



# Southgate Medallion Tribute Parents Edition

April 2020  
Special Edition



Welcome to an April **Special Edition** of the Southgate Medallion Tribute newsletter.

The next parent newsletter wasn't due to come out until May but we felt, as an agency, that it was important to address some important issues, questions and changes arising from these unprecedented circumstances brought about by the current Covid-19 pandemic.

Firstly, and most importantly -

## We would like to say "Thank you!"

Southgate Medallion Family Day Homes would like to send out a huge Thank You to all of our families for the patience and understanding you have demonstrated during this challenging time. We understand everyone is facing struggles and we appreciate all you are doing to support your Educators. The Agency is constantly reviewing procedures and ensuring we are staying up to date with Government recommendations.

**Thank you for your patience, as this is an ever-evolving matter.**

## April Visits

### Visit information:

Due to the COVID-19 outbreak, the agency has decided to cancel in-person home visits until further notice as a way of practicing the physical distancing recommendations from the Alberta Health Services.

Following suggestions from the agency's Licencing Office from Alberta Children's Services, regular monitoring visits and all other in-person communication should be replaced with alternate options (e.g., FaceTime, Skype, phone). For any urgent visits, we will follow the latest Alberta Health and Alberta Health Services guidance before going to visit a day home for the health and safety of all children and families.

### Communicating with your Consultant

Consultants are easiest to reach through email. As an office, the agency is also practicing physical distancing and as a precaution our consultants are trying to work from home as much as possible. Please email them if you have any questions or concerns that you would like to talk about. They will do their best to respond to you as soon as possible.

## Options for You and Your Children

We are currently dealing with unprecedented times as we navigate a new normal through the Covid-19 Pandemic. Your circumstances have possibly changed and you are left wondering what options are available for you and your child/children. Here are some changes you might want to consider -

- **Reduce the hours your child is in care** - This is a good option if you are needing to reduce your child care fees but would still like to keep a routine and structure to your child's week.
- **Pay a holding fee.** The agency has a holding fee policy and it could be an option for you if you are wanting to keep a spot open for your child. You will need to talk to your provider about this as this would be a mutually agreed upon fee set between you and the provider. PLEASE NOTE THE FOLLOWING IMPORTANT TERMS AND CONDITIONS -

*"If the provider terminates the agreement before the care begins, then the provider must refund the total holding fee that was collected. If the parent terminates the agreement before the care begins then she/he relinquishes the total holding fee." (Holding Fee Policy)*

*"the holding fee cannot be used towards monthly child care fees" (Holding Fee Policy)*

- **Terminate.** If neither of these options are feasible then you may have to consider terminating your agreement with your provider. Please be reminded that the same terms and conditions remain *"The parent and the provider will give each other two (2) weeks written notice of termination should one or the other decide to terminate this agreement"* (Parent-Provider Agreement).

## Diane's Corner

### Recognition from Children's Services

The Ministry of Children's Services has recognized that the Day Homes are playing an extremely important part in the COVID-19 Pandemic. They have considered Day Homes as "an essential services". Therefore, the Ministry is seeking out hard to find products (eg. Hand sanitizer, gloves, wipes, Kleenex, etc) for the Day Homes free of charge. The Agency does not have any more details but the work in getting these items is in progress. More details will be forwarded to you by the Consultant.

### Self Care for your Family

**At this time we can find ourselves spiralling into stress. Here are some idea's to help you destress during this time:**

- ◆ Take a bath (Epsom salt, lavender oil)
- ◆ Physical activity at home (High Intensity Interval Training, Zumba on YouTube)
- ◆ Netflix, watch a comedian on You Tube.
- ◆ Cook a favourite recipe and have some great food (look for a new exciting recipe)
- ◆ FaceTime your family and friends
- ◆ Read a novel
- ◆ Rest your mind and body
- ◆ Spend quality time with the people in your home only (See who can win Monopoly)
- ◆ Get information from reliable resources (Alberta.ca, WHO website)