



## CONTINUITY OF SERVICES – UPDATE

March 26<sup>th</sup>, 2020

We would like to thank all the families who took part in the live question and answer session broadcast on Zoom on Tuesday, March 24<sup>th</sup>. This is a new approach that we have put in place to respond more broadly and effectively to the key questions and concerns that you brought to our attention.

Given the experimental nature of this first session, we are sorry to inform you that part of the recording is missing. As such, we are offering you a summary of the main points that were raised during Mr Rachid Salama's presentation on the administrative and financial aspect that you can read below.

### Continuity of administrative services

#### Registrations and re-registrations

Enrolment and re-enrolment are still being processed normally, but we have switched to digital operation. All applications and communications should be addressed as soon as possible to Ms. Carla Khazzaka, Registrar ([registraire@claudel.org](mailto:registraire@claudel.org)).

If you are experiencing technical difficulties or are unable to access a fax machine, other alternatives may be considered where appropriate.

#### Financial accommodations

If you are experiencing financial difficulties, whether or not they are due to the current situation, you can apply to postpone or spread out payments. If this is the case, we invite you to contact Ms. Carole Ghannoum, Accounts Receivable ([comptesarecevoir@claudel.org](mailto:comptesarecevoir@claudel.org)), or Mr. Rachid Salama, Administrative and Financial Director ([daf@claudel.org](mailto:daf@claudel.org)) so that we can discuss possible accommodations.

#### Extracurricular activities and other services

Despite our efforts to explore the possibilities of remote continuity, we are aware that some activities require a physical presence. However, as we are still unable to predict the date of return, it is not possible at this time to calculate a potential reimbursement. This will be prorated based on the reopening date.

Concerning school outings or trips, although there are still some details to be worked out, we are planning a full refund to the families. The dates and terms of the refunds will be communicated to you shortly, following the extraordinary meeting of the School Board which will take place on Thursday 26<sup>th</sup> March.



### School restaurant

On this point, it is important to specify that it is not Claudel High School that receives the revenues, but Chartwell, our external service provider, which is currently going through the same challenges as many other businesses. We are in close communication with them on the issue of reimbursements and are still waiting for answers. Rest assured that we will transmit to them the expectations of the parents and we will keep you informed as soon as we have more information.

Philippe Courjault  
Proviseur

**Référence(s)** : *G:\Drive partagés\3-Politiques et procédures\Communication\Politique sur la continuité des services - 2020-03-18 - FR.docx*