

# Frequently Asked Questions About Right At School

## **Why Right At School?**

Right At School is focused exclusively on student enrichment for children in elementary schools. Rather than offering "day-care" or "babysitting," our highly trained and passionate educators make sure the learning carries on before and after school in a fun and meaningful manner. Your children will experience best-in-class, fun-filled programs focused on building their creativity, conditioning, character and confidence. We are reliable (programs run every day school is in session), flexible (register for 1, 2, 3, 4 or 5 days/week), and convenient (we offer a daily drop-in option). And all of this happens right in the comfort and safety of the following elementary schools: Applewood, Crestview, Hickory Ridge, Huntington, Kidder, Memorial, and Towslee.

## **Is Right at School an outside company?**

Yes. However we take our partnership with Brunswick City Schools very seriously and communicate often with the principals and any school/district contacts.

## **How do I register and pay for Right At School?**

You can register and pay online using your credit card or debit card, at [www.rightatschool.com](http://www.rightatschool.com). Just click on "Register" in the top right of your screen, then find and select your school.

## **Can I speak to someone directly?**

Families can speak directly to Right At School personnel anytime by calling 855-AT-SCHOOL (855-287-2466) during the hours of 8:30 am – 5:30 pm (CST). During program hours, parents will be able to call their child's Right At School Program Manager on a dedicated phone that each Program Manager carries. You will also be able to contact a local Area Manager when one has been hired in mid-June. Phone numbers can be found on our website on the Locations and Pricing page.

**Are you state licensed?** Yes

## **The Right Club & Early Adventures**

### **What is The Right Club?**

The Right Club is in your school every day that school is in session. We begin when the school bell rings and continue until 6 PM. You can choose as many days as you'd like for your children to attend and you can change your schedule if needed. We provide enrichment- and fitness-based activities for families needing reliable and meaningful support after school. Early Adventures is the morning program which begins at 7am until school begins.

### **Where will the Right Club be located in my school?**

Right At School will partner with each school principal to secure adequate space for our programs. Should our programs grow over the course of the year, we will again partner with the school principal to ensure a continued quality environment for our program location.

### **What does a typical day look like in The Right Club?**

Town Hall Meeting (~15 minutes) – At the school bell, children will gather in a designated after school meeting location, where our educators will take attendance and serve a healthy snack. The day is then kicked-off with a Town Hall Meeting, where students will share news and special events, and our educators will set the schedule and expectations for the day.

The Right Moves (~10 minutes) - After a long school day, we know kids need to let out their energy. We spend ten minutes dancing, doing yoga stretches, or team games; just enough time to get out their “wiggles” and refocus their energy on homework.

Homework Time (~45 minutes) - Our educators provide a quiet and supervised environment for students to work on their homework. If students complete their homework early, they will have quiet activities to choose. Students may choose to lengthen their homework time block if additional time is needed.

Daily Double/Enrichment (~45 minutes) – Kids will participate in fun, enrichment-based activities, such as arts and crafts, science experiments, drama, etc. Enrichment unit topics, such as “Phenomenal Earth,” “Top Secret,” and “Vikings, Sailors, & Pirates, Oh My!,” which change every two weeks. Kids are offered additional activities outside the scheduled curriculum with our Daily Double or Triple Play options which provides our students with choice.

Fun Fitness (~30 minutes) – We may be outside on the playground, or inside playing kickball or making up a dance routine. Either way, making time for daily movement and learning sportsmanship is an integral part of our day. We also allow for students to self-navigate during this time as well.

Free Play (~30 minutes) - We know kids need time for self-navigation and free play! We have an ample supply of arts and crafts supplies, board games, card games, chess sets, and sports equipment available for kids to stretch their creative muscles!

**What will my child eat for snack? Is breakfast provided for Early Adventure students?**

Right At School will provide a healthy, nut-free snack every afternoon. Children are welcome to bring their own snacks from home if they prefer (please make sure they are nut-free). Some examples of snacks are fresh fruit, fruit cups, crackers, granola bars, raisins, and fresh items like yogurt, and cheese (when refrigeration is available). Right At School does not provide breakfast during Early Adventures, however children are allowed to bring a nut free snack from home if they would like.

**How many students need to sign up for the program to take place?** We need 15 students to sign up for each location, but we will be flexible.

**Do you recommend that the child stay the entire time because they may miss a fun activity?**

The time frame the student stays is up to parent and usually based on need.

**Are the students required to participate in the homework time?** That time is flexible and students might choose to bring a book to read. We do have dedicated times where students are not using technology.

**My child participates in another activity before school such as fitness club. Would my child be able to be dismissed to participate in that activity?** Yes! Just communicate with the area director about special arrangements.

**What type of training is provided to the staff?**

Examples of Right At School educators are experienced post-graduate and current college students with a passion for working with children. As part of our focus on safety, our employees

must pass comprehensive fingerprint background checks. In addition, our educators receive ongoing safety training and abuse prevention and neglect training, and all of our Program Managers are CPR-certified. Our educators also participate in extensive education- and behavior management-focused training throughout the year. All staff go through training during the fall which comprises of child development, professional expectations, positive guidance, equaling approximately 20 hours of training. On-going training, mentoring and coaching also happens throughout the school year as well.

**What is the student to staff ratio and will a Program Manager be on site?**

Student to staff ratio is 1:15. Programs will be staffed with a Program Manager at each location. The Program Manager is responsible for managing the Right At School programs at their assigned school. Educators work under the supervision of the Program Managers. Each program will have a minimum of one Educator and as the enrollment grows additional Educators will be added to ensure student to staff ratios are always followed.

**How many days a week can my child be a part of Right Club?**

Families may sign-up for 1-5 days per week of the Early Adventures before-school program or the Right Club after-school program and can change their schedule as needed each month.

**If my child attends for two days a week can they ride the bus home the other three days?** Yes

**How many days is the punch card?** The punch card is for 10 days.

## **Registration and Billing**

**I can't pick up my child on a day they are not signed up with Right At School, can they do a Drop-in?**

Yes! We offer drop-ins into our program at a flat fee of \$30 per child per day. You must register online or via phone by noon the day of for after school and the day prior for before school. We also have a Drop-in punch card which can be purchased in advance and is good for 10 drop-in days to be used as needed. The Drop-in punch card can be purchased for \$280.

**Do you accept county vouchers?** Yes

**Military discounts?** Yes for active and reserved.

**What if I pick up my child late?** We do provide a 5 minute window and then charge \$1.00 a minute.

**Is there an option for hourly care?** No

**If we have to provide extra epi-pens and medicing where will those items be stored?** They will be locked in a portable kit/cabinet.

**Can you use the same medical form that we have turned into the school?** No, we have specific forms for Right at School that must be used and filled out.

**Can I add a day to my child's Right Club schedule?**

Families may change their child's Right Club class schedule at any time by logging into your account and selecting "Change my Child's Schedule." For week-of schedule changes, please call Customer Service at 855-287-2466. There are no refunds or credits provided for the current month of service.

**When is Tuition due for Right Club?**

Right Club tuition is automatically billed bi-weekly on Sunday's.

**Are there any extra fees to Right club?**

There is an annual \$50 registration fee per-family for all Right Club programs, which is due in full upon registration.

**I have more than one child with Right At School, do I get a discount?**

Yes! When siblings are enrolled in any Right Club option, there is a 10% discount on the tuition for each additional child.

**Right At School's program was cancelled today, will I get a refund?**

No refunds will be given for programs that are cancelled due to weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Right At School's direct control.

**Are we charged for days that school is not in session?**

There are no refunds given for any days of student non-attendance (i.e. holidays, half days,

professional development days, etc.). 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. The total tuition for the academic year is divided into equal monthly payments for convenience.

**How will I know where to drop my child off for Early Adventures and where will I pick up my child after Right Club?**

A week prior to school starting each family will receive a Welcome Letter from Right At School which will provide details such as what entrance to use during program hours, exact program location within your specific school, as well as profiles and contact information for your program staff.

**Please feel free to contact Regional Director, Jill Anderson at (847) 372-1622 or [jill.anderson@rightatschool.com](mailto:jill.anderson@rightatschool.com) if you have any program questions that were not addressed in this FAQ.**