

ACSS Program/Camp Frequently Asked Questions

1. I've never used Amilia before, how do I go about registering for an ACSS Program, Camp, and/or Event?

What is Amilia? Amilia is an online registration system that the Abby Community School Society uses for programming, camps, and events. **Please note:** You MUST be registered with us in order to attend any ACSS programs, camps, or events. If you don't have an existing Amilia account, you will be prompted to make an account with us, prior to registering for our programs, camps, or events. Once you've created an account, future registration for any ACSS programs, camps, or events will be much easier. When creating an Amilia account, we suggest that you keep record of your username and password, as you'll be required to sign into your Amilia account each time you wish to register for an ACSS program, camp, and/or event.

Create an Amilia Account Today: www.amilia.com

Still having troubles? Click [here](#) for a step-by-step process in **creating an Amilia account**.

You can also view our **Registration Tutorial** by clicking [here](#)

2. I've created an Amilia account, is there anything else I have to do in order to attend an ACSS program, camp, or event?

Creating an Amilia account is the first step! After you've created an Amilia account you **MUST** then register your child for the desired ACSS program, camp, or event. *Creating an Amilia account does not mean that you are registered for an ACSS program, camp, or event.* If you received a program flyer from your child's school, please click on the flyer link and you'll be prompted to register for the program. If you are registering your child for a community offered ACSS program, camp, or event, please visit our website under the "[Program Registration](#)" heading and choose the desired program, camp, or event. You will then be prompted to sign into your Amilia account and start the registration process. Upon successful registration, you'll also receive an invoice via email with the appropriate program, camp, or event information.

3. How do I add another person onto my Amilia account?

To register your child for an ACSS program, camp, or event, you **MUST** add your child onto your Amilia account. Firstly, sign into your Amilia account. Then click on the 3 horizontal lines, located on the upper left side toolbar. Click on the 'Members' option and then click the **Add Person** button located on the top of the page. Fill in the persons first and last name, gender, date of birth, and specify whether the person is a child or adult. Press the **OK** button and then the person will be added onto your Amilia account.

4. I'm registering my child for an ACSS program, camp, or event, and I don't have their provincial health number and expiry date on hand. How do I continue with registration?

If you don't have your child's provincial health number and expiry date on hand, please enter **000 000 000 000** (12 zeros) in the 'Provincial Health Number' heading, and choose the furthest expiry date available in the pull-down menu under the 'Expiry Date' heading. *Note: This is a temporary solution for registering your child for an ACSS program, camp, or event. We request that you update your child's provincial health number and expiry date ASAP, as we will require this information in the state of an emergency.*

5. Within the registration process, it's asking me to select two emergency contacts. Who should I provide as an emergency contact for my child?

Upon registering for any ACSS program, camp, or event, you will be prompted to provide us with (2) emergency contacts. The Amilia Account Holder should not be listed as an Emergency Contact. **Both emergency contacts MUST be individuals who ARE NOT the Amilia Account Holder and MUST be available to pick up your child in the event that the Parents or Legal Guardians are not able to.** Emergency contacts may include, but are not limited to: a family member; immediate or extended, friend, neighbour, nanny, etc. *Emergency contacts MUST be an adult (individuals aged 18 years or older).*

In the event of an extreme emergency, please note the following safety protocols that ACSS will implement:

1. ACSS will call 911 and assist the child who requires immediate medical attention.
2. ACSS will call the child's Parents or Legal Guardians asap/as soon as it's safe to do so.
3. ACSS will call the child's Emergency Contacts; if the child's Parents or Legal Guardians cannot be contacted, we will go ahead and contact the child's two Emergency Contacts.
4. An incident report will be filed and the Program Supervisor will be in contact with the child's Parents or Legal Guardians as soon as possible with a follow up.

6. Within the registration process, I've been prompted to answer the question "Does your child have any behavioural/learning designations? If so, please specify and list any resources that will help us best support your child in our camps". What are some examples of resources to help assist my child during a program, camp, or event?

ACSS requests that you please provide us with any behavioural/learning designations that your child has. Please list the specific designation, along with any resources that you find helpful for your child. Resources can include, but are not limited to: fidget toys, books, a stuffed animal, teething necklaces, sensory headphones, etc. We encourage all Parents and Legal Guardians to view our [Policies and Procedures](#) regarding any students who require additional assistance during an ACSS program, camp, or event. **If your child requires full time Additional Assistance; EA Support, we request that you please read and follow the guidelines listed here: [ACSS Additional Assistance Guidelines PDF](#).** Additional Assistance, i.e. Educational Assistant (EA), must be provided by the Parent or Legal Guardian of the child.

7. Within the registration process, I've filled out the information requested to register my child for an ACSS program, camp, or event. However, it's preventing me from moving forward. What information am I missing?

At any point within the registration process, you may be prevented from proceeding to the next page. This means that important information is missing. Any required information missing will show up in **RED**. Once the appropriate information has been included, you should be able to continue with registration. **Please ensure that you are providing two Emergency Contacts OTHER THAN the Amilia Account Holder** (i.e. an emergency contact could be the second parent/guardian, that's not the account holder). *This is a common barrier when completing registration and may prevent you from proceeding to the next page.* *If you have filled out all the appropriate information, and still cannot register your child for an ACSS program, camp, or event, then please call our office at (604) 853-2221. We cannot register anyone for ACSS programs, camps, or events over the phone, but we will do our best to assist you.*

8. How do I request a refund for an ACSS program, camp, or event?

To request a refund, please contact the ACSS Program or Camp Supervisor. Their contact information will be listed on your invoice upon successful registration of a program, camp, or event. You can also contact our office at (604) 853-2221 and we can assist you over the phone with issuing a refund. Please view our policies and procedures on refunds, by clicking [here](#). Thank you in advance for your understanding of our refund policies and procedures. As a non-profit organization, we depend on accurate participation numbers for our programs, camps, and events to ensure the successful delivery of ACSS offerings.

Have a question that's not listed here? Please contact our office and we will be happy to assist you!

Phone: (604) 853-2221

ACSS Email: info@abbycommunity.com

General Office Hours: Monday – Thursday, from 9am to 4pm.

Summer Office Hours: Monday – Thursday, from 9am to 3pm.

ACSS Website: www.abbycommunity.com

Follow us on social media!

Facebook: www.facebook.com/abbycommunity/

Instagram: www.instagram.com/abbycommunity