

April 21, 2020

Dearest Families,

**Re: COVID-19 update – Temporary Tuition Relief Program (MAY 2020)**

We wanted to say a big heartfelt “thank you” to all our families for your understanding during this challenging time. We know that COVID-19 is having a profound impact on our community and we wish you all well over the coming weeks and months.

At CEFA, the health and wellbeing of our students and their families, of our teachers, and our Franchise Partners (school owners) is of the utmost importance to us. This sadly continues to be an unprecedented situation the likes of which none of us have faced before.

In March, the B.C. Provincial Government deemed licensed Childcare Operators as an Essential Service and announced “Temporary Emergency Funding” to support their ongoing operating costs (such as rent, utilities, payroll, etc).

At the same time CEFA announced its **Tuition Relief Program** for the month of April 2020.

As we are now coming to the end of April, we want to provide an update to parents as it relates to their childcare space at our schools, and the Tuition Relief we are offering for the month of **May 2020**. This relief program continues to be in alignment with guidance being provided by the Provincial Government:

- **As a result of COVID-19, if you decide to continue to keep your child home during the month of May 2020, you will not be charged any tuition fees for this temporary withdrawal.**
- **Your childcare space will also continue to be guaranteed for the month of June 2020.**

We have been informed by some parents that they are in the process of being recalled to work and will need our services at some point during May. If you need to return to school during the month, then tuition will be assessed on a pro-rated basis.

By remaining open CEFA schools have been able to provide a critical service to those in need, especially the families of our front-line critical care workers and other families operating within the essential service category.

We still, however, have a great responsibility to ensure our students are safe and healthy, and of course, the same goes for our teachers. We continue to support the Government approach of “social distancing” and other measures in place to combat this virus, and hope your family does the same. For those families needing the services of our schools, then you can rest assured that we are following all provincial guidelines to ensure the health and safety of everyone in our facilities.

You may also find that some schools, out of an abundance of caution for the well-being of all students and staff, will need to amend some of their operating practices (for example: school operating hours, CEFA chef program, dropping students off at the door, excluding all non-essential entry into the school, and even refusing entry into the school). Our schools will ensure that any short-term measures they are implementing will be clearly communicated to you.

This is still an evolving situation and we will continue to update this policy on a regular basis as new information comes to light.

We fully understand that there are many questions and concerns that you may have over the coming weeks, and we are here for you.

Thank you again for your understanding and support during the time.

Regards,



Alex Read  
CEO



Natacha V. Beim  
Founder and Executive Chair