

H&R MFRC POLICIES

INFORMATION ON CONSENT

Our mission at the H&R MFRC is to strengthen the well-being of all those who share the unique experience of military life. We have been supporting military families for over 35 years and we are committed to continuing our work with you.

To offer programs and services, Military Family Resource Centres apply for annual [Military and Veteran Family Services Program](#) funding. As of April 1, 2022, a condition of this funding is the collection of personal information from families accessing our services. This is done by H&R MFRC family support providers who enter your information in a secure client relationship management software platform, called Penelope. The purpose of gathering this information is for service delivery, reporting, auditing, evaluation, and statistics. All personal information is collected and used in accordance with the [Privacy Act and the MFSP Privacy Code](#).

Gathering and securing your personal information isn't completely new. For years, we have been safely storing the personal information you've consented to providing us via Family Connection Forms and our registration system.

PROGRAM STORM POLICY

CENTRE CLOSURE

When the H&R MFRC is closed due to weather, all on-site and off-site programming will be cancelled. This includes virtual programs as well as the Henderson Sweetman Youth Centre.

EARLY CLOSURE

If the H&R MFRC has early closure due to weather, programs will be cancelled and participants will be contacted to pick up their children from Casual Child Care.

DELAYED OPENING

When the H&R MFRC has a delayed opening due to weather, all morning programs will be cancelled. Staff availability, weather conditions, road conditions

and clearing of parking lots are factors that determine if afternoon and evening programs will run.

Participants are to check with one of the following sources prior to coming to the program:

1. H&R MFRC Facebook: www.facebook.com/hrmfrc
2. H&R MFRC Twitter: @HRMFRC
3. H&R MFRC Information & Referral Line: 902-427-7788

SCHOOL CLOSURE (HALIFAX AREA)

When the H&R MFRC is open and Halifax Regional Centre of Education (HRCE) schools are closed or have a delayed opening due to weather, all programs will be cancelled. This includes Casual Child Care and Program Related Child Care. Staff availability, weather conditions, road conditions and clearing of parking lots are factors that determine if afternoon and evening programs will run.

SITE-SPECIFIC OPERATIONS

If the Shearwater site is open and the Halifax site is closed, or, if the Halifax site is open and the Shearwater site is closed, programs at the site that is closed will be cancelled; programs at the site that is open will run as scheduled. If HRCE schools are closed or have a delayed opening due to weather, H&R MFRC programs, including Casual Child Care and Program Related Child Care, will be cancelled.

REFUNDS

If we are closed due to inclement weather, registered participants will receive a refund. If the registered participant decides not to attend, there will be no refund. For complete details, please read our policy on Registration, Cancellations & Refunds.