

## Issue #6

September 20, 2018



# SCHOOLMATES SCOOP

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### Hello from Schoolmates!

**Thank you** to the 150+ families who have already registered their children on SchoolCareWorks. SchoolCareWorks is Live! Register your child(ren) now. Children who are not registered in SCW will not be able to attend beginning September 24<sup>th</sup> – Including Drop-Ins! Go to the PRD website for the link to register. <http://www.ci.piedmont.ca.us/recreation/>

### New iPad Kiosk for Check In/Out

On **Monday**, September 24<sup>th</sup>, parents will begin using the iPad Kiosk located at the entrance of each Schoolmates site.

There are two ways that parents can use the iPad to check in and out their child(ren).

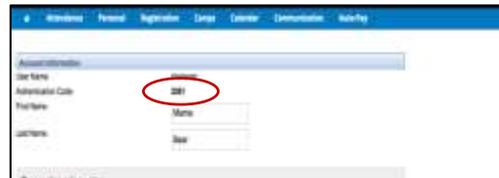
1. **Enter in a pin code:** To find your pin code, log on to the SCW Family Portal and click on the "Personal" Tile. A unique pin code is located under each parent/guardian's name.



2. **Scan a QR code:** To scan a QR code, parents must download the **InSite Connect Mobile App** onto their phones. An authentication code is required to log on to the App. This can be found on the SCW Family Portal. On the home page, select the "Account" tile. The authentication code is located under the user name. Parents are then able to check in/out their children by scanning their QR code by holding their phone up to the top of the iPad.



SCW Family Portal – "Account" Tile



### Parents!



Make sure to stop and look at the AMAZING art work up on the walls. The kids have been busy doing art, cooking, and magna-tile building projects.

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## New to Schoolmates

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### Kids Night Out!

The first Kids Night Out is on October 5, 2018.



**Parents!** Take the NIGHT OFF while your kids enjoy an AWESOME night of entertainment with the PRD staff at Schoolmates.

#### What:

A unique and creative theme every month where your kids will be engaged in safe, fun, age-appropriate activities.

#### When:

The 1st Friday of month  
October 5th  
November 2nd  
December 7<sup>th</sup>

#### Time:

6:00pm - 9:30pm

#### Cost per Child:

\$45 per night  
OR

#### Cost per Family:

\$70 per night

#### Location:

Site (and staff) varies  
October-Beach,  
November-Havens,  
December-Wildwood

Sign up through  
SchoolCareWorks

### Authorized Pick Ups

Schoolmates policy states that all students must be checked in and out of Schoolmates by a parent using the online check in/out system. To authorize someone other than a parent to pick up and sign your child out, you must submit your authorization in writing via email to your site coordinator. **If you have already communicated with your Site Coordinator this year, you do not need to submit an authorization again.** Thank you in advance for adhering to this process. The safety of the children under our care is our first priority.

### Electronic Check In/Out

The ability to electronically check children in and out of Schoolmates has many benefits. Among the most impactful is safety. The Schoolmates staff will have clear visibility of who is scheduled, who is present, and who has not yet arrived. They will also check in "unscheduled" drop ins using the electronic system. **Parents:** please make sure that if your child is dropping in during the afternoon hours that you notify your site coordinator via email no later than 1:00pm on the day of the drop in! We run a very flexible program which means that there are lots of moving pieces for our staff. With that said, our program runs most successfully when our families follow the processes we have set in place and communicate regularly to their site staff.

## Your Questions – Our Answers (related to SCW)

### Why is there a new annual registration fee?

The Piedmont Recreation Department has spent the past year, since the introduction of all-day kindergarten, working on a new staffing model and fee structure that will allow Schoolmates to continue as a sustainable program despite a 40% reduction in participation hours and associated revenues.

In order to recover our costs and continue to offer a flexible program that fits the needs of most families, full-time staff was reduced from 5 to 2, we raised hourly rates and instituted the registration fee. The registration fee is intended to help offset the significant credit card processing fees which PRD has absorbed in the past to the tune of \$45,000 per year.

While we did consider a per transaction fee, we decided the registration fee was appropriate given the significant administrative efforts required to provide last minute and flexible care options. We will be re-visiting the registration fee relative to our hourly rates next spring before setting fees for 2019-20.

### When can I sign my child up for holiday/In service days?

Beginning October 15<sup>th</sup>, you will be able to sign up for the Holidays/In Service Days using SchoolCareWorks.

Schoolmates will be open 8:00am-6:00pm on the following days.

November 19, 20, 21  
December 27,28  
January 2, 3, 4

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**“Check Out Before You Chat”.**

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### Late Pick Up Policy

#### Late Pick Ups 3:00pm, 4:00pm, and 5:00pm Hours

If you are more than 10 minutes late picking up your child at their scheduled pick up time you will be charged for one unscheduled hour at the Drop-In rate of \$11.25.

*Tip:* When picking up, parents sometimes stop to talk with a friend or have a conversation with one of the staff, and don't check out right away. To avoid a late pick up fee, make sure you sign your child out first before having your conversation.

#### Late Pick Ups after 6:00pm

Schoolmates closes promptly at 6:00pm. We realize emergencies and unusual circumstances do occur which may result in your inability to get to Schoolmates by 6:00pm.

In the event you are unable to pick your child up by 6:00pm, please establish at least three alternate people that **you can call** to pick up your child on time in an unusual or emergency situation.

The late fee for arriving to pick up your child after 6:00pm is **\$5.00 per minute** for 6:05pm - 6:10pm; an additional \$1.00 per minute fee will be charged after 6:10pm.

### When do I use SchoolCareWorks and when do I use ActiveNet?

Families will continue to use ActiveNet for scheduling summer camps, enrichment classes, swim lessons, sports programs, etc.. SchoolCareWorks is used exclusively for the Schoolmates Before and After School Care Program. Families use SchoolCareWorks to schedule Schoolmates, Kids Night Out, and Holiday/In Service days.

### Can I use the credits I have in ActiveNet to schedule Schoolmates hours in SCW?

Unfortunately, we are unable to transfer the credits across the systems. You may continue to use the credits for other PRD offerings (camps, swim lessons, etc.)

### Can I use a Mobile App to schedule hours at Schoolmates?

The ability to schedule hours using the SchoolCareWorks mobile app, InSite Connect, is not currently available. However, the SCW website is mobile configured. You can use a browser on your phone or iPad and log in to [www.schoolcareworks.com](http://www.schoolcareworks.com) using your username and password to schedule your child(ren) for Schoolmates.

### Why does the SchoolCareWorks online schedule say that Schoolmates is open at 2:00pm, when children get out of school at 1:45pm?

We realize that there is a 15-minute gap on the online schedule for the early release on Wednesdays. Be assured that Schoolmates is open for your children beginning at 1:45pm. We cannot change this on the online schedule due to system constraints. In addition, families are not charged for the additional 15 minutes on Wednesdays.

### How does the sibling discount work?

Schoolmates offers a 5% sibling discount for each additional sibling who attends Schoolmates. The 5% discount is given to the oldest sibling(s). The youngest sibling pays the full rate. The sibling discount does not apply to drop-in hours. The SchoolCareWorks system will automatically calculate the discount based on the family hours scheduled. You can see this discount in the Family Portal by clicking on the “Statements” tile.

In order to receive the discount you must email [maria@decidellc.com](mailto:maria@decidellc.com) and [kmorris@piedmont.ca.gov](mailto:kmorris@piedmont.ca.gov) once you have registered your children in SCW and PRIOR to scheduling them for any hours.

- In the subject line of your email write: **SIBLING DISCOUNT**. In the body of your email, include your Name, Children's names and Schoolmates location.
- We will then update your account so that you receive the sibling discount. We will email you when the update is complete, and you are able to proceed with registration and scheduling hours. See Step by Step Instructions, which were sent on Monday 9/17, for more details.

## FAQ

If you have specific questions regarding this transition to SCW please read the FAQ document <http://www.ci.piedmont.ca.us/recreation/docs/sm-scw-faq.pdf>

## Schoolmates Scoop

We have a lot more to share so please continue to look for our updates. If you miss one, you can find it on the PRD website. <http://www.ci.piedmont.ca.us/recreation/index.shtml>

## Questions regarding SchoolCareWorks?

Reach out to us at [Kmorris@piedmont.ca.gov](mailto:Kmorris@piedmont.ca.gov).