



# FAQ'S FOR PARENTS



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KID!**

## Q & A

### **Will my student automatically be enrolled in Right at School if they currently attend ESS?**

Because the information you have provided ESS is personal and confidential, you will not be automatically enrolled. However, a spot is guaranteed for any existing ESS families at sites moving to Right at School.

### **I am currently on the waitlist for ESS. Will I be given priority enrollment with Right At School?**

Right At School does not typically operate with waitlists. Enrollment is currently open and we currently have openings available. [Click here](#) to find your school and register today.

### **How does tuition work? Do I need to pay additional for non-school days?**

We have structured our billing schedules to be as predictable and evenly distributed as possible. For monthly billing, we divide out the entire school year's program cost to create equal payments, with the first and final months prorated to reflect the fewer school days. Tuition is set based on the actual number of school days in the academic calendar year and does not bill for holidays and other school days off.

When school is not in session (inservice days, holidays, breaks and summer), our program will be available at an additional fee.

### **How do I register for non-school days and school breaks? What is the cost?**

When nonschool days are approaching, you will receive notification from your program with registration information. You will register through the same online portal you use to register for our before and after school programs. The cost for a nonschool day is \$40. There will be specialty pricing available for break weeks and summer camps, which will be made available before school starts for the 2022-23 school year.

### **How much is registration? Is it refundable?**

Registration is \$50 per family and is nonrefundable.

### **How do punch cards work?**

Purchasing a punch card gives you 10, pre-paid drop in days that can be used for any regular Before and After School days. To redeem a punchcard day, you will need to connect with your program manager at least 24 hours prior to the day you want your child to attend.

### **How will you charge for early release days like parent teacher conferences?**

There is no additional charge for these days.



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### **What discounts are available and how do I apply for one?**

We provide a 10% sibling discount, 10% military discount, 20% free and reduced lunch discount, 50% LVJUSD employee discount and 100% RAS employee discount. Reach out to our Customer Service department to apply for your discount.

### **Are you accepting child care subsidies such as Hively?**

Yes we are. Please reach out to your Area Manager for additional information.

### **Are you eligible for FSA reimbursement?**

Yes we are.

### **Are you licensed through the state of California?**

We hold a Heritage Status through the California Department of Education, which exempts our programs from California Community Care Licensing. While we are license exempt, we follow the same health and safety protocols as required through licensing as well as Department of Justice/FBI background checks for all staff. To learn more about our Heritage status, [click here](#). (this link will take you to the Heritage FAQ doc)

### **What is the student to teacher ratio?**

15 students to 1 educator.

### **Will there be a Spanish translation of the presentation?**

We will be holding another parent information night which will be presented by one of our Spanish speaking leaders. March 16th, 2022.

### **Are Students with special needs eligible to participate in Right At School?**

Yes, we will work with you to meet the needs of your child. Please reach out to your Area Manager prior to enrollment so that we can schedule some time to meet and discuss how we can work together to provide the best care for your child.

### **What are your hours? What about in the summer or on non school days?**

We will be open at 7:00am and close at 6:00pm. These will also be our hours for nonschool days.

### **How will you staff your programs during the current staffing shortage?**

We have a recruiting department dedicated to helping us find the most qualified and dedicated staff. Because of our inclusive workplace culture, above average pay rates and flexible hours we have been successful in fully staffing our programs throughout California.

### **What days will you be closed?**

Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day, New Years Eve and New Years Day, Memorial Day and Independence Day

### **Will there be homework support for students that need it?**

Yes, our program staff will provide homework support.

### **If we need to take time away from the program or don't attend summer/breaks, will I lose my spot?**

No, you will not lose your spot. Please keep open communication with our program staff so we know when to expect your child to return to our program.



**Q & A**

### **Will you have Spanish speaking staff in dual immersion schools?**

Yes, we will.

### **Where can I learn more about how to apply to work with Right At School?**

We would love to tell you more about employment with Right At School! [Click here](#) to learn more.

### **What facilities will your program use on campus?**

We will work with each individual principal to coordinate what spaces will be made available. As we get closer to opening, you will receive a detailed letter which will include what spaces our program will be held, as well as other general information.

### **WHEN WILL YOUR PROGRAM OPEN?**

August 23rd 2022.

### **WHEN WILL REGISTRATION BE OPENED FOR THE 2023 SCHOOL YEAR?**

Registration for the 2023-24 school year will open in spring 2023.

### **WHO CAN I CALL IF I HAVE MORE QUESTIONS?**

For billing and registration questions, call our Customer Service Line at 855-AT-SCHOOL

For all other questions, you can reach **Senior Area Manager Richard Fuentes** at [richard.fuentes@rightatschool.com](mailto:richard.fuentes@rightatschool.com) or (650) 407-0531



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