

Programme Payment and Refund Policy

Although it is the intention of Management to refund program payments that had to be cancelled due to the closure of the Centre, there is nothing in the Policy and Procedures that specifically speaks to cancellations and refunds in exceptional circumstances.

Purpose:

Lay out that programs may be cancelled with little or no notice in exceptional circumstances such as:

- Declared state of emergency, such as the current situation with COVID-19
- Extreme weather, such as a blizzard, flood, or even a dangerous heatwave;
- Suspend payment if a child is required to stay away from the program due to isolation or quarantine due to a public health direction or recommendation.
- Encourage parents to keep their children at home due to a public health direction or recommendation.

Cancelling Programs and Refunds

1. Planned cancellations of programs by RTCC.
 - 1.1 RTCC can cancel a program at any time and will generally give participants at least two week's notice of the cancellation; notice may differ depending on the length of the program or session.
 - 1.2 When the program is a limited term, RTCC will endeavour to let participants know the term of the program from the start of the program.
 - 1.3 In the case of the After School Program, which is organized on a monthly basis, RTCC will give a minimum of one month's notice.
 - 1.4 RTCC will refund any fees paid for a program that will not be delivered because of a planned cancellation. The fee will be prorated if it has been delivered in part.
2. Emergency cancellation of programs by RTCC
 - 2.1 Emergency program cancellations may be required of RTCC without the notice as given in Section 1, due to Exceptional Circumstances including, but not limited to, a declared state of emergency, extreme weather event, or other unforeseen event,

2.2 In the case an emergency cancellation, RTCC will inform participants/parents at first opportunity of the closure and subsequent resumption of the program. If the cancellation is on-going, RTCC will update participants periodically.

2.3 Emergency closures will be determined at the discretion of the Executive Director. In making this determination, the Executive Director may follow recommendations or directions from the City of Toronto and/or Toronto Public Health and may consult and seek approval of the Board of Management in the case of on-going program cancellation.

2.3 RTCC will refund fees paid for a cancellation on an emergency basis of a one-day program. RTCC will not refund fees for a single day cancellation of an on-going program.

2.4 RTCC will prorate and refund fees paid for a session of a program (usually one week or one month) that cannot be delivered because of an emergency cancellation that lasts for more than one day.

3. Withdrawal by participant

3.1 A participant is free to withdraw from a program at any time.

3.2 When a fee is charged for the program, the program will specify the length of notice required by the participant in order to receive a refund. Notice required for a refund may differ depending on the program and the length of session.

3.3 Notice of withdrawal must be made in writing.

3.4 If the full term of notice is not given, no refund will be issued for a voluntary withdrawal.

4. Emergency withdrawal by participant due to public health concern

4.1 Program participants or parents are required to inform staff if they have been exposed to an infectious disease during the time that they have attended a program or plan to attend a program.

4.2 Staff will follow the exclusion protocol provided by Public Health for infectious diseases. The length of exclusion will vary, depending on Public Health direction.

4.3 COVID 19

4.3.1 A program participant who has been exposed to a confirmed case of COVID-19 is excluded from RTCC for 14 days.

4.3.2 The program participant/parent must inform RTCC in writing of the exposure to a confirmed case of COVID-19

4.3.3 RTCC is required to notify parents/guardians if their child begins to show symptoms of COVID-19 while in program care, including the need for immediate pick up.

4.3.4 A program participant is required to notify RTCC in writing if they begin to show symptoms outside of the program. In the case of a child, the parent is required to give the notification.

4.3.5 Participants with symptoms should be tested for COVID19:

- Those who test negative for COVID-19 must be excluded until 24 hours after symptom resolution.

- Those who test positive for COVID-19 must be excluded from the RTCC program for 14 days after the onset of symptoms and clearance has been received from the local public health unit.

4.3.6 In the event of any conflict between this policy and any orders or directives issued by the Minister of Health or the Chief Medical Officer of Health (CMOH), the order or directive prevails.

4.4 Program participants/parents will be refunded for a program for which they have paid but are not able to attend due to a public health concern.

4.4.1 Refunds will be prorated for the number of days missed.

4.4.2 Program participants/parents may be required to provide documentation that nonattendance was required by a public health concern.

4.4.3 Program participants/parents may be required to provide documentation that clearance has been received from the local public health unit to resume attendance at the program.

5. Program closure order due to public health concern

5.1 RTCC is required to report certain infectious diseases, including suspected or confirmed cases of COVID-19, to local public health officials.

5.2 Public health will provide direction to RTCC about how to handle the infectious disease, which may include additional cleaning, isolation/exclusion of those affected, declaration of an outbreak, and temporary closure of the program.

5.3 In the event that an RTCC program is temporarily closed by public health, RTCC will refund participants/parents for any fees paid for services that cannot be delivered, on a prorated basis.

6. Centre closure due to emergency

6.1 If the entire Centre is required by an emergency order to close, RTCC will refund participants/parents for any fees paid for services that cannot be delivered, on a prorated basis