



# 2020-2021 HANDBOOK



# AFTER SCHOOL 2020-2021 HANDBOOK

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# WELCOME

Welcome to MAX After School! Where we go above and beyond to provide top quality active and healthy childcare for your children.

This handbook is designed to promote effective communication between MAX and you, the parents and guardians, by providing the information about our policies and program to help you and your child have the best possible experience while with us. If you have any questions or concerns, or if you require additional information, our Customer Service Representatives and our After School staff are available to help you.

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## GENERAL INFORMATION

### START & END DATES

The program will start on Wednesday, September 9 and end on Thursday, June 24, 2021.

### SCHEDULED BREAKS

The program will not operate during any of the following breaks that are scheduled on the Newfoundland and Labrador English School District's 2020-2021 School Calendar:

- **October 12** – Thanksgiving Day
- **November 11** – Remembrance Day
- **December 23 – January 1** – Christmas Break
- **April 2 – April 9** – Easter Break
- **May 24** – Victoria Day

### PICK UP & SIGN OUT PROCESS

Safety is a top priority at MAX.

Due to the COVID-19 pandemic the Recreation and Sport Based After School Program Guidelines it will change our regular pick up and sign out process and each one will vary depending on which location your child attends. The new process will delay pick up and we ask for parents to be patient with us during this time.

Children can only be released or signed out of the program by a parent/guardian or one of the people listed on the registration form as persons other than parents/guardians who are permitted to pick the student up from MAX. If the MAX staff does not know the person picking the student up from MAX, the person will be asked to show photo identification before the student is released to him or her. A student is not permitted to leave the MAX facility by himself or herself unless a parent/guardian provides written permission to MAX.

When picking your child up from MAX please be aware of the following instructions. Each location will have a different procedure based on the layout of the facility and its parking lot:

**New Cove Road:**

- Parents will be allowed to enter the facility however we will limit the amount of people allowed in at one time. Once capacity is met parents must remain outside until the next person exits the facility.
- Parent will need to complete a COVID-19 Screening Questionnaire each day.
- Parents will be required to wear a mask when entering the facility.
- A waiting area will be provided in the main lobby and parents cannot freely roam the facility. We ask for parents to stand on the provided floor markings which will implement proper social distancing guidelines.
- A supervisor will meet you in the main lobby and will request and help with the following:
  - Identification of who you will be picking up
  - Proof of photo identification
  - Your child will be escorted from their group by a MAX staff and will meet you in the main lobby

**Kenmount Terrace:**

- Parents will not be allowed to enter the facility.
- A drive through pick up process will be implemented. When entering the parking lot take an immediate right and circle around the parking lot until you reach the main entrance
- A supervisor will meet you at your car and will request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.
  - Your child will be escorted from their group to the exit and will meet you at your vehicle.

**Southland's Community Center**

- Parents will not be allowed to enter the facility.
- Parents will enter the parking lot, park their car and will walk to the main entrance.
- Parents must follow the pylons and markings which will enforce one way traffic flow and proper social distancing guidelines.
- A supervisor will meet you at the main entrance and request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.
  - Your child will be escorted from the group and will meet you at the designated exit.

### **Salvation Army**

- Parents will not be allowed to enter the facility.
- Parents will enter the parking lot, park their car and will walk to the main entrance.
- Parents must follow the pylons and markings which will enforce one way traffic flow and proper social distancing.
- A supervisor will meet you at the main entrance and request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.
  - Your child will be escorted from the group and will meet you at the designated exit.

### **St. Thomas Community Center**

- Parents will not be allowed to enter the facility.
- Parents will enter the parking lot while keeping to the right (keep close to the building) stop when you reach the main entrance.
- A supervisor will meet you at your car and will request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.
  - Your child will be escorted from their group to the exit and will meet you at your car.

### **St. Thomas of Villanova Parish**

- Parents will not be allowed to enter the facility.
- Parents will enter the parking lot while keeping close to the building. Stop when you reach the main entrance.
- A supervisor will meet you at your car and will request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.
  - Your child will be escorted from their group to the exit and will meet you at your car.

### **All Saints Parish**

- Parents will not be allowed to enter the facility.
- Parents will enter the parking lot while keeping to the right and circling up to the main entrance.
- A supervisor will meet you at your car and will request the following:
  - Identification of who you will be picking up.
  - Proof of photo identification.

- Your child will be escorted from their group to the exit and will meet you at your car.

### **SNACKS**

Due to the COVID-19 Pandemic we have decided the safest decision was to not provide snacks. MAX will provide a safe and clean space for children to eat however snacks must come from home. Please note that some of our students and staff have allergies and we ask for you to not pack snack that contain peanuts, tree nuts & shellfish.

### **MAX FACILITY CLOSURES**

MAX facilities may close at times due to weather, power outages, water outages, etc. Notices of all closures will be advertised on yourmax.ca. MAX will not refund or make-up any days that are canceled due to building closures.

### **UNPLANNED SCHOOL CLOSURES**

Schools may experience unplanned closures due weather, power outages, etc. Because there is little notice in these cases, MAX is not able to offer care for students on these school closure days until the start of MAX After School at 2:30pm. Parent(s)/guardian(s) will need to transport their child(ren) from their school to our facilities on these days. On days when schools do not open because of weather, MAX After School will not run at all.

### **FIELD TRIPS**

Due to COVID-19 and in accordance with the Recreation and Sport Based After School Program Guidance field trips are not permitted.

### **SUNSCREEN & INSECT REPELLENT**

The parents/guardians give the staff permission to apply sunscreen and/or insect repellent to the student, but the parents/guardians must provide sunscreen (at least SPF 30) and insect repellent labeled with the student's name if they chose to have this applied to the student.

### **LOST OR STOLEN ITEMS**

MAX is not responsible for any student's personal possessions that may become lost, stolen, or broken while attending MAX After School.

### **LATE PICK UP FEES**

It is extremely important that parents/guardians pick up the students on time. If for some reason a parent/guardian is unable to pick the student up on time, the parent/guardian must phone MAX to advise the staff. If a student is picked-up late, the payer(s) will be charged a Late Pick-Up Fee of \$10.00 at the start of every 10-minute increment past the pick-up deadline of 6:00pm.

### **LATE NOTICE FEES**

If a student is going to be absent for any reason, a parent/guardian must advise MAX via email by 1:30pm on the day of the absence. There will be a Late Notice Fee of \$10.00 charged for every time we do not have notice of a student's absence prior to 1:30pm on the day of the absence.

The email for each location are as follows:

- **Southland's Community Center:** absentnoticemp@outlook.com
- **Salvation Army:** absentnoticemp@outlook.com
- **St. Thomas Community Center Paradise:** absentnoticemp@outlook.com
- **New Cove Road:** absentnoticenc@outlook.com
- **Kenmount Terrace:** absentnoticekt@outlook.com
- **St. Thomas of Villa Nova & All Saints:** absentnoticecbs@outlook.com

### **RETURNED PAYMENT FEES**

A \$25.00 + HST Declined Payment Fee will be charged for preauthorized bank withdrawals that are declined for any reason.

### **PAYMENT OF CHARGES FOR RETURNED PAYMENTS, LATE PICK UPS & LATE NOTICES**

All Late Notice Fees, Late Pick-Up Fees, and Declined Payment Fees will be added to a pre-authorized debit (PAD) amount for a scheduled payment following the date of the charge or added to an existing account balance. If any charges are incurred in June 2021 after the last scheduled payment has been processed, an additional pre-authorized debit payment will be processed within 10 business days to cover these charges.

### **STATEMENTS AND RECEIPTS**

Monthly account statements and invoices are not provided. Payment receipts and receipts for income tax purposes are available upon request.

### **ELECTRONICS AND WI-FI**

These guidelines help to ensure that children in the MAX Afterschool program and their parents recognize the limitations that MAX imposes on the use of personally-owned devices when they are used during the Program in conjunction with the wireless network or personal data network.

Students are responsible for their own device. MAX will not be held responsible in any capacity for physical damage, loss or theft of any personally-owned device.

By bringing personally owned devices to MAX, children and their families accept that MAX personnel may inspect the device to ensure compliance that acceptable and appropriate content is being viewed. The parents/guardians give staff permission to monitor, withhold or take any electronic device if deemed necessary. This includes instances where students photograph or record other students or staff, which is strictly prohibited. Devices will be returned upon parents/guardians arrival.

The use of any electronic device including cells phones are prohibited during activity times to ensure the safety of your and other children in the program.

### **CUSTOMER PRIVACY**

MAX takes customer privacy seriously. We will not sell, distribute, barter or transfer any personally identifiable information obtained about our students to parties outside of MAX, without the authorized written consent of a parent/guardian except where required by law such as in emergency situations or by legal order. In the normal course of business and for the purpose of advertising, MAX may photograph or video students as they partake in MAX activities. Such photographs or video may be used by MAX for publicity purposes without the student's name attached unless a parent/guardian otherwise advises MAX in writing. No photography or video is permitted to be taken inside any MAX location without the express written consent of MAX.

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## **ADMISSION OF STUDENTS**

To register, parents/guardians must submit a completed registration form electronically to MAX. A link to the form can be found at [www.yourmax.ca](http://www.yourmax.ca). Because spaces are limited, submission of a registration form does not mean that a student will be granted a space in the requested program. Returning MAX After School students and their siblings, returning students of other MAX childcare programs and their siblings, and existing MAX customers may be given priority for registration, followed by a "first-come, first-served" policy for all other registrants.

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## **SCHOOL PICK-UP PROCEDURES**

There will be a MAX staff person at each school prior to the school bell ringing. Each MAX staff person will wear MAX apparel that will display the MAX logo. Please speak to the student to educate him or her about the following pick-up rules:

- Students are not permitted to leave the school without a staff member (this also means they may not leave through one exit and come to the meeting place through an external exit).
- Students are expected to move from their classrooms to the meeting place (see list below) as quickly as possible.
- Students are expected to wait in an orderly fashion for the transportation to arrive and follow the instruction given by the staff at the school.

School Meeting Points:

- **Bishop Field Elementary** – Teachers will collect the children and escort them to the MAX bus.
- **Admiral's Academy** – Meeting point is undetermined. Please reach out to your child's school for more direction.
- **Elizabeth Park Elementary** – Teachers will collect the children and escort them to the



MAX bus.

- **Goulds Elementary** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Holy Family Elementary** – Teachers will collect the children and escort them to the MAX bus.
- **Larkhall Academy** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **MacDonald Drive Elementary** – Teachers will escort the children to meet our MAX staff who will be given a designated exit. MAX staff will escort the children to the bus.
- **Mary Queen of Peace** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Mary Queen of the World** – Teachers will escort the children to meet our MAX staff who will be given a designated exit. MAX staff will escort the children to the bus.
- **Morris Academy** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Octagon Pond Elementary** - Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Newtown Elementary** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Paradise Elementary** – Teachers will collect the children and escort them to the MAX bus.
- **Rennie’s River Elementary** – Teachers will collect children and escort them to meet our MAX staff outside in the back parking lot.
- **Roncalli Elementary** – Teachers will collect children and escort them to the main doors to meet our MAX staff.
- **St. Edward’s Elementary** - Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **St. Francis of Assisi** – Teachers will collect children and escort them to our MAX bus.
- **St. Peter’s Primary** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Topsail Elementary** – Teachers will collect children and escort them to our MAX bus.
- **Vanier Elementary** – Meeting point is undetermined. Please reach out to your child’s school for more direction.
- **Villanova Junior High** – Meeting point is undetermined. Please reach out to your child’s school for more direction.

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## ACTIVITY PHILOSOPHY & SCHEDULING

At the core of what we do at MAX Afterschool is our belief that Activity, especially at early age is critical to a child’s wellbeing and essential in developing lifelong healthy habits. Our Program Leaders invest in continually creating an active curriculum that changes daily, weekly and over our three semesters so as to keep children engaged and having fun throughout the year. The schedules are created monthly and distributed by email to parents at least one week prior to the start of the month. A student is expected to participate in all activities and it is very important that a student come prepared to participate in the scheduled activities for the day.

Here are the activities and the general requirements for each type of activity:

- **Gym Activities** – loose clothing such as shorts, yoga style pants, and t-shirt.  
Indoor sneakers are mandatory.
- **Outside Day during Fall or Spring** – outdoor sneakers and a jacket or sweater.
- **Outside Day during Winter** – boots, snow pants, hat, and gloves/mittens.
- **Dance** – loose clothing such as shorts, yoga style pants, and t-shirt.
- **Martial Arts** – loose clothing such as shorts, yoga style pants, and t-shirt.
- **Fitness for Fun** – indoor sneakers and fitness style clothing suitable for both inside and outside activities.
- **Obstacle Courses** – indoor sneakers and loose clothing such as shorts, yoga style pants, and t-shirt.
- **Yoga** – loose clothing such as shorts, yoga style pants, and t-shirt.

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## HEALTH & MEDICAL

If a student presents two or more of the following symptoms of COVID-19 they cannot attend the program and a parent/guardian must contact 811 for further instructions. However, if a child has chronic symptoms such as cough due to asthma they are not considered reasons to stay home. To return to the After School Program the child must wait a period of 24 hours after a negative test result. Negative results must be provided to us prior to your child's return. We ask for parents to be diligent in conducting self-assessments on their children and look for symptoms such as:

- Fever (or signs of a fever, such as, chills, sweats, muscle aches, and lightheadedness);
  - Cough;
  - Headache;
  - Sore throat;
  - Runny nose;
  - Painful swallowing;
  - Diarrhea;
  - Loss of sense or smell or taste;
  - Unexplained loss of appetite;
- OR
- Small red or purple spots on your hands and/or feet?

If a student develops and displays symptoms of COVID-19 while at our After School Program a parent/guardian must pick their child up immediately once a phone call has been received from a MAX staff person.

MAX will keep the building as clean and germ-free as possible and enforce frequent handwashing,

because this is the most effective way to prevent the spread of infection.

All of the student's relevant illnesses, medical conditions, disabilities, and behavioral concerns must be disclosed to MAX on the registration form. A student will not be able to partake in the program if the student's MCP number is not on file. MAX and its employees have the authority to act on behalf of the parents/guardians in case of any emergency. If, due to such circumstances as injury or sudden illness, medical treatment is necessary, MAX is authorized to take whatever emergency measures are deemed necessary by MAX for the protection of the student while in the care of MAX. This may involve calling a physician, interpreting and carrying out his or her instructions, and transporting the student to a hospital, including the possible use of an ambulance. This could also include emergency transportation required as a result of fire or other environmental emergencies. This may be done prior to contacting the parents/guardians, and any expense incurred for such treatment, including ambulance fees, is the responsibility of the parents/guardians.

Students are not allowed to carry or administer their own medication while attending MAX. If the student requires a dosage of his/her prescribed medication during the program, a parents/guardian must complete a release form. Medication must be given directly to a Program Coordinator by a parent/guardian. All medication must be in the original packaging and clearly labeled with the student's name, medication name, date, dosage, doctor's name, and telephone number. Due to possible allergic reactions, students must be taking the medication for at least twenty-four (24) hours before attending the program. Please note that MAX staff may not administer medication to any student unless trained by medical personnel at the expense of the parents/guardians.

Children attending MAX After School must be toilet trained and able to tend to their own personal and other supportive needs before enrollment into the program. If the child does not meet this requirement upon starting the program, access to the program can be restricted or withdrawn and be subject to regular cancelation terms. In accordance with the Recreation and Sports Based After School Program Guidelines MAX staff may verbally prompt with personal care and other supportive needs, but may not physically assist.

Please note that our staff, as required by law, has the duty to report suspected child abuse and neglect to the appropriate authorities.

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## **COVID-19 SAFETY MEASURES**

In accordance with the public health guidelines and regulations put forth by the Provincial Government, MAX After School will have modified produces and additional safety measures put in place. This includes reduced capacities, adjusted activities and curriculum, new cleaning procedures, social distancing measures, Non-medical masks and more. We have been busy putting into place all the necessary actions to ensure not only that we comply with all regulations, but go above and beyond to provide the safest possible environment for the MAX community.

For full details you can find the Recreation and Sport Based After School Program Guidance [here](#)

<https://www.gov.nl.ca/covid-19/information-sheets-for-businesses-and-workplaces/recreation-and-sport-based-after-school-programs/>

### WHAT WE'RE DOING:

Please see below some of the measures that will be in effect to ensure a safe environment for all.

### SCREENING QUESTIONNAIRE

Staff and parents must confirm they have completed the requirements of a daily health screening before entering a facility by signing a COVID-19 Screening Questionnaire.

For your child to attend MAX they must have submitted a completed COVID-19 Screening Questionnaire to their school that day.

### NON-MEDICAL MASKS (NMM's)

Children will be expected to come to the program with their own Non-medical mask (NMM). Masks will not be required while children are in their rooms during activity time as long as they are within their own group bubble. If a child chooses to wear one we recognize this is a personal choice and we will respect their decision.

NMM's should be worn when physical distancing cannot be maintained for extended periods of time and in close proximity to a person outside of their group bubble.

- No child is required to wear a NMM if they do not tolerate it.
- NMM's will be required on school busses; however, no student is required to wear a mask if they do not tolerate it.
- NMM's will be required in communal areas of the facility such as hallways and washrooms.
- Children will not be required to wear NMM's when outside or participating in activities within their group bubble.
- NMM's must be worn when children are on a MAX bus

### REDUCING CONTACT

- Social distancing will be enforced when children are outside of their group bubble in communal areas such as hallways and washrooms and will be enforced when and where possible during homeroom and active time.
- Groups will be at a limited capacity while children and staff will remain consistent throughout the school year when possible.
- Busses will have assigned seating.
- Markings such as directional arrows placed in hallways to allow for one way traffic flow between activities.
- This year in light of Health Department Regulations and Guidelines grouping of children will be based on school and kept together when possible and not based on ages as in previous years. This will



remain in place until further direction is provided from the Department of Health and Community Services.

### **HYGIENE PRACTICES**

Hand sanitizer and washing stations will be provided to all groups throughout the facility. Children and staff will be expected to clean their hands upon entry and exit of busses, prior to entry of facility, upon entry and exit of rooms, before and after eating, after washroom use, after coughing/sneezing, after sports activities and outdoor play.

Staff will be responsible for encouraging frequent handwashing and will give friendly reminders throughout the day. MAX will also provide child friendly hand washing visuals at each hand washing station.

### **INCREASED CLEANING, SANITIZATION & DISINFECTING PROCEDURES**

- Enhanced cleaning and disinfecting procedures will be performed daily throughout all areas of the building and busses in which children attend and a scheduled deep clean when children are not present.
- We will remove shared items, such as toys, that are not easily cleaned and disinfected;
- Use of separate bins/containers for clean items and items that require cleaning/sanitizing and label accordingly;
- Reduce clutter and limit toys to toys that can be disinfected daily;
- We are only using a validated cleaner-disinfectant product which is approved by Health Canada.
- Each room will have its own toys. Toys will not be shared with other rooms. Where children are sharing toys or participating in an activity that might involve sharing, children must wash their hands before and after the sharing/activity.
- Staff will have equipment kits for the use of their group and assign materials to participants to avoid sharing of supplies (e.g. labeled art kits, assigned seating space, own basket for personal items).
- Children's belongings will be stored separately in their own personal cubby or bin.

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## **WITHDRAWAL/DISCHARGE OF STUDENTS**

Once registered, to officially withdraw, a parent/guardian must complete and submit a Discontinuation Form. Discontinuation Forms are available upon request from program management by emailing [AfterSchool@yourmax.ca](mailto:AfterSchool@yourmax.ca). Verbal notification and/or non-attendance will NOT constitute discontinuation. From September 1, 2020 – March 31, 2021, discontinuing clients must give a minimum notice of 28 days, and pay a \$50 + HST cancellation fee per student. From April 1 – June 25, 2021 discontinuing clients must give a minimum notice of 28 days, and pay a \$150 + HST cancellation fee per student. Please note that recurring pre-authorized debit payments are non-refundable once processed. If a balance is owing after the discontinuation has been processed, the next scheduled recurring payment will be adjusted to collect this balance in full.

If a payer's pre-authorized debit (PAD) payment fails, the payer will be in default. Default may result:

- 1) in the payer's account being sent for third party collections (any related fees will be billed to the payer);
- 2) in the cancellation of the student's enrollment;

3) in the payer forfeiting any previously paid fees.

MAX promotes an atmosphere of safety and mutual respect and will not tolerate inappropriate conduct or behavior. Violation of these principles may result in immediate termination of the student's enrollment.

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## PROFESSIONAL DEVELOPMENT (PD) DAYS/EARLY DISMISSALS

Each school will have a number of scheduled PD days and Early Dismissals each year and, for an extra fee, MAX After School will offer care for students on those days. Please note that it is not our responsibility to inform parents/guardians of PD days or Early Dismissals. MAX will only schedule a PD day or Early Dismissal after we are informed by a parent/guardian that a PD day or Early Dismissal will be happening at a particular school on a particular date.

For PD days, we offer full day care from 8:30am to 6:00pm, which means you don't need to take the day off – you can keep your daily routine and pick up your child at the same time you normally do. We provide a healthy afternoon snack and a full day of organized activities, from outdoor play and basketball to ball hockey and creative arts. We do not provide lunch on these days, so please prepare your child accordingly.

For scheduled Early Dismissals, we will offer transportation at the time of the early dismissal when your child's school is scheduled to be dismissed early for things such as Parent Teacher Interviews (this does not include when schools shut down due to weather). We do not provide lunch on these days, so please prepare your child accordingly; we will offer our regular afternoon snack. The program will stay open until 6:00pm for regular pick up.

Registration for PD days and Early Dismissals can be done in person at any MAX location or online at [yourmax.ca](http://yourmax.ca) (under Programs – After School – Register Now) following these four simple steps:

- Log in (do not create new profiles, just search your child(ren)'s name)
- Click on the PD Registration tab
- Select school and date (if more than one child, click "continue shopping" to enroll each additional child)
- Enter your payment information, and you're all done!

Here are some important facts about our PD days:

- If you require care for a PD day or Early Dismissal, you MUST register the student a minimum of forty-eight (48) hours in advance of the start of the day.
- PD day and Early Dismissal care is non-refundable once a child is registered.

- We will NOT accept a student on a PD day if the student was not registered.
- For Early Dismissal's, we will NOT pick a student up from their school if the student was not registered.
- The cost of a full PD day (start time prior to 11:30am) is \$32.
- The cost for an Early Dismissal (start time of 11:30am or later) is \$20.
- We require a minimum of three (3) students to run a PD day program. If at forty-eight (48) hours in advance of the start of the PD day, we have less than three (3) students registered, we will cancel the PD day and notify the parents and guardians of the registered students.

## F.A.Q.

### WHY DO WE REQUIRE 28 DAYS' NOTICE FOR A DISCONTINUATION?

We value your business at MAX and hope to be able to offer the service to customers throughout the full school year. If you have to leave us prior to the end of the school year, a notice period allows us time to offer your position to other customers on our waitlist who might otherwise have to provide notice elsewhere before starting MAX.

### HOW DO WE PRICE OUR PROGRAM?

Our program price is based on the number of days that we provide service over the school year. In 2019-2020, there are 190 days that are included in our fees. For your convenience, we spread the annual cost of the program over 22 bi-weekly payments, which allows for lower and equal payments over the entire school year regardless of holidays and PD days that may occur in any given week.

### WHY IS THE CANCELLATION FEE HIGHER FROM AUGUST TO SEPTEMBER AND APRIL 1 TO END OF THE SCHOOL YEAR?

The cancellation fees are higher at the beginning of the school year to help facilitate proper planning and grouping of your children for the upcoming year. At MAX, getting children into proper groups is a key to ensuring your child enjoys and receives the most from the MAX program. The 30 days prior to the start of school allows our staff to properly group children and enroll the final few waitlisted children before the start of the program, therefore minimizing cancellations during this time is important. The change in cancellation policy at the end of the school year is reflective of the operational and market challenges that can exist in the final weeks of the program if discontinuations occur. During the final 60 days of the program, we add in new targeted programming to keep our kids interested and excited as they close out the school year.



### **WHY DO WE CHARGE SEPARATELY FOR PD DAYS?**

MAX calculates the Afterschool program fees based on the number of days that we provide care during the school year. In the 2020-2021 school year, that will be 190 days, which is exclusive of any holidays and Professional Development days. Because not all clients choose to use MAX for Professional Development day care, we do not include these fees in our base rates at the risk of overcharging customers for a service they do not use. Alternatively, we separate the fees and allow customers to pay for only the services that they use.

### **WHAT ARE OUR STAFF TO CHILD RATIOS?**

At MAX, we ensure your child receives proper staff to child ratios. Exact ratios are dependent of age of child and in the 2020-2021 school year will be in accordance with Department of Health and Community Services Guidelines related to COVID-19.

### **HOW DO YOU DECIDE HOW CHILDREN ARE PUT INTO GROUPS?**

Under normal circumstances children are grouped according to their date of birth. In the 2020-2021 school year this process has been modified based on Department of Health and Community Services Guidelines as grouping is mandated to be done based on school and not by age.

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## **DID YOU KNOW?**

At MAX, we value being a trusted partner for active living for your entire family. To help in your decision making, we offer loyalty pricing on many of our programs. For example;

- After School clients are eligible for a 20% discount on our 12 month fitness membership at our New Cove Road location, and spouses and partners of members receive 30% off.
- Many of our child based programs offer free trials such as Martial Arts, Dance and Sports. These trials give your child the opportunity to see what they like best prior to registering.

To learn more about these offers, please see or contact one of our Customer Service Representatives by calling 733-7330 or emailing [info@yourmax.ca](mailto:info@yourmax.ca).



