

# Frequently Asked Questions- Kids Klub After School

## REGISTRATION

- **Can I still register my child for the program? Is there space available?**
  - Yes, we have an ongoing registration where you are able to sign up at any time.
  - Please keep in mind that space is limited in our program. Some of our sites may reach their maximum capacity.
  
- **How do I get my child signed up for the Kids Klub After School Program? (NEW TO PROGRAM)**
  - You are able to go to the Box Office in the Civic Center and pick up a registration packet. We also have the registration packet online to print off. Once the packet is completed, please submit to the Box Office with your first month's payment.
  - There is required medical paperwork that must be turned in during your initial registration. This information must be completed by your child's health care provider.
  
- **How do I get my child signed up for the Kids Klub After School Program? (RETURNING)**
  - The Box Office should have participant file for your child. New registration forms are needed at the beginning of every program. Parents are responsible for providing updated medical information annually. The staff will inform you if forms are missing or need to be updated.
  
- **Can I still register my child even though I won't be able to get their physical completed until a later date?**
  - Physicals (Health Inventory, Part 2) must be less than 3 months old. If you are not able to obtain an updated physical form and still want your child to begin the program, please submit a copy of an older one and a letter indicating the date and time your appointment is scheduled and the date we can expect your forms to be submitted. This is expected at the time of registration.
  
- **My child attended Kids Klub Summer Escape this summer. Do I still need to fill out new registration forms?**
  - Yes. Even though it carries the "Kids Klub" name, it is still considered a different program. Our After School program follows different regulations with the Office of Childcare that we must follow. These forms must be updated annually and are different from the Summer Program.
  
- **How soon can my child start once registration is submitted?**
  - Once the registration forms are submitted with your first month's payment we required two full business days to get your child's paperwork out to the site and to the staff so they can review it prior to your child's starting. If paperwork is missing, your child's start date will be delayed.
  
- **Is there a Multiple Child Discount?**
  - No. This discount is no longer offered.
  
- **Do you offer Part-Time Enrollment?**
  - No. There is no longer a part time option offered.
  
- **Can my child attend even though he/she has not turned 5 yet?**
  - No. Due to the way we are licensed. 5-12 only.
  
- **Do you offer Financial Assistance?**
  - Yes. Please complete a Kids Klub After School Scholarship Applications for the 2018-2019 School year. Applications will be accepted until **Thursday, August 1st, 2019**. OR on a continuous basis if funding is still available, please check back in October 2019.
    - You will be asked to turn in your most recent tax return.

- If you did not file for taxes last year, please submit a letter indicating why you did not file and supply your W2 or most recent paystub or award letter.
- You will also need to complete the registration packet which includes all health forms.
- You can pick up all documents at the Civic Center Box Office, open Monday- Friday 9a-6p, closed holidays.
- Applications and registration must be turned in, in person at the Box Office.
- Scholarship funding is limited, if approved, you will still have a partial payment each month and you will be able to pay at the Civic Center Box Office.

➤ **Do you accept Purchase of Care?**

- Yes. Once you receive your vouchers please bring them to the Program Director so he/she can give you your new After School rate. Please make sure you sign and date both the CCS copy and Provider copy.
- You will need to make an appointment with the Program Director.
- You will be able to pay at the Civic Center Box Office each month, if you have a payment at all.
- You may be asked to pay out of pocket until we begin receiving payment from the Department of Social Services.

**PAYMENTS**

➤ **What are my options for my monthly payments?**

- You are able to pay by Credit Card (Visa, Mastercard, Discover), Check, or Cash.

➤ **Where can I make my payments?**

- After your initial payment and enrollment, you are able to pay at the Online, or at the Box Office. We do not take payments over the phone or on sites.

➤ **When are payments due?**

- Payments are due before the 1<sup>st</sup> calendar day each month.

➤ **What is considered a Late Payment?**

- Late payments take effect the 2<sup>nd</sup> calendar day each month
- The Late payment fee is \$15.00/child

➤ **What are the monthly costs?**

- **Delmar:** \$135/ month / child
- **Fruitland:** \$125/ month / child
- **North Salisbury: *Magnet*** \$140/ month / child  
***Traditional***\$130/ month / child
- **Pemberton:** \$130/ month / child
- **Pinehurst:** \$130/ month / child
- **Westside:** \$125/ month / child
- **Willards:** \$135/ month / child

**AFTER SCHOOL PROGRAM**

➤ **What are the Kids Klub hours of operation?**

- Dismissal from school until 5:30pm. Parents will be assessed a late pick up fee if they pick up their child after 5:30pm.

➤ **Does the program provide a snack?**

- Parents are required to provide a snack is for Kids Klub After School. If child is still hungry, Kids Klub provides optional canteen snacks for \$0.50-\$1.00. Proceeds from the canteen subsidize Kids Klub parties, prizes and special events for their specific site.

➤ **Will my child finish their homework every day?**

- It depends on the amount of homework given. Kids Klub is a homework starter program, **NOT** a homework completion program. We schedule 20-30 minutes of homework time daily.

➤ **Will staff members assist with homework?**

- Staff members are able to assist with homework
- Staff cannot work 1 on 1 with children for an extended period of time

- Parents must check homework each night, it is not the staff's responsibility to make sure the homework is correct or complete.
- **What types of activities do the children do?**
  - Staff plan different high-active and low-active activities, arts & crafts projects, and depending on the weather, the program is both indoors and outdoors.
- **Do you still have the After School Program if school closes early? (Inclement Weather)**
  - If schools close early due to weather related events, the Kids Klub program is required to close as well.
  - When schools are closing early, closed or after school activities are cancelled, Kids Klub will not open. In the event of an early closing, parents must pick children up at the newly designated dismissal time.
- **December and June are prorated.**

### SCHOOL'S OUT (PROFESSIONAL DAY) PROGRAM

- This program is not being offered this school year