



# BALACLAVA



## HOME & SCHOOL ASSOCIATION

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### NEW for 2018/2019

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Balaclava Home & School has moved ONLINE for the collection of money and information for ALL food days, year book orders, membership dues, information consent forms, and volunteer sign up forms. By moving forms and collections online, this drastically reduces the hours spent to collect, sort, collate, then disseminate the information to the respective coordinators. This time saver will allow H&S to focus on more important stuff, providing "The Best for Each Student."

H&S have selected [Cheddar UP](#) as our online platform.

To access our online collection, please visit

<https://balaclava-home-and-school-online-forms-and-payments.cheddarup.com>



**Our online collections will be available until September 24, 2018.** By moving online, payment options will include Visa, MC, echeque and Electronic Transfer (EFT). Don't be disappointed, complete your food orders today!

Thank you for your cooperation as Home & School moves online. If you have any concerns or comments, please email [balaclavahands@gmail.com](mailto:balaclavahands@gmail.com).

#### Q&A's

**Q: Why has H&S moved ONLINE?**

*A: In the past, the hours spent by volunteers to update, stuff, collect, sort, collate, consolidate monies, then disseminate the information to the respective coordinators was well over 60 hours utilizing more than 12 volunteers to complete.*

**Q: Are there any costs associated for using Cheddar Up?**

*A: Yes. There are now more options available to make payment by using this platform. Cheddar Up will add a convenience charge of \$0.45 to your total transaction. If you wish to pay by credit card, 3.5% plus the \$0.45 convenience charge will apply.*

**Q: In the past, families purchased food offerings for the year. The online collection only offers food days from October, 2018 to January, 2019. What happens after January?**

*A: H&S have opted to introduce the online collections in two phases. This will allow us to make any necessary corrections and fine tuning prior to the January – May food offerings. All families will be send a notification when the second phase will be launched.*

**Q: I have already filled out a social media consent form the first week of school. Why am I filling out another one?**

*A: The form completed the first week of school was for the HWDSB. Due to privacy legislation, the Board cannot share this information with our Association. For this reason, H&S must have each family complete our form to ensure consent is given.*

**Q: I have 3 children attending Balaclava School. Can I order all 3 offerings at once?**

*A: At this phase of online ordering, an order must be completed separately for each child.*

**Q: My child will not be at school for the month of December. Can I skip food orders in December?**

*A: Yes, you can purchase food offerings for the days you select. Pizza orders must be ordered by the month.*

**Q: How do I complete the TOPPINGs and SAUCE section for Subs and Pita's?**

*A: To ensure correct ordering, please type in your toppings and sauces you wish to have on your item. We cannot accept 'all' or 'everything' in the space provided. We are working on simplifying this step for Phase 2.*

**Q: Who is the point of contact for the yearbook advertising opportunity?**

*A: All inquiries relating to the Balaclava Yearbook are to be sent via email to [balaclavabobcats.yearbook@gmail.com](mailto:balaclavabobcats.yearbook@gmail.com).*

**Q: Will I be able to order food days on a week to week basis?**

*A: This option is something we are reviewing for Phase 2. At this time, we are only accepting orders from October - January. Should this change prior to January, we will send a notification to families advising of such.*

**Q: What if I miss the deadline to order?**

*A: Our deadline to order is September 24. As our ordering is completed online, we feel this is a reasonable amount of time to complete. In extenuating circumstances, we may accept an order after September 24 however an email will have to be sent to [balaclavahands@gmail.com](mailto:balaclavahands@gmail.com) as the link will no longer show the available offerings.*