



Alberta Covid-19 Update: May 22, 2020

Dear BrightPath Families,

The past seven days certainly were eventful. I cannot say enough to recognize the amount of work that our team has invested to open the centres and welcome our families back. In my conversations, the one thing that has stood out above all else is how excited our staff were to see the children again (parents too of course, but let's face it – the children are the real thrill).

While receiving the official confirmation at 3:30pm last Wednesday that we were able to open Thursday morning was exciting, it also meant a quick turnaround to confirm with you that we were ready. Now that we have been welcoming children back into our centres for a few days, I thought an update would be helpful.

Last week, I spoke about many of the practices that we were either implementing or enhancing to ensure the safety of both your children and our educators. This week I thought I could address the questions that many of you have been asking.

Monthly Billing

For all families who have returned, we will apply a credit for unused days in March to your account. This credit will be applied to your first payment which is scheduled for June 01, 2020. For families who have not returned, we will apply this credit to your first payment on return.

For families who plan on returning at a later time over the summer, we ask that you please keep your Centre Director informed of your intentions as this will help in our planning and scheduling activities. If you do not plan on returning until September, we ask that please let us know so we can make the necessary arrangements to hold your spot.

Future Withdrawals

While we recognize there is still a great deal of uncertainty, we must ask for our usual one-month withdrawal notice to properly schedule both child and staff attendance. If, for some reason, you must withdraw after returning, please contact us and we will help you with the necessary arrangements. At this time, we will be happy to apply a credit for your unused days upon your return if applicable.

Lunch and Snacks

We are aware of how important this service is to our families. During the original phase of re-opening, we were instructed that we were not permitted to provide this service. Now that these requirements have been relaxed, we are looking at providing meals at the soonest possible date and will provide an update by Monday next week in this respect.

Finally, I wish to thank our families who have returned and our staff who continue to ensure that your children receive the best care and education possible during these difficult times. As exciting as it is to be in this phase of our journey to reopen, we recognize there is still a long road ahead of us. To those families who are still deciding if it is the right time to return, please feel free to contact any of us if you have unanswered questions that we can help you with. And please be assured that your child's well-being and development are of the highest priority to us.

Warm Regards,

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