Q&As

1. When does the registration process begin?

   Early registration will be open to families enrolled in the EXCEL program, at the time of registration, for five days beginning on Wednesday, June 5, 2019 at 8:00 am Atlantic Standard Time. A link to our online registration system will be made available on the HRCE website on Monday, June 3, at 8:00 am Atlantic Standard Time. An email will also be sent to current participants with this information.

   Registration will be open to families who are **not** enrolled in the EXCEL program, at the time of registration, on June 10, 2019 at 8:00 am Atlantic Standard Time. A link will be available for *parents of new participants* on the HRCE website as of Monday, June 10, at 8:00 am Atlantic Standard Time. From here, parents will click the "New Parents Open Account" icon which will provide access to the Parent Portal.

2. Where can I register?

   To protect the personal information of our clients, the EXCEL program has contracted the services of EZChildTrack, a 'Childcare Management' Software as a Service (SaaS) company, to support our registration and payment process. EZChildTrack offers a secure, convenient, web-based system on which clients can register their child(ren) **online** for the EXCEL program. In accordance with the Personal Information International Disclosure Protection Act (PIIDPA), all client data will be stored in Canada. Access to the registration process will be provided through a link on the HRCE website. Current clients will have the opportunity to register as of June 5, 2019 and new clients will be able to register as of June 10, 2019. Individuals without online access are asked to contact the EXCEL office as soon as possible. We will work to provide some options to ensure that parents have access to the **online** registration system during the time that registration opens.

3. How do I register?

   EZChildTrack offers a fully integrated online registration and payment system that will be accessed through a link on the HRCE website. The system will not allow registration before June 5, 2019 at 8:00 am Atlantic Standard Time, for current EXCEL families, and June 10, 2019 at 8:00 am Atlantic Standard Time, for all new families.

   Clients who have children enrolled in the EXCEL program, at the time of registration, will be expected to log into EZChildTrack to set up a registration account. You'll need to complete these steps on a computer and not a cell phone:

   1. Use the EZChildTrack link provided on the HRCE website to reach the Parent Portal of the system.
   2. Click the icon titled "Existing Parents Sign Up".

3. The email address of the Primary Account Holder will be required to log into the system. **This step can be taken once the link is posted/emailed on Monday, June 3, 2019 at 8:00 am Atlantic Standard Time**. Once this step is completed, your username and temporary password will be emailed to you.
4. You will then use your temporary password to log into the system from the icon titled "Returning Parents Sign In". You will be asked to change your temporary password to a password that is unique to you.
5. Once logged in, you will have reached the Parent Portal Home Screen. It is here that you'll click the icon titled "Register". Please note that this icon will not be visible until the "go live" date and time of Wednesday, June 5, 2019, at 8AM AST for returning EXCEL families and Monday, June 10, 2019 at 8AM AST for new EXCEL families.
6. Once you complete the online registration form, you will be directed to the payment platform to set up your payment plan. You will receive an email confirming that your application has been submitted.

Clients who do **not** have children enrolled in the EXCEL program, at the time of registration, will use the link posted on the HRCE website to access the EZChildTrack System. From here, parents will click the "New Parents Open Account" icon which will provide access to the Parent Portal. This icon will not be available until 8:00am on June 10th. From there, you will click the Register button to register your child(ren) for EXCEL. Once you complete the online registration form, you will be directed to the payment platform to set up your payment plan. You will receive an email confirming that your application has been submitted.

4. How do I get assistance if I encounter problems using the system?

   Parents are asked to contact the EXCEL office if there are any issues with the registration process.

5. When and how will I know if I've been accepted?

   Clients will be informed of their acceptance to the EXCEL program no later than June 28, 2019. You will receive an automated email message confirming your acceptance to the program.

6. What is the registration fee? How and when do I pay it?

   As in previous years, parents/guardians must pay a $36.00 registration fee. This fee is non-refundable even if the child is withdrawn from the program. Enrollment in the program will not be completed without payment of the registration fee.

   Payment can be made **online** during the application process using Visa, MasterCard, Visa Debit or MasterCard Debit. EZChildTrack partners with BluePay Canada, a secure online payment platform to accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a credit card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a credit card transaction,

you consent to this use and disclosure of your personal information. For information on how credit card companies protect your information, refer to their card holder policies and privacy policies.

Under the heading, **"Pay Now: Select Payment Method",** Credit Card will be the choice presented. The following payment cards are accepted: Visa Credit or Debit, MasterCard Credit or Debit. The system will recognize the different cards based on the card number. The name of the payer, address, expiry date and CVV (3 digit number on back of card) are required.

Families who wish to pay monthly tuition fees online can also set up **auto payment** at the time of registration with the payment card used to pay the $36 fee. On the "Make Payment" screen where you are required to enter your payment card information, there is a section that says, "Enroll in Recurring Autopay". Below, it will say "Use this card for autopay" and will provide Yes or No as your options. Simply click Yes if you would like to set up for autopay, then click the "Make Payment" button. Tuition payments will be applied to the payment card entered on the 20th of the month preceding service.

If you choose to **pay later by cash, cheque or money order**, please visit the EXCEL Administration office at 25 Alfred Street, Dartmouth, NS to make payment in order for the enrollment process to be completed.

If the capacity has been reached for the program in which you wish to enroll and you apply for a space on the waitlist, you will not be required to pay the $36.00 registration fee until such time as space is available for your child to enroll.

7. What are the program fees?

Program fees for 2019-20 will remain the same as this year. EXCEL's program fees are based on 184 instructional days in the school year multiplied by the daily rate for the applicable program (Before: $5.27; After: $13.21 and Before and After: $18.48), divided into 10 equal monthly payments.

Monthly program fees are as follows:

Before School: $97/month
After School: $243/month
Before and After School: $340/month

EXCEL does not offer part-time participation.

If you withdraw your child part-way through a month, your refund will be calculated by multiplying the applicable *daily rate* by the total number of days used in the final month of enrollment and subtracting that from the standard monthly rate. Refunds will not exceed the standard monthly rate for the applicable program.

When enrolling part-way through a month, the first month's fees will be calculated by multiplying the number of days to be used by the applicable *daily rate*. These fees will not exceed the standard monthly rate. The standard monthly rate will apply to the months remaining in the school year.

8. What are my payment options and associated fees?

Monthly tuition fees can be paid online through the Parent Portal using Visa, MasterCard, Visa Debit or MasterCard Debit, in person/by mail using post-dated cheques, or in person using cash or money order.

Online Payments
If paying monthly tuition fees online, families can set up **auto payment** at the time of registration with the payment card used to pay the $36 fee (see Question #5) or prior to the first billing date through the Parent Portal. EZChildTrack partners with BluePay Canada, a secure online payment platform to accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a credit card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a credit card transaction, you consent to this use and disclosure of your personal information. For information on how credit card companies protect your information, refer to their card holder policies and privacy policies.

To set up autopay through the Parent Portal, go to the *Payment and Statements* section of the Parent Portal Home Page and click on "Enroll in Autopay". Select Payment Method. Credit Card will be the choice presented. Select a payer from the "Paid by" drop down menu and complete the remaining mandatory fields. (**Please note: the payer must be a person listed on the application form as primary or secondary account holder, emergency contact, or authorized to pick up**). Click on "Enter Credit Card" and enter your payment card details. Click on "Enroll in Autopay". If successful, an automatic payment confirmation screen will be displayed. An email will be sent to the Primary account holder and payer (if different than the Primary account holder).

Payments will begin to be processed on the 20th of the month preceding service (e.g., August 20th for the month of September) using the payment information provided. Once enrolled in the program, payment card information can be changed through the Parent Portal.

If you have difficulty setting up your online payment information through the Parent Portal, please contact the EXCEL Administration office by calling 902-464-2000 ext. 2787.

Post-Dated Cheques

If paying monthly tuition fees by post-dated cheques, they must be received at the EXCEL office on 25 Alfred Street, Dartmouth, NS at least five days prior to the 20th of the month preceding service.

If you register part-way through the month, payment is required immediately by visiting the EXCEL Administration office on 25 Alfred Street, Dartmouth, NS for the days that will be used for the first month of service. Enrollment will be completed once payment is received.

Receipt of post-dated cheques for the remaining months of service are required five days prior to the next monthly payment date to avoid interruption in service.

Cash or Money Order

Payment by cash or money order must be made at the EXCEL Administration office on 25 Alfred Street, Dartmouth, NS on or before 4:15pm on the 20th of the month preceding service.

If you register part-way through the month, payment is required immediately by visiting the EXCEL Administration office on 25 Alfred Street, Dartmouth, NS for the days that will be used for the first month of service. Enrollment will be completed once payment is received.

9. Can I apply for more than one EXCEL program?

Given the demand for our programs, parents may only submit an application for one school during the registration period. You will need to provide us with the name of the school in which your child(ren) is registered and will attend in September 2019. You may only register your child(ren) for an EXCEL program operating at the school in which they are enrolled. Should there be factors resulting in a change of schools following the submission of the initial application, parents may contact the EXCEL office to request a transfer of their application from one EXCEL program to another. The date of the request to transfer the application would become the new date/time for acceptance consideration. Please contact the EXCEL office to request these changes.

10. Are there spaces in the EXCEL program dedicated to children who may require additional support to participate?

All applications are treated equally. Applications are processed based on the date and time the application is received. When completing the application form, you will need to provide details of any medical concerns, allergies, conditions, disabilities, and related needs your child may have in order to actively participate. Before acceptance to the program is granted, parents will be contacted by the EXCEL Management Team for a pre-assessment conversation to discuss the specific supports that may be required. Some of the factors for consideration may include:

- Does your child require assistance such as washing, toileting, or changing clothes?
- Does your child require assistance with feeding or drinking?

- Does your child have any mobility issues and require assistance to move from one location to another?
- Does your child exhibit aggression or violence towards others?
- Does your child pose a risk of injury to him or herself?
- Is your child a flight risk?

The EXCEL Management Team may deem it necessary to meet with you at your child's school to provide an opportunity to explore the EXCEL environment and collaboratively develop a potential accommodation plan, if appropriate. Your position in the queue will not be impacted during this process.

If it is determined that a child's needs can be reasonably accommodated in the EXCEL program by increasing the staff to child ratio (i.e. 1 leader to less than 15 children), acceptance into the program will be dependent on the recruitment of qualified staff.

If, after acceptance to the EXCEL program, it is determined that a child has needs beyond those that can be supported within a ratio of 1 leader: 15 children, the child's participation may be suspended until such time as it can be determined if reasonable accommodations can be made and when they can be put in place.

If the needs of your child(ren) cannot be reasonably accommodated for the EXCEL Program, the $36.00 registration fee will be refunded.

11. What happens if the program is full when I register?

If the EXCEL program at your child(ren)'s school is at capacity, you will receive an automated email message indicating that your child(ren) have been added to the waitlist. If/when space becomes available, you will be contacted by the EXCEL Administration office to determine if you are still interested in enrolling your child(ren).

12. What if I'm away during the registration period?

In an effort to ensure that clients' personal information is protected, registration must be completed online through EZChildTrack. EZChildTrack is a secure, web-based system that can be accessed from anywhere with an internet connection. If you do not have access to the internet, you are encouraged to establish a designate who can complete the application on your behalf. To ensure that all clients have equal access to the registration process, exceptions to this process cannot be made.

13. I share the costs of EXCEL with another person. How is this handled through EXCEL's registration system?

Contrary to how this was handled in the past, only one parent needs to complete the actual registration process. On the online registration form, the registering parent will indicate that this

is a cost-share arrangement. He or she will include the cost-share details and the contact information of the second person, including his or her name, email address and phone number. The EXCEL office will then contact the second person and provide a link for that person to complete his or her payment information and complete the process. The creation of the additional payment account is subject to the non-refundable $36 application fee. All Account Holders will receive individual Income Tax receipts.