

FAQs *(updated 04/25/2018)*

Program Information

Who do I contact if I have questions or concerns about my program?

- If you have any questions or concerns regarding the Before or After School Programs at your school, please contact your regional Site Coordinator:

Morris County Schools:

Michael Farr – mfarr@theworkfamilyconnection.org or (908)894-9886

Erin Monaghan – emonaghan@theworkfamilyconnection.org or (908)455-2901

Hunterdon and Warren County Schools:

Megan Whitlock – mmiller@theworkfamilyconnection.org or (908)310-7556

Brandt Hall – bhall@theworkfamilyconnection.org or (908)246-9904

Roselle Park Schools:

John Kane – jkane@theworkfamilyconnection.org or (908)894-4032

How do I drop my child in on a non-scheduled day?

- If your child is already registered, they may drop in on days they are not regularly scheduled to attend. Drop-ins must be called in to the Program site's telephone answering machine. For Before and After School Programs, same day notice is permitted. The school must also be notified by the parent either with a written note or phone call.

Is your program open during snow days, delayed openings, early dismissals or emergency closings?

- This policy varies per district, and detailed information can be found on our website at www.workfamily.org under *Documents*

Is WFC open for full day programs when school is closed (ie. staff in-service, winter break, etc..) and how much does it cost?

- At the beginning of each school year, the WFC website will list the full day programs we will be operating in your school district. Go to workfamily.org and click on "Holiday/Vacation Full Day Programs" and select your district to view the calendar.

These Programs are usually combined in one centrally located school. Usual hours are 7am – 6:00pm or 6:30pm. These days are not included in your monthly tuition. Full-Day tuition may include field trip fees (to be determined each trip). A separate sign-up form will be available at your Program site's parent corner approximately 2 weeks prior to the full days.

What happens when the school has a scheduled early dismissal or half day?

- If the school has a pre-planned, scheduled half day, The Work-Family Connection will be open from the time of the early dismissal until the regular program closing time. Please remember to send your child with a lunch, as some schools do not have lunch on half days. If your child regularly attends the same day as the scheduled early dismissal day, there is no additional charge for your child to attend these days. If your child does not normally attend, they are welcome to drop-in, in accordance with our drop-in policy.

How do you handle children with allergies?

- If there is a child with a food allergy in our program, we pay very close attention to the ingredients in the snack items that we supply. Our Site Directors individually purchase all snack products, and are made aware of which children have allergies based on the child information that you provide during your online registration. Some programs may also have a separate allergy-free table, as to avoid potential cross-contamination. All tables are sanitized before and after snack time. The safest way to ensure that your child is eating foods that are parent-approved is to send them with their own snack and drink each day, and to stay in constant communication with the Site Director regarding their menu planning.

Is your program peanut free?

- No, not all of our programs are peanut-free, but all programs can provide a peanut-free table for snack. Please speak to your Site Director if you have a question concerning allergies at your program.

What is your homework policy?

- The Work-Family Connection offers all students attending the After School Program the opportunity to join the Homework Club. WFC asks that the parent/guardian and the student sign an agreement together as to whether or not the student will participate in the Homework Club on a mandatory or student choice basis. WFC Staff cannot and will not force any student to do their homework, even if the Homework Club agreement is signed with mandatory participation. If mandatory students refuse to participate in Homework Club, the parent/guardian will be notified at pick-

up. The Homework Club will meet daily between 45-60 minutes. The exception may be on Fridays or special event days. Students participating in the Homework Club are required to sign in and out on an attendance sheet, which can be seen by the parent/guardian by request. The Staff will encourage and reward students with Certificates of Participation, praise and positive reinforcement.

Schedule Changes

How do I make a schedule change?

- Withdrawals from the Program or any changes in the child's schedule must be made in writing at least 30 days in advance. You may send notification from your email address on file, or use the "Notification of Change Form" on our website. This form is found by going to workfamily.org and clicking "Documents" then printing and completing the form, and emailing to info@theworkfamilyconnection.org or faxing to 908-534-5985.

What would it cost for me to have my child attend on a day that he is not scheduled?

- This would be considered a drop-in. Before school drop-ins are \$15/day, after school is \$25/day, and kindergarten wrap-around is \$50/day. After school drop-ins in Roselle Park are only permitted on scheduled half days and before school.

If my child does not come on their regularly scheduled day, can they come on another non-scheduled day, free of charge?

- Your child is welcome to attend on any day that they are not scheduled, following the drop-in policy. If they are attending as a drop-in instead of one of their scheduled days, the drop-in fee will still apply. For the safety of the children and accurate attendance, "Swapping" days is currently not permitted.

How much do I get charged if I pick up my child after their scheduled pickup time?

- If you pick up after your registered pick up time, you will be charged \$10.00/hour or any part of an hour per child. If you pick up after the Program closing time you will be billed \$1.00/minute/family.

Account Information Changes

How do I change my child's information?

- You may send notification from your email address on file to info@theworkfamilyconnection.org or use the "Notification of Change Form" on our website. This form is found by going to workfamily.org and clicking "Documents" then printing and completing the form, and emailing to info@theworkfamilyconnection.org or faxing to 908-534-5985.

How do I change my email address?

- You may send notification from your email address on file to info@theworkfamilyconnection.org or use the "Notification of Change Form" on our website. This form is found by going to workfamily.org and clicking "Documents" then printing and completing the form, and emailing to info@theworkfamilyconnection.org or faxing to 908-534-5985.

How do I change my billing information?

- You may send notification from your email address on file to info@theworkfamilyconnection.org or use the "Notification of Change Form" on our website. You may also call our main office at 908-534-5935 x2010 or x2014. The change form is found by going to workfamily.org and clicking "Documents" then printing and completing the form, and emailing to info@theworkfamilyconnection.org or faxing to 908-534-5985.

Registration

Who do I contact if I have a question or problem with my online registration process?

- If you have problems with the online registration process, please contact our registrar at info@theworkfamilyconnection.org.

Is before and after care included in the cost for the kindergarten wrap around program?

- No, before and after care are separate from the kindergarten wrap around program tuition.

Can I sign my child up on for a certain number of days but have the days vary each week?

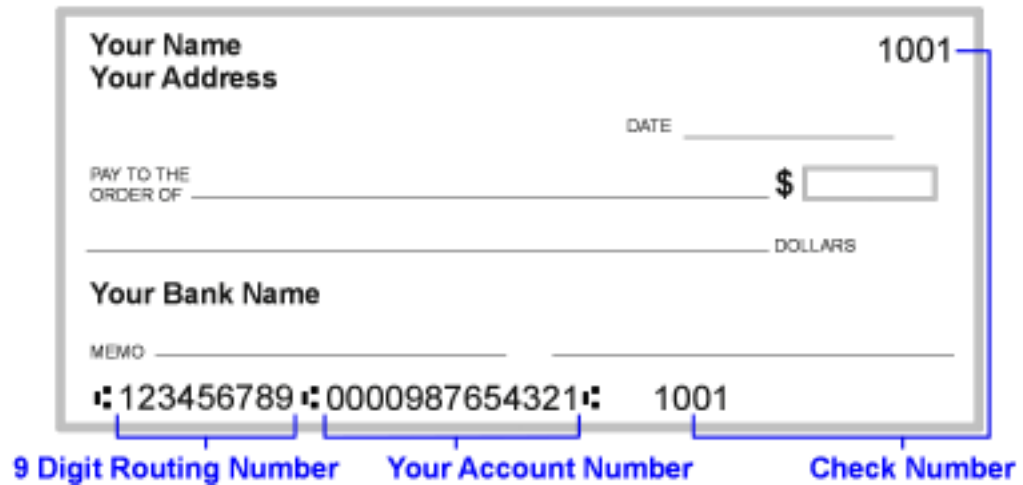
- For the safety and security of children and accurate attendance, variable schedules are not permitted in most instances. If you need a variable schedule, you can

register your child as a drop in (see drop-in policy). Special circumstances can be brought to the attention of our registrar at info@theworkfamilyconnection.org.

Why do I need to provide an email address?

- Each family needs an email address in order to register their child on our website. Email is also used for communication between our office and each family.

Where do I find my Checking Account Routing number or Account Number?



What is a Credit Card CCV?



I am receiving financial assistance. How do I indicate that when I register?

- You cannot indicate financial assistance during enrollment at this time. To provide information on your financial assistance, please email our accounts receivable manager at jpellegrino@theworkfamilyconnection.org.

Where can I find the Parent Handbook, Information to Parents and Parent Agreement that I must confirm I read before I complete the registration?

- These documents can be found on our website, www.workfamily.org under the “Documents” tab.

Once I complete my child’s registration, how soon can they start at the program?

- After you register, you will receive a confirmation email from our main office. The confirmation email will specify your child’s start date. **Please do not assume that you are registered and can start until you receive this confirmation email.**

Billing

What is WFC’s Tax ID Number?

- Our tax ID is 22-3041696/000

Who do I contact if I have a question or concern about my bill?

- If you have any questions regarding billing, you can contact Jeanne Pellegrino at jpellegrino@theworkfamilyconnection.org.

Can I get a copy of my statement online?

- In order to receive a copy of your statement, please email jpellegrino@theworkfamilyconnection.org.

Why am I charged in July when school doesn’t start until September?

- A security deposit equivalent to one month’s tuition and fees for each child enrolled is due prior to the child’s start date. If registering for the new school year, then it is due by July 20th. This will be applied to June’s tuition (or the last month that you are attending). Your next payment would be due by August 20th for September’s tuition. Payment is due before the 20th calendar day of each month for the following month. Monthly tuition is based on a 180-day school year divided into 10 equal monthly payments. All scheduled early dismissal days and make-up snow days are included.

Can I make payments online each month?

- When you register, you can sign up for our auto-pay option. With this option, you will be automatically charged two business days prior to the 20th of each month. You will also receive a \$10/month discount for using auto-pay. If you would like to

change from invoiced billing to auto-pay, please contact our Accounts Receivable Manager at jpellegrino@theworkfamilyconnection.org.

How can I obtain a copy of my yearly statement for my taxes?

- If you need a copy of your statement for any reason, please email jpellegrino@theworkfamilyconnection.org

Can I give a payment to the staff at the program?

- **The program staff is not permitted to accept payment.** Any payments should be mailed to WFC, PO Box 1155, Whitehouse Station, NJ 08889.

How do I apply for financial assistance?

- Requests for financial assistance must be made in writing, mailed to PO Box 1155, Whitehouse Station, NJ 08889 or faxed to 908-534-5985. Requests must be made to the attention of the Executive Director, and include a short letter stating your financial hardship, copies of your last 2 years' tax returns and a current paystub.