



Milestones
Children's Centre

School Age Parent Handbook



www.milestonescc.ca



Follow Us on Facebook!



Milestones Children's Centre
5 Shaw Valley Drive
St. Thomas, ON
N5R 6J9
519-631-0952

+ Assumption Catholic Elementary School
+ Forest Park Public School
+ John Wise Public School
+ Kettle Creek Public School
+ Locke's Public School
+ Pierre Elliott Trudeau French Immersion P.S.

Updated September 2026

School Age Parent Handbook Table of Contents

Milestones Children's Centre

Mission, Vision, Values Statement	1
Program Statement	2
Goals and Approaches	3
Inclusion	5
License Inspections	6
Employee Qualifications	6
Students in the Program	6
Employee Professional Learning	6
Parent Involvement	7
Membership in Corporation	7
MCC Website and Facebook Page	7
Social Media Policy	7
Policies and Procedures	7
Correspondence	7
Ratios and Group Sizes	8
Orientation for New Families	8
Secured Entry System	8
Release of Information	8
Request for Documentation	8
Custody and Access Control	9
Injury Reports	9
Program Activities	9
Growth and Social Committee	9

Policy and Procedures

Safe Arrival & Departure Policy	11
Parent Communication Regarding Child's Attendance	11
Children Arriving and Departing	11
When a Child does not Arrive as Expected After School	11
Special Arrangements	12
When an Adult other than the Parent Comes to Pick up a Child	12
When a Child has not Been Picked up and the Program is Closed	13
Consent to Release to a Minor	13
Workplace Violence and Harassment	13
Behavior Guidance	13
Daily Health Observations/Illness of a Child	14
Administration of Medication	15
Anaphylactic Allergy	16
Lifesaving Medication (asthma/allergy)	16
Allergy Testing	17
Healthy Eating	17
Children with Diagnosed Allergies	17

Bagged Lunches	18
Field Trips and Offsite Activities	18
Outdoor Learning	18
Items from Home	18
Helmets at the Program	19
Addressing Parent Issues and Concerns	19
Change in Registration Information	21
Statutory Holidays/Program Closure Days	21
Monitoring Compliance and Contraventions	21
Prohibited Behaviour Guidance	22
Fire Drills	22
Emergency Management	22
Notice of Temporary Disruption	22
Shortage of Staff	23
Serious Occurrence Notification	23
Smoke-Free Ontario Act	23
Service Animals/Support Persons	23
Accessible for Ontarians with Disabilities Act (AOD)	23
Waiting List	23

Registration and fee information Before and After School

Registration Process	25
Children Aging Out	25
Fee Information	25
Emergency Childcare Before and/or After	26
School Closures	26
Withdrawals from a Before and/or After School Age Program	26
Third Party Funding for Child Care Fee Payments	27
Re-Registration/Payment Methods	27
Sibling Registration	27

Full Day Programs – PA Days, Winter Breaks, March Breaks, and Summer

Additional School Age Programs	28
Payment Policy	28
Types of Child Care and Fee Payment	28
Returned Child Care Fee Payments	29
Non-Payment of Fees/Termination of Child Care	29
Requesting a Change of Child Care	29
Fees for Late Pick Up of Your Child	29
Withdrawals from a Full Day School Age Program	30
Resource Links	30
Milestones Children's Centre Programs – Locations	31
School Age 2024/2025 Base Fees	32
School Age Non-Base Fees	32
Form for Membership in the Corporation	33



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

- Respect: We create an environment where people are included, valued, and treated with dignity.
- Relationships: We develop collaborative, respectful, and open relationships with individuals, families and community partners.
- Acceptance: We create an inclusive environment that is open and welcoming to all.
- Innovation: We embrace change and foster new and creative ideas.
- Integrity: 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 Abrams

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 childcare 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, 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, childcare 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 childcare.

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 the 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. After the visit, the Advisor will review the findings with the Program Supervisor who will sign the License during the visit.

Employee Qualifications

Program Supervisors will possess an Early Childhood Education diploma or be otherwise approved by the Ministry. Assistant Educators or Program Assistants may have experience working with children. Early Childhood Educators are required to be members in good standing with the College of Early Childhood Educators (www.college-ece.ca). You will be able to identify an MCC Registered Early Childhood Educator by the addition of the letters "RECE" following their name on their name tag. Employees are required to have up-to-date immunizations and must have valid Standard First Aid & Infant/Child CPR, as well as a Criminal Reference Check with vulnerable sector screening prior to employment.

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.

Employee Professional Learning

An orientation is held each August for all School Age employees which includes policy review, team building, safe lifting and accessibility training workshops, and the opportunity to plan for the program. In addition, all staff are trained yearly in WHMIS and Epinephrine training. Staff meetings are held monthly to review updated policies and procedures, reflective conversations regarding articles and/or webinars, etc. Throughout the school year, all employees participate in

mandatory professional learning opportunities that will enhance their skills concerning current issues and trends in the field of school-age care.

Parent Involvement

Parent involvement is very valuable. You are welcome to share your talents with the children, participate on field trips/fundraising, 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 School Age 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.

Milestones Children's Centre Web Site and Facebook Page

Visit our 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.

Policies and Procedures

All policies and procedures are based upon the legislative requirements for the operation of School Age Programs in the province of Ontario and the requirements of MCC. They have been established to ensure a high standard of care, safety, and well-being for your children.

Correspondence

Correspondence requiring your attention will be distributed through the program or by 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 and registrations@milestonescc.ca to your safe sender list. Additionally, we recommend regularly checking your junk or spam folder to avoid missing any important messages. If you have an inquiry about any of our School Age Programs, please email a School Age Administrator directly.

Ratios and Group Sizes

Program	Age	Ratio
Kindergarten	JK/SK	1:13
School Age	6 – 12 years of age	1:15

Orientation for New Families

For your convenience, the registration package can be completed online. Alternatively, you are welcome to pick up a printed copy at Milestones Children's Centre, located at 5 Shaw Valley Drive. **If you are registering two children, please ensure that a separate and fully completed registration form is submitted for each child.**

All sections of the registration package must be fully completed. The School Age Administrators may contact you to clarify or follow up on any information provided. As part of the registration process, you will be required to submit a fee deposit and provide your childcare payment details.

Before your child begins attending the program, you must read the *School Age Program Parent Handbook* in its entirety.

If your child has specific needs, these will be discussed during the registration process. You may be asked to complete an Individual Support Plan and/or a Medication Authorization Form, if applicable.

Secured Entry System

The Children's Centre is equipped with a secure entrance. If you do not have a code, you may ring the doorbell for entrance to the centre.

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 (first copy of the original receipt for payment is provided free of charge) 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 at your child's program. 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 but, we must release your child to the biological parent.

Injury Reports

When an injury occurs during the school-age program, the employees will attend to your child and administer first aid as needed. An Injury Report will be completed by the Educators and you will be required to read and sign the report when you pick up your child. You will receive a copy of the Injury Report. In the event, that a more serious injury involving your child occurs or for injuries that are in any way questionable, you will be notified with the details as soon as possible. If 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.

Program Activities

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 and activities that will challenge and engage the children. The program also has defined areas for free play including dramatic play, creative art, sensory, blocks and building, and manipulatives or board games.

Milestones Children's Centre supports the vision of the Province of Ontario where all children are viewed as capable and competent individuals who are full of potential and deserving of Educators who believe in their competencies. We strive for children to feel a strong sense of belonging in a place where they are engaged in their learning and able to express themselves using a variety of materials through many opportunities. We believe that this way of being and believing in developing the whole child allows children to not only be ready for education in school but also for lifelong learning.

By enrolling your child in a full-day program, you give consent for your child to participate in all aspects of the program including field trips and walks throughout the neighbourhood.

If movies are planned, you will be notified of the selection a minimum of three days before the movie is watched. Movies are limited to twice during the school year and once during the summer unless approved by an administrator.

Growth and Social Committee

The Growth and Social Committee is a voluntary committee comprised of Milestones Children's Centre employees.

The Growth and Social 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 proceeds going towards the above goals.

Policy and Procedures

Safe Arrival and Departure Policy

Parent Communication Regarding Child's Attendance

Informing the Educators when your child will be absent is essential. To notify the Educators, you can speak to them in advance, give a written notice, or call the program cell. You can leave a message at any time as the program's cell phones have voicemail.

Children Arriving and Departing

Children may not be left at the program before the scheduled opening time.

In order to ensure the safe arrival of children in the Before School program, it is required that an adult accompanies the child directly to the program each morning.

In order to ensure the safe departure of the children from the after-school program, it is required that an adult comes into the program to pick up the child. 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.

Educators will be responsible for completing the Attendance form, including a health check on each child, as they arrive in the morning. Educators will complete the Attendance form when children arrive at the after-school program. When children leave for school in the morning and for home in the evening, Educators will sign them out. Signing in and out is completed by documenting the time the child arrived at the program and the time the child left the program. The health check is an observation that Educators will make upon the arrival of each child to detect possible symptoms of ill health. Educators are then required to complete the Daily Health Checklist which is on the Program Attendance form. If Educators indicate that a child is not well, they must record the date, child's name, and comments/symptoms on the Daily Health Observation form. If a child is unable to participate in all aspects of the program due to illness they should not be at the program.

If a child is ill at the program, Educators must make every effort to reduce the amount of interaction between the ill child and the other children until the ill child is picked up. In order to minimize spread of the illness, a consistent Educator should stay with the ill child until the child leaves the program.

At the end of the Before School program, Educators are responsible for emailing any non-communicated absence to the school secretary. The school will follow up with calls to the families, if required.

During full day programs Educators are responsible for emailing any non-communicated absences to the School Age Administrator. The School Age Administrator will follow up with contacting the families

When a Child Does Not Arrive as Expected After School

If a child has not arrived within ten minutes (at the latest) of the school dismissal time and communication from the parent stating the child would not be attending the program on this date has not been received, Educators should take the following steps:

1. Ensure the program cell phone has been checked for messages.

2. Check with the secretary to see if the child attended school, was ill or a message was left. If the child was in attendance, have the Secretary do an "All Call" over the PA system.
3. Call the parent if Educators have still not located the child. If Educators do not reach anyone but there is an answering machine, leave a message for the person you are trying to contact.
4. If Educators have completed the first 3 steps and have not located the child, Educators are to call their supervisor to inform them of the situation.
5. Once Educators have spoken to their supervisor, call the parents a second time. If Educators cannot reach a parent, call the emergency contacts. If Educators do not reach anyone but there is an answering machine, leave a message for the person you are trying to contact.
6. Once all the steps have been completed and Educators have not located the child, Educators will need to call the Police. If possible, have a description of the child. Keep your supervisor updated.
7. It is imperative that the above steps are completed as quickly as possible.

Special Arrangements

Special arrangements may be made, both before and after school, to permit children in the program to attend clubs, sports, or lessons within the school. The parent must fill out the Special Arrangement form. This form must also be completed by a parent in order for a child to help a teacher before or after school. Children will not be permitted to walk to a location off the school property.

If a child leaves program to attend extracurricular school activities, Educators will confirm within 5 minutes that the child has arrived safely. In the event the child did not arrive to the school program, Educators will take the following steps:

- Check the program phones for messages from the parent/guardian.
- Call your supervisor to inform them of the situation.
- Call the child's parent/guardian to inform them of the situation.
- Once all the steps have been completed and the child has not been located, Educators will need to call the Police. If possible, have a description of the child. Keep your supervisor updated.
- It is imperative that the above steps are completed as quickly as possible.

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

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

1. Inform the adult that they do not have permission for the child to be released into their custody
2. If the adult insists on taking the child call the parent. Under no circumstances are Educators to leave the child with that adult.
3. If Educators speak to the parent and they give Educators direct instructions to release the child into the adult's care, Educators must ask for identification and then release the child. Record the situation in your Logbook under "Irregular Child Pickup" and include a note that the Educators spoke to the parent and confirmed the identity of the adult.

When a Child Has Not Been Picked Up and the Program is Closed

1. When a child has not been picked up by 6:00pm, 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 the parent cannot be contacted, immediately call the emergency contacts for the child as listed on the child information sheet.
3. Contact the School Age Administrator to inform them of the situation.
4. If unable to contact the parent or emergency contacts proceed with contacting Family and Children's Services (519-631-1492) and follow their direction.

Consent to Release to a Minor

It may be necessary for parents to have a minor (aged 13 to 16) pick up his/her child from the program. At such times, please have the parent complete a Consent to Release to a Minor form. The completed form shall be brought to the Centre and kept in the child's file. A copy will be returned to the program and put with the Child's Information Sheet.

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

The goal of all Milestones School Age Programs is to create a safe and enjoyable environment for children during their out of school hours.

At Milestones Children's Centre we believe that:

- 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.

If your child shows intentional aggressive behaviour or bullying, you may be called to pick him/her up. A meeting will be arranged between you, the Educators, and the School Age Administrator if there are ongoing concerns.

If these strategies continue to be unsuccessful and your child is extremely disruptive and puts others at risk, you will be contacted by the School Age Administrator to discuss the situation. In extreme situations, you will be asked by the School Age Administrator, in consultation with the Program Manager, to find alternate care for your child.

Open communication with parents is an essential component of behaviour guidance. The program employees may discuss your child's day with you and ask for your feedback to ensure that your child receives a positive experience in our program.

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)
- 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

****During Outbreak children will be required to be picked up after one bout of diarrhea and vomiting. ****

If your child is found to have head lice, while at the program, you will be notified at that time. Your child may stay at the program until regular pick-up time but, must be treated before returning to the program.

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. ****

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 in program if the treatment schedule indicated administration 3 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 labelled with your child's name, date, name of 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 labelled 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 labelled 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 School Age Administrator(s), on the plan, and they will train all required staff and any community partners who may be involved with your child. You will be asked to review and initial the plan yearly. If you make changes to the plan, it will be updated, and all staff and community partners will be retrained. Allergens are posted at the program and will be eliminated from the program, when possible.

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

For additional information on ways, we will reduce the risk of your child coming into contact with their allergen, please refer to Children with Diagnosed Allergies MCC policy as well as the Bagged Lunch policy, in this handbook.

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 School Age Administrator 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.
- 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.

If your child self-administers the lifesaving medication, you must provide written permission for this to occur.

Lifesaving medication must be at the School Age Program if your child is in attendance. Your child may not stay at the Program 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 program before attending. 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, by including healthy foods in creative play and teaching activities for children, and by engaging supporting and educating parents and MCC Educators.

Nutritious snacks are provided in both the Before and After Programs as well as in the morning and afternoon of full-day programs. This information can be found on the Program Bulletin Board. Milestones School Age Programs strive to be peanut/nut-free environments.

During the Before and After School Age Program, children will not be permitted to eat from their school lunches. Exceptions may be made for health and safety reasons as per the information provided by you.

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 support children with diagnosed allergies.

- Our school-age food handler strives to create snack menus that 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. You may provide the Program with a substitute item (i.e., with a milk allergy you may provide a suitable nut-free dairy substitute that comes to the program new in an unopened package labelled with your child's name) if needed.
- For families with religious beliefs regarding food. A substitute will be provided by MCC when these foods are served (e.g., If pork is being served, a different protein will be available as well).
- Special treats for celebrations (birthdays, valentines, etc.) will be prohibited into the program. *** If desired, in lieu of food as a special treat you are welcome to provide bubbles, a special craft, stickers, etc.***
- Restaurant 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.

- Educators will review any outside food upon arrival to ensure the above criteria are being met.
- If there are additional allergies in your child's Program, depending on the severity of the allergy, these foods will also be excluded. This will be determined on a case-by-case basis and will only apply to the individual program that child is in.

Bagged Lunches

To contribute to the health, well-being, and safety of your children, Milestones Children's Centre requires that lunches packed for our full-day programs meet the following criteria:

- An insulated lunch bag and freezer pack are used to keep foods safe and cold. Hot foods should be kept in an insulated thermos. Your child's lunch bag must be labelled with your child's name.
- Lunches are not to contain peanuts or nut products or have been produced in a facility that may have come in contact with nuts.

Field Trips and Off-Site Activities

Field trips occur in our full day programs. The following is a list of criteria that will be followed when planning any field trip or off-site activity:

- 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 will be asked to sign a consent form 72 hours prior to the trip.
- At least two adults 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.
- 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 childcare for the duration of the trip unless space is available within a different program. School Age Administrators require at least 48 hours advance notice to try and accommodate requests

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. During outdoor time there is an opportunity for large group games, sports, and a variety of smaller group or independent activities. Please ensure your child is dressed appropriately as outdoor activities are scheduled daily, weather permitting. 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."

Items From Home

From time to time, children are invited to bring an item or activity from home to support special programming, such as theme days. We kindly ask that all items be appropriate for the setting and clearly labeled with your child's name.

If your child plans to participate, please ensure it is non-motorized (e.g., no electric scooters or bikes).

Helmets at the Program

You will be required to provide protective headgear when children bring bikes, scooters, etc. from home for use at the program during activities planned by the program. When riding bikes that belong to the school, the helmet policy will not be in effect. Motorized modes of transportation are not permitted during program activities.

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 School Age 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 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:
Program Room-Related E.g.: schedule, indoor/outdoor program activities, feeding arrangements, etc.	1. Raise the issue/concern directly with program staff 2. If the issue cannot be resolved contact the School Age Administrator
General Operations-Related E.g.: Child Care fees, menus, hours of operation, waiting lists, staffing, etc.	Raise the issue or concern with the School Age Administrator
Staff, Parent, School Age Administrator	Staff: • Raise the issue or concern directly with School Age Administrator • If the issue cannot be resolved contact the Program Manager Parent: • Raise issue or concern directly with program Staff • If the issue cannot be resolved, contact the School Age Administrator • If issue persists, contact Program Manager School Age Administrator • Raise Issue or concern with the Program Manager • If issue persists, contact the Executive Director
Note: 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.	

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 School Age 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). If you withdraw from any MCC program and wish to return, you will need to complete a full registration package again.

Statutory Holidays

Our program observes the following statutory holidays:

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. Should January 2nd fall on a Friday, MCC will not reopen until Monday, January 5th. In addition, we will also be closed for community professional learning events. You will be informed of these days well in advance.

Monitoring Compliance and Contraventions

Monthly visits to each School Age Program are conducted by the School Age Administrator. A "Visit Checklist" is completed during each visit. This ensures that policies and procedures and the mission of the program are being followed and provides support for the Educators.

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 placing 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

Fire drills are conducted monthly, once per month in the Before School Program and once per month in the After School Program. During Winter and March Break, one fire drill will be conducted during the week. A minimum of 2 fire drills will be conducted each month during the summer.

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 childcare options, if available
3. Closure sign added to the front door of affected Milestones Children's Centre School Age Programs.

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. In the event of a serious occurrence, MCC will complete a Serious Occurrence Notification form and post it on the Parent Bulletin Board. 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 consuming 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 School Age Administrator.

Waiting List

Milestones Children's Centre maintains a waiting list for each age group at the School Age programs (ages 4 & 5-year-old children, ages 6-8-year-old children, and ages 9 -12-year-old children).

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

1. Milestones Children's Centre Employees
2. Families currently accessing our B&A School Age Programs

3. Families who have accessed full day programs over the course of the current school year (Sept.-Sept.)
4. Families in the community (provided there is space

Full-time registrations take priority over part-time registrations for Before and After School programs.

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

https://onehsn.com/stthomas/ux_2_0 click on childcare, 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.

The School Age Administrator(s) 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.

Registration and Fee Information Before and After School

Registration Process

All appropriate registration forms, a payment method, and childcare fees for the first month must be submitted prior to your child's start date. Registration forms for any school-age program must be brought to the Children's Centre or emailed to a School-Age Administrator.

A deposit must be paid at the time of registration (please see the fee schedule chart regarding the amount). 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.

Changes in your child's information must be relayed to the program Educators immediately. Your child's safety in the event of an emergency could depend on the accuracy of this information. During the months of September and January, you will be asked to review and sign your child's information sheet to ensure the information is accurate. You will need to complete and sign a Change of Information form when changes in our child's information occur. Once the changes have been recorded, you will be requested to sign and date the updated form to verify the information is correct.

In the spring of each year, you will be given the opportunity to re-register for the next school year. The School Age Administrators will notify you of the registration day. A deposit fee, as well as preauthorized credit card payment information or an Automated Funds Transfer application form, will be required for the upcoming school year. The deposit fee is payable immediately and will secure their space. This amount will then be deducted from your September fees. Deposits refunds for the next school year will not be issued after June 30th regardless of when re-registration occurs.

Children Aging Out

Children enrolled in the School Age Program must be 12 years old or younger. Once a child turns 13, they will no longer be eligible to attend any MCC programs. When your child turns 12 ½ families are encouraged to plan for this transition to ensure a smooth adjustment to alternative care. Children will no longer be able to attend any MCC Programs the month after they turn 13.

John Wise, Forest Park, Pierre Elliott Trudeau, Kettle Creek, Lockes	All children are registered at Milestones Children's Centre: 5 Shaw Valley Drive, St. Thomas.
Assumption Catholic School	All Children are registered at Milestones Children's Centre – Assumption: 42 South Street E, Aylmer

Fee Information

Full Time, Kindergarten Programs and 6 – 12 Before and/or After School Age Programs: The costs of the program are averaged over the 10-month school term to arrive at a set monthly fee. You will be required to provide banking information for Automated Funds Transfer (AFT) or preauthorized credit card payment information for the first day of each month of the school year. This amount will not include any charge for Winter Break, March Break, Summer Program or Professional Development Days.

Part Time Before and/or After Care: All children currently enrolled in part-time care will maintain their existing part-time status. However, due to increasing demand for childcare services, Milestones will no longer offer part-time enrollment options moving forward. Requests to reduce days or transition from full-time to part-time care will no longer be accommodated. Families accessing third party funding will be reviewed on a case-by-case basis.

If your child occupies a part-time space and full-time care is required by another family, you will be notified. You will be given the option of taking the space full-time or be given two weeks' notice to find alternate care. You will be required to provide banking information for Automated Funds Transfer (AFT) or preauthorized credit card payment information for the first of each month of the school year. Fees will be based on the number of days that care is needed, including payment for Public Holidays if your child's schedule shows that regular attendance would be on that day. In some cases, you will be invoiced at the end of each month for the days requested. Should this be the case, this will be discussed with you in advance.

Emergency Child Care Before and/or After

Emergency Care is defined as:

- Care that is in addition to any permanent schedule of a registered family.
- Care that is required by registered families who do not have a permanent schedule.

Emergency Care can be requested on an as-needed basis after initial registration of the family.

If space is available, it may be possible to accommodate children on an Emergency Care basis. Please speak to a School-Age Administrator to be added to the Emergency Care list at your child's program.

If you require emergency care, contact the School Age Administrator at 519-631-0952 to see if space is available.

Your request must be confirmed in writing by sending an email to a School-Age Administrator. Childcare 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.

If any or all your childcare fees are covered by a third party, permission to use Emergency Care must be prearranged by you and the third-party provider.

School Closures

School Age fees remain constant with no reduction in fees due to absenteeism due to illness, days off, vacations, and Public Holidays or inclement weather.

When the school is closed, we are unable to operate. If the buses are canceled but the school is open, the program operates as usual. In the event of an extended school closure (circumstances beyond our control) where the School Age Program is not able to operate, MCC will make every attempt to provide alternate care for the children. School Age fees may be reassessed at this time.

Withdrawals from a Before and/or After School Age Program

A 2-week written notice is required to permanently withdraw your child from all scheduled days of a Before and After School Age Program. Notice must be given in writing. Request a Withdrawal Form from the Educators at your child's program. If 2 weeks' notice is not given, fees will be charged regardless of whether or not your child attends. To request an increase or decrease in

the scheduled days, see the Change of Care policy. Refunds/credits will only be provided where child care fees were prepaid and 10 business days' notice in writing has been received.

Third Party Funding for Child Care Fee Payments

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 childcare fees from a source that pays you directly, the payment in advance policy remains constant regardless as to when you receive funding.

A fee deposit is required upon registration. If you are partially subsidized, you will be credited with 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 childcare 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 school aged children may use more than one childcare 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 5 business days of the date on the invoice. If your child is enrolled in a before and after school age program and is absent from either program or both programs, then one absent day will be counted.

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 School Age Administrator will contact you to discuss your childcare needs. If you wish to continue care, full fees will be required prior to the last day of the third-party funding.

Re-Registration/Payment Methods

In the spring of each year, you will be given the opportunity to re-register for the next school year. The School Age Administrators will notify you of the registration day. A deposit fee, as well as preauthorized credit card payment information or an Automated Funds Transfer application form, will be required for the upcoming school year. The deposit fee is payable immediately and will secure their space. This amount will then be deducted from your September fees. Deposit refunds for the next school year will not be issued after June 30th regardless as to when re-registration occurs.

Sibling Registration

If you have a younger child that you wish to register, please inform the School Age Administrator at least one year before their intended start date and their name will be placed on a priority waiting list, in addition to adding your child on the one central waiting list.

Full Day programs – PA Days, Winter Breaks, March Break, and Summer

Additional School-Age Programs

Additional programs will operate on P.D. Days and school breaks, should there be adequate enrolment. The location of these programs will vary. Any information regarding these programs will be available through the Before and After School Program, the MCC website, or by email.

Only full week registration will be accepted for March Break, Winter Break and Summer Program.

Registrations will be processed on a first come, first serve basis and are prioritized in the following order:

1. Milestones Children's Centre employees
2. Families currently accessing our Before and After School Age Programs
3. Families who have accessed full day programs over the course of the school year (September – September)
4. Families in the community (provided there is space)

Registration cut-off dates for full-day programs will be indicated on the registration form.

By enrolling your child in a full-day program, you give consent for your child to participate in all aspects of the program including field trips and walks throughout the neighbourhood. You will be notified in advance regarding the times, destinations, or any rescheduling of any field trips and walks.

Full-day programs are offered at designated school-age sites in St. Thomas and Aylmer, to all children who are currently enrolled in a School Age Program on a first come, first served basis. These programs operate from 7:30am-6:00pm.

Upon registration, a deposit must be paid to hold your child's space. This deposit will be deducted from your first fee payment. The deposit is only refundable if one month's notice is given prior to starting care or when notice is given before June 30th in the case of pre-registering for the next school year in a Before and After School Age program. The fees for the balance of the month must be paid by your start date.

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 third party such as, but not limited to, employers for education purposes, etc.

Types of Child Care and Fee Payment

Full-Day Programs: Fees for care on full-day programs (P.D. Days and school breaks) are not included in the regular monthly fees.

Payment for full-day programs will be accepted by Automated Funds Transfer (AFT) or by a preauthorized credit card payment from the information that you have provided.

Fees for PD Day programs are due on the first day of the program.

Fees for multiple-day full-day programs (Winter and Spring breaks) are due on the first day of the program.

Summer Program invoices are processed monthly, and payment is required on the first business day of the month.

Employees at the School Age Program will not accept registration or fee payment, at any time.

A fee may apply for the completion of forms, reprints of documents (e.g., receipts), and requests for letters from 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 childcare fee 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 childcare will be terminated and additional steps to collect the outstanding fees will be taken. Termination of childcare for non-payment of fees will be effective as of the end of the day that the termination notice is provided to you.

Requesting a Change of Child Care

Two weeks written notice is required to reduce the number of days your child attends permanently 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 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 changed due to illness, vacations, Public Holidays, or inclement weather. Speak to a School-Age Administrator for information on changing care.

Fees for Late Pick Up of Your Child

Children must be picked up before the program closes at 6:00 p.m.

A late fee will be charged each time a child is picked up after closing.

Late Fee Schedule

- 6:01 p.m. – 6:15 p.m. → **\$10**
- 6:16 p.m. – 6:30 p.m. → **\$20**
- 6:31 p.m. – 6:45 p.m. → **\$30**
- After 6:45 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 regular payment method. 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 program 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 from a Full Day School Age Program

A 4-week written notice is required to withdraw your child from a Full Day School Age program. Notice must be given in writing. Request a Withdrawal Form from the Educators at your child's program. If 4 weeks' notice is not given, fees will be charged regardless of whether your child attends. Refunds/credits will only be provided where child care fees were prepaid and 20 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>

Safe Schools:

www.tvdsb.ca/safeschools

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 – 9:10am 3:30pm – 6:00pm
Pierre Elliott Trudeau School Age Program 112 Churchill Crescent St. Thomas, Ontario, N5R 1R1	7:00am – 9:05am 3:25pm – 6:00pm
Locke's School Age Program 20 South Edgeware Road St. Thomas, Ontario, N5P 2H2	7:00am – 9:10am 3:30pm – 6:00pm
John Wise School Age Program 100 Parkside Drive St. Thomas, Ontario, N5R 3T9	7:00am – 8:45am 3:05pm – 6:00pm
Kettle Creek School Age Program 350 Carlow Road Port Stanley, Ontario, N5L 1J8	7:00am – 9:25am 3:45pm – 6:00pm
Assumption School Age Program 42 South Street E Aylmer, Ontario, N5H 1P6	7:00am – 8:50am 3:20pm – 6:00pm

School Age 2026/2027 Base Fees

Type of Care	JK/SK Program John Wise, Forest Park, Pierre Elliott Trudeau, and Locke's	Older Groups (6-12) John Wise, Forest Park, Pierre Elliott Trudeau, Locke's, Kettle Creek, and Assumption
Before School	\$227.95/month or \$11.75/day	\$235.32/month or \$12.13/day
After School	\$232.80/month or \$12.00/day	\$261.12/month or \$13.46/day
Both Before & After	\$236.88/month or \$12.21/day	\$497.41/month or \$25.64/day

Type of Care Part Time & Emergency Care	JK/SK Program	Older Groups (6-12)
Before or After	\$12.00 per program per child	\$16.65 per program per child
Before AND After	\$13.60 per day	\$33.30 per child
Type of Care Full Day Programs	JK/SK Program	Older Groups (6-12)
	\$22.00	\$49.07

School Age 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 Before School (non-refundable)	\$25.00 (applied to fees)
Deposit Fee After School (non-refundable)	\$25.00 (applied to fees)
Deposit Fee Before and After (non-refundable)	\$50.00 (applied to fees)
Deposit Fee Summer Program (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 Declined 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. For non-qualifying age groups (6 – 12-year old's), childcare fees are reviewed annually and approved by the Board of Directors.



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 ____