will be applied to your credit card on file, or collected through AFT. Should you request care, and your plans change, you will still be charged for the care.

Late Pick-Up Child Care Fees

Centre programs close at 5:30 p.m. Children must be picked up before the Centre closes.

A late fee will be charged each time a child is picked up after 5:30 p.m.

Late Fee Schedule

- 5:31 p.m. – 5:45 p.m. → **\$10**
- 5:46 p.m. – 6:00 p.m. → **\$20**
- 6:01 p.m. – 6:15 p.m. → **\$30**
- After 6:15 p.m. → **\$30 plus an additional \$1 per minute**



A Late Fee Notice will be issued, and the fee will be added to the family's account and processed through the Centre's regular payment procedures. Late fees may not be paid directly to employees.

To be respectful of educators' personal time and commitments, families are expected to ensure their child is picked up before the Centre closes.

Repeated or excessive late pick-ups may result in a review of continued care arrangements and may lead to the discontinuation of care.

Withdrawals

A two-week written notice is required when permanently withdrawing your child from all scheduled days in the program. Fees will be charged for the two weeks' notice whether or not your child attends. Please ask your child's Educator for a Notice of Withdrawal Form. Return the completed form to your child's Educator or the office. Refunds/credits will only be provided where child care fees were prepaid and 10 business days' notice in writing has been received.

Resource Links

Ministry of Education Information on Child Care

<http://www.edu.gov.on.ca/childcare?/>

How *Does Learning Happen?* Document

<https://www.ontario.ca/page/how-does-learning-happen-ontarios-pedagogy-early-years>

Southwest Public Health

<https://www.swpublichealth.ca/en/index.aspx>

Health Canada

<https://www.canada.ca/en/health-canada.html>



Milestones Children's Centre Programs – Locations

Location	Hours of Operation
Milestones Children's Centre 5 Shaw Valley Drive St. Thomas, Ontario, N5R 6J9	6:30am – 5:30pm
Milestones Children's Centre–Assumption 42 South Street E Aylmer, Ontario, N5H 1P6	7:00am – 5:30pm
Forest Park School Age Program 295 Forest Avenue St. Thomas, Ontario, N5R 2K5	7:00am – 9:00am 3:30pm – 6:00pm
Pierre Elliott Trudeau School Age Program 112 Churchill Crescent St. Thomas, Ontario, N5R 1R1	7:00am – 9:00am 3:30pm – 6:00pm
Locke's School Age Program 20 South Edgeware Road St. Thomas, Ontario, N5P 2H2	7:00am – 9:00am 3:30pm – 6:00pm
John Wise School Age Program 100 Parkside Drive St. Thomas, Ontario, N5R 3T9	7:00am – 8:45am 3:15pm – 6:00pm
Kettle Creek School Age Program 350 Carlow Road Port Stanley, Ontario, N5L 1J8	7:00am – 8:45am 3:15pm – 6:00pm
Assumption School Age Program 42 South Street E Aylmer, Ontario, N5H 1P6	7:00am – 8:45am 3:20pm – 6:00pm



Milestones Children's Centre Base Fees for January – December 2026

Type of Care - Infant	Monthly	Daily
Full Time Rate	\$473.00	\$22.00
Part Time Rate		\$22.00

Type of Care Toddler	Monthly	Daily
Full Time Rate	\$473.00	\$22.00
Part Time Rate		\$22.00

Type of Care Preschool	Monthly	Daily
Full Time Rate	\$473.00	\$22.00
Part Time Rate		\$22.00

Child Care Non-Base Fees

Late Fee	\$10 (1–16 min late), \$20 (17–32 min late), \$30 (33–48 min late), then \$1 per minute thereafter
Deposit Fee (non-refundable)	\$50.00 (applied to fees)
Corporate membership	\$10.00 annually to maintain active membership
Returned Payment Fee	\$30.00 per declined plus bank fee for AFT
Credit Card Decline Fee	\$30.00 for each credit card decline
Request for Documentation Fee	\$25.00 minimum fee first copy of the original receipt for payment is provided free of charge

Milestones Children's Centre has enrolled in the Canada-Wide Early Learning and Child Care
(CWELCC) system for qualifying age groups.



Form for Membership in the Corporation

Yes, I _____ would like to be a member of the Corporation of
please print your name
Milestones Children's Centre and I have paid the \$10.00 membership fee.

Signature

Date

For Office use only.

Membership fee received _____