

## 2023-2024 Aftercare (AC) Registration Guidelines, Policies, and Procedures

Updated 9/5/2023

Dear RWS Parents,

All Aftercare registration and billing will take place within the BigSIS Parent Portal. If you have any questions or need assistance registering your child for Aftercare, please contact the Aftercare Lead Teacher, Marie Fitzgerald or Mary Williard, Business Office Manager. Valerie Hogan is also available to assist you with any registration questions.

The Aftercare Program is licensed by the Virginia Department of Education, which periodically inspects the premises, student and faculty records, playground safety, and program guidelines.

The first day of Aftercare is August 31, 2023. AfterCare is not available on the following school days: Aug 30, Sept 29, Oct 6, Nov 21, Dec 19, Jun 7. Aftercare is not available when school is not in session.

Families should register for Aftercare no later than Thurs, August 17 to begin the school year. After the deadline, families can register for AfterCare with two weeks prior notice to the child's first day in AfterCare. Drop In Aftercare is available for infrequent care and must be requested 48 hours in advance and must be confirmed by a staff member before you leave your child.

### 2023-2024 Aftercare Rates:

	Daily Rate (for 1 to 4 days/week)	Weekly Rate (for 5 days/week)
1 - 3 PM (EC Only)	\$20	\$90 (\$18 / day)
3 - 6PM (EC & Grades)	\$27	\$120
Full Day (1 - 6)	\$47	\$210
Drop in	\$12 per hour	

**AfterCare Sessions:** This year, families can register their child for Aftercare by the Semester. The Fall AC semester is August 31 - December 18. The Spring AC semester is January 3 - June 6. *You will be charged for the sessions you have registered for. Please note this is a flat daily rate, not an hourly rate. You will sign up for each time frame you need care and can adjust your schedule to remove days you do not need.*

Session options are as follows:

- Fall 1 - 3pm
- Fall 3 - 6pm
- Spring 1 - 3pm
- Spring 3 - 6pm

Within each session, there are several sign up options to choose what days you need care. Choose a weekly schedule, by the day, or Drop In for single day use. You will see a list of all open sessions for which your child can sign up for. **You will sign up for each time frame you need care.**

### How to register:

1. Log in to your BigSIS Parent Portal: <https://richmondwaldorf.bigsis.com/portal/>
2. **AfterCare Tab** - find the tab at the top of your BigSIS Portal for Aftercare to enrolled child in regularly scheduled (contract) or drop in Aftercare
3. **Participants:** You will see your child's name and a link to "View Sign Ups". **THIS IS HOW YOU BEGIN REGISTRATION**
  - a. You will see your child(ren) listed with all available sessions that they are eligible to attend.
  - b. To enroll in a session, click **"View sign ups"**
  - c. Read the instructions in BigSIS. You will also see a session calendar. Scroll down to see the available days of that session. This includes every school day, flexible M-F, or drop in
  - d. Review **Quick Signups**. Click **"Sign up"** on the day(s) you need care.
    - i. Note there are several options, including Weekly Mon-Fri, Mondays, etc, and options specific for Acorn and Willow families. Please review and choose the best option for your family.
  - e. You will then see a summary of every day of that session. Click **"Confirm Sign Ups"** to confirm.
    - i. **NOTE** you can select opt out for a particular day while registering during that session by going to the Session Calendar and indicating day(s) your child will not be attending.
  - f. **Review the Session Calendar to view registered dates and to add/remove dates you do not need care.** You will be charged for all days your child is registered whether they attend or not, so please review this carefully. To not be billed for a particular day, you must OPT OUT at least 48 hours in advance or you will be charged for the session as a "no show" fee.
4. To add another time session (Ex: you've signed up for 1 - 3 and now need to sign up for care after 3pm), repeat this process.

### Registration Due Dates:

- To begin the 23-24 School Year, AfterCare registration due August 17, 2023
- To add or change your schedule mid-semester, please do so no later than two weeks in advance of when care is needed.
- Late Registration is subject to availability and will be confirmed by staff

### Billing:

RWS will utilize BigSIS' billing features to invoice families for Aftercare. The first week of each month, you will receive an email through BigSIS (from Mary Williard) advising your invoice for the prior month is ready. Login to BigSIS to view your invoice(s) on the Financial

Tab. You are required to set up a payment plan in BigSIS: credit card at 2.9% fee or E-check at \$0.25 per transaction. Once you have added a payment plan, the payment will be automatically processed on the invoice due date through BigSIS. Please contact Mary Williard if you need to split the charges between more than one household.

- Daily rate will be used for families using 1 to 4 days of care each week. The weekly rate will apply if you sign up for the Weekly Monday - Friday session. You may Opt Out of any scheduled day 15 days in advance at no charge. Less than 15 days in advance will be charged a "no show" fee equal to the regular session rate..
- Drop in care at \$12 / hour is available if you schedule 48 hours in advance. You will be charged \$12/ hour for scheduled sessions whether the child attends or not.

Families will be charged a session rate per student (including siblings) using Contracted Care. Aftercare billing is no longer hourly. Families can opt out of scheduled sessions at no charge 15 days in advance by using the Session Calendar.

### **Contract Change or Cancellation Process and Fees:**

We require advance notice to change or cancel your contract. To change your Aftercare registration, login to the BigSIS Portal and update the session calendar based on the time your child will attend. For support, contact the Aftercare Program Lead.

To cancel your Aftercare registration for a particular day or for the semester, we require 48 hours notice. If you cancel with less than 48 hours notice you will be charged for the session as a "no show" fee.

### **Drop In Care Registration & Rate:**

- Drop in Aftercare will be available for as-needed or irregular care. To drop your child into Aftercare, you must sign up via the BigSIS Portal at least 48 hours in advance.
- To use Drop In care, follow the instructions above and access the session time you need. Scroll down to find "DROP IN" sign ups for the designated month and timeslot you are requesting. Please do not email or call the front office for drop-in Aftercare. Your request will be approved or denied by an AC staff member.
- Families will be charged \$12 per hour *per student* (including siblings) for drop-in care scheduled whether the child attends or not.

### **Fees for Late Pick Up:**

Aftercare staffing is based upon scheduled registration, and we staff based on the schedule you establish. If you are late arriving to pick up your child, you may be charged the following fees:

- Late fee is \$1 per minute if you pick up after your child's scheduled pick up time, except for late pick ups after 6 PM will be charged at \$2 per minute..
- For the 1-3 EC session, late fees will be charged after 3:15 to allow time for the pick up line

**Scheduled Days:**

Aftercare is available to students on days when school is in session. We do not provide Aftercare on early release days and days when RWS is closed. Aftercare may be canceled or closed early due to inclement weather or other unforeseen circumstances.

**Additional Information:**

Supplies for Early Childhood Aftercare children:

- Small blanket (2'x 3') and pillow
- Optional small stuffed animal or doll
- Extra change of clothes

**Contacts:**

Marie Fitzgerald, Lead Aftercare Teacher [mfitzgerald@richmondwaldorf.com](mailto:mfitzgerald@richmondwaldorf.com)

*For any questions or concerns*

Valerie Hogan, Enrollment & Marketing Administrator: [vhogan@richmondwaldorf.com](mailto:vhogan@richmondwaldorf.com)

*For registration support*

Mary Williard, Business Office Manager: [mwilliard@richmondwaldorf.com](mailto:mwilliard@richmondwaldorf.com)

*For billing support or questions*

RWS Front Office: 804-377-8024

RWS Aftercare Staff Phone: 804-528-7777 (available by phone during program hours only)

Administration School hours: Mon - Fri, 7:45 am - 3:15 pm