Prime Time Care FAQ

• **What is the ratio of children to adults?** The State of Michigan requires a 1 to 18 ratio and Walled Lake Schools provides a 1 to 15 ratio.

• **Do you provide snacks?** Yes, parents can purchase a snack for the PM session (see the Program Contract) or children can bring their own snack. If you sign up for snack, you will be charged and be responsible for payment unless you contact our office to cancel snack.

• **Do I need to sign my child in and out of the Prime Time Program daily?** Yes, for your child’s safety, Prime Time Care and the State of Michigan require that children must be **signed in and out** of the program by a parent or person listed on the Registration/Emergency Form.

• **Can my child take medication while in Prime Time Care?** Yes, If your child will need a prescribed medication, (i.e. inhaler, Epi-Pen, Ritalin, etc) the district’s “Authorization for Medication” form must be signed by your doctor and sent to our office. You may pick up the form at your school office, download it from our Prime Time Care website, or use the existing form you already have on file. Get a copy from your school office. Your medication must be in the original prescription package or bottle or it will not be accepted.

• **What is your policy for schedule changes?** To ensure we have enough staff for any given day, we require any changes in writing. All changes are due by the 25th of the preceding month. If you find you need to make a schedule change or you are canceling, you may email Kathy at kathybirdseye@wlcsd.org. After the 25th, no credit will be given for cancelled days. To add sessions after the 25th you must use an occasional package.

What is an occasional package?

This package is designed for:

1. The occasional user that does not know when they will need service. It allows you to purchase 5 sessions at a time. Packages must be purchased in advance to be used when the need arises. Please check the box if you will be using this package.
2. It is also designed for anyone who has a regular schedule but needs care on an emergency basis.

• **How do I fill out my calendar?** Calendars must be filled out online through Family Access. We no longer will be providing the paper calendar.

• **What time are you open?** We are open at 6:30 am before school and after school until 6:00 pm.

• **Will I receive an invoice?** We no longer will be providing an invoice. All payments are due the last day of each month for the month coming up. You may view your balance at any time on Family Access and pay online as well.

• **If my child’s school is closed due to inclement weather or other unforeseen reasons, will I receive a credit for that day?** Yes, you will receive a credit for that day.