**Closures Policy**

In the event that the centre is closed due to inclement weather, intruder, lack of attendance, power outages, pandemics, etc., each parent is responsible to find alternate care on those days. Fees will not be refunded as stated in our Parent Handbook; the closures will be unforeseeable and therefore out of our control.

Our main objective when making a decision to close the centre is for the safety of all involved: children, parents, and staff. We will do everything in our power to remedy any closure decision as swiftly as we can, as to make the impact on families as minimal as possible. If the power fails during operational times, we will call families within 30 mins of no power to ensure that children stay safe, as emergency lights are only guaranteed for 1 hour. If power resumes after the emergency lights go out, understand that the centre no longer has functioning emergency lights and are not incompliance with the fire department in case another power outage occurs, fire, earthquake, etc. If we make a decision to close during non-operational hours we will make an announcement in the morning by 6:30 am on our facebook page and our website at starlightlearningcentre.ca. If a closure occurs while your child is at the centre, you will be contacted to pick up your child as soon as you can.

Please understand that we make the decision to open or close the facility based on a careful analysis of several factors. Some of these factors include:

* Information on road conditions from transportation officials and from the police. We must give careful consideration to the most dangerous roads in the area. Even if your street looks clear, travel elsewhere in the area may be dangerous. In addition, we must consider that our staff are coming from Abbotsford, Mission, and Metro Vancouver.
* Amount of snow and ice accumulated.
* Whether the weather is continuing.
* Building conditions (such as whether we have electricity and heat). Do we have back up emergency lights and what is the current temperature the facility, if we lost power for hours before opening.
* Parking lot conditions. We have private contractors that are responsible for clearing our parking lot. Their schedules and availability must also be considered. This is a liability issue.
* Temperature and wind chill. Please remember that some of our families walk to the facility and some must wait outside for the bus.
* Weather predictions. We prefer to not make our decision based on weather predictions, which are not always accurate. However, sometimes this is unavoidable, especially when the weather may have already started to turn.
* What school districts are doing that we service to. We also share information with school districts and check whether they are opening or closing. Abbotsford or Aldergrove schools are closed, we are closed.
* Staff accessibility. Are qualified staff able to get to the facility both accessible and safely. Without qualified staff, we are unable to open under Licensing Regulations.

Thank-you,

Staff