

April 26, 2024

Subject: Important Child Care Billing Changes

Dear Parents, Guardian and/or Payers,

The YMCA of Northeastern Ontario, in keeping with our Charitable Purpose, Vision, and Core Values, believes in the development of healthy, confident children. Our programs and services are unique because of our commitment to support children and families to ensure we provide the best possible care.

To be able to continue providing quality, consistent services, the YMCA of Northeastern Ontario is continuing to make steps to align our operations across our organization. Starting in September we will be adopting "Rolling Registration", which has been piloted in our Timmins district.

Please note the following changes:

- Payment Schedules will be available to view on the Avocado Parent Portal on the 12th of the month prior (i.e. October's payment schedule will be available on September 12th).
- Scheduling/splitting monthly payments will only be available to be withdrawn from your account on the 1st of each month or split between the 1st and the 20th of the month for that month's care.

The YMCA of Northeastern Ontario recognizes that families experience a diverse range of financial situations and recognizes the importance of child care in a child's development. To assist with this transition, we hope that this communication will provide families with enough notice to prepare for this change.

To view your payment schedule, please follow the below steps:

- Visit <https://ymcaneo.my.site.com/#/app/dashboard> and login,
- Once logged in, select "My Profile",
- Select "Account Statement", to refine your search, select the "Summary" view.

If you are experiencing difficulties logging-in to your portal, please reach out to the Child Care Registration and Billing Department and they will assist you in resetting your account.

On behalf of the YMCA of Northeastern Ontario, I'd like to thank you for your ongoing support and understanding. Should you have any questions, please do not hesitate to contact me.

Respectfully,

*Lisa Sharpe Morin*

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