

May 14, 2020

Dearest Families,

**Re: COVID-19 update**

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 hope you are staying safe and well.

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. Since the pandemic began, CEFA has been committed to continuing to provide childcare as an essential service to families, in alignment with the recommendations of the B.C. Provincial Government and public health authorities.

In March, in partnership with the B.C. Provincial Government we announced our **Tuition Relief Program** for the month of April 2020. This program was then extended into May.

As we are now coming to the middle of May, 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 moving forward. With the COVID-19 situation constantly evolving, we may not have all of the answers right now. However, we wanted to provide you with the following information:

**Is my child able to return to their CEFA school?**

Following the announcement from the BC Premier on the 6<sup>th</sup> May, we understand that a number of parents are starting to return to work. Therefore, the simple answer is “yes”, your space has been held during the “Tuition Relief Program”, and our schools remain open. If your childcare needs have changed and you now wish to return to school, please contact the school directly to make arrangements.

**What will my Tuition cost if I return mid-month?**

If you need to return to school during the month, then tuition will be assessed on a pro-rated basis. Your school will be able to provide individual guidance on this.

**How long will the CEFA Tuition Relief program last?**

Since the CEFA Tuition Relief program was made possible through the emergency child care funding received by the Province of BC, this program will continue to run until the funding is no longer available. At this time, we have not been informed by the Ministry of Children and Family Development as to when the funding will cease. Once we have more information we'll be sure to update you right away.

**Do we retain our childcare space throughout the entire time the CEFA Tuition Relief program is running?**

Yes. You will retain your childcare space during the entire time the Tuition Relief program is running.

**What is the status of my tuition fees while my child is temporarily withdrawn from the program?**

You are not being charged for any childcare fees while your child is temporarily withdrawn from the program, in alignment with our Tuition Relief Program

**Once the Tuition Relief program concludes, what happens if we decide to not have our child return to the school immediately?**

CEFA has guaranteed your child's spot in our school during this period of temporary withdrawal. Once the Tuition Relief program ends, payment of your tuition fees will be automatically reactivated effective the first day our program resumes regular operations.

We recognize this is a very difficult time for families and there may be a number of reasons why they decide to not have their children return to the school right away. Unfortunately, in these cases we will not be able to extend the temporary withdrawal period for families. If a family decides to not have their child return to school once regular operations resume, CEFA will view this as a permanent withdrawal and will follow the regular permanent withdrawal policy.

**Once my child returns to school what will CEFA do to maintain a safe childcare environment?**

We 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 Provincial Government guidelines and other measures in place to combat this virus, and hope your family does the same. For those families returning to our schools, then you can rest assured that we are following all appropriate guidelines to ensure the health and safety of everyone in our facilities.

Upon return to school, CEFA will continue to be vigilant in monitoring for flu-like symptoms, in accordance with Provincial Health Authority guidelines. **If you and any of your children exhibit any respiratory illness (including colds) you must stay home and self-isolate for 10 days from symptom onset.** This means your child will need to show absolutely no signs of any illness in order to attend care

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.

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 being part of the CEFA community and for your understanding and support during the time.

We look forward to welcoming your child back to our school at the right time, and we wish you, your family and all of your loved ones continued health.

Regards,

A handwritten signature in blue ink that reads "Alex Read". The signature is fluid and cursive, with a horizontal line underneath the name.

Alex Read  
CEO

A handwritten signature in black ink that reads "Natacha V. Beim". The signature is very stylized and cursive, with many loops and flourishes.

Natacha V. Beim  
Founder and Executive Chair