

School-Age Child Care Program's

Frequently Asked Questions

General Program Information

Q: What is the School-Age Child Care Program? A: The program provides a safe, structured environment for students before and after school, offering enrichment activities, homework assistance, and recreational time.

Q: Who can enroll in the program? A: Students attending the elementary or middle school where the program is offered are eligible. Enrollment priority goes to families within the school zone.

Q: How is the program staffed? A: The program maintains a **staff-to-child ratio of 1:15 for Kindergarten–Grade 5 and 1:10 for PreK**, ensuring proper supervision. All staff undergo background checks and training in CPR and first aid.

Registration & Enrollment

Q: How do I register my child? A: Registration opens in **mid-June** for early enrollment and again before the school year begins. Parents must complete an **online registration form** and pay a **non-refundable \$25 registration fee per child**.

Q: Can I enroll my child mid-year? A: Yes, if space permits. Parents must register **at least one day before** their child attends the program.

Q: What happens if the program is full? A: A **waiting list** will be maintained. Out-of-zone families are considered only after zoned families' needs are met.

Daily Operations & Fees

Q: What are the program hours? A: Before-school care starts at **6:30 a.m.**, and after-school care runs until **6:00 p.m.** Late pick-ups after **6:01 p.m.** incur fees starting at **\$10 per child**.

Q: What are the fees for after-school care? A:

- **1 child:** \$67/week
- **2 children:** \$119/week
- **3 children:** \$176/week
- **4+ children:** \$233/week

Q: What happens if I don't pay on time? A: Late payments incur a **\$15 fee**. Consistent non-payment may result in removal from the program.

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Food & Snacks

Q: Are snacks provided? A: Yes, children receive a snack at no extra cost. Parents must inform the program of any **food allergies**.

Q: Can my child bring their own snacks? A: No, unless approved by the site director for **dietary or medical reasons**.

Pick-Up & Sign-Out Procedures

Q: Who can pick up my child? A: Only parents or authorized persons listed in the enrollment form. Anyone unfamiliar to staff must present a photo **ID**.

Q: What if I'm running late for pick-up? A: Late fees apply. If a child is not picked up by **6:45 p.m.**, local authorities could be contacted.

Behavior & Discipline

Q: What is the discipline policy? A: The program follows **school district and state guidelines**. Extreme behaviors such as violence, bullying, or running away may lead to **removal from the program**.

Q: How does the program handle bullying? A: The program has a **zero-tolerance policy for bullying**. Staff work with children and parents to address concerns, but continued issues may result in dismissal.

Illness & Emergencies

Q: What if my child becomes sick during the program? A: Parents are notified **immediately**. If a child has a **fever of 100.4°F or higher, vomiting, or diarrhea**, they must stay home **until symptom-free for 24 hours**.

Q: Can my child receive medication during the program? A: Yes, but only **physician-prescribed** medication in its **original container**. Parents must complete an **Authorization for Medication form**.

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Additional Information

Q: What should I do if my contact information changes? A: Parents must **update records** with the school to ensure staff can reach them in emergencies and the site director.

Q: Is there an option for a summer program? A: Some schools may offer summer care programs. Parents interested in future summer programming should inform the child care staff.

