



Trial Period & Termination Policy

MRCSS is dedicated to providing only quality care and because we care deeply for all children, there may be times, unfortunately when the care we provide is not suitable for children or their families. A trial of 2 months will be enforced. If we feel we cannot meet all needs of the child or family we decline from providing care. If regrettably, we must decline the provision of care, we will do what we can to help the parent find alternate care. However, the burden to find alternate care rests solely with the parent.

Parents will be given 1 month's notice of termination of care to allow them to search for alternate care. Respectfully, if a parent feels the care we provide is not suited to their child or their family, the parent also has the right, after or during the 2 months trial period, to terminate the care, so long as 1 month notice is given in writing at the first of the month (no exceptions given).

Parent Participation Policy

Parents are to have unrestricted access to any part of the centre where their child is in care. Moreover, we encourage and welcome parent visits anytime. It is our belief parent participation enhances the quality of care a child receives. Parents are free to join any of our activities.

Unforeseen Closures

When the centre is closed due to the following unforeseen closures there will be no reimbursement of fees. The centre will do everything within its power to ensure care will not be interrupted or normal care will resume as fast as possible.

Please note, we follow all closure policies of School District 42, we encourage parents to check our social media or local news outlets for notification of any closures due to the following circumstances:

- Snow closure
- Power failure
- Flood
- Earthquake
- Fire