

Friendly House FAQ: For Parents

1. What are the start and end times for the after-school program?

The after-school program runs from **2:00 PM to 5:30 PM**. Please make sure your child is picked up by **5:30 PM**, as late fees may apply for pickups after this time.

2. How can I register my child for the after-school program?

Children may be registered by visiting our website at friendlyhousema.org. Simply complete the registration form to get started!

3. Are snacks and meals provided during the after-school program?

Yes, snacks are provided during snack time, and **lunch is also provided**. Students are welcome to bring their own snacks and lunch, but please note that we are a **nut-free program** to ensure the safety of all children with allergies.

4. What types of activities and clubs are offered in the after-school program?

At **Friendly House**, we offer a variety of fun and engaging **clubs**! Students will have three activity options to choose from daily, including art, STEM, physical activity, Pokemon, board games, cooking, trivia, Kahoot, and much more! We also set aside time for homework help to support the children's academic needs.

5. Is there a fee for the after-school program?

The cost for attendance is **\$400 per month**. We also offer **scholarships** (income-based) and **sibling discounts** to assist families. Please feel free to contact us for more details.

6. Can my child switch between different clubs or activities during the program?

All children are encouraged to pick a club when they arrive. We do encourage children to stay in the club they have chosen before transitioning to another. However, if needed, we offer another option for children.

7. How can I track my child's participation and progress in the after-school program?

We value open communication! You can speak directly with your child's staff or our program supervisor to track your child's progress. Additionally, we use the Brightwheel app to track attendance, communicate with parents about behavior, and share important updates. Parents **MUST** have Brightwheel to sign in and sign out their child, and receive important messages.

8. What if I am running late to pick up my child?

If you're planning to be late for pick-up, please contact us through the **Brightwheel app** or call us directly at **267-257-9519**. We will do our best to accommodate you and ensure your child's safety.

9. Can I pick up my child at any time during the program?

Yes, you can pick up your child at any time before **5:30 PM**. However, **you must be registered for pick-up**. If someone else is picking up your child, and they are not registered, please **contact us ahead of time** and make sure the person picking up your child **brings an ID** for verification. This helps us ensure your child's safety.

10. How are behavior issues addressed during the after-school program?

For any behavior-related concerns, please refer to our **handbook** for more information. If you have questions or concerns, our staff and supervisor are always available to discuss any issues.

11. How can I ensure my child receives accommodations if needed?

If your child has special needs or requires accommodations, please send us their **IEP form** and contact us directly. Children who require a **one-on-one aide** will need to have that support in place.