



## Frequently Asked Questions

- When and how can I contact the Ignite Director, Cindy Gregory?
  - Email Mrs. Cindy Gregory at [cgregory@scintillacharteracademy.com](mailto:cgregory@scintillacharteracademy.com), text 229-251-4445, or send a message on the “Ignite” Remind app.
- Who do I contact if I have questions regarding how much I owe?
  - Email Cindy Gregory at [cgregory@scintillacharteracademy.com](mailto:cgregory@scintillacharteracademy.com)
- How do I pay?
  - All payments must be paid monthly online through [myschoolbucks.com](https://myschoolbucks.com), unless otherwise stated.
- 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 2:15 pm for elementary, and 4:00 pm for Middle and Upper School. Ignite ends at 5:00 pm on Friday.**
    - “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 (6:15 am- 7:15 am) in the lunchroom. Pre-K-5th grade scholars will be dropped off at the lunchroom doors and 6th-10th grade will be dropped off at the gym during this time. Breakfast and snacks are not provided for morning Ignite. All scholars arriving after 7:15 am will need to go through the car line.
- 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.