

## FAQ's for Kids Connection 2018-2019

Updated May 11th, 2018

### Registration Questions

1. When is the last day we can register for the program?
  - In person/by mail/fax:
    - i. 20<sup>th</sup> of the month prior to service for Auto Pay (otherwise \$15.00 late fee is incurred)
    - ii. 10 days prior to day needing care (otherwise \$15.00 late fee is incurred and openings are not guaranteed)
  - Online: 10 days prior to day needing care (otherwise \$15.00 late fee and openings are not guaranteed)
  - Late fees of \$15.00 will be added on after those dates and \$2.00 per day after the 1<sup>st</sup> of the month, if your child has attended care without payment.
2. Do I have to sign up for the whole year?
  - No, you can sign up at any time, within registration dates.
3. Can I start the program at any time?
  - Yes, within registration dates.
4. Can I put both my children on the same form? (either Registration Form or Monthly Calendars)
  - No, all forms are one per child.
5. Do I need to sign up for every week in the month?
  - No, you can sign up any days on any weeks. Fees are based on 1 week.
6. Do I have to pay at time of registration?
  - Yes, you must pay at the time of registration. We will not bill you for care.
7. Is there a yearly registration option instead of monthly calendar?
  - Yes, you are able to register for the whole year, or per semester (Sept-Dec, Jan-June) with our new yearly registration form. Your schedule must be consistent each week to be able to do this and you must sign up for auto-pay.
8. Is there a late fee for registering after the 20<sup>th</sup>?
  - Yes, there is a \$15.00 late fee if registering in person after the 20<sup>th</sup> of the month. The last day to register online for any day of care is 10 days prior, after 10 days, a \$15.00 registration fee is applied and enrollment is not guaranteed.
9. How does Auto Pay work?
  - You provide a credit card for your first month of enrollment and our registration system will keep your card on file. Every 21<sup>st</sup> of the month, your card will be charged for the following month's care. You must submit monthly calendar to the office (or online) by the 20<sup>th</sup> of each month to have your card charged on the 21<sup>st</sup>. (ex. Your card will be charged for the month of October on September 21<sup>st</sup>, and the October monthly calendar is due by September 20<sup>th</sup>.)
  - This basically allows you to easily register your children each month.
10. How can I pay for Kids Connection?
  - Cash, Check, or Credit Card is accepted. (Visa, Mastercard, Discover) You have the option to do auto pay as well, where we charge your credit card each month on the 21<sup>st</sup> (or next business day) according to the days chosen in your monthly calendar.

11. Do you offer sibling discounts?

- Yes, this is available to those who attend 3+ days per week. The first child is the full price and each child thereafter will receive a 10% discount. Currently this must be done through our office.

12. Can I make partial payments for the month?

- If you choose to make 2 payments, the first must be by the 20<sup>th</sup> of the month prior and the 2<sup>nd</sup> payment must be 10 days prior to the second half of the month (ex. If wanting to pay for Sept 15-30<sup>th</sup>, you must pay in full by the 5<sup>th</sup> of the month.)

### **Early Release/ School's Out Questions**

1. Is there a fee for early release days?

- Yes, the fee is \$15.00, however, if you register for both before and after care, it is included in your weekly fee.

2. Is there a fee for School's Out days?

- Yes, fees depend on which day you register. Non- Field Trip days: \$29.00 per day, Field Trip days: \$39.00 per day

3. Is the School's Day Out held at all schools?

- No, this program is only held at Elm Dale. All children from all schools are able to attend this program.

4. Are schools out days held on every single day off of school including Holidays?

- No-Official holidays will not have child care available. The parent handbook will have all current days that school's out day is offered.

5. What are the hours of School's Out Days?

- 7:00am-6:00pm

6. Do I need to send my child with a lunch on School's Out Days?

- Yes

7. Does Kid Connection provide snack for my child on School's Out Days?

- Yes, there will be 2 snacks given on these days

8. How will I know School's Out Day details?

- An email will be sent out to those children's parent that are registered for School's Out Days that will highlight details of field trips, what to bring, etc.

## **General Questions**

1. What should my child wear to Kids Connection?
  - Please send your child with gym shoes (if they don't wear them to school) and comfy clothes as we will have physical fitness/outdoor time each day.
2. Can my child bring their own toys or electronic devices to Kids Connection?
  - No- Kid Connection is not responsible for your child's personal items. If a child brings personal items, they will be asked to put these items into their backpack during program hours.
3. Do we accept Wisconsin shares?
  - Currently, we do not accept shares.
4. Can we write this off on our taxes?
  - Yes, we are tax deductible, our tax id # is : 396005924
5. Does my child need to be potty-trained to be in the program?
  - Yes, we require children to be potty trained.
6. My child has special needs, will he or she be able to attend before or after care?
  - Yes. Please contact Kids Connection Coordinator Laura Chatterton to discuss how we can be sure this program is the right fit for your child at 414-939-8333.

If you have further questions after reading the parent handbook and this list of FAQ's, please call our office at 414-329-5370 or email [kids.connection@greenfieldwi.us](mailto:kids.connection@greenfieldwi.us).