

Junior School Auxiliary Programs FAQ's

After-School Care (ASC) and Before-School Care (BSC)

- What is the difference between ASC Drop-in and Pre-Registered ASC?
 - **ASC Drop-in** is our flexible registration for families who need last minute accommodations and are not able to know their childcare needs ahead of time. If a child is in ASC and not on the attendance list they will be added as a drop-in after 15 minutes.
 - As this is a last minute service the cost for a drop-in ASC session is \$22.00 per session.
 - **Pre-Registered ASC** is for our families who know their childcare needs ahead of time. The dates for these cycles are aligned with our Junior School club cycles. Registration remains open until roughly halfway through the cycle and must be completed at least 3 days in advance. Registration less than 3 days in advance will need to go through drop-in.
 - The cost for Pre- Registered ASC is \$17.00 per session.
 - Registration is via your [SchoolsBuddy](#) account.
- How does the BSC work?
 - BSC is offered from 7:30am until school doors officially open at 8:00am. Any Junior School student dropped off before 8:00am will automatically be placed in BSC and charged the drop-in fee. BSC is available for registration 5 days to 12 hours in advance and must be registered ahead of time in order to ensure there is space for your child, as we must maintain adequate ratios.
 - The cost for BSC is \$15.00 per session.
 - If your child is put into BSC without being registered the drop-in cost is \$20.00.
- Why can't I see the Drop-in ASC registration for 2 weeks from now?
 - ASC drop in registration opens 7 days in advance, and up to 2 hours before 3:00pm the day of via [SchoolsBuddy](#).
- What do I do if I need to add my child to ASC after the drop-in registration has closed?
 - You may email asc@stratfordhall.ca to add your child manually or for very last minute additions you may call the Junior School school directly to inform us of the addition.

- What is the late pick up policy?
 - ASC runs from dismissal to 5:30pm. **Parents and guardians who arrive after 5:30pm will be charged a late fee.**
- How can I pick up my child from ASC?
 - Text your child's name and grade to the ASC phone number **604-424-3605** 5-10 minutes before your arrival, ASC staff will then bring students to the PYP front entrance for collection. **Please note that it may take a few minutes for staff to bring your child out. Staff may not always reply to texts, but they will receive your message.**
 - **This number can only receive text messages, it cannot accept phone calls.**
- What if my child takes the afternoon school bus home?
 - The cost of ASC is built into the school bus fees for students in kindergarten to grade 7.
 - ASC staff ensure bus riders are escorted to the bus on time (4:30pm).
 - If your child will not take the bus on a given day, please notify us:
 - Email asc@stratfordhall.ca for planned changes.
 - Text the ASC phone at 604-424-3605 for last-minute updates.
- What if there is a change to the person that is picking up my child from ASC or clubs?
 - ASC staff will need to have been made aware of this change ahead of time, in order to release your child to an unapproved guardian. Please send an email asc@stratfordhall.ca or text to the ASC phone number **604 424 3605 to make us aware of this change.**
- What if I need to cancel an ASC session?
 - **Parents are able to cancel ASC sessions up to 24 hours in advance via your schoolsbuddy account**, for a full credit to your account to be used towards future ASC or Camp sessions (this can not be applied to clubs)
 - If you are unable to cancel your ASC sessions manually through your schoolsbuddy, you may email asc@stratfordhall.ca for assistance.
 - Any cancellations made with less than 24 hours notice, will not receive credit of any kind.
- Is there BSC or ASC on Camp days?
 - No, camp hours are 8:30 - 3:30, **a late fee may apply to parents and guardians who pick up their child past the conclusion of camps at 3:30pm**

ASC Refund Policy

- **Stratford Hall will offer full credit (to each family's SchoolsBuddy account) if cancellation of ASC is made no later than 24 hours before said day, notice of cancellation must be given in writing (email) to asc@stratfordhall.ca**
- Refunds are not issued. Instead, a SchoolsBuddy credit will be applied to future sessions once cancellation is received.

- Credits are not issued for unexplained absences.
- During events where ASC is cancelled due to school closure (inclement weather or other unexpected circumstances) parents will receive a schoolsbuddy credit that can be used towards future ASC, drop in and SH camps.
- If a school closure extends for several weeks/months (natural disaster, pandemic etc) full refunds will apply to all affected ASC.
- **A parent may swap ASC days only when Stratford Hall is given 24 hours' notice of the change. Without the notice period, drop-in fees will apply.**

K-5 Junior School Clubs

- Are club registrations on a first come first served basis?
 - **Club registration is preference-based and NOT first come first serve**, this allows you to rank multiple club choices for each day of the week. The system will then allocate clubs based on your preferences after the registration closes. **There's no need to rush**; just be sure to register before the registration closes. You'll receive an email with the selections you made and following the registration closing date, an additional email with the confirmed clubs your child was allocated into.
- What happens if my child is no longer able to attend the club they got into?
 - We understand plans change, for changes before clubs begin please email the [Auxiliary Programs Coordinator](#), for changes once clubs have already begun please email the [Auxiliary Programs Coordinator](#) as well as the club vendor and your child's homeroom teacher, so everyone is made aware of the change.
 - Each club vendor will have its own refund policies regarding mid-cycle cancellations.
- How do I pay for clubs?
 - After club registration closes, the club vendors will all contact parents directly with payment instructions.
 - Students with outstanding vendor payments may have their registration paused.
- Can my child attend clubs if they take the afternoon school bus?
 - Yes, students taking the afternoon school bus may attend clubs. ASC staff will collect all students taking the bus from their clubs early to ensure they make it to the bus on time for departure.
- Are Stratford Hall Athletic Teams and Junior School Orchestra part of club registration?
 - No, Stratford Hall Athletic teams and Junior School Orchestra are all coordinated separately through their own registration processes.
 - For Athletic team inquiries you may contact our [Athletic Director](#)

- For Junior School Orchestra and Instrumental inquiries you may contact our [Instrumental Music Teacher](#)

Day Camps

- When Does Stratford Hall offer Day Camps?
 - We are happy to offer Day Camp options throughout the school year and during the Summer break. Typically, there are day camps held on Pro-D Days, Student-Led-Conferences, school breaks such as November, Winter, Spring and Summer Breaks. For specific camp announcements and registrations, please keep an eye on the weekly Tuesday Posts and your [SchoolsBuddy](#) homepage for announcements.
- Are Stratford Hall camps offered to students outside of the Stratford Hall community?
 - Day Camps throughout the school year are only offered to existing Stratford Hall students.
 - Our Sabres Summer Camp Program is open to both Stratford Hall families, as well as external families.
- Are there Student Volunteer opportunities available for Stratford Hall Camps?
 - Yes, Stratford Hall offers extensive volunteer opportunities for our senior school students to volunteer in our programs throughout the school year.
 - Students interested in volunteering for ASC and day camps during the school year, must have already volunteered in our Sabres Summer Camp program. Those who qualify may email the [Auxiliary Programs Coordinator](#) directly.
 - Students interested in volunteering for the Sabres Summer Camp Program must apply for this opportunity in May.
- Are there morning and afternoon school bus pick-ups on camp days?
 - No, there are no school bus pick ups on camp days, all parents must drop off and pick up their children directly from the school.
- Is there BSC or ASC on Camp days?
 - No, camp hours are 8:30 - 3:30, **a late fee may apply to parents and guardians who pick up their child past the conclusion of camps at 3:30pm**

Day Camp Refund Policy

- **Stratford Hall will offer full credit (to each family's SchoolsBuddy account) if cancellation of Camp is made no later than 24 hours before said day, notice of cancellation must be given in writing by email to asc@stratfordhall.ca**

- Refunds will not be issued for previous Camp sessions, only SchoolsBuddy credits will be issued and will only apply to future sessions after notice of cancellation is received.
- Camp Refunds/credits will not be issued for any unexplained absences
- During events where Camp is cancelled due to school closure (inclement weather or other unexpected circumstances) parents will receive a SchoolsBuddy credit that can be used towards future ASC, drop in and Stratford Hall camps.
- **Please note:** Sabres Summer Camp refund policies are different and will be listed on the summer camp brochure and registrations.

General SchoolsBuddy/Registration

- What is SchoolsBuddy?
 - SchoolsBuddy in Stratford Hall's registration system used for ASC, BSC, non-athletic Junior School clubs, day camps and summer camp programs.
- As a new Stratford Hall Family, how do I access my SchoolsBuddy account?
 - SchoolsBuddy accounts will be created for new Stratford Hall families and updated for all existing Stratford Hall families, during late August. New Stratford Hall families can expect to receive an activation welcome email from SchoolsBuddy directly. You must follow the prompts in this email in order to access your account.
- When will I know when a specific registration is open? (Ex. New ASC or Club Cycles or Camps)
 - There will be a message put in the Tuesday post with any upcoming registrations. You may also check on your SchoolsBuddy homepage directly to see what registrations are currently available.
- Why can't I see the registration I am looking for on the schoolsbuddy homepage?
 - There are a few possibilities that could cause this.
 - 1. This may be because there are several registrations open at that time, you may not be able to see them all at once. You will have to select "view all" or "more" or go to the toolbar and select "Activities and Clubs" to see all the available registrations for your child.
 - 2. Registration for that event has already closed.
 - 3. Registration is now full for that event and you may contact asc@stratfordhall.ca to be added to the waitlist.
 - 4. That specific event/program is unavailable to your child's age group.
 - 5. Please make sure your schoolsbuddy app is up-to-date on any software updates. A work around this is to use a web-browser and visit [SchoolsBuddy](https://schools-buddy.com).
 - 6. If none of the above apply, then there may be an issue with your account and you may contact asc@stratfordhall.ca to help troubleshoot for you.

- Can I collect information to apply for childcare tax credits?
 - Tax receipts can be downloaded now following the below steps on your [SchoolsBuddy](#) account. **(Please note, ALL tax information for Stratford Hall families, is automatically deleted from SchoolsBuddy after 1 year)**
 - Select the "Fees" tab
 - Select the relevant date range on the fees page. Data can also be filtered by student name and event type here.
 - Select "Export" and then choose "PDF" format after the information has been filtered.

**For any further questions, please contact the [Auxiliary Programs Coordinator](#).*