

FAQ'S ABOUT THE A.C.E. BEFORE AND AFTER SCHOOL PROGRAM

PLEASE SEE THE PARENT HANDBOOK FOR FURTHER DETAILS (www.rvedfund.org)

1) Q: What is the River Vale Education Fund (RVEF)?

A: The RVEF is an independent 501 (c) 3 foundation that serves the children of River Vale and the surrounding school districts to advance their academic and social well-being. We work collaboratively with the Board of Education and Superintendent's Office in each district to ensure uniform program objectives.

2) Q: What does the A.C.E. Program offer?

A: The A.C.E. program will provide a safe and caring environment. We will offer supervised homework time, enrichment activities (third party as well as taught from A.C.E. staff), physical activities and the necessary "down time" your child needs.

3) Q: What hours will the Before and After School Program operate?

A: The Before School Program will operate from 7:30am to the first bell. The After School Program will operate from dismissal until 7pm.

4) Q: What are the monthly fees and when is the due date?

A: The monthly fees can be found in the registration packet. Monthly tuition is due the 1st of each month and can be paid by check or recurring credit card debit. We also offer a discount if you pay your tuition in full for the year (based on 10 months).

5) Q: Is there a discounted rate if I pick my child up early from after care?

A: Yes, this is called Tier Pricing. You will receive a reduced rate if you pick your child up by 4:30pm each day your child is enrolled in the program (Program rates can be viewed on the payment form in the registration packet) Policies for this pricing program can be found in the Parent Handbook.

6) Q: What happens if I am late or miss monthly payments?

A: There will be a \$25.00 fee assessed for any late payments.

7) Q: Do I have to register in person?

A: No, you can mail back payment and registration forms to: 801 Rivervale Rd. River Vale, NJ 07675. Please indicate ACE on the envelope for priority handling.

8) Q: Who will the staff be for the A.C.E program?

A: The staff will consist of qualified professionals, teachers, graduate students, and other carefully selected team members. All staff is finger printed and background checked by the state of NJ and are CPR/First Aid Certified

9) If I register my child for your program can I either withdraw my child if something changes or change their scheduled days?

A: Yes, you can withdraw your child at any time during the school year. You can even reenroll them if our program becomes a need again for your family. We offer one (1) to five (5) days per week pricing options. If you need your schedule to be flexible, please contact the Program Director directly to discuss your options.

10) I don't need the program all the time, can I use the program as needed?

A: Yes, we have a "drop-in" service. This allows you to use and pay for the program on an as needed basis. We allow six (6) drop-ins for the Before School Program per month and three (3) for the After School Program per month. Your child must be registered for the program and 24-hour advanced notice is required to send your child. You do not need to purchase your visits ahead of time. Cost and payment options are located in the Parent Handbook.

11) Q: Who can pick my children up from after care?

A: Only authorized individuals can pick your child up from our program. These individuals will be appointed by you upon filling out the registration form. Your site will have Authorized Pick-Up Forms for the situations where you need a person not previously authorized by you to pick up your child.

12) Q: Will the program be operating during inclement weather, holidays or other scheduled school closings?

A: The program **will not** run if school is closed due to inclement weather. In addition, if your school is closed due to emergency issues, the program will not run for those days. The program **will run** on specified holidays, professional development days and other scheduled days off from school. These days may be held at a local alternate site other than your child's school. Please refer to the welcome packet* to see the days the program will run a full day and the cost of these days.

Welcome packets are emailed out a week before school starts, this packet will have important information to help guide you through the program

13) Q: What do I do if my child will be absent from After Care?

A: There will be a number provided for all parents to call if a child will be absent. A message needs to be left with the child's full name, date of absence and a return phone number. You can also e-mail the Program Director to report your child's absence. If we are not notified of your child's absence, we will contact you to verify that you are aware of his/her absence.

14) How can I get a receipt for my FSA through my employer?

A: Please e-mail the Program Director for an FSA receipt, the receipt will provide the tax id number, official address and other information for you to be reimbursed. As well, if you provide a credit card for recurring payments, you will receive a computer generated receipt each time a transaction is processed. This receipt will provide the necessary information you will need to submit for reimbursement.