

March 24, 2020

Dear MCRC Families,

As you know, we are currently processing the refund of child care fees to all families for our current closure dates. Our finance team is working hard to process your reimbursement, but due to the volume, have encountered numerous issues with the methods used for refunding. We are committed to getting your refunds issued as quickly as possible and are working closely with the bank and credit card merchant to overcome these issues. Your patience and understanding during this time is greatly appreciated.

We have also received questions from families regarding the billing for April 1st. MCRC will not be billing families for child care fees on the first of the month. When our programs are able to re-open, we will process any applicable child care fees at that time and families will not be charged for any closure days.

We hope you and your families are doing well during this period of social distancing and want to remind you that we are doing our best to foster a sense of community while apart. Our EarlyOn and Family Fun program staff are sharing activities and ideas for families at home on our Facebook group at <https://www.facebook.com/groups/MCRCEarlyONandFamilyFun>.

In addition, your child's Educators and Supervisors are reaching out to you via email to check in and offer resources, activity ideas, and support. Don't forget, you can find the latest MCRC COVID information on our website at <https://mrcr.on.ca/covid19/>

We are invested in your family's well-being and want our community to be reminded that we are strongest when we work together. Please do not hesitate to reach out to us if you or your family require any support during this time.

Sincerely,

Rebecca Barrows-Vrankulj

Executive Director

Milton Community Resource Centre



Charitable BN/Registration # 11904-1325

The Standards Program Trustmark is a mark of Imagine Canada used under licence by Milton Community Resource Centre.