

Late Start and Early Release Policy

The Club strives to always be there for our members and families, however, safety is our #1 priority and we must always balance the safety of our members and staff against our desire to provide services. In order to address what might be short-term issues that affect Club operations, we have developed a late start and early release policy. We hope this policy will allow us to open for at least a partial day when adverse conditions are time limited, or to ensure that members and staff do not remain onsite when it is unsafe.

Late start:

There are many factors that may cause the Club problems with opening on time, these include but are not limited to road closures, unplowed parking lot, electrical outages or staff absences.

When the adverse factor is not anticipated to last all day, such as an unplowed parking lot, the Club reserves the right to call a late start.

The Club may call a late start with up to a four-hour delay. If the adverse factor is going to exceed four hours, then a full day closure will be called.

The decision regarding a late start will be made by the Administrative Team, including ED, Club Director and Site Coordinator. Where 3rd parties are involved, such as Police, Fire, Utility Company, LTUSD etc estimated time frames and guidance will be sought before a decision is finalized.

Parents will be notified of the late start via BAND and social media.

If the late start exceeds three hours, parents who have paid a daily fee will be given a credit for the hours missed.

Early Release:

Factors that make it unsafe to continue Club operations include: power outage, flooding or deep snow in the parking lot, insufficient staffing for a 20:1 ratio, onset of heavy snowfall that may prevent members and staff from getting home.

The Club reserves the right to call an early release at any point during Club time when the safety and wellbeing of members and staff are adversely affected.

The decision regarding calling an early release will be made by the ED, Club Director and Site Coordinator. It is possible that during the afterschool, one site may close while the other remains open (in the case of a power outage for example), in such instance it is not possible to transfer members to the other site as we must keep within our 20:1 staff ratio and do not have sufficient vehicles to transport all members in a timely manner.

Parents will be notified of the early release via BAND and social media. If possible, phone calls may also be made.

Parents will be expected to pick-up their child within 1 hour of the notification. Parents unable to get to Club within 1 hour are kindly requested to contact someone on their authorized pick-up list who can pick up their child within the requested timeframe.

Reimbursement will only be given if the early release was called three or more hours before the stated closing time and only the hour missed will be reimbursed.