



Dear clients,

Below are the proposed changes that Municipal Council will consider at the April 19th, 2021 Regular Meeting.

Reduction n°1 – Decrease in the hours of operation	
Current Service	The service is presently offered from 6 am to 6 pm.
Proposed Service	It is proposed to offer the service from 6:30 am to 5:30 pm.
Justification	The vast majority of daycares in the study do not open before 6:30 am. The closing time of these same daycares vary between 5:30 pm and 6 pm. The reduction in hours will reduce operating costs and thus reduce the operational deficit.
Client Impact	Parents who bring their children in before 6:30 am and/or pick them up after 5:30 pm will need to adjust their schedules to meet the new hours of operation. The service will retain a certain flexibility during inclement weather or other exceptional situations; such as a major accident on HWY 17.
Number of affected clients	Internal statistics show that less than 10% of our clients use the service before 6:30 am and after 5:30 pm. Service of 800 clients: 80 clients affected Service of 400 clients: 40 clients affected It should be noted that a majority of affected clients bring their children between 6:20 and 6:30 am and pick up their children between 5:30 and 5:40 pm which will represent a minor adjustment for them.
Budget Savings	Service of 800 clients: \$30,000/6 months Service of 400 clients: \$15,000/6 months



Reduction n°2 – Decreased options for calendar clients	
Current Service	Parents of children in school age programs with irregular work schedules (e.g., 4-day-work week, weekend employment, etc.) currently have the option of choosing specific days as desired each week.
Proposed Service	It is proposed to eliminate the option of specified days and strictly offer the full week option.
Justification	The vast majority of other services only offer the full week option. It is quite difficult and administratively demanding to match the schedules of two clients requiring different days. Thus, several childcare spaces remain vacant (without income) for the days of the week that the customer does not use. If a client takes full weeks, it will be much easier to find another client to make up for the unused weeks. This modification would avoid revenue loss.
Client Impact	Les parents qui choisissaient certaines journées dans une semaine devront prendre la semaine complète.
Number of affected clients	6% des clients – Tout dépend des demandes reçues lors du prochain processus d’inscription. Service de 800 clients : 50 clients affectés Service de 400 clients : 25 clients affectés
Budget Savings	Service de 800 clients : 40 000\$/6 mois Service de 400 clients : 20 000\$/6 mois



Reduction n°3 - Elimination of credits for days of absence	
Current Service	All clients who use the full service receive a credit that is equivalent to 9 days of care. This means that an amount of money equivalent to 9 days of use is deducted from their bill annually (e.g., a client with a toddler receives a credit of approximately \$468.50 per year, preschool = \$450.90 per year, school age program = \$199.80 per year).
Proposed Service	No credit will be granted.
Justification	No other service offers such credit.
Client Impact	Parents will have to pay for the full service even if their children are absent, similarly to all other daycare services in the region.
Number of affected clients	10% of clients - It all depends on the requests received during the next registration period Service of 800 customers: 80 customers affected Service of 400 customers: 40 customers affected
Budget Savings	Service of 800 clients: \$20,000/6 months Service of 400 clients: \$10,000/6 months



Reduction n°4 - Elimination of the service during the Christmas holidays	
Current Service	The service currently operates on weekdays between December 25 and January 1 st (3 days of service).
Proposed Service	The service will not be offered during these days.
Justification	Very few services are open during the holiday season. Due to the drastic decrease in the number of customers during this period, this option causes a deficit for the service. Some school boards charge additional janitorial fees, which increases expenses.
Client Impact	Clients will not be able to use the service during this time of year. Service of 800 clients: 360 affected clients Service of 400 clients: 180 affected clients
Number of affected clients	40% of clients - It all depends on the requests received during the next registration period.
Budget Savings	Service of 800 clients: \$10,000/3 days of use Service of 400 clients: \$5,000/3 days of use

BUDGETARY SAVINGS OF THE 4 COMBINED REDUCTION OPTIONS	
TOTAL BUDGETARY SAVINGS	Service of 800 clients: \$100,000/6 months Service of 400 clients: \$50,000/6 months