

Frequently Asked Questions

1. Why are the rates for Latchkey increasing?

One of the great benefits of Latchkey is that it is a program that charges per hour and not per day. When Latchkey is strictly set up as a drop-in program, we do not know for sure how many students will be attending each day. We have to schedule employees based on the *average* number of students that attend Latchkey each day. It is hard to monitor the correct staff to student ratios, which financially, this also is not the best setup. The new fee structure will allow for more accurate records and consistency.

2. Why do I have to schedule my child's attendance each week?

Having an approximation of student attendance each day will ensure that we have the correct staff to student ratios. It is also a safety feature to confirm that students come to Latchkey when they are supposed to instead of getting sent home on the bus.

3. If my child is sick and is scheduled to attend Latchkey, do we still have to pay for the day?

If your child is sick and you *notify Latchkey*, you will not be charged for the day.

4. Do I have to pay if school is cancelled and my child is registered to attend?

No. Latchkey is not open if school is cancelled so you will not be charged.

5. If it is a shortened week (3 days or less), due to a holiday for instance, do I still have to pay for 4 days?

No. On weeks that are shorter, you will only be charged for the days you register your child.

6. What if I forget to schedule my child's attendance for the week by 11:59 pm Saturday?

Please call Latchkey as soon as possible and let them know your child's schedule. If this becomes a chronic issue, your child will become registered as part-time/drop-in/non-scheduled student.

7. Since the fee structure is based on afternoon attendance, what if my child attends only in the morning? What if my child attends both morning and after school?

If they attend mornings only, they will be charged on how you registered your child (full or part-time). If they attend both, you will be charged on whether your child attends full or part-time *after school*.