

ACES FREQUENTLY ASKED QUESTIONS (FAQ)

Where are the ACES After School and ACES Summer Day Camp programs located?

All After School Programs and Summer Day Camps will start and end at the main ACES location at 647 Commerce Street in Bigfork.

Do you provide transportation?

No – for the After School Program, your child will be met at school and walked over as a group to our facilities. The After School Program concludes at 6:00pm each day. Children should be picked up at ACES.

For the Summer Day Camp, children should be dropped off at ACES. The camp concludes at 3:00pm each day. After camp care is available for an extra charge until 5:30pm each day.

How do I contact you?

The number at ACES is 406-837-5439.

The single most important factor in your child's success at ACES is the communication between family and program. Our staff is available by phone or email, and we are always happy to discuss any concerns you may have.

Do I have to register/enroll my child?

Yes – all students/children attending ACES must have a registration form on file and pay the appropriate fee in order to attend.

How do I know if my child is registered/enrolled?

If you registered online, you will have received a confirmation of your registration and payment. If you registered in person, you should have received a receipt of your payment. Please contact us if you have any questions.

What are the fees at ACES?

Please see www.acesafterschool.com for specific rates on our programs. These fees can be paid in person or online.

Do you offer discounts at ACES?

It is our goal to be sure every child that needs after school and summer care has an option with ACES. We offer a family passes for multiple children in a household. We also offer significant discounts for children that are in the free/reduced lunch program for our regular After School Programs and our Summer Day Camp. Please do not hesitate to contact our office if you have any questions or need financial assistance for any of our programs.

See www.acesafterschool.com for specific rates with discounts.

My child can't attend the program after all, can I get a refund?

Refunds, minus your non-refundable registration fee, will only be given if you cancel your registration prior to the final cutoff date. These dates are noted on the online registration at www.acesafterschool.com.

Will my child's program be cancelled or relocated?

Our schedule may change due to weather, school activities or other factors. We always ask you to remain flexible.

Do you have late fees?

Yes, a \$10 late fee will automatically be added to the program price if you register less than seven days prior to the start date.

Can I get a discount if my child will only be at the program for three days?

During the regular After School programs, you sign your child up for specific days each month. If you need to change your schedule and have our child attend on a different day or be picked up earlier than usual, we ask you to please contact us in advance.

During the Summer Day Camps, we only offer full week registration. If your child is not there for the full week, no discount offered.

Who are your counselors, and what are their qualifications?

We have an experienced staff that genuinely cares about each and every child at ACES. Your child will be treated with care and respect. Please visit our website to "Meet the Staff."

Are the programs too long for my child? Will my child get bored?

Our programs have been created to challenge your child academically and creativity. They will make new friends that span age groups and social structures. They won't always complete all their homework. They may get messy!

Will my child be fed?

During the After School Program, your child will receive a healthy afternoon snack.

During the Summer Day Camp, your child will receive a nutritionally balanced lunch. If your child arrives prior to 8:45am, they will also receive breakfast. If they are staying for the After Care following Camp (3:00pm-5:30pm), they will also receive a healthy afternoon snack.

Do I need to provide supplies for my child?

No – supplies are provided as part of the programs at ACES.

How are the participants grouped?

ACES groups children by grade level. If your child would like to be placed with a friend, make your request in advance and we will do our best to meet your request. Our groups are as follows: K/1st Grade; 1st-3rd Grades; 4th-6th Grades; 5th-7th Grades (by invitation)

Do you have programs for children with special needs?

While we strive to provide a supportive environment for all students, our resources are limited. If you child has special needs, please contact us.

My 8-year old has never participated in or played the sport that is offered that day; will he/she feel out of place?

ACES tailors its programs to include all participants. Fun and enjoyment are priorities at our programs. The emphasis is on learning skills and techniques in a low pressure, appropriately competitive environment.

Are the programs co-ed?

Yes, all programs are co-ed.

My child has already attended the Summer Day Camp, will he/she learn anything new this year?

You bet! ACES offers a progressive curriculum that develops children’s knowledge and abilities.

What is ACES’ participant behavior policy?

While participant behavior is not usually an issue at ACES programs, we have a simple protocol in place to manage behavior challenges with participants. Our first step when we experience a behavior issue with a child is to have a discussion and to better understand how we can help. If the negative behavior continues, we have the child take a short timeout where they control the duration. When they are ready to return, they can rejoin activities. If there is a second behavior incident on the same day, the child is placed in a second timeout where the counselor controls the duration based on the severity of his/her actions. If behavior challenges continue, the parent will be contacted by the on-site director to seek additional support. In rare cases, a child may be removed from camp for the day or removed from the program all together. All actions related to addressing behavior, depend on the severity of each case. Please contact us if you have questions about our behavior policy.

How does ACES manage bullying when it occurs at programs?

ACES takes the emotional well-being of all participants very seriously. Bullying in the form racism, physical abuse, verbal abuse, sexual bullying, emotional intimidation or cyberbullying is not tolerated at Aces programs. In the event an incident of bullying occurs between a group of participants, the parents of the children involved will be informed immediately or at pick-up time, depending on the severity of the incident. If the behavior continues with one or more participants, counselors will consult with local Aces management on considering expulsion from the program or next steps in line with Aces participant behavior policy.

What is your weather policy?

In the case of extreme weather, ACES may cancel or postpone programs for the safety of the participants. To determine if there is a cancellation or postponement, please check with the program director.

If there is a school closure due to weather, ACES will also be closed.

ACES cannot provide refunds for cancellations or postponements that are weather-related.

How do you handle air quality issues?

If the air quality reaches an unhealthy level before the start of a program, we will try to move

activities inside. If we do not have access to an indoor alternative, we may have to cancel the program for the day. If the air quality worsens during the middle of a program day, we will modify our activities, take more breaks and do light activities that cause minimal exertion. ACES does not provide refunds for cancellations or postponements because of air quality issues.

What happens if I am late to pick up my child?

A late fee of \$1 per minute will be charged to your account for every minute you are past the pick up time. While we understand there may be situations beyond your control, we ask that you respect the listed program times.
