

Frequently Asked Questions

For Kids Co. Families

Q: What time do you open? What time do you close?

We open our doors at 7:00 am sharp. We close our doors promptly at 6:00 pm. Late pick-up charges of \$15.00 flat rate for the first 1-15 minutes and \$1.00 per minute after 6:15 are charged at the time. Please call the center if you will be late (charges still apply) so that your child and the staff will not worry.

Q: What time is breakfast? And what do you serve?

Breakfast is served from 7:45-8:15am daily. A typical meal includes a grain, a fruit, and milk. A monthly menu is posted on the parent board.

Q: What's the daily schedule?

The morning schedule: 7:00-8:15 Individual/Table activities
 7:45-8:15 Breakfast
 8:15-8:45 Outside Games
 8:45-9:00 Clean-up, Group Time
 9:00 Dismissal to School!

The afternoon schedule: 3:30-4pm = Snack
 4-4:30pm = Outside Games
 4:30-5pm = Group Activity
 5-5:30pm = Homework Club/Project
 5:30-6pm = Open Recreation
 Monday 2-3:30pm = Computer Lab/Clubs

Q: What about no-school days? Is there a sign-up?

Four weeks prior to the half day, no-school day, or break, a first-come, first served sign-up is posted on the parent table. We serve over 100 children throughout the course of each week and **may not have room or staffing for everyone** on the no-school days. Please sign up as soon as you can, and keep in mind we may not be able to accommodate everyone.

Q: What should I do if my child is absent?

If your child is ill or absent for the day, please call in the morning when you call the school. Please remember that we are not directly linked to the school. If your child will go home with a friend or if you pick your child up early from school or directly from the classroom, please stop by and let us know or call ahead of time. When your child does not show up at our center after school, we consider them to be missing. If you failed to notify us of your child's absence and we have to call to find out where your child is, you will be charged a child locator fee of \$10. This fee is our effort to help minimize the need locate missing children after school, which takes our staff attention away from the kids.

Q: Where is the lost & found?

We do our best to help kids remember their belongings, though sometimes jackets and other things are misplaced. Any found items are placed in our lost & found. Please help us by putting your child's name inside sweatshirts and jackets. We **will** put labeled belongings back in your child's cubby.

Q: What if I need care in the mornings or afternoon and we're not normally signed up?

We are able to provide extra hours care if our programs are not full (mornings are generally more available). The charge for a morning is \$10.00 and the charge is \$15.00 for the afternoon slot (Mon PM is \$20). Charges are by the time-slot only and do not vary by actual drop-off or pick-up time. Please check with Program Director to find out if space is available.

Q: Do you allow toys from home?

During the school-year we do not allow toys from home EXCEPT for no-school days. On holiday breaks and in-service days we allow the children to bring ONE toy from home. All items from home should be marked clearly with your child's name. Please do not allow your child to bring sentimental or expensive items on those days. We NEVER allow electronic items.

Q: When is the tuition due?

Tuition is due on the 1st of the month. On the morning of the 6th a late fee of \$25.00 will be charged unless you have a previous arrangement with the director. Payment agreements can be established if you are unable to pay in full by the first of the month; please ask the director for the appropriate form. Payment agreements are still subject to the \$25.00 late charge if applicable.

Q: Where do I put my payments? And what if I have a question about my bill?

Payments can be mailed to the Ballard office or dropped in our tuition payments box. If you are not sure of your balance, please ask the Program Director to assist you. If you have further questions, contact our Enrollment Coordinator at our administrative office, (206) 781-8062.

Q: What if I need to change my child's schedule?

Changes in your child's enrollment are due by the 1st of the month prior to the change (a change for October is due Sept 1st). Increases to your schedule are subject to availability and in some cases you will be added to a waiting list. Complete withdrawals from the program require a written notice of 30 days.