

Q&As

1. When does the registration process begin?

Returning Families:

In order to be eligible for Early registration, families must have children enrolled in a 2020-21 EXCEL program as of April 23rd, 2021. **Overdue** account balances must be paid in order to register for a program.

Please note: *Siblings of 2020-21 EXCEL participants who will be starting school in September 2021 are eligible for enrolment during the Early Registration Period. EXCEL for Pre-Primary students is available at selected sites.*

Early Registration for the EXCEL 2021-22 Program is divided into three Units based on school/grade as follows:

April 26th at 8:00 am to April 27th at 7:59 am - Unit 1: Astral Drive (PP-6), Bel Ayr (PP-6), Bicentennial (PP-6), Brookhouse (PP-6), Caldwell Road (PP-6), Colby Village (PP-6), Crichton Park (PP-6), Dartmouth South (P-6), George Bissett (PP-6), Hawthorn (PP-6), Joseph Giles (PP-6), Mount Edward (PP-6), Ocean View (PP-3), O'Connell Drive (PP-6), Oyster Pond (PP-6), Porters Lake (PP-6), Portland Estates (PP-6), RK Turner (PP-6), Ross Road (PP-6), Seaside (4-5), Shannon Park (PP-6), Sunnyside Eaglewood (P-6), and Sunnyside Fort Sackville (PP-1)

April 27th at 8:00 am to April 28th at 7:59 am- Unit 2: BLT Jr. (PP-1), BLT Sr. (2-5), Burton Ettinger (P-6), Elizabeth Sutherland (PP-6), Hammonds Plains (PP-5), J.W. MacLeod (PP-4), Fleming Tower (P-2), Kingswood (P-6), Le Marchant-St. Thomas (P-6), Oxford (PP-6), Saint Mary's (P-6), Sambro (PP-5), Shatford (PP-6), Sir Charles Tupper (PP-6), Springvale (PP-6), St. Joseph's - Alexander McKay (PP-6), St. Margaret's Bay (PP-5), St. Stephen's (PP-6), Tantallon Jr. (PP-1), Tantallon Sr. (2-5), Westmount (PP-6) and William King (PP-5)

April 28th at 8:00 am to April 29th at 7:59 am - Unit 3: Ash Lee Jefferson (PP-5), Basinview Drive (PP-4), Beaver Bank Kinsac (PP-5), Beaver Bank Monarch (PP-5), Bedford South (PP-4), Caudle Park (PP-5), Cavalier Drive (PP-5), Dutch Settlement (PP-6), Grosvenor-Wentworth (PP-6), Harry R Hamilton (PP-5), Hillside Park (PP-5), Holland Road (PP-5), Millwood (PP-5), Oldfield (PP-5), Park West (PP-6), Rockingham (PP-6), Rocky Lake Elementary (5-6), Sackville Heights (PP-5), Smokey Drive (PP-5), Sycamore Lane (PP-5), Waverley Memorial (PP-5)

April 29th at 8:00 am to April 30th at 4:00 pm- All Units: (Early Registration Only)

New Families:

General registration is for families whose child(ren) were not enrolled in an EXCEL 2020-21 program as of April 23rd, 2021.

General Registration for the EXCEL 2021-22 Program is divided into three Units based on school/grade as follows:

May 3rd at 8:00 am to May 4th at 7:59 am - Unit 1: Alderney (PP-6), Astral Drive (PP-6), Bel Ayr (PP-6), Bicentennial (PP-6), Brookhouse (PP-6), Caldwell Road (PP-6), Colby Village (PP-6), Crichton Park (PP-6), Dartmouth South (P-6), George Bissett (PP-6), Hawthorn (PP-6), Joseph Giles (PP-6), Mount Edward (PP-6), Ocean View (PP-3), O'Connell Drive (PP-6), Oyster Pond (PP-6), Porters Lake (PP-6), Portland Estates (PP-6), RK Turner (PP-6), Ross Road (PP-6), Seaside (4-5), Shannon Park (PP-6), Sunnyside Eaglewood (P-6), and Sunnyside Fort Sackville (PP-1)

May 4th at 8:00 am to May 5th at 7:59 am- Unit 2: BLT Jr. (PP-1), BLT Sr. (2-5), Burton Ettinger (P-6), Elizabeth Sutherland (PP-6), Hammonds Plains (PP-5), Harrietsfield (PP-5), J.W. MacLeod (PP-4), Fleming Tower (P-2), Kingswood (P-6), Le Marchant-St. Thomas (P-6), Oxford (PP-6), Saint Mary's (P-6), Sambro (PP-5), Shatford (PP-6), Sir Charles Tupper (PP-6), Springvale (PP-6), St. Joseph's - Alexander McKay (PP-6), St. Margaret's Bay (PP-5), St. Stephen's (PP-6), Tantallon Jr. (PP-1), Tantallon Sr. (2-5), Westmount (PP-6) and William King (PP-5)

May 5th at 8:00 am to May 6th at 7:59 am- Unit 3: Ash Lee Jefferson (PP-5), Basinview Drive (PP-4), Beaver Bank Kinsac (PP-5), Beaver Bank Monarch (PP-5), Bedford South (PP-4), Caudle Park (PP-5), Cavalier Drive (PP-5), Dutch Settlement (PP-6), Grosvenor-Wentworth (PP-6), Harry R Hamilton (PP-5), Hillside Park (PP-5), Holland Road (PP-5), Millwood (PP-5), Oldfield (PP-5), Park West (PP-6), Rockingham (PP-6), Rocky Lake Elementary (5-6), Sackville Heights (PP-5), Smokey Drive (PP-5), Sycamore Lane (PP-5), Waverley Memorial (PP-5)

May 6th at 8am onward – All Units

2. Where can I register?

The EXCEL program uses EZChildTrack, a 'Childcare Management' Software as a Service (SaaS), 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. Using the most **updated version** of your web browser, please visit

<https://ca.ezchildtrack.com/excel/parent> on a device larger than a cell phone. While larger devices are more user-friendly, the application can be completed on tablets and smartphones that can be **switched to desktop version**. In accordance with the Personal Information International Disclosure Protection Act (PIIDPA), all client data will be stored in Canada.

Returning families can register by signing into their account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) using the "Returning Parents Sign In" icon. Please contact the EXCEL Office well ahead of registration if you do not remember your sign in information.

New families can register by visiting the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) and clicking on the Register button in the "New Parents Open Account" icon.

Application Guidelines are available on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>) to assist with using the online registration system.

Please call 902-464-2000 ext. 2787 or email excelregistrar@hrce.ca if you require assistance with registration.

3. How do I register?

For clients of an EXCEL 2020-21 Program, simply sign into your account on the the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) **using a device larger than a cell phone.** In the Registration section of the Home Page, click on the desired program's Register button. You will be taken to the My Account page where you can review and update your account information as necessary. Then click on the My Children button at the bottom of the page. Here you can register children or skip registration. To register a child, click on the Register button. Review information and make any necessary changes. If you wish to add another child, click on the Add Child button. **Only when all desired children have been registered should you move on to the Terms and Conditions section of the application.**

Continue to complete each step of the online application process as outlined in the Application Guidelines document found on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>).

If you would like to register your child(ren) for the EXCEL program at schools in different Units, simply sign in to your account on the EZChildTrack Parent Portal on the specified registration dates and click on the register button for the desired program to complete the application.

For new families, please visit <https://ca.ezchildtrack.com/excel/parent> **on a device larger than a cell phone.** From here, click the Register button in the "New Parents Open Account" icon which will provide access to the online application form. When you enter your email address into the first required field, an email verification screen will open indicating that a validation code has been sent to your email address. Enter the validation code and click on [Continue] to complete the application. Application Guidelines are available on the EXCEL Registration page of the HRCE website (<https://www.hrce.ca/about-our-schools/parents/excel-child-care/registration>) to assist with using the online registration system. Please review carefully before applying.

If you have children attending schools in different units, simply enter the EZChildTrack Parent Portal on the specified registration dates by clicking on the Register Button in the New Parents Open Account box and click on the register button for the desired program. When you are registering for a second or third time, you will enter the Primary Account Holder's email address in the first field in the Parent Application. After you enter your email address, a pop-up will prompt you to retrieve a Validation Code from the recognized email address. Enter the Validation Code and click Continue. The system will automatically populate the current Parent Application with all previously submitted adult and child data. You can then register/add the child(ren) for the specified program.

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

Parents are asked to contact the EXCEL office by calling 902-464-2000 ext. 2787 or by email at excelregistrar@hrce.ca if there are any issues with the registration process.

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

Once you submit the Parent Application in EZChildTrack, you should receive an email indicating that your registration submission was successful. You will receive a second email acknowledging that your request for enrollment for desired activities (i.e. Before and/or After School) has been successfully submitted. **Please check your junk/spam folders in case the emails do not get delivered to your Inbox.**

Your application will typically be processed within 10 business days but may take longer depending on application volume. When your application is being processed, you will receive two emails: the first will indicate approval of your Program registration (i.e. EXCEL 2021-22) and the second will indicate which activity(ies) (i.e. Before and/or After) your child(ren) have been enrolled in. If your child(ren) have been added to the wait list for one or more of your requested activities (i.e. Before and/or After), you will receive an email to indicate this. **Please check your junk/spam folders in case the emails do not get delivered to your Inbox.**

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

A registration fee of \$37.00 will be charged when submitting your EXCEL application. This fee is non-refundable even if the child is withdrawn from the program, regardless of whether or not they attended.

Payment can be made **online** during the application process using Visa, MasterCard, Visa Debit or MasterCard Debit. EZChildTrack partners with Payroc Canada, a secure online payment platform to accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a payment card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a payment card transaction, you consent to this use and disclosure of your personal information. For information on how payment card companies protect your information, please refer to your card company's cardholder and privacy policies.

For online payment, 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. The address provided must match the address provided to your credit card company or financial institution. **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.**

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 registration 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 designated payment card on the 20th of the month preceding the month of service beginning on August 20th.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

If you choose to **pay later by cash, cheque or money order**, the registration fee will be due immediately by visiting the EXCEL Office (25 Alfred Street, Dartmouth, NS, B3A 4E8). Please call ahead to ensure that a staff member is available to receive your payment. Please make cheques and money orders payable to HRCE/EXCEL.

The registration fee will be applied even if your child(ren) are only enrolled in one of your desired activities (i.e., Before or After). If the capacity has been reached for all program activities in which you wish to enroll and you apply for a space on the waitlist, you will not be required to pay the registration fee until such time as space is available for your child(ren) to enroll.

7. What are the program fees?

EXCEL program fees are based on the number of instructional days in the school year multiplied by the daily rate for the applicable program, divided into 10 equal monthly payments.

Monthly Program fees for 2021-22 are as follows:

Before School: \$99/child/month

After School: \$248/child/month

Before and After School: \$347/child/month

Sibling discounts of 10% for the second child and 15% for the third and subsequent children in a family will apply.

EXCEL does not offer part-time participation.

If you withdraw your child partway through a month, your refund will be calculated by multiplying the applicable **daily rate** (with sibling discounts as appropriate) by the total number of service 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 partway through a month, the first month's fees will be calculated by multiplying the number of service days to be used by the applicable **daily rate** (with sibling discounts as appropriate). These fees will not exceed the standard monthly rate. The standard monthly rate will apply to the months remaining in the school year (less sibling discounts, if applicable).

8. What are my payment options?

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 money order, or in person using cash.

Online Payments

If paying monthly tuition fees online, families can make payments manually each month or set up **auto payment**. EZChildTrack partners with Payroc Canada, a secure online payment platform to accept online payments. All payments are processed in Canadian dollars. Personal information you provide during a payment card transaction may be stored, accessed from or disclosed outside Canada for payment processing. When you complete a payment card transaction, you consent to this use and disclosure of your personal information. For information on how payment card companies protect your information, please refer to your card company's cardholder and privacy policies.

Manual Online Payments

To make manual online payments, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Pay Now] button in the 'Payments & Statements' section of the Home Page. Select the desired payment method (i.e., credit card). You will be taken to a page wherein you can select the payer and specify the payment amount.

Please note: the payer must be a person listed on the account as primary or secondary account holder, emergency contact, or authorized to pick up. If you wish to use another payment method, click on the [Change Payment Method] button. The 'View Current Invoice' link can be used to view details linked with the current invoice. There is also an option to view the refund policy. If no credit card details have been saved for the account, you can specify payer information and click on [Enter Credit Card] button. A form is shown where you can enter payment details and, if you wish, use the card details for autopay. The address provided must match the address provided to your credit card company or financial institution. Click on [Make Payment]. If the transaction processed successfully, a payment receipt will be emailed to the payer and the Primary Account Holder (if different). A screen will appear indicating that the payment was successfully processed and provide the option to print the receipt. A Late Payment Fee of \$18.50 will be posted to the Account the day following the Payment Due Date if the balance has not been remitted.

Autopay

Enrolling in autopay can be completed at the time of registration with the payment card used to pay the registration fee. On the "Make Payment" screen of the application 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 the month of service.

To enroll in Autopay later, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Enroll in Autopay] button in the 'Payments and Statements' section of the Parent Portal Home Page. Select the desired method for automatic payment (i.e., credit card). In the next screen, after selecting the payer from the 'Paid By' drop-down and agreeing to the terms and conditions (please review carefully), click on the [Enter Credit Card] button. A payment form is displayed where you can enter all card details. If the enrolment is successful after you click on the [Enroll in Autopay] button, a confirmation email will be sent to the payer and a confirmation message will come up. Once the confirmation message comes up, you can click on the [Close] button to exit. Any payment due prior to the autopay start date must be made manually.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

To update/change the payment card used for autopay, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Change Payment Method] button to choose a different payment method. Select the desired payment method. You can also delete the existing saved automatic payment method at this time. Changes to payment cards must be made through the parent portal at least five business days prior to the 20th of the month. ***Please note: If you are set up for autopay and make a one time manual payment with a different payment card, this will not change the payment card set up for autopay. You must complete the steps outlined above to update or change the payment card for autopay. Autopay will be set up on your account from year to year unless you choose to cancel it.***

If you wish to cancel autopay, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Cancel Automatic Payment] button to cancel autopay and make payments manually.

If you register partway through the month, payment is required immediately for the days that will be used for the first month of service. You can use the payment card on file (if provided during the registration process) or another of your choosing. Enrollment will be completed once payment is received.

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 or emailing excelregistrar@hrce.ca.

Post-Dated Cheques

If paying monthly tuition fees by post-dated cheques (payable to HRCE/EXCEL), they must be received at the EXCEL office (25 Alfred Street, Dartmouth, NS, B3A 4E8) at least five days prior to the 20th of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Please call ahead to ensure that a staff member is available to receive your payment. 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 Due Date to avoid interruption in service.

Cash or Money Order

Payment by cash or money order (payable to HRCE/EXCEL) must be received by the EXCEL Administration office (25 Alfred Street, Dartmouth, NS, B3A 4E8) on or before 4:15pm on the 20th day of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Please call ahead to ensure that a staff member is available to receive your payment. Enrollment will be completed once payment is received.

9. Can I apply for the EXCEL Program at more than one school for the same child?

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) will be registered and will attend in September 2021. 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 (902-464-2000 ext. 2787 or excelregistrar@hrce.ca) 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.

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. Parents will be contacted by the EXCEL Management Team for a pre-assessment conversation to discuss 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 increasing the standard supervisory ratio of 1 leader to 15 children is the appropriate accommodation to meet a child's needs, acceptance into the program will be dependent on the recruitment of additional staff. The \$37.00 registration fee will be required once the necessary staffing is in place and the child can begin attending the program.

If, after acceptance to the EXCEL program, it is determined that a child has needs beyond those that can be supported within the standard supervisory ratio of 1 leader to 15 children, the child's participation may be suspended until such time as the necessary staffing can be put in place.

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 **on a device larger than a cell phone**. If you do not have access to the internet/appropriate technology, you are encouraged to establish a designate who can complete the application on your behalf.

Please call 902-464-2000 ext. 2787 or email excelregistrar@hrce.ca if you require assistance with registration.

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

If you are eligible to register during the early registration period, the parent/guardian who registered the child(ren) for the 2020-21 school year must register the child(ren) for the 2021-22 school year as your child(ren)'s information is on your account. When registering for the 2020-21 school year, you will indicate that you will be sharing the costs with another individual and

provide the required information. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.

For new families, 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. They will include the cost-share details (i.e. %) and the contact information of the second person, including their name, email address and phone number. The EXCEL office will then contact the second person and provide a link for that person to provide their payment information and complete the process. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.