



## Frequently Asked Questions

- When and how can I contact the Ignite Director, Kelsey Swartz?
  - Email Mrs. Swartz at [kswartz@scintillacharteracademy.com](mailto:kswartz@scintillacharteracademy.com)
  - Mrs. Swartz is also a teacher and is working with our scholars during the regular school day. Ignite questions and concerns will be answered during the program hours of 3:00-6:00 pm.
- Who do I contact if I have questions regarding how much I owe?
  - Email Tish Ibarra at [tibarra@scintillacharteracademy.com](mailto:tibarra@scintillacharteracademy.com)
- How do I pay?
  - Check, cash or money order are accepted. At this time, online payment is not an option.
  - Checks can be made out to SCA Ignite.
  - Families can submit payment directly to Mrs. Swartz or to the front office. Payments can also be sent to the child's homeroom teacher and will need to be enclosed in an envelope with the scholar's name, grade, and type of payment. Payment can also be placed in the Ignite payment box in the SCA Dining Room.
  - SCA's Finance Department tracks all payments. A receipt will be available by request.
  - Each month a new price list will be emailed to you.
- Can I receive a refund?
  - No, refunds will not be issued for early withdrawal or behavior issues.
- Does Ignite provide special snacks?
  - No, Ignite is not able to honor diet requests. However, if your child needs a special snack, feel free to pack your scholar a snack for Ignite.
  - If your child has any allergies or diet restrictions, please notify Mrs. Swartz by email so that the Ignite team ensure the Ignite provided snack is safe for your child.
- Pick-up Procedures
  - When and how can I pick up?
    - On Monday-Thursday, Ignite pick-up begins at 4:00 pm and ends at 6:00 pm. On Friday, Ignite pick-up begins at 2:00



pm and ends at 5:00 pm.

- Car rider placards should be displayed to Ignite staff for pickup.
  - No one will be allowed to pick up your scholar unless they are on the approved SCA pickup list you filled out at the beginning of the year.
  - Any changes to pick up should be communicated to Mrs. Swartz beforehand via email or message from office staff.
  - ID's will be required if school issued car rider placard is not present.
  - The Ignite pick-up line is in the front of the SCA office.
  - No need to get out of the car. Ignite staff will bring your scholar out to you.
  - On days of inclement weather that cause the SCA car rider line to be delayed past 4:00 pm, the Ignite pick-up line will not start until the main SCA dismissal line has ended. If you arrive to pick-up your child and the main SCA dismissal line has not ended, your child is still in his/her classroom and has not been dismissed to Ignite. The quickest way to pick-up your child is to proceed through the main SCA dismissal line on these days.
- Behavior
    - All SCA rules and expectations will be used during Ignite.
    - <https://scintillacharteracademy.com/scintilla-standards/>
  - What does my scholar do at Ignite?
    - STEAM activities
    - Outside recess activities
    - Indoor recess activities
    - Arts and Crafts
    - Peer Socialization
  - If my child has homework or reading to complete, can he/she complete these activities at Ignite?
    - Ignite welcomes scholars to work on extra practice activities and/or complete reading/homework assignments. Families are encouraged to verify work is completed as Ignite staff are not be aware of the homework requirements for each scholar.