



Frequently Asked Questions

- When and how can I contact the Ignite Director, Cindy Gregory?
 - Email Mrs. Cindy Gregory at cgregory@scintillacharteracademy.com and also message on the “Ignite” Remind app.
 - Mrs. Gregory 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
- How do I pay?
 - All payments must be paid monthly online through myschoolbucks.com.
- 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. Gregory by email so that the Ignite team ensures the Ignite provided snack is safe for your child.
- Pick-up Procedures (**Afternoon Ignite**)
 - 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.**
 - “Ignite” **PINK** 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. Gregory beforehand via email or message from office staff.
 - ID’s will be required if a 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.



- Drop Off Procedure (**Morning Ignite**)
 - Morning Ignite is Monday - Friday (6:30 am- 7:30 am) in the lunchroom. You may drop your scholar off at the lunchroom doors during this time. Breakfast and snacks are not provided for morning Ignite.
- Behavior
 - All SCA rules and expectations will be used during Ignite.
 - All scholars in attendance are expected to be fully toilet trained.
 - <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 aware of the homework requirements for each scholar.