



## Licensed Childcare Program Family Handbook

**Dear Summer families,**

Welcome to GNAG! Some of you are new friends and some have been with us forever, regardless of when you came to join us, thank you, we are so lucky to have you as part of our family.

Each year GNAG works hard to bring together a group of individuals as unique as the kids in our program. These individuals become our summer camp team who are here to keep your kids safe and play with them every day. Our licensed program staff are either registered Early Childhood Educators, or have extensive experience working with young children, along with police background checks, and Standard First Aid and CPR level C.

The parents' handbook is designed to help prepare you and your child for the upcoming summer program at GNAG. Whether it is your first year with us or your family is full of seasoned participants, we recommend that you read through this handbook and refer to it when needed as a source of information.

At GNAG we are committed to offering a high-quality program that your child(ren) will enjoy. We are driven by the opportunity to offer your children a safe and comfortable space for them to play and learn all summer long.

We are excited to have parents as our partners and look forward to seeing you at drop-off and pick-up every day. Our friendly staff members are more than happy to help you with any questions, comments or suggestions you might have. Our team is comprised of managers, coordinators, counselors and volunteers. Our managers are happy to address any administration needs. Our coordinators and counsellors are here to address any day-to-day issues that may arise throughout the week.

Please do not hesitate to contact us should you have further questions!

The GNAG Team [info@gnag.ca](mailto:info@gnag.ca)

## **GNAG Licensed Childcare Program Statement**

The program and curriculum at GNAG's Odyssey Tykes Summer Program for Preschool are guided by "*How Does Learning Happen? Ontario's Pedagogy for the Early Years*" (2014)(HDLH). This pedagogy has been implemented through the Ministry of Education as a professional learning resource for childcare workers and provides a fundamental framework, grounded in leading-edge research, for how we approach education. We provide an enriching and educational program that promotes inclusivity and cooperation in a fun and safe environment, while focusing on the types of environments, experiences, and interactions, which bring out the best in children, their families, and the educators. Learning through play is the cornerstone of our philosophy, and by demonstrating their interests and developmental needs through child-led activities; it allows children to be active and capable participants in the program content itself. Through observation and reflection, our educators are better prepared to create an environment that entices the curiosity of the children and fosters a lifelong love of learning.

The promotion of safety, healthy living, and nutrition is very important to GNAG. Everyday, during the childcare program, we will allocate time for children to eat a snack provided from home. Healthy food option suggestions and guidance can be provided to families should they request it. In response to potential allergens, no products containing nuts or sesame seeds will be permitted in the program. Sanitary practices for all equipment, food preparation areas, as well as toys or other materials will be upheld.

To further promote the safety of children within the program, staff will carry cell phones with them at all times, especially when in the park outdoors. There is also an intercom system in the room that allows teachers to communicate with the office staff if necessary. In accordance with the *Fire Protection and Prevention Act (1997)*, a monthly fire drill procedure is also in place.

We strongly believe that the experiences had by the children, their parents, and the staff are greatly enhanced through the support of open, positive interactions. We strive to achieve this by creating a welcoming, "home-like" environment that fosters meaningful relationships and allows children to be themselves. We promote open communication amongst the children and staff through daily "sharing" time and acknowledge the children as being capable and competent individuals. Staff consistently model appropriate behaviour and promote a feeling of mutual respect with the children by getting down to the child's eye level and engaging them in a manner which is developmentally appropriate.

Within the program, the staff prioritizes the social and emotional health of children by encouraging and modelling positive communication habits, and by providing the necessary tools for children to develop their ability to self-regulate. We achieve this by responding to children's emotional needs appropriately and consistently. Children are encouraged to discuss their emotions, and the staff supports them by providing the appropriate language whereby they can express themselves, or by leading children to develop solutions to issues they might be experiencing on their own.

Learning through play is an integral part to our program philosophy, and as such, the staff work hard to promote learning experiences that are led by the children themselves. We do this by playing with the children and using documentation tools that allows us to map their interests and needs. This allows us to set up activities that are responsive to these interests and create play centres that reflect the various individual needs and learning styles of the children. To stay current with these ever-changing trends, staff programming meetings are held on a regular basis.

Our program philosophy is anchored in the belief that all children learn differently, and therefore, it is imperative that our program offers a wide range of activities and experiences that caters to the individual needs of the children. The children's individual learning and development is further supported through open communication between the staff and parents as well. By taking a collaborative approach, we can create an environment that encourages, challenges, and empowers children to have an active role in their own learning.

As child-care providers, our goal is to create an environment where children feel safe and accepted, and where families feel that their needs and interests are being addressed and respected. By including children in the overall execution of the program, we create an environment where children feel they belong and have some ownership and input into the daily activities. One of the ways we achieve this is by designating daily duties to the children (hanging up coats and bags, clean up responsibilities, etc.), and by creating special "duty days" where children can help set up various activities taking place during the day (crafts, art, active games, etc.). Throughout all this, the staff are constantly tracking what the children are interested in, and how we can support their learning by capturing these interests through our program planning.

We also recognize that the families of the children are our greatest allies in support of creating the most successful program possible. Thus, it is essential that we maintain a strong level of communication with parents and caregivers to better understand what they are hoping to gain from the program and how we can further support their child's on-going learning. Staff are strongly encouraged to check in with parents daily,

particularly at sign-out where we have an opportunity to discuss their child's day, talk about their experiences, or receive feedback about the program itself.

On a daily basis, the room is divided into several play centres, supporting gross and fine motor skills, cognitive learning, as well as social and emotional development. Examples include but are not limited to, the block area, dramatic play centre, science and mathematical centres, free art table, as well as a cozy book corner. In order to keep up with changes in the children's interests and needs, the play centres are adapted or changed entirely on a weekly basis, or whenever the staff determines that changes are necessary. At any point during the program, and regardless of what other activities are taking place, children may go to the book corner for rest and quiet time as well.

We also believe it is extremely important to have a strong balance of indoor and outdoor play, and to play outside as much as possible. Therefore, weather permitting, the program will make use of the park out front of the Glebe Community Centre for a minimum of 30 minutes per day or go over to the Mutchmor School park whenever possible.

As a program that is both a part of a community organization and utilizes space within a community building, we recognize that developing beneficial relationships with community partners is essential to the success of the program. Since the program takes place within a City of Ottawa facility, the Glebe Community Centre REC Supervisor and Facility Operator are our first line of contact with the City. Fostering a healthy relationship with these partners helps us to address any issues that might arise with the usage or physical aspects of the space itself, and to find solutions that are mutually beneficial and appealing to both parties.

During the school calendar months, the space is occupied by another licensed daycare program, the Glebe Cooperative Nursery School. As a shared space, the success of both programs is influenced by how we interact with and support each other. This relationship places us in a fortunate situation where we are able to share furniture and larger equipment, as well as cost-share purchasing for larger items. By sharing our program goals, we are also able to collaborate on how we set up the room, and how we can create an environment that mutually supports our program philosophies. This partnership also allows us to share updates in research regarding child studies and legislation and develop awareness for staff development and training opportunities.

As learning is a lifelong pursuit, we consistently encourage and provide opportunities for staff to promote their own professional development. Whenever possible, we encourage all staff to attend relevant workshops or seminars and conduct annual in-

house staff training prior to the start of each summer, where we re-assess our program and individual goals and focus on key areas of development as determined by the program coordinator and management team. Along with our regular programming meetings, team meetings are held where we discuss the needs of the children and the status of centre initiatives.

\* The GNAG Licensed Childcare program statement will be reviewed on an annual basis to ensure that it continues to align with the Minister's policy statement.

### ***Status***

The GNAG Licensed Childcare Program is licensed (56895) by the Ministry of Education under the Child Care and Early Years Act, 2014 and incorporated (000296173) as a non-profit organization under the Glebe Neighbourhood Activities Group (GNAG). GNAG is fully insured as required by the Child Care and Early Years Act, 2014 and the City of Ottawa's Recreation, Culture and Facility Services.

### **GNAG's Mission**

The Glebe Neighbourhood Activities Group (GNAG) works to enrich our community by delivering recreational, cultural and social activities and services.

We believe...

- in creative and innovative programming, activities and events that keep up with trends and demographic changes.
- in the inclusion of all in safe and supportive surroundings.
- in the importance of having a rich recreational environment within the community.
- in serving the community with compassion, caring and commitment through a hands-on approach.
- in engaging highly competent, experienced and friendly staff alongside dedicated volunteers.
- community is stronger when its members care for each other, participate and contribute, share their skills and talents and celebrate together.

## Contact Us

Our management team work year round to provide quality programming to our community. We are here to serve you! The GNAG office is located inside the Glebe Community Centre behind the front desk. Please feel free to come on back if you wish to speak directly with any member of the team. You can also send an email to [info@gnag.ca](mailto:info@gnag.ca), which goes to the whole team, so you're sure to get an answer quickly.

Executive Director	Sarah Routliffe	<a href="mailto:sarah@gnag.ca">sarah@gnag.ca</a>
Director Recreation	Paul O'Donnell	<a href="mailto:paul@gnag.ca">paul@gnag.ca</a>
Financial Administrator	Peter Wightman	<a href="mailto:peter@gnag.ca">peter@gnag.ca</a>
Office Manager, Events & Communication:	Clare Davidson Rogers	<a href="mailto:clare@gnag.ca">clare@gnag.ca</a>
Department Manager Children & Family	Alison O'Connor	<a href="mailto:ali@gnag.ca">ali@gnag.ca</a>
Department Manager Youth & Adult	John Muggleton	<a href="mailto:john@gnag.ca">john@gnag.ca</a>
Senior Coordinator: Q4, Children & Family	Lauren Kirk	<a href="mailto:lauren@gnag.ca">lauren@gnag.ca</a>
Senior Coordinator: Q4 Kinders, Preschool	Jason Irvine	<a href="mailto:Jason@gnag.ca">Jason@gnag.ca</a>
Senior Coordinator: Youth & Adult	Katie Toogood	<a href="mailto:Katie@gnag.ca">Katie@gnag.ca</a>

## Licensed Childcare Program Services

The summer program operates from 9:00am – 12:00pm, Monday to Friday for preschool children aged 2.5 – 4 years. Pick up and drop will occur daily at the Glebe Community Centre.

Upon arrival, children are provided with several transitional play stations before engaging in more organized daily crafts, games, and other activities. Each morning will also have a scheduled time for children to have a snack brought from home.

## Dates of Operation and Closures

The Childcare Centre will be closed on all statutory holidays. This includes the following dates for summer 2022:

Canada Day (Observed) – Monday, July 3rd

Civic Holiday – Monday, August 7th

## **GNAG Policies and Procedures**

### **Allergies**

Parents are responsible for informing the program staff of all allergies and food sensitivities that your child has by documenting them during the registration process. Parents of children with life threatening or anaphylactic allergies must fill out GNAG's Life Threatening Allergy Form with an attached photo to be kept in the room during program operational hours. We kindly ask that parents refrain from sending their children to the program with nut or sesame seed products. Any such products discovered will be removed from the child's possession and returned to the parent upon pick-up.

If your child carries an EPIPEN or similar device, they must have two devices with them at all times, one on their person (in a device they wear on their body - fanny bag) and one left on site in the program medical kit for the duration of their enrollment. EPIPENS may not be kept in a participant's backpack. Any EPIPEN that expires during the course of the program will be returned to the parent for disposal and will need to be replaced.

### **Medication**

Parents of children who require medication during the program timeframe (9:00am – 12:00pm, daily) must fill out a Medication Administration Request Form. All prescription and non-prescription medication should be given to the Program Supervisor in its original packaging and clearly labeled with the following information: child's name, the name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug.

All medication will be stored in the GNAG office. GNAG keeps a written record of all medication administered by staff, including time of day and the staff who dispensed the medication.

If a child is receiving medication at home only, it is the parent's responsibility to inform the staff, and ensure that GNAG staff are fully informed of any side effects or special instructions that may be associated with the medication

### **Allergy Aware**

The Glebe Community Centre is a public building and therefore it cannot be guaranteed as a nut free environment. GNAG makes every effort to maintain a nut-free summer program and a nut free kitchen. If you have any questions or concerns, please talk to your program supervisor.

## **Emergency Procedures**

The Licensed Childcare Program has Emergency Management Policies and Procedures in place that all staff are trained in before commencing employment. We conduct Fire Drill evacuation procedures once a month with the group. Mutchmor School Field is the primary location for emergency evacuations. Corpus Christi School is the designated shelter for emergency evacuations in inclement weather. In the event of emergency conditions (i.e. fire) parents should be prepared to pick up their child early, or make arrangements with their child's emergency contacts. Parents will be contacted by telephone.

Please note: In the event of evacuation, parents are not to go inside the Glebe Community Centre to pick up a child. Please proceed to the designated evacuation area. You may pick up your child after attendance has been taken.

## **Matters of Custody**

Unless a written separation agreement or court order to the contrary has been provided by either parent, both parents are equally entitled to custody of their child. In cases where custody is granted to one parent only, and GNAG has been provided with a copy of the court order, management will take reasonable steps to prevent unauthorized access to a participant by his/her parent, including contacting the police for assistance and intervention. It is the parent's/guardian's responsibility to notify the Program's Supervisor with respect to any changes to custody or access rights and to provide the Supervisor with a copy of the most recent applicable separation agreement or court order at the earliest opportunity.

## **Restrictions on Food Brought From Home**

Each day, a snack period will be held where children will eat food brought from home. To limit the potential exposure to allergens, children are not permitted to bring any products containing nuts or sesame seeds. This policy will be reviewed verbally with parents prior to the first day of attending.

## **Photos and Videos**

We like to take pictures of our program in session. If you do not wish to have your child's photo taken, please let us know. We use the photos of our participants in our community guide, on our website, in our social media including GNAG Facebook, Twitter and Instagram account and in promotional material.

## **Inclusion**

GNAG believes all children should have a fun, rewarding and safe experience. If your child requires extra support, please give us a call to discuss how we can accommodate your child's needs. Our Program Coordinators are pleased to meet with you to discuss any pertinent exceptionalities. We believe in the inclusion of all!



## **Keeping Track of Kid's Stuff**

Label, label, label! Participants are responsible for all their own belongings. We recommend labeling everything with the child's full name. Keeping track of all the stuff your child brings to school and afterschool can be a job in itself! Kids are responsible for their own belongings so it's a good idea to pack your child's bag with them and remind them of any key items. Please remember – things do get lost, so please do not send any valuable items. Please note: If a child loses something, staff will do their very best to help them find it, but will not be held responsible for any lost, stolen or damaged items.

## **Lost and Found**

Our lost and found is located inside the Glebe Community Centre, in the front atrium. Often, staff will keep separate items that are labeled and will give them back to children the next day. Our lost and found is cleaned out every 2-3 weeks and due to space issues, we cannot keep belongings after such time. Due to sanitary concerns, after about a week any lunch bags left in lost and found may be thrown out. Please check the lost and found regularly to see if you are missing anything!

## **Parent Issues and Concerns Policy**

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversation and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by GNAG and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Whenever possible, issues and concerns will be responded to immediately, or when not possible, within 24 hours.

Issues/concerns may be brought forward either verbally or in writing via e-mail. Responses and outcomes will be provided verbally, or via e-mail when convenient or when a written record is necessary. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, and volunteers, except when

information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children’s Aid Society).

Our Centre maintains high standards for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

#### **A) Concerns about the Suspected Abuse or Neglect of a Child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children’s Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit;

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

#### **B) Program / Room Related Concern**

If the nature of a concern is related to the daily program itself (e.g., schedule, routines, activities...) parents/guardians can direct their concerns directly to the staff in the room. If the parent/guardian feels their concern has not been properly addressed, they can also bring their concern to the Program Supervisor or Licensee.

#### **C) General, Centre or Operations Related Concern**

If the nature of a concern is related to general operations of the program (e.g., child-care fees, staffing, waiting lists, menus...) parents/guardians can direct their concerns to the Program Supervisor or Licensee

#### **D) Staff Conduct Concern**

If the nature of a concern is related to the conduct of a staff member, Program Supervisor, or Licensee, the parent/guardian may direct their concern to the individual directly or to the Supervisor or Licensee.

If the nature of the concern is related to the conduct of a volunteer, the parent/guardian should direct their concern to the Program Supervisor.

All issues or concern about the conduct of staff, volunteers, supervisors, etc. that puts a child’s health, safety, and well-being at risk should be reported to the supervisor as soon

as parents/guardians become aware of the situation

### **Absences**

If your child will be absent from the program, please notify the GNAG office in advance of 8:30am of that day by calling [613-233-8713](tel:613-233-8713) or emailing [attendance@gnag.ca](mailto:attendance@gnag.ca)

Please let us know of any special schedules or programs for your child. If your child will be away at a further date, or for any extended period of time, please email us at [info@gnag.ca](mailto:info@gnag.ca).

### **Pick up & Sign Out**

The Licensed Childcare Program staff have afternoon programs to prepare for every day, so please arrive on time. In the event you are running late, please phone us immediately to let us know when we can expect you. Call the front desk at 613-233-8713.

When picking up your child(ren) please sign them out with a program staff. Plan to give yourself 5-10 minutes to pick up your child. This is to ensure you have enough time to park properly, come inside, and sign your child out. Please allow time for this. Anyone that is not a parent must be on the designated pick-up list provided by you in advance. Staff will not release a child to an adult who is not on the pick-up list and will ask for identification if they do not recognize the individual picking up.

### **Late Pick-up Policy**

A parent is considered late if they arrive anytime after 12:00 pm. In the event your child has not been picked up by 12:00 pm, a staff will attempt to contact the parent(s) to determine when the child will be picked up. If the staff is unable to contact the parent(s), they will then attempt to get in touch with the listed emergency contact. If the emergency contact has been contacted, it is expected they will pick up the child(ren) in a timely manner.

### **Shoes**

Children must always have footwear on while at the Glebe Community Centre. When there is rain, all participants MUST have indoor shoes. Please ensure the additional indoor footwear is sent on rainy days. Please ensure that they fit and are suitable for active play (no flip flops please!). All Shoes MUST be labeled with your child's first and last name. We also recommend labeling your child's clothing. When changing into (or out of) swim wear for water play, it can be easy for clothing items to become misplaced. If shoes are lost or misplaced, our staff will do their best to help you and your child locate them, however, please be reminded that GNAG is not responsible for any lost or stolen shoes. We thank you in advance for helping us keep our centre clean and safe.

## **Volunteer and Supervision Requirements**

In accordance with Ontario Regulation 137/15 of the Child Care and Early Years Act (CCEYA), all volunteers working in the Licensed Childcare program must be supervised by a GNAG employee and at no time are permitted to be left alone with any child receiving care at the centre. Volunteers are not counted in staffing ratios at the centre.

Prior to the start date, all staff and volunteers will review and sign off on the program statement and implementation policies, the anaphylaxis and emergency procedures, and the prohibitive practices policy. All staff and volunteers will review the policies and procedures on an annual basis. All staff and volunteers over 18 years of age are required to present a vulnerable sector check (VSC) to GNAG to be kept on file prior to their starting date. All volunteers under 18 years of age are required to sign an Offence Declaration form prior to their starting date.

## **Prohibited Practices**

The following prohibited practices are never permitted at the Early Learning Centre:

- a. Corporal punishment of a child (which may include but is not limited to, hitting, spanking, slapping, pinching).
- b. Physical restraint of children (which may include but is not limited to confining to a highchair, car seat for discipline or in lieu of supervision, unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent).
- c. Locking the exits for the purpose of confining a child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency.
- d. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten a child or undermine self-respect, dignity, or self-worth.
- e. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- f. Inflicting any bodily harm on children including making children eat or drink against their will.

## **Our Financial Terms and Conditions**

### **Rates**

The weekly fee for the 2021 summer program is \$258.00 for a 5 day week and \$241.00 for a 4 day week (July through August).

### **Payments**

Fees for each week will be charged upon registration. Registration will not be accepted without payment of weekly fees in full. Registration can be done with credit card (Visa & Mastercard) online at [gnag.ca](http://gnag.ca), or over the phone with a GNAG customer service representative at 613-233-8713. Other forms of payment (cash, debit, cheque) can be accepted in person at the Glebe Community Centre front desk.

### **Waiting Lists**

All applicants who are unsuccessful in obtaining a spot in the program from the initial registration period will be placed on a waiting list in the order that they request a spot. Applicants can add themselves to the waiting list online at [gnag.ca](http://gnag.ca).

When a space becomes available, the family at the top of the list will be notified via e-mail and will be given 5 business days to decide if they would like the space. At the discretion of GNAG staff, this time may be reduced depending on how close the program start date is to the space becoming available. If the family decides to take the space, their child will be permitted to attend at the start of the week of their registration, or immediately if the week is already in progress. If the family declines the space, or fails to respond in a timely manner, the space will be offered to the next family on the list and the process will begin anew.

At no point, will GNAG ever charge a fee to a prospective client to enter the waiting list for any program we offer. If an applicant wishes to know their placement on the waiting list, they may place their inquiry to [info@gnag.ca](mailto:info@gnag.ca).

### **Withdrawal Policy**

We at GNAG understand that your family's needs may change, and that the Licensed Childcare summer program may no longer work for your family for a variety of reasons. Should you decide to withdraw, we require two weeks' notice in writing via e-mail to [info@gnag.ca](mailto:info@gnag.ca). Should you decide to withdraw with less than two weeks' notice, a refund will not be provided for the program.

### **Financial Assistance**

As a not-for-profit organization, GNAG is committed to ensuring that its programs and services are available to all in our community. While we strive to make our programs affordable, sometimes families and individuals may need financial assistance to help cover program costs.

Where does the GNAG subsidy fund come from?

The Subsidy Fund is drawn directly from GNAG's Community Development Fund. The fund is raised through fundraising and through program fees from our participants. Please note we receive no funding from Municipal, Provincial or Federal Governments for our subsidy program.

The process is as follows:

1. Financial assistance will be considered based on the client's need. Applicants are asked to provide copies of formal documentation (ex. Receipt of Ontario Works, Receipt of Ontario Disability Pension, Receipt of Childcare Benefits, a current T4 Slip/Income Tax Return.)
2. Subsidies can NOT be applied retroactively after registration.
3. Subsidies can NOT be transferred between family members.
4. This subsidy is for CHILDREN only.
5. The maximum amount per CHILD is \$600 per SUMMER.
6. The Summer term runs as long as GNAG hosts Summer camp each year.
7. Clients pay a minimum of 25% of the cost of each camp.
8. Maximum subsidy per camp is \$250.
9. Please fill out the "Request For Financial Assistance" form and return it along with your documentation, in a sealed envelope to the GNAG office. A member of GNAG will be in contact with you regarding your request. Please allow for at least 3 business days for processing.
10. If you wish to discuss this in person, please make an appointment.
11. If you need to pay in person (cash or debit) please make an appointment.
12. Ensure all subsidy applicants have profiles on our website.
13. Submitted documentation should reflect family / household income.

**Program Statement Reviewed:**

June 21, 2023 – Jason Irvine, Program Coordinator

