

# HELPFUL HINTS for ENROLLED FAMILIES

## DOES KIDS ORBIT REQUIRE A MEDICAL FORM? WHEN IS THE MEDICAL FORM DUE?

- We require a form on file prior to your child's first day of attendance. NO EXCEPTIONS; YOU WILL BE CHARGED A \$50 ADMINISTRATIVE FEE IF YOUR CHILD'S MEDICAL FORM IS LATE.
- The form must be completed based on a physical exam conducted within a year of your child's first day with us.
- Forms may be uploaded to your account or faxed to our office.

## WHAT KIND OF NOTICES AND REMINDERS WILL I RECEIVE FROM KIDS ORBIT?

- We send a monthly e-blast called "To the Point," but only if we have something to say. "To the Point" will keep you in sync with our calendar and provide you with things like activity schedules.
- Other occasional announcements and reminders will come via email.

## WHAT IS A TYPICAL DAY LIKE?

*Snack upon arrival. Days are broken into 3 periods.*

- Homework (quiet activities for children without homework.)
- An activity/specialty periods
- Game of the Day

## WHAT DO YOU DO DURING ACTIVITY PERIODS?

*Activities vary by site depending upon facilities and availability of instructors.*

- Music, dance, arts & crafts, drama, yoga, science, chess, board games, story time, soccer, sports, group games, outdoor play.

## DO YOU HELP CHILDREN WITH HOMEWORK?

- Homework is supervised by our staff, but children are expected to complete their assignments independently.
- The homework period is one hour long, Monday – Thursday.
- We do not do homework on Fridays.

## HOW DO I SCHEDULE AN AFTERNOON or A WEEK or REPORT AN ABSENCE?

- There are forms to schedule days, weeks and to report absences and latenesses in your account. Simply log in and you will find them under the heading "Forms and Documents."

## HOW DO YOU ENSURE MY CHILD'S SAFETY AT DISMISSAL?

*Safety doesn't have to equal complicated if we're all on the same page.*

- Your child must be signed out with our staff before leaving. Instruct the people on your list to be patient.
- People who come to pick your child up must show ID until the staff comes to recognize them. Make sure everyone you have on your dismissal list knows this!
- *If you wish to add one of our counselors to your child's dismissal list, please log in to your account and complete a waiver.*

## CAN I PICK UP EARLY? WHAT TIME DO YOU CLOSE?

- You may pick your child up any time before 6 PM.
- Activities end at 5:45PM and we are required to be out of the school buildings by 6:00PM.
- If you find it difficult to pick up by 6:00PM, consider making a private arrangement with one of our counselors. If you plan to have a counselor on your child's dismissal list, please log in to your account and sign a waiver.

## WHAT IF I'M RUNNING LATE?

- We understand that people occasionally run late but ask you to please keep in mind that our staff has commitments of their own when they leave Kids Orbit.
- Should you run later than 6:00PM, an additional charge of \$10.00 until 6:15PM and \$15.00 until 6:30PM will be due to the counselor who waits with your child. **Please do not think of this as an additional service. Should you or the individual who picks your child up late not make this payment directly to the staff, we will add it to your bill and charge the method of payment we have on file, plus a \$5.00 surcharge.**
- Once the school is closed your child and our counselor will not be permitted to wait inside the building.

#### **CAN I CHANGE WHICH DAYS OF THE WEEK MY CHILD ATTENDS?**

- Yes, entire year and weekly registrants can change which days their child will attend *in a given week*, as long as our office is notified.
- If there is a holiday on one of your scheduled days, your child is welcome to attend on another day within the same week.
- To let us know, log in to your account and request an additional day. Please make a note that you are substituting for another day in the same week.

#### **CAN MY CHILD MAKE UP AN ABSENCE?**

- Entire year and weekly registrants can make up a missed day, as long as it is within the same week. Let us know what day you'll be substituting when you report your child's absence, or use the "Add a Day" form to let us know.
- Partial Afternoon registrants never need to worry about making up a missed day, because we only count afternoons that are actually attended.

#### **CAN I CHANGE THE NUMBER OF DAYS I REGISTERED MY CHILD FOR?**

- Yes and no, entire year registrants can increase the number of days their child will attend in a week, but there would be a penalty to decrease.

#### **CAN I TAKE CARE OF KO BUSINESS ONLINE?**

- We are always happy to help, but many things can be taken care of in [your account](#), including billing and payment.
- Your account also gives you access to forms that allow you to manage dismissal names, schedule partials and weeks, and communicate absences to us, and more.

#### **WHAT DO YOU DO FOR SNOW DAYS AND OTHER UNPLANNED SCHOOL CLOSINGS?**

- Kids Orbit closes when the [public schools close](#). We will also close early when the public schools close early and/or cancel after school activities.
- We will communicate closings by posting an announcement on our [Parents' Page](#) and sending email to parents and guardians.

#### **WHAT IS KIDS ORBIT MONEY?**

- We spend a lot of time reinforcing good behavior and random acts of kindness in a playful way with Kids Orbit Money. We believe it builds self-esteem and inspires confidence in children.
- Twice a year, December and June, the KO Store opens and the money is joyfully spent!