

## **Out of School Club** **Frequently Asked Questions (FAQ's)**

### **What do you mean by “registration request”?**

All emails received are considered a “registration request”. This means you would like to register and receive a call back from one of our Client Services team to process a registration for your child. Call backs from our team will be made based on the order which their registration request was received. Registration requests **do not** mean your child has been registered for a program or has secured a spot in a program.

### **What happens if you call me back and I don't answer? Do I lose my spot?**

If you do not answer your phone, we will leave a voicemail to please return our call within one business day. If we do not hear back from you in that time, we will then move to the next registration request.

### **Can I call 403-762-1251 to register?**

At this time, we are requesting everyone email their registration request to [community.services@banff.ca](mailto:community.services@banff.ca). This will ensure 403-762-1251 is available for people to call Community Services for other questions and supports.

### **What if I do not have access to email?**

Please contact Community Services at 403-762-1251 to discuss registration accessibility before August 21<sup>st</sup> if possible.

### **How far in advance can I register my child?**

Registrations are processed on a month-to-month basis, starting with September 2020. ■

If your child is registered full time (five days a week) or for the same days, consistently on a weekly basis, they will retain their registered days into the month that follows until otherwise communicated to Client Services.

On the third week of each month, regular registrants will be automatically registered for the month following and any new registrations for the month ahead will be accepted based on availability at that time.

### **When and how can I submit my Out of School Club registration forms?**

All forms can be found at [www.banff.ca/kids](http://www.banff.ca/kids). Please email your completed forms to [community.services@banff.ca](mailto:community.services@banff.ca) with your registration request on, or after August 25th.

Alternatively, you can drop off a paper copy to the overnight drop box located at the front of Banff Town Hall- 110 Bear Street.

**Does my child need a Medication Information Form?**

Only if your child will be bringing medication to the program.

**Where is the best place to find information on Out of School Club?**

General program information, forms, program calendars and contact phone numbers can all be found at [www.banff.ca/kids](http://www.banff.ca/kids).

**Where can I find information on your processes and procedures in regards to COVID-19?**

Please review the COVID-19 specific information in our Parent Handbook at [www.banff.ca/kids](http://www.banff.ca/kids) under “Out of School Club”.

