



January 18, 2019

Dear Families,

The YMCA of Medicine Hat, in partnership with the Medicine Hat Public School Division, would like to thank you for your continued support of the YMCA Before & After School Program. We remain passionate and committed to providing you and your child(ren) with the best out-of-school care possible through the use of evidence-based curriculum with a focus on physical literacy and healthy children, highly trained educators, compliance with Government of Alberta licensing regulations and working toward accreditation for each site before the end of this year.

The first four months of program operations have provided us with the opportunity to analyze the data collected on child attendance and staffing ratios to identify trends and areas for improvement. We worked collaboratively with the Medicine Hat Public School Division to conduct a feasibility study, and as a result of our findings need to make changes to the program’s fee structure, These changes will ensure the viability and sustainability of the program, while guaranteeing the availability of the service. The following changes to our fee structure will be effective February 1, 2019:

Morning	Time IN	Monthly Rate
AM - Level 1	Before 7:30	\$145
AM - Level 2	7:30 - 7:59	\$100
AM - Level 3	8:00 - later	\$50

Afternoon	Time OUT	Monthly Rate
PM- Level 1	3:00 - 3:29	\$50
PM- Level 2	3:30 - 4:29	\$125
PM- Level 3	4:30 - 5:29	\$225
PM- Level 4	5:30 - 6:00	\$265

Full-time	AM & PM (Full Access)	\$310 per month
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Hourly (If space is available)	Minimum \$10 charge (30-minute intervals after 1 hour)	\$10 per hour
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**Note: Professional Development (PD) days are not included in this fee schedule and are charged separately at the following rate: \$50 full day (7:00 a.m. – 6:00 p.m.) \$30 for half day (7:00 a.m. – 1:00 p.m. OR 12:00 p.m. – 6:00 p.m.).*



To safeguard a smooth transition to the new fee structure in February, we are committed to working with families to find the options that best meet their needs. Site Directors will ensure there is as much flexibility as possible during this transition month to assist families in avoiding early/late fees.

The fee structure outlined above is not only competitive with locally operated private and public childcare programs, it also provides your family with flexibility:

- A full-time option that allows access to the program in any manner/combination to meet your family's needs. Families currently using the program full-time (i.e., 3 hours per day), will not notice a significant price change.
- Several part-time options can be combined and customized to meet the unique needs of your family's schedule. Select from Levels 1-4 in both the morning and afternoon and enjoy full access to the hours/times associated with it.
- An hourly rate for occasional users of the program designed to ensure options for families who only require a small amount of out-of-school care per month.

Families who qualify for the Government of Alberta child care subsidy should not be impacted by these changes as the fee schedule fits within subsidy parameters. Rest assured that the monthly rates are consistent with the amount of coverage available to those who qualify.

To ensure your child(ren) has a variety of nutritious, healthy snacks, parents are asked to choose between providing snacks from home or signing up to purchase them from the YMCA at a nominal fee of \$2 per session (i.e., before school and/or after school). Please note, there will always be snacks on hand if your child(ren) forgets and our Site Directors will be flexible when administering the fee (see FAQs for more information).

We will continue to provide a free child general membership to the YMCA for qualifying children in the Before & After School Care Program. To qualify, your child must be registered to attend full-time OR Level 1 – 4. This membership will give your child(ren) access to physical activity through swimming lessons and registered or drop-in programs which foster healthy habits at the YMCA.

To show our appreciation for your understanding regarding these changes, we have included a free family guest pass to the YMCA of Medicine Hat for your family to enjoy. We understand that the changes identified will pose challenges to families and want to address your questions and comments directly. Please contact your Site Director or our Before & After School Care Program Manager, Donovan Hoggan, at donovan.hoggan@medicinehatymca.ca.

For more details about these changes, please see the attached frequently asked questions.

Building Healthy Communities,

Sharon Hayward – CEO
YMCA of Medicine Hat



Welcome to the YMCA

Category: FAM GEN Exp. date: Dec. 31, 2019

Name: _____

Staff name: Before & After School Program (please print)

Reason issued: _____

Phone: _____

Email: _____

Photo ID must accompany this pass



FREQUENTLY ASKED QUESTIONS:

1. Why are my fees increasing?

- Having one independent operator of the before and after school care programs located within the Medicine Hat Public School Division was a new initiative in Medicine Hat. It has not been done before in our community and over the first four months of operation there were some unexpected challenges. As a result, the original fee structure was unsustainable. For example:
 - i. Enrollment numbers were less than projected, bringing in less revenue to offset required staffing levels, as outlined in the Government of Alberta Child Care Licensing Regulations.
 - ii. As an independent operator of these programs, the YMCA cannot utilize school staff within the program unless these individuals are also YMCA employees. As separate employers, we must each comply with Alberta Employment Standards (e.g., minimum lengths of shifts, etc.).
- Changes to Alberta Employment Standards in 2018 saw a significant increase in minimum wage which had a larger than anticipated impact on the program.

2. How do I let my site director know which levels of care I require for February 1?

- Please fill out the attached form, also available from your site director and/or on our website at medicinehatymca.ca/Programs/Child-Care/Before-After-School-Program
- Completed forms are due back to your site director by January 25, 2019 to ensure that changes go into effect on February 1, 2019.

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3. February 1 is coming quickly. What if my circumstances make that timeline challenging?

- The timing of payments will not change during this school year. This means that although the fee change takes effect on February 1st, your payment will not be charged until March 15th (and the 15th of every subsequent month until the end of the school year).
- We have worked collaboratively with the Medicine Hat Public School Division to provide as much notice to families as possible.
- We recognize that some families may have exceptional circumstances that make this timeline challenging. Please speak to your Site Director or the Program Manager if you need to discuss an alternative payment plan. While we cannot guarantee to accommodate every request, we are committed to working with families in every way possible to ensure a smooth transition.
- We understand that families have only been provided a small window of time to make alternative arrangements. If families choose to leave the program on or before February 28, 2019, we will waive the one-month cancellation requirement.

4. Do I still need to provide advance notice of my schedule?

- Yes, this remains the same for families taking advantage of Levels 1-4 and the hourly rate.
- Having a schedule in advance (and/or minimal advance notice for hourly attendance) allows us to ensure our staffing levels meet government licensing ratios. It also ensures child safety so we know which children to expect and can enact our missing child procedures if they do not arrive when they are scheduled.



- Families who are able to schedule their care in advance are asked to provide a schedule of required care to their site director with as much notice as possible.
- Families unable to provide an advance schedule continue to be required to provide minimal notice. Those requiring before school care must notify their Site Director via phone or text by 6:00 pm the day before. If requiring after school care, Site Directors must be notified by 10:00 am the same day. Space cannot be guaranteed for children if prior notice of attendance is not provided.

5. Will billing dates/invoicing timing change?

- The timing of invoicing and payments will remain the same until the end of the school year using the new fee structure. This means your billing date will remain the 15th of the following month until the end of the school year.
- Any additional fees accumulated throughout the month (e.g., NSF, child locator, early/late fees) will be included on your invoice with payment charged on the 15th of the following month for the remainder of the school year.
- However, as of September 1st we will move to the following process and timing:
 - Billing in such a way that payment is made in advance of time used, similar to most child care programs.
 - Parents who DO NOT receive a government subsidy will be invoiced at the beginning of the month and payments pulled on the 5th of each month.
 - Pre-paid punch cards for families who wish to take advantage of the hourly rate – these must be purchased in advance and presented to the Site Director to punch for each use. When the card is filled, a new one must be purchased. These punch cards will only be valid throughout the school year in which they were purchased. More details about punch cards will be communicated to all families in the coming months.
 - Parent who DO receive a government subsidy will continue to be billed on the 15th of the following month to align with government processing times.
 - Any addition fees accumulated throughout the month (e.g., NSF, child locator, early/late fees) will be included on an invoice with payment charged on the 5th of the following month.

6. What happens if my child's attendance moves between Levels? At what point can I level up or down?

- You should choose the combination of AM and PM Levels that will meet your needs consistently. Site Directors will be flexible and work with you during February to find the option that best meets your needs.
- A \$20 early/late fee (per instance) will be applied if your child's attendance exceeds the level you have signed up for.
- Please work with your Site Director for any one-off situations as they will be handled on a case-by-case basis.



- To ensure a smooth transition during February, our Site Directors will provide as much flexibility as possible as families determine the Level(s) that best meet their needs.
- We understand that unforeseen circumstances occur. As families get used to the new fee structure and determine what works best for them, our Site Directors will be as accommodating and flexible as possible.

7. How many hours can I use at the hourly rate before I have to select a Level?

- It's up to you. However, depending on your child's usage of the program it may be more economical to move to a Level as opposed to paying the hourly fee.

8. Will my monthly fee change when there are school based holidays?

- No. The total number of instructional days were considered in the rate increase, knowing that some months have 21 days, and some have as low as 14 days (February & April). The monthly rate was calculated based on an overall average and remains the same regardless of the number of days in a month.

9. Do I still need to provide ID when picking up my child?

- If you are NOT known/recognized by YMCA staff then yes, we need to see your ID to ensure that you are on the list of authorized individuals to pick up your child. This is a standard practice at child care programs throughout the country and is done to ensure the safety of your child. Once you are known/recognized by the staff, your ID will not be required.
- Staffing transitions do happen, so it is a good idea to always have your ID handy in case the staff member working does not know you yet.
- Please remind all individuals on your authorized pick-up list about this requirement in case they are not known/recognized by staff.

10. Do I still need to provide credit card or banking information?

- Yes, payments will be charged electronically for all registered users, including families who qualify for government child care subsidy. If the attendance hours required for subsidy in a given month are not reached, the family is responsible for any outstanding fees that are owed.
- Your Site Director can provide more details on this if needed.

11. Why isn't the YMCA providing snack as part of the regular fee any longer?

- Due to public health regulations, the majority of kitchen spaces that we have access to are not permitted for food preparation. This means we have to rely on storing and distributing pre-packaged snacks.
- It is difficult to find the variety of nutritious and tasty snacks that our children and families are requesting, therefore the YMCA will no longer be providing snack as part of the program cost.
- If families prefer the convenience of having a snack provided by the YMCA on a regular basis, the cost is \$2.00 for each session (i.e., morning and/or afternoon).



12. Will I be automatically charged if my child forgets a snack?

- No child will go hungry.
- The optional \$2.00 snack fee is intended for families who want the convenience of having food provided on a regular basis without having to worry about sending it from home. Families choosing this option can sign up in advance using the form available from the Site Director.
- If a family has not signed up for snacks but their child(ren) consistently needs them, Site Directors will make every effort to contact families and discuss prior to invoicing.
- Government of Alberta licensing does require that we have food on hand for children who forget and that we set aside time/space for children to eat their snack. Snack time is at approximately 8:00 am and 3:30 pm in most programs.
- Site Directors will use their judgement for occasional situations and will respond to them on a case-by-case basis.

13. How will snack fees be charged?

- The same way as other fees. Your Site Director will tally it at the end of each month and include it on your invoice. Payment will be drawn along with regular fees on the 15th of the following month until the end of the school year.
- If a family has not signed up for snacks but their child(ren) consistently needs them, site directors will make every effort to contact families and discuss prior to invoicing.

14. Can you remind me what other fees exist within the program?

- **\$25 Child Locator fee** (per occurrence) if a child(ren) is scheduled to attend and does not show up. This fee is to compensate the YMCA for the extra time required making phone calls/tracking children down to ensure their safety as we often have to call in extra staff to maintain ratios while this is being done.
- **\$20 Early/Late fee** for children who attend outside their Level. This often requires staff to stay later than scheduled to ensure government licensing ratios are maintained.
- **\$25 Registration fee** for all registrations each year, payable at the time of registration along with completed paperwork. Registration forms must be filled out each school year, they cannot carry over from one year to the next.
- **\$25 NSF fee** for all payments that are rejected by the bank or credit card company.
- Fees are tallied by the Site Director at the end of each month and included on your invoice. Fees are charged on the 15th of the following month for the remainder of the school year.

15. Do the new fees include Professional Development (PD) Days?

- No. PD days are not included in this fee model and are charged separately at the following rate:
 - \$50 Full day PD rate (7:00 a.m. – 6:00 p.m.)
 - \$30 Half day PD rate (7:00 am – 1:00 pm OR 12:00 pm – 6:00 pm)
- Pre-registration with your Site Director is required for all PD days. Due to lower than anticipated attendance numbers on PD days, we combine programs to operate out of designated schools.



Your child must be pre-registered so we can ensure compliance with Government of Alberta licensing regulations.

- Your Site Director will confirm your child’s registration in PD day programming and will notify you of the program location. We operate programming in south and north areas of the city to minimize travel time for families.
- PD day child care is licensed and therefore meets all Government of Alberta child care regulations.
- For the remainder of the school year, families that access care on PD days will be invoiced at the end of the month with payment charged on the 15th of the following month.

16. Has the process changed for taking advantage of my child’s free YMCA membership?

- The process remains the same. Please take a copy of your invoice to our South Ridge or Downtown facility and provide it to a representative at our membership services counter to activate your child(ren)’s membership.
- We have expanded the eligibility to include all children accessing full-time or Level 1-4 care.
- Children accessing the program using the hourly rate WILL NOT be eligible for a free membership.

17. Does the YMCA post program updates online?

- Yes. [Go to https://medicinehatymca.ca/Programs/Child-Care/Before-After-School-Program?nolocation=1](https://medicinehatymca.ca/Programs/Child-Care/Before-After-School-Program?nolocation=1)

Who is the Site Director at my child’s school and how do I contact them?

SCHOOL	SITE DIRECTOR	PHONE	EMAIL
Connaught & Vincent Massey	Holly Hunter	403-581-4256	connaught@medicinehatymca.ca
Crestwood	Sam Sanders	403-928-3775	crestwood@medicinehatymca.ca
Southview	Kyle Bitschy	403-928-7737	southview@medicinehatymca.ca
Elm Street & George Davison	Sonia McCure	403-594-4215	georgedavison@medicinehatymca.ca



Ken Sauer	Hilda Hernandez	403-928-5285	kensauer@medicinehatymca.ca
Ross Glen	Denise Wirachowsky	403-928-7729	rossglen@medicinehatymca.ca
Roy Wilson	Sarah Skinner	403-928-6079	roywilson@medicinehatymca.ca
River Heights	Shelby Haga	403-928-6079	riverheights@medicinehatymca.ca
Webster Niblock	Carrie Senchuk	403-928-7743	websterniblock@medicinehatymca.ca
Program Manager	Donovan Hoggan	403-594-0961	Donovan.hoggan@medicinehatymca.ca