

## **Bee Haven Childcare: Covid-19 FAQ's**

- ***Please note that we are living under ever changing circumstances and we will update this form as we receive new information***
- ***Fees\****: For children who are attending Bee Haven during the Covid-19 outbreak, parents will be invoiced at the end of each month for the time their child(ren) attended minus any monthly fees already paid. These charges will be \$70 per day to a maximum amount of our regular monthly fee maximums. For example if your school age child attends 5 days per week over the course of the month you would be charged a maximum amount of \$725/month, and the same applies to 3-5 and IT age groups.
- For all temporary withdrawals from Bee Haven's childcare programs, we require a temporary withdrawal form; please click on the link on Bee Haven's home page for the form. Once completed please email the form back to [louise@beehavenkids.com](mailto:louise@beehavenkids.com) and your refund will be processed. You will be notified when the refund is ready for pickup.
- In order to receive a full refund for April, all temporary withdrawal forms must be received by April 15<sup>th</sup>, 2020. Any forms received after April 15<sup>th</sup> will not receive a refund for April.
- Sending Bee Haven the temporary withdrawal form means Bee Haven will not collect fees until the Provincial Health Office (PHO) gives the all clear, or you decide you require your child back at Bee Haven. Return dates will be decided on PHO guidelines or family needs. Arrangements for re-entry in to programs will be made with managers, and will be based on staff availability.
- When your family is ready to return to Bee Haven, please contact a manager; for school age programs please email [schoolagemanager@beehavenkids.com](mailto:schoolagemanager@beehavenkids.com) and for early years (0-5 yrs. old) please email [manager@beehavenkids.com](mailto:manager@beehavenkids.com)
- For Spring Break 2020, Bee Haven is offering credits for those families who signed up but did not attend due to Covid-19.
- Currently we are operating programs at The Academy (2420 Dollarton Highway) location for all infant/toddler and 3-5 year old programs and at the Haven (648 Queensbury Ave.) and Kids Club (700 East 7<sup>th</sup> St.) for all School Age Programs. We are maintaining a level of 10 or less people (kids and staff) in each program/room. More sites will be opened as need for care increases.
- For our active school age programs, Bee Haven staff are implementing a more structured day that includes reading breaks, and educational programming. Children are also encouraged to bring any school work they have been assigned from their teachers, and are allowed to bring laptops/iPad to do school work or educational games on.
- The majority of Bee Haven staff remains on the payroll, and we are scheduling rotating days off for all staff. The staff teams are also involved in other projects such as cleaning, and organizing of the various locations, as well as adding some new features to our outdoor spaces.
- Bee Haven's staff are making themselves available to do Zoom conferences with your children. If your child is missing the daycare and the staff, please email your program manager to setup a time to chat.
- Please click on the link on Bee Haven's home page for a list of Bee Haven's Covid-19 policies being implemented in the active programs.

- Please click on the link on Bee Haven's home page for Covid-19 updates from the BC Government, and signs and symptoms to look for.