



March 19th, 2020

Dear Treetop Families,

RE: Expenses and Fees during COVID- 19 Closure

The COVID-19 pandemic the world is facing, is an unprecedented event. Treetop's Board of Directors wish to navigate this situation with compassion, given the impact to not only Treetop families, but also to staff.

Treetop Children's Centre is a not-for-profit, community-based childcare centre. Our fees reflect the actual costs of operating a high quality childcare program. We have fixed expenses that must be paid regardless of whether the Centre is open or closed, including, but not limited to, staff salaries and benefits in accordance with their collective agreement; insurance premiums; and rent.

In light of the COVID-19 situation, the Board of Directors have approved the following:

If the Centre re-opens before June 2020 (to be determined by Toronto Public Health and the TDSB), ***upon return, the first month's fees will be reduced by 25% for all programs.*** This partial credit is in acknowledgment that March fees were paid in full, but that month's programming was disrupted (as of March 16). In the event the closure extends into June 2020, the Board of Directors will need to reassess this credit at that time.

If the Centre is not permitted to re-open in April, there will be a nominal maintenance fee of \$25 per child per month. This nominal fee will be charged in order for us to fulfill our contractual obligation with the City of Toronto Children's Services and to assist with our fixed monthly expenses. Please note that if our government funders permit, this fee could be reduced or waived. Prior to the first deduction of this fee through pre-authorized debit in April, all families will be notified by email. The Board will also reassess this monthly maintenance fee in June 2020.

The Board of Directors has made these decisions in attempt to help ensure that once the COVID-19 situation is under control, we can resume the high quality care that you have come to know and expect of Treetop Children's Centre. The Centre's staff make Treetop a place where we want to send our children, and we want to ensure our staff feel supported during these difficult times. Please understand that these decisions not only allow us to meet our fixed monthly financial obligations and remain a sustainable organization, but they also permit us to provide some relief for our families while also supporting our staff.

I trust you understand that as a not-for-profit childcare operator, we must be prudent in our financial operations at this time.

I am available for any questions or concerns during this closure. Please stay well and healthy in the upcoming weeks.

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Warm regards,

Amy O'Neil - Director, Treetop Children's Centre (647.268.7355)