



## FREQUENTLY ASKED QUESTIONS

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### HOW LONG WITH THE REGISTRATION PROCESS TAKE?

Completing the registration forms is anticipated to take between 15-30 minutes. However, if you receive subsidy, it is recommended that you have your Child Care Confirmation number before to beginning the registration process to make it go as quickly as possible.

### HOW WILL MONTHLY FEES BE PAID?

Payments for OSC Programs will be made by Pre-Authorized Debit (PAD). Your child's registration will only be complete once BGCCA has received a completed PAD Form, void check, and deposit. We will hold your child's place for 7 calendar days to give you time to complete the PAD Form and drop it off at the 5<sup>th</sup> Avenue Club Administration (upstairs) only.

When you've completed the OSC Registration form, you will receive a confirmation email that has a link to the PAD form. The form can also be found on the [Resources tab](#) of our website. It is entirely your responsibility to meet the deadline. If BGCCA does not receive these items after 7 days, your child's place will be offered to the next child/family on our waitlist.

### DO I HAVE TO COMPLETE ALL OF THE FORMS AT ONE TIME?

No, after completing each form, you will receive a confirmation email. Within the confirmation email there will a link to the following form that needs to be filled out.

**However**, it's important to remember your registration will not be complete until you fill out all 3 of the online forms (Membership Form, Medical Information Form and OSC Registration Form) **and** BGCCA has received your Pre-Authorized Debit (PAD) Form and deposit check (1 months fees which will be applied to September's fees).

### WILL I HAVE TO COMPLETE ANY HARD COPY PAPERWORK?

Yes and No. No, you will not need to complete any of the OSC Registration Forms that were previously required when registering. However, you will have to complete the PAD agreement and submit it to the BGCCA Administration team (upstairs at 5<sup>th</sup> Ave) along with a void check or direct deposit form and the deposit.

Also, field-trip specific permission forms will continue to be hard copies only.

### I WON'T BE ABLE TO GET TO DROP THE PAD FORM OFF AT 5<sup>TH</sup> AVE CLUB DURING BUSINESS HOURS

That's okay! We have a drop box available 24/7 located on the porch of our 5<sup>th</sup> Avenue Club. Please ensure that the information is dropped off in a **sealed envelope**, with the following information written on the envelope: your name, child's name & the program you've registered your child in.

### WHAT IF I DON'T HAVE A COMPUTER TO COMPLETE THE ONLINE REGISTRATION FORMS?

If you do not have access to a computer to complete the forms, please email our OSC Program Coordinator, Morgan to set up a time to come to the 5<sup>th</sup> Avenue Club and use one of our computers. She can be reached at [mprice@bgcccochrane.ca](mailto:mprice@bgcccochrane.ca).

### DO I NEED TO HAVE MY SUBSIDY CONFIRMATION BEFORE I REGISTER?

Yes, you will. This information is required to complete the OSC Registration Form. To apply, renew or get a subsidy estimate, please go to the [Child Care Subsidy](#) website. You will receive a confirmation number, along with the estimated subsidy amount. You will need all of that information to include when registering.

### DO I NEED TO PAY A DEPOSIT IF I RECEIVE SUBSIDY?

Yes, but only if your subsidy will not cover the total fees for your deposit. If your subsidy covers the entire month's fees, then you would only be required to pay the 2017-2018 membership fee (\$10 or \$25, depending on which membership you get). Your confirmed subsidy estimate will be subtracted from the monthly fees, and the balance remaining will be required for your deposit.

For example, if you are registering for Afternoons only (\$266/mo) and your subsidy was estimated at \$146/mo, then you would be required to provide a \$120 deposit (\$266 - \$146), along with the 2017-2018 Membership fee which is not covered by subsidy.

### I DIDN'T REALIZE I WAS ELIGIBLE FOR SUBSIDY WHEN I REGISTERED. WHAT DO I DO?

If you paid the full deposit amount when you registered, and received confirmation that you were eligible for subsidy, please email Morgan ([mprice@bgcccochrane.ca](mailto:mprice@bgcccochrane.ca)) with your subsidy confirmation number and estimated subsidy amount. We will arrange to credit your account the difference, or issue you a partial refund check when possible.